

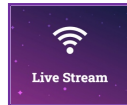
Viewing a Live Stream:

Logging in:

- Certain features or functionality on the website may only be accessible to users with an account. To log in, you can click in the upper right corner of the main screen, and enter your credentials.
- While the Live Stream and other virtual features will work in most modern web browsers, we highly recommend using Google Chrome to access the site and do not recommend Internet Explorer.

Joining the Live Stream:

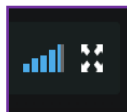
1. If you are participating in a live stream, you will want to find the corresponding tile on the main screen, and click into it. We recommend joining in a few minutes early, so that you can get yourself setup and ready before the speakers begin.



2. Once you have entered the live stream viewer, take a moment to familiarize yourself with the icons that are available:

a) **Ascending Vertical Bars:** these will control the volume of your livestream. Click a box and turn it blue to increase the volume, or gray to decrease the volume.

b) **Expanding Arrows:** this will control the size of your screen. Click once to enter full-screen viewer, or click again to return to original size.



Troubleshooting the Live Stream:

- If you are unable to hear any sound at all, be sure your speakers are turned on, and you are not set to **Mute** within the live stream window. When the stream begins, you may see a message that says something like *"Click here to unmute."*
- If the slides or speaker appear blurry at any point, it may be an internet connectivity issue. If you know that your connection is good, and you refresh your screen, but the images are still distorted, the issue is with the speaker's connectivity. It will be up to them to remedy that issue.
- If you are having trouble with the video feed, or are not seeing any video at all during the time of the Live Stream event, try refreshing your browser. You can do this by clicking the circular refresh icon beside the URL or holding down Ctrl + R buttons on your keyboard on a desktop/laptop.
- You can also increase/decrease the resolution value of the stream. In the bottom right corner, you may see a number like **1080p**. This is the highest resolution, and most recommended. If you see a number lower than 1080p, click on the number to adjust the resolution.