Best Practices for Viewing a Virtual Event

The following recommendations will ensure the best possible viewing experience. If you have any issues with the following please contact our technology partner eventsupport@imsts.com

1. Do not watch the webcast connected through your VPN. The video player cannot get enough data while "tunneling" through a VPN.

2. Reboot if your computer prior to the event. Machines can become sluggish after running continuously for even 1 day.

3. Use Google Chrome for the best viewing experience. If you are using an out of date version of chrome you can follow instructions to update your browser here. To download google chrome follow this link. If viewing from a mobile device or tablet please ensure operating systems are up-to-date.

4. Close out other running programs while viewing the webcast. Too many open programs can use up memory and CPU resources valuable to the video player.

5. Minimize local network congestion when viewing the webcast. Be aware that other users and their network activity during the time of the program can affect your viewing experience. If possible, please ask others to limit activity during the event. IE) Household members streaming Netflix or downloading a videogame could interrupt your connectivity.

6. Run an internet speed test prior to the event with the same connection you will use to view the webcast and take note of your download speed. Consistent connection speed of 10Mbps (10000kbps) or higher is recommended, lower than 5Mbps is not recommended. (Note, Test should be conducted where you will be viewing the webcast.)

7. If your internet speed test does not perform well. Please utilize a hard line ethernet cable to connect your computer to your wireless router (WiFi) or Mobile Broadband connection (4G/4G LTE USB Modem). Hard lines are more consistent to carry streaming data. Wireless options will work, but may not provide consistent enough bandwidth over an extended period of time.

8. In Peer-to-Peer connections, please minimize sound and other in-room-activity when you will be speaking so as not to be disruptive to the group. Use a headset whenever possible, and the mute option if you are not speaking. Remember to unmute yourself when you are speaking. If you will be sharing your webcam please present from a well-lit area and keep computer at an elevated chest position or higher.

9. Peer-to-Peer connections will utilize Webex Meetings. There is the ability to view in your web browser, but for optimal performance please ensure that you download the program onto your computer. Download here.