

I am not hearing audio or seeing video

Music and video of a hold slide will be streaming 30 minutes prior to start time. If you are not seeing video or hearing audio make sure you have clicked the play button on the video player. If you are still having issues, try refreshing your screen by pressing the F5 key (or Command-R on a Mac). If refreshing your screen does not work, try another web browser (We recommend Google Chrome or Mozilla Firefox).

The video is playing but I do not have audio

If you are seeing video but not hearing audio make sure the audio on the video player is turned on. To access the audio click on the speaker at the lower left side of the video player. If you are still not hearing audio, make sure your system audio settings are correct.

I have audio but cannot see the video

If you can hear the audio, but cannot see the video try refreshing your screen by pressing the "F5" key (or Command-R on a Mac). If refreshing your screen does not solve the issue, try clicking the "HD" button at the bottom right side of your screen and selecting a lower bitrate. If the issue still persists, try using another web browser (We recommend Google Chrome or Mozilla Firefox)..

My video keeps buffering

If you are having issues with buffering, drag your mouse curser over the bottom right of the video player where you see the "HD" button. Once you click the "HD" button you will be able to choose the quality of your stream. Choose the best quality bitrate that your internet connection can handle.

How do I ask a Question?

Directly to the right of the video player is the Q&A pod. To ask a question, click in the "Type your question" box and type your text, when finished click on the green ask button or hit the enter key.

How do I respond to a polling question?

When a poll is activated, it will automatically appear in the Q&A pod. Please select the response that best represents your views and click the send button.

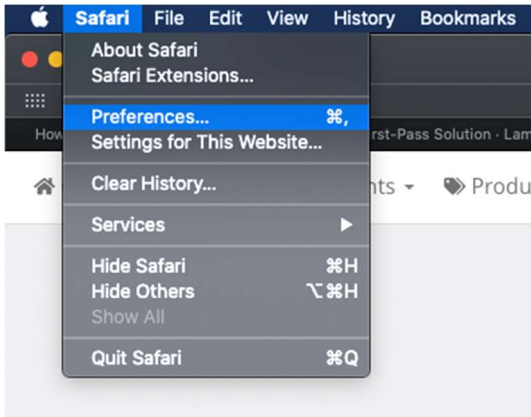
There is a message saying that embedding is disabled on this page (Safari only)

For iPhone and iPad users:

- Open your Settings app
- Scroll down and tap on Safari
- Under the "Privacy & Security" heading, turn off the switches for
 - Prevent Cross-Site Tracking
 - Block All Cookies
- You may need to refresh the web page or quit and relaunch Safari for the change to take effect

For Mac users:

- In the menu bar at the very top of the screen, click Safari and choose Preferences



- Choose Privacy and uncheck “Prevent cross-site tracking” and “Block all cookies”



- Close the settings window and refresh the web page and try to join again.