

## Pointers to take note for watching a webcast :

- 1 Browser requirement : Our webcast works on Chrome, Firefox, Edge, and Safari
- 2 Hardware requirements : A computer capable of playing YouTube videos in 720p HD will be capable of handling our livestream platform. You may also choose to watch the stream on your mobile devices or a tablet/iPad
- 3 Having problem during webcast e.g sound and video skip, cut out or buffer : These can happen for a few reasons. If you experience these issues, first try refreshing your browser page. This can be completed in a few ways :
  - Clicking the circular arrow in or near the address bar
  - Right-clicking the page and choosing to reload or refresh
  - Ctrl-R (PC) or Command-R ( Mac )

If refreshing your browser does not work, you may be experiencing one of the following issues:

- **Slow connection:** You may not have a fast enough Internet connection to reliably view the webcast online.
- **Slow network:** Internet congestion can slow down the delivery of the stream and make it difficult for you to connect or may cause buffering. If you repeatedly have difficulty connecting, please notify your in-house IT department; if you are at home, contact your Internet service provider--there are often quick fixes they can make when they learn about your issue.
- **Slow computer:** If your computer is old, it might be too slow to play the stream, regardless of what else it's doing. Or, if you have lots of other programs open, they may be using too much processor time and/or RAM for the player to work properly. Try closing other nonvital programs, refreshing your page (see above), and viewing the webcast again.
- **Local congestion:** Local bandwidth (on your computer or local network) is shared between all open applications and the player. Closing applications may reduce buffering.
- **No sound will play:** Visit other video site and make sure that videos play sound. If you hear sound on that site, make sure your seminar's video player isn't muted. If you don't hear any sound, check your player volume, system volume, and speaker volume, and ensure that they are all turned on and turned up.
- **Corporate firewalls/bandwidth:** Most corporate networks have firewalls that will allow live webcasting, but older firewalls and high-security buildings may have a block. If this is the case, the only way you can watch the webcast is to ask your IT department to adjust their firewall and bandwidth so that it allows the webcast.