

Guide to LIVE!

This guide has three main sections. The first one, [Subscribing to LIVE!](#), explains how to create and pay for a subscription to the service.

The second one, [Accessing the LIVE! Video](#) (page 9), explains how to log into the service and watch videos.

The third section, [Questions and Issues](#) (page 15), contains troubleshooting information in case you are still having problems after reading the other two sections.

Subscribing to LIVE!

The following procedure is used to sign up for LIVE!. It involves quite a few steps, so please be patient.

Step 1

In your Web browser, go to live.iajgs2017.org. That page provides much information about the service and has several links to the page from which the subscription process begins. The most obvious link is the “SUBSCRIBE” button on the blue ribbon at the top of the page, on the right-hand side.



Step 2

After clicking on a SUBSCRIBE link, you’ll be on a page where you enter your information for opening an account.

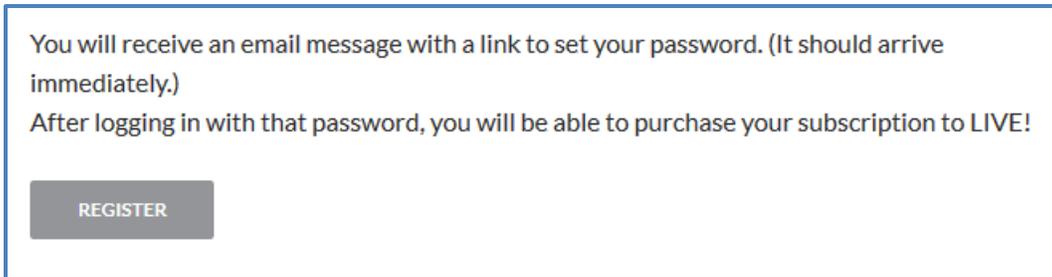
REGISTER FOR LIVE!

To sign up for IAJGS LIVE!, please fill out the form below. You may pay for your subscription using a credit card or PayPal account.

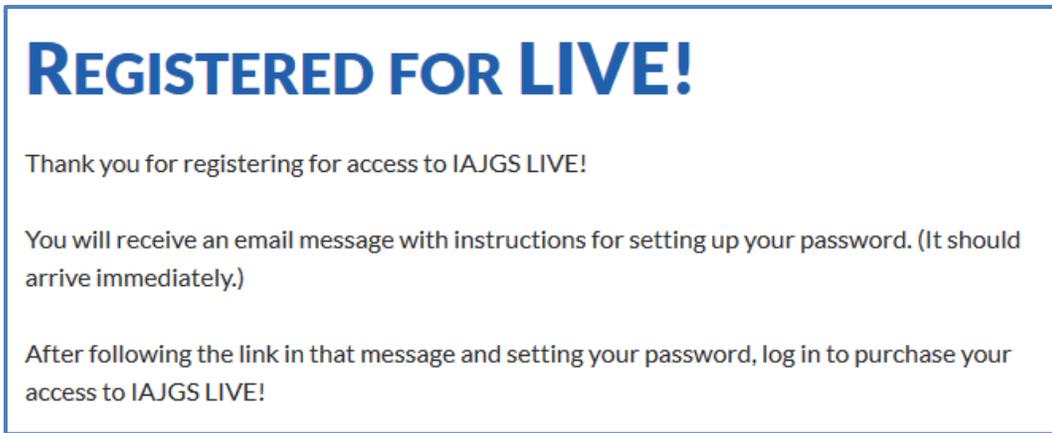
Username (we suggest using your email address)*

Email Address *

You'll fill in a user name (we recommend using your email address, which you also enter into the second field) and provide other information. At the bottom of the screen, after all the information has been entered, you'll click on the "REGISTER" button.



As the text notes, an email message will immediately be sent to you. You'll also be taken to a new Web page thanking you for registering.



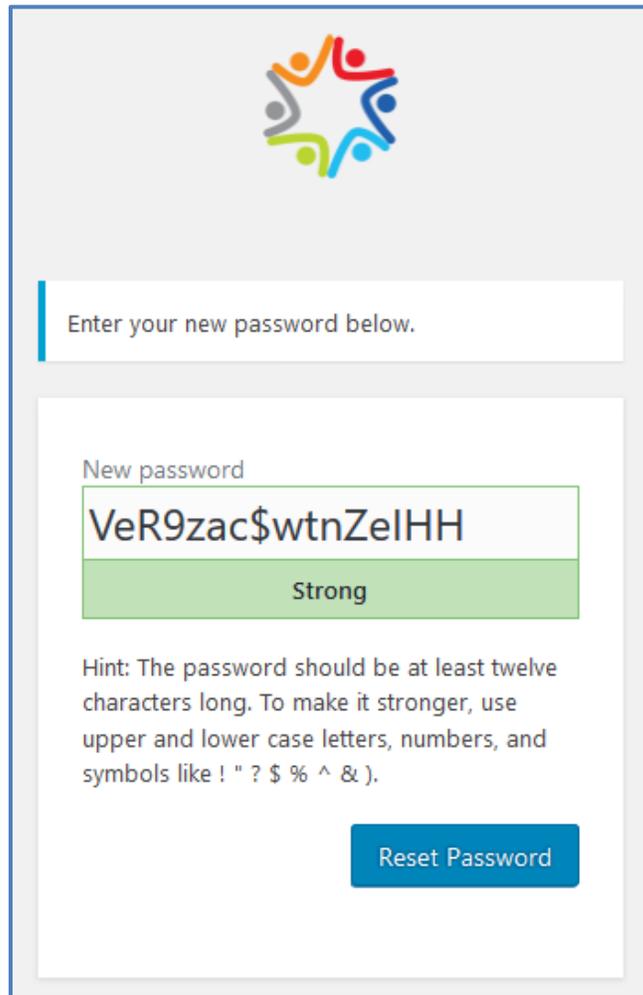
Step 3

You will receive an email message from "webmaster@iajgs2017.org. It will contain a link that takes you to a Web page in which you can set the password to use for your account. Click on the link (indicated by the red arrow).



Step 4

Here is the page you'll get to after clicking on the link in the email message.



The “New password” field initially contains a very complex, computer-generated password. **You can (and most likely will want to) delete it and enter your own, simpler password in its place** (after all, you do not need super security; this is not a banking site).

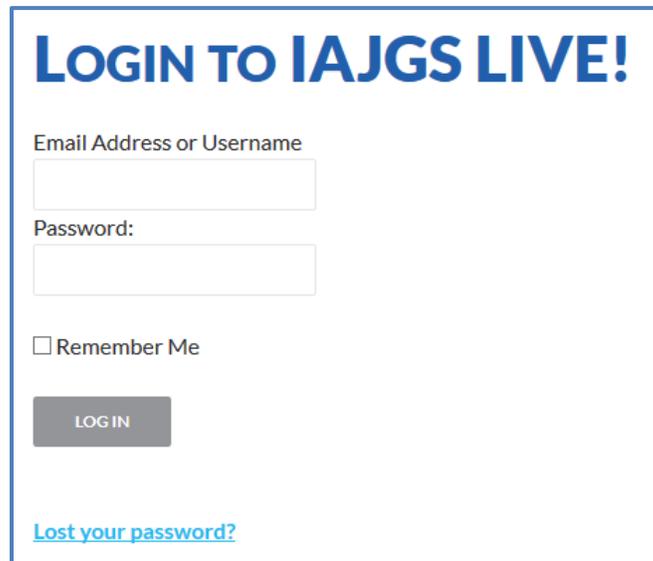
If you try to choose an unacceptable password, you get a screen that tells you that the following kinds of passwords are not allowed:

- a weak password like "admin", "password", "wordpress", or a similar common word
- a password that contains fewer than five characters
- a password that's similar to your username
- a password that's similar to your domain name
- a password that contains only increasing or decreasing digits, like "123456"
- a password that contains a single repeated character

Be sure to make note of the password, as you will need it to log in shortly to pay for your subscription. You'll also need it to view the videos. When you're done entering the password you want to use, click on the "Reset Password" button.

Step 5

Now you'll be on the LIVE! logon page. In the future you can get to this page using the Web URL LiveLogin.iajgs2017.org (case does not matter).

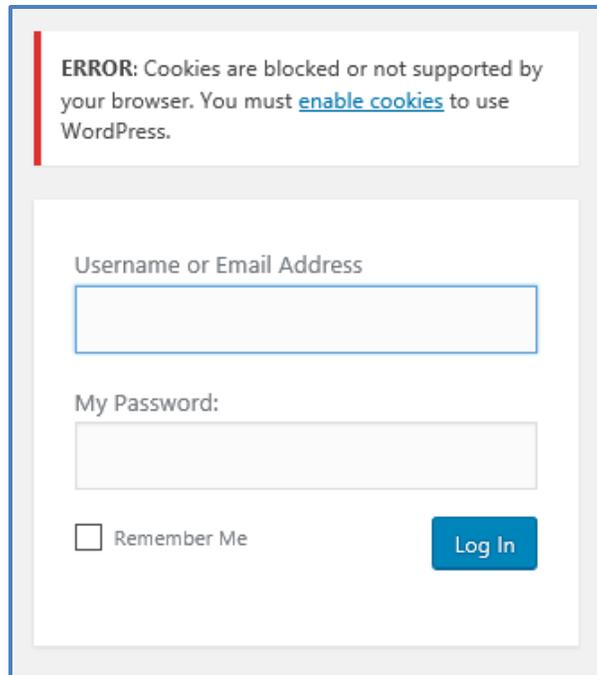


The image shows a login form titled "LOGIN TO IAJGS LIVE!". It contains the following elements:

- A label "Email Address or Username" above a text input field.
- A label "Password:" above a text input field.
- A checkbox labeled "Remember Me".
- A grey button labeled "LOGIN".
- A blue link labeled "Lost your password?" at the bottom left.

Enter your user name (email address) and your password. Then click on the "LOGIN" button. Note: if you should ever forget your password (or want to change it), click on the "Lost your password?" link, and an email message will be sent to you with a link for resetting it, as described above.

In some Web browsers, in some situations, when you follow the above procedure, you get an error message as shown below.



The image shows a screenshot of a WordPress login page. At the top, there is a red error message: "ERROR: Cookies are blocked or not supported by your browser. You must [enable cookies](#) to use WordPress." Below the error message is a login form with the following elements: a text input field labeled "Username or Email Address", a text input field labeled "My Password:", a checkbox labeled "Remember Me", and a blue "Log In" button.

Despite what the screen says, your cookies are probably not blocked (and don't worry about what that even means). You may be using a different browser or a different computer than the last time you logged in (or it may be your first login), and our website has gotten confused. We're sorry about that. Just enter your login information in the new screen. It should work (and generally continue to work without a repeat of the problem). If the problem occurs each time, try going to LiveLogWP.iajgs2017.org (the second login screen) directly.

You may also get a message about the site not being secure. You can ignore that warning. You are not doing anything that requires high security (assuming that you did not use your banking password for this account!).

Step 6

If this is the first time you have logged into the account or have not yet paid, you will have to select and pay for the LIVE! service you wish to use. Here's what the top of that page looks like.

WELCOME TO IAJGS LIVE!

Now that you're registered and logged in, please select a subscription below. You may pay for LIVE! using a credit card via Paypal. (If paying by credit card, the charge will still be processed by PayPal, and it does not require a PayPal account. Once you are within PayPal, you will be given the option to use your credit card for payment.)

Subscribe to LIVE! for the week for \$149



Or Subscribe to LIVE! daily for \$89 each day using the links below

Sunday only

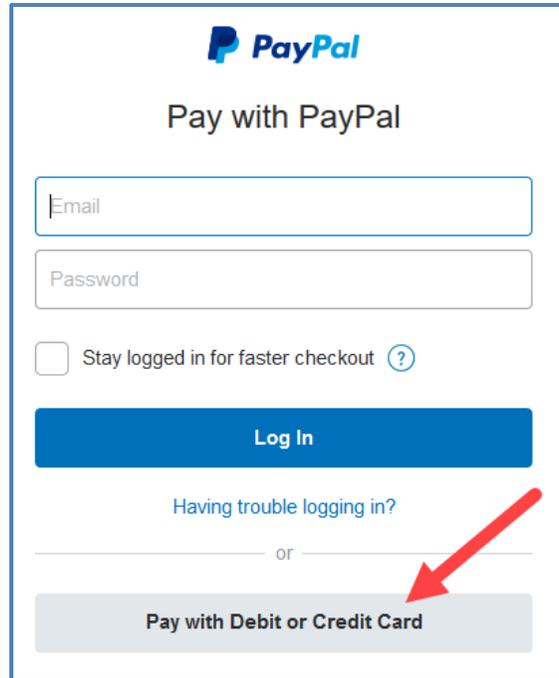


There are six PayPal buttons. Most people will use the one on top to subscribe to the entire LIVE! program. If you want to save a little money and have access to only one day's lectures, then you can use one of the five additional PayPal buttons to select the single day in which you are interested.

NOTE: **It is not necessary to have a PayPal account.** PayPal can process the payment using your credit/debit card (or a PayPal account if you have one).

Step 7

Here is a typical PayPal payment screen. (We understand that some people may get a slightly different screen.)



To pay using a credit or debit card, click on the “Pay with Debit or Credit Card” button (and see below). If you do want to pay from a PayPal account, fill in your PayPal login information (not your LIVE! login credentials) in the top section, and then click on the “Log In” button.

If you elect to pay by credit card, you'll see a screen like the following.

International Association of Jewish Genealogy

PayPal 🛒 \$149.00 USD ▼

PayPal Guest Checkout
We don't share your financial details with the merchant.

Country
United States ▼

Discover Mastercard VISA American Express

Card number

Expires CSC 

First name Last name

Billing address

You fill in your credit card information and then click on the “Pay Now” button near the bottom of the page.

Once you have paid, your access to the LIVE! video streams will be activated. See the next section of this guide for information on how to access the video feeds.

Accessing the LIVE! Video

While the conference is in session (on the days you've paid for), you will be able to watch the live-streamed video of the talks taking place in either of two rooms, Swan 1 or Swan 3. Don't forget that the conference is taking place in the Eastern Daylight time zone, and all the schedules use Eastern Daylight Time.

The videos from each day will be assembled into daily playlists and made available on demand for 90 days after the conference ends. It may take a day or two to create the playlists, so if something doesn't seem to be working in the first couple of days, try again later. We will try to add a note to the pages when the streams are available.

Step 1

Log into your account by going to LiveLogin.iajgs2017.org. The following screen will appear.



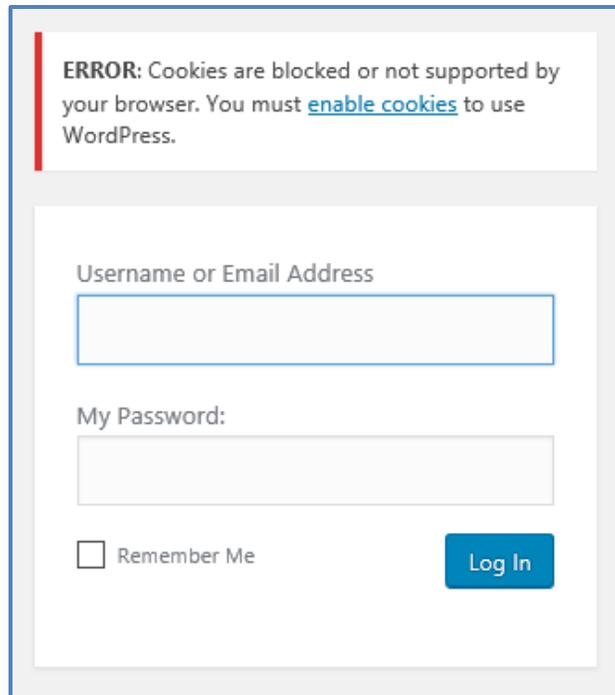
Enter your login information and click on the “LOGIN” button. Be sure to make note of the two possible error messages you might receive as described below.

If you check the “Remember Me” checkbox, you may not have to log in again the next time you return using the same browser and can go directly to LiveVideo.iajgs2017.org (or click on the “LIVE! VIDEO ACCESS” button on the blue menu ribbon along the top of each LIVE! page when you are logged in). If you're on a public computer, it is important that you log out when you are done (this is covered a little later).



ERROR MESSAGE: COOKIES BLOCKED

In some Web browsers, in some situations, when you follow the above login procedure, you get an error message as shown below.



The image shows a screenshot of a WordPress login page. At the top, there is a red error message box that reads: "ERROR: Cookies are blocked or not supported by your browser. You must [enable cookies](#) to use WordPress." Below this message is the login form, which includes a text input field for "Username or Email Address", another text input field for "My Password:", a checkbox labeled "Remember Me", and a blue "Log In" button.

Despite what the screen says, your cookies are probably not blocked (and don't worry about what that even means). You may be using a different browser or a different computer than the last time you logged in, and our website has gotten confused. We're sorry about that. Just enter your login information in the new screen. It should work (and generally continue to work without a repeat of the problem). If the problem occurs each time, try going to LiveLogWP.iajgs2017.org (the second login screen) directly (and bookmark it).

ERROR MESSAGE 503: SERVICE TEMPORARILY UNAVAILABLE

If you get the error message "503: Service Temporarily Unavailable. Too many IP addresses assessing one secure area!", it means that you have tried to access the service from too many places (i.e., from too many "Internet Protocol" addresses). The system thinks that you may be sharing your login credentials with other people and locks you out. If you accessed the service from the conference and are now accessing it from home, you may encounter this problem. If you do, please write to LiveAdmin@iajgs2017.org.

Step 2

You should now be on the Welcome page, which has links to the various video streams, as shown below. (You can get to this page directly whenever you are already logged in by going to LiveVideo.iajgs2017.org.)

WELCOME TO IAJGS LIVE!

Thank you for signing up for access to IAJGS LIVE!

You can access lectures Showing Now or On Demand from the links below.

During the conference, you can watch the real-time streaming video from the Swan 1 and Swan 3 rooms by clicking on the links under "Showing Now". The recorded video will be available "On Demand", usually within 24 hours after streaming, and until the end of October.

If you purchased LIVE! for a single day, you may only view the "Showing Now" pages on that day. Please come back to view the remaining videos "On Demand" when they are available.

(Note that these links are available before the conference, but the videos are not yet streaming and thus will not work.)

SHOWING NOW

[Swan 1](#)

[Swan 3](#)

ON DEMAND

[Sunday](#)

[Monday](#)

[Tuesday](#)

[Wednesday](#)

[Thursday](#)



Pay attention to the notes in the text.

1. If you signed up for only a single day, the "SHOWING NOW" section will show up only on the day you signed up for. In addition, only the link for that day will appear in the "ON DEMAND" section.
2. All of the links that are ever available to you are included on the screen, even when the associated videos do not currently (or yet) exist.

Step 3: Streaming During the Conference

During the conference, while lectures in the LIVE! program are taking place, you can use the links in the "SHOWING NOW" section to view the lecture in the corresponding room.

If you click on the "Swan 1" link, a new tab or window will open with a page that looks like the following.

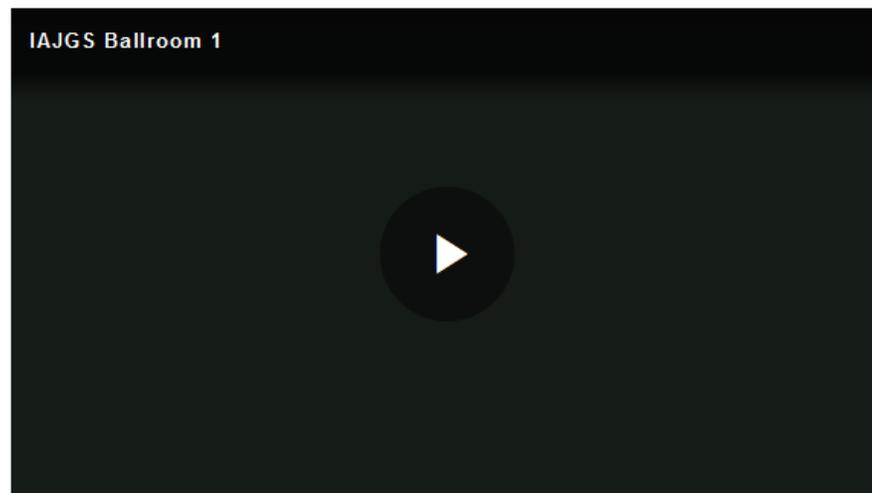
LIVE! IN SWAN 1

This page lets you watch the session currently taking place at the conference in room Swan 1. Below the video player you will find the complete [schedule](#) of LIVE! talks for the day with session numbers linked to any handout provided by the speaker for that talk.

There may be an additional presentation taking place right now in room Swan 3 (click [here](#) to switch rooms).

TERMS OF USE

IMPORTANT: IAJGS Conference LIVE! video streams are available as a live stream on the date and time of the session or via playback on demand for 3 months after the live session. They are for **your personal use only**. You do not have permission to share, download, duplicate, screen-capture, or distribute IAJGS Conference LIVE! content.



Don't be concerned if you see an error message inside the video player. It usually means that the video file is not currently available. If the video is available but does not start playing on its own, click on the triangle in the center of the video player (see above).

When a video is playing and you move your mouse into the player, some controls will appear at the bottom of the player.



The red arrow points to the control to start and stop the video (click on it to toggle the setting).

The green arrow points to the volume control. When you mouse over it, a bar appears, and you can drag the indicator on the bar right or left to increase or decrease the volume, respectively. Note: make sure that the volume setting of your computer is high enough. The volume control inside the player adjusts the level only between 0% and 100% of the computer's volume level.

When you click on the control pointed to by the orange arrow, the video will expand to fill the entire screen.

Step 4: On-Demand Streaming

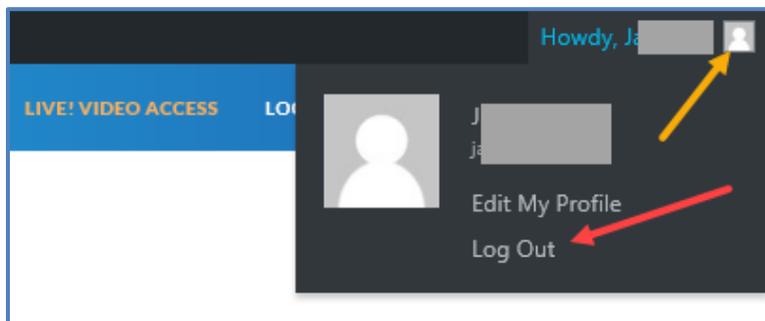
Starting a day or two after a day's lectures have been recorded, they will be available on-demand. When you click on one of the links in the "On Demand" section of the welcome screen, a new tab or window will open with a page that contains a player that looks like the following.



The on-demand screens are a little wider because they contain an extra section on the right (see the red arrow). That is the playlist section. It will list all the lectures that were recorded that day, and you can select whichever one you want to watch. The left-hand part of the screen works as discussed under Step 3 above.

Step 5

You may want to log off when you are done with a session—and certainly you should do this if you are using a public computer. When you mouse over your name in the upper right, a little menu will open, as shown below.



If you are on a personal computer or device, and you have checked the “Remember Me” box on the login screen, you may want to just stay logged in. Next time you open the browser, you may not have to log in again and can start viewing videos right away.

(Don’t bother trying to use the “Edit My Profile” item. For reasons we do not understand, it doesn’t do anything.) If you want to change your password, you can click on the “Lost your password?” link on the login screen, or you can go to LiveSetup.iajgs2017.org. The “New password” field initially contains a very complex, computer-generated password. **You can (and most likely will want to) delete it and enter your own, simpler password in its place** (after all, you do not need super security; this is not a banking site).

If you try to choose an unacceptable password, you get a screen that tells you that the following kinds of passwords are not allowed:

- a weak password like "admin", "password", "wordpress", or a similar common word
- a password that contains fewer than five characters
- a password that’s similar to your username
- a password that’s similar to your domain name
- a password that contains only increasing or decreasing digits, like "123456"
- a password that contains a single repeated character

Questions and Issues

What browsers and operating systems can I use to access LIVE!?

For Mac computers, Safari is the best browser. For Windows computers, use your preferred secure browser, such as Chrome or Firefox.

Add-ons (especially ad-blockers) in Firefox (or any other browser) could interfere with viewing LIVE!. If you are having trouble, try disabling such add-ons.

I can't log in.

Make sure that you are connected to the Internet. Try to connect to another site.

Be sure that you are using the correct user name and password.

I forgot my password. What can I do?

In the login window, click on the "Lost your password?" link. A new one will be sent to you by email.

I can't hear the sound from LIVE!

Are your speakers connected to your computer and turned on? Do you hear sound from other websites? Try going to YouTube (www.youtube.com) and playing a video.

Make sure that your computer's sound level is set high enough.

Make sure that the volume control inside the player is turned up.

The sound during the lecture is louder in one room and than in the other?

Check the volume controls inside the players for each room.

I am able to access the LIVE! website, but I don't see any presentations. What now?

Presentations can be viewed in the LIVE! "Showing Now" pages only while lectures are actually being given. If sessions have not started for the day or have ended for the day or if there is a break between sessions, there may be nothing to see.

Note that the times in the schedule are listed in Eastern Daylight Time. Be sure to adjust your viewing accordingly given the time zone that you are in.

If you cannot see an on-demand video and it is less than two days after the day on which the lectures were given, try waiting until at least two days have passed. It can take that long to create the on-demand video files and upload them from the conference.

I'm using my cell phone and the hotel Wi-Fi to connect to LIVE!. I can get to the Web pages with the players, but when I click on a presentation I see only a black screen. The video streams either very slowly or not at all.

The problem is most likely that the hotel Wi-Fi is too slow. A tablet computer could experience the same problem.

A solution might be to switch to cell-phone wireless data instead of Wi-Fi (beware of the data used). You might also find that the hotel's Wi-Fi is faster in some parts of the hotel. Once you get home, you'll have good download speeds and the problems should go away.

I subscribed to audio recordings and slides of most sessions. How do I access them?

The audio recordings are not part of LIVE!. For information about them, visit the main conference website at www.iajgs2017.org.

I still can't access the video sites and have tried everything. What do I do?

To force a full reload of the pages, close your browser and then start it up again (or even reboot your computer in between).

Your anti-virus program may be blocking the videos. Try shutting down the anti-virus program temporarily, and see if that helps.

I read through all the troubleshooting guides and am still stuck? What do I do?

For help, send email to the Help Desk at live@iajgs2017.org.

Be sure to include information about the kind of computer you are using, the operating system that it is running, and the Web browser you are using.

Try to describe the problem you are having as precisely as possible (what you do and what happens). If you are getting an error message, take a screen shot (if you know how to do that) and send it.

A good way to get all the information about your browser and system is to go to <https://www.whatismybrowser.com>.

If you would like someone to call you, include your phone number and the times when you can be reached (in Eastern Daylight Time).