

Cheat Sheet for ICON Attendees

Internet Browser

We recommend using Chrome or Firefox browsers for the best experience.

BEST EXPERIENCE: Chrome 60+ or Firefox 55+

OTHER: Internet Explorer 11.0+ or Safari 10+

- Internet Explorer is not supported when running as a legacy IE version using compatibility or enterprise mode.
- Unable to use HTML 5: If your browser is unable to playback HTML5 streams the website may fallback to use Adobe Flash.
- Apple iPad and iPhone: please use Safari on iOS devices for the best viewing experience.
- Android 4.4+: please use Chrome on Android devices for the best viewing experience.

Internet Connection:

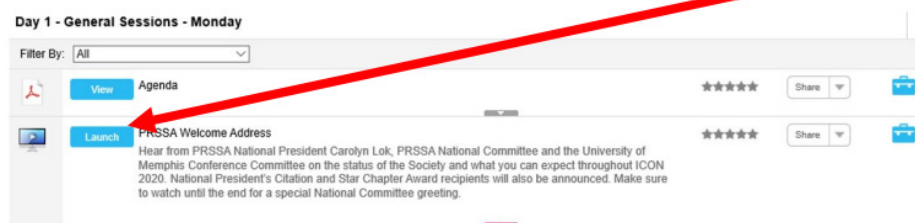
- High speed connection of 1 Mbps+
- NO VPN connection
- Ensure your network is not blocking streaming media by contacting your IT department.

Login info:

- To attend ICON 2020 log in to: www.prsa.org/icon-login
- Use your username and password from your MyPRSA account. If you did not have an account prior to registering for ICON 2020, we created one for you.
- If you do not know your login credentials, please click on the Retrieve Username/Password link and you will receive an email that will unlock your account and let you reset your username and/or password.

Launching an event or program:

- To view a session, visit the room where it is taking place, open the content window on the main screen for the day, and scroll through content to find the program. Click launch and enjoy the program.



Support:

- For technical support and advice, please contact the PRSA Help Desk at helpdesk@prsa.org.