Getting Started

Learn about your webcasting account and features, request additional services and account upgrades, and check system requirements.

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Get started with Webcasts

GlobalMeet makes delivering professional, polished, and dynamic webcasts easy. If you purchased an Essential, Professional, or Enterprise plan, you have access to all of the following features and more:

- Audience engagement - keep viewers engaged with Q&A, chat, surveys with real-time results, exit surveys, and certification exams.
- Accessibility - use automated live captions or upload your own to make your event replay accessible to all viewers.
- Reports - access post-event reports with detailed event analytics and audience details. more »
- For a full list of webcast features and add-ons, check the webcast feature summary.

Endless ways to broadcast

- Live - present your event live at a scheduled date and time.
- On-Demand - create a pre-recorded event and allow viewers to watch the replay anytime.
- Simulated Live - create a pre-recorded event and allow viewers to watch it at a scheduled date and time. Professional (add-on), Enterprise (included).
- Telephone or video - broadcast over the phone or share your video feed. more »

Easy and customizable event creation and communications

- Schedule your event - pick a date and time you want to broadcast your Live event. more »
- Branding - customize your registration page and webcast player to showcase your brand. more »

- Event emails – send registration confirmation, event reminder, follow-up emails to viewers who register for the event.
- Event security - secure your event by whitelisting or blacklisting specific domains and email addresses.

Share content during your event

- Slides - share one or more slide decks and allow viewers to download them. more »
- Headshots (for audio events) - display speaker headshots while they are presenting.
- Overlay videos - upload videos and share them any time as an overlay. more »
- Screen share - share programs, websites, or your entire desktop with viewers.
- Downloadable resources - allow viewers to download event-related files or access links from the webcast player.

Event replay management

- Event replay - every live event is automatically archived and made available for replay for up to a year.
- Editing studio – assemble and edit your replay with our web-based editing studio. more »
- Portals - host multiple Live events and replays from a single site. Professional (add-on), Enterprise (included). more »
- Downloadable archives - download your event as an MP4 file or download the audio only as an MP3 file. more »

Professional services

Let our team of Webcast experts provide professional event management and transcription services and guide you in every step of your webcast, from booking to running the event. You can request:

- Live Event Managed Assist - have an event production manager run the event and manage Q&A.
- Full Service Event Management - have an event production manager book the event, provide an orientation session, run the event, and manage Q&A.
- Presenter training - provide scheduled presenters with an orientation session to become familiar with the event delivery process.
- Live captions - have a captioner provide real-time captions during the Live event.
- Transcription - get a written text version of the event audio as a downloadable file.
- Translated transcription - have the original transcript and captions translated into additional languages.

Schedule your event first and then request professional services with the Professional Services Request site.

Get started

Here are some resources to help you get ready:

- Check the system requirements article for your broadcast type and run the system test.
- Quick Start Training
- Presenter Best Practices
- Request professional services

Learn More

- Browse the GlobalMeet Webcast videos for tutorials and how-to's.
- Join us for Live Ask an Expert sessions or learn at your own pace with On-Demand training. more »

Webcast Feature Summary

This article details the features included with different license levels and add-ons you can purchase separately to enhance your events.

Jump to: License Features | License Add-ons | Captioning, Transcription, and Translation Services | Per-event add-ons | Per-event Professional Services

License Features

Included features depend on your plan level. Some features that aren't included in a plan can be purchased as add-ons; for other features you must upgrade to the next plan level.

Name	Description	Essential	Professional	Enterprise
Group License	10 webcast users with logins to the account.	✔	✔	✔
Event Capacity	The maximum number of attendees who can attend an event. Capacity varies by license and plan.	1,000	3,000	10,000
Single Webcam	Presenters broadcast from one connected webcam.	✔	✔	✔
Advanced Video Broadcasting	Flexible streaming options with HD 720p or 1080p video. Multiple presenters connect and broadcast from any webcam, video conferencing system (SIP/H.323), encoder (RTMP), meeting app (WebEx, Zoom), or computer audio or telephone connection.		✔	✔

Name	Description	Essential	Professional	Enterprise
Accessibility Options	Include automatically generated captions and searchable transcripts in your event replays or upload your own captions to make them more accessible to attendees with disabilities.	✔	✔	✔
Audience Engagement Tools	Keep your audience engaged with a live audience chat, Q&A sessions, and surveys, and allow them to download event-related files.	✔	✔	✔
Customized Audience Emails	Create and automatically send emails to registrants.	✔	✔	✔
Customized Events	Customize event pages to provide additional information about the event and presenters, manage registration, and showcase your brand.	✔	✔	✔
Detailed Reporting and Analytics	Get detailed reports about your event and attendees that you can filter and download.	✔	✔	✔
Easy-to-Use Event Builder & Live Event Studio	Live event management and delivery tools give presenters full control of the event and audience experience.	✔	✔	✔

Name	Description	Essential	Professional	Enterprise
Guest Administrators	Invite guests and customize permissions to allow them to present, upload content to the event, view reports, or moderate Q&A sessions only.	✔	✔	✔
Language Support	Event elements can be translated into 18+ languages.	✔	✔	✔
Open API Access	Access to the Open API to allow integration with third-party platforms to access and manage registration, attendance, and event data.	✔	✔	✔
Password Event Security	Protect your event content by restricting access.	✔	✔	✔
Pre-recorded Videos	Share videos for more engaging and dynamic presentations.	✔	✔	✔
Presenter Audio	Presenters can broadcast to the audience using VoIP audio or telephone dial-in.	✔	✔	✔
Recordings and Replays	Live events are automatically recorded with fully interactive replays available from the original event link. Downloadable MP4 archives are also available for all events.	✔	✔	✔

Name	Description	Essential	Professional	Enterprise
Replay Editing	The editing studio lets you fine-tune event recordings including audio/video, speaker headshots, slides and video clips shared, and more.	✔	✔	✔
Screen Share	Share your screen with audiences during a live presentation.	✔	✔	✔
Social Media Tools	Use social media content and sharing capabilities to extend the reach of the event.	✔	✔	✔
Surveys and Exams	Increase audience engagement by administering surveys or graded exams during the Live event and offering a certificate of completion for passing grades. You can include a custom PDF certificate.	✔	✔	✔
Advanced Customized Player and Branding	Customize your event and the event registration page to showcase your brand and integrate with third-party tools.		✔	✔
Advanced Reporting	Track conversions through marketing campaigns and subscribe to automated reports.		✔	✔

Name	Description	Essential	Professional	Enterprise
Advanced Security	Make your event more secure with email and domain authorization, IP checking, simultaneous login limits, custom disclaimers, and SAML authorization.		✔	✔
Live Event Script	Pre-script your event flow for seamless transitions during the live event for high production value.		✔	✔
Live Player Layout Switching	Switch the player layout attendees see during the event to direct their attention to your content.		✔	✔
Meeting Room View	For hybrid audiences, allow in-person attendees to submit questions and participate in surveys.		✔	✔
Event Creation API	Schedule events with third-party tools.			✔

License Add-ons

These add-on features can be added to your plan by request and incur an additional charge. The add-ons you can request depend on your plan level. You must upgrade to the next plan level to request a feature that is not available for your plan.

Name	Description	Essential	Professional	Enterprise

Extended Archives	Capability to extend the fully interactive, hosted replay of all events for up to 2 years.			
Simulated Live Presentations	Pre-record events and make replays available any time or broadcast at a scheduled date and time. You can include pre-recorded audio files, videos, slides, and other material.			✔
Upload Registration List	Upload a list of registrant details collected from another site to automatically register those users for a specific event.			✔
Marketing and CRM Managed Integration	Leverage connectors to your preferred marketing platform for lead generation, registration management and event-to-campaign mapping. Includes Marketo, Eloqua, Salesforce, Pardot, Hubspot, Cvent and more.			
Streaming Optimization	Integrate with leading video stream optimization providers to deliver high-quality live and on-demand video that scales to accommodate network resources. Attendees get the best possible experience for their network connections.			

Attendee Portals	Host a conference or series of events, replays, and other content from a single web link. Visitors register one time and can attend any of the events on the portal. Select from many display and sorting options and optionally include interactive elements for an enhanced experience.			✔
Duration-based Certification	Increase audience engagement by offering a certificate of completion for attending the live event. You can include a custom PDF certificate.			✔

Captioning, Transcription, and Translation Services

These features are available for all plans and can be added to an event by request. They incur an additional charge per event.

Name	Description	Essential	Professional	Enterprise
Live and Replay Captions Package	English captions provided in real time by a professional during a live event and an XML caption file you can add to event replays. **The event must be 1 hour long with a 30-minute pre-call. 24-hour turnaround time.**			

Name	Description	Essential	Professional	Enterprise
Live Captions	Captions provided in real time by a professional during a live event, in the same language as event audio. **The event must be at least 1 hour long with a 30-minute pre-call. You are billed for additional time in 30-minute increments.**			
Transcripts and Replay Captions	A professionally written transcript of the event provided as a standalone file. Delivered as a MS Word document or an XML caption file, in the same language as event audio after the event has concluded. **The event audio must be at least 30 minutes long.**			
Transcript Translations	Event transcript professionally translated into a different language than the event audio. Delivered as a MS Word document or an XML caption file after the event has concluded.			

Per-event add-ons

These add-on features can be added to an event by request and incur an additional charge per event. The per-event add-ons you can request depend on your plan level. You must upgrade to the next plan level to request a feature that is not available for your plan.

Name	Description	Essential	Professional	Enterprise
Additional Audience Capacity	Increase the audience capacity for a single event. The maximum number of attendees per event varies by license.			
Audience Listens by Phone	A set of phone numbers and access codes that let attendees dial in to the event and listen over the phone instead of through their computers.			
Extended Event Archive	Extend the fully interactive, hosted replay of a single event			

Name	Description	Essential	Professional	Enterprise
Virtual Conference Venue (6Connex)	Bring your conference or convention to a fully brandable and configurable virtual venue that feels like a physical event space. Your webcasts are fully integrated in an experience that can include a lobby, information desk, networking lounge, bulletin boards, and other spaces - with real world photos and imagery that engage attendees and encourage them to explore the venue.			

Per-event professional services

These features are available for all plans and can be added to an event by request. They incur an additional charge per event.

Name	Description	Essential	Professional	Enterprise
A/V Field Services	Professional on-site and remote support teams that assist with planning, setting up, and recording high-profile events.			

Name	Description	Essential	Professional	Enterprise
Attendee Portal Build Service	Host a conference or series of events, replays, and other content from a single web link. Visitors register one time and can attend any of the events on the portal. Select from many display and sorting options and optionally include interactive elements for an enhanced experience. One Attendee Portal is built for you by one of our expert Event Production Managers.			
Live Event Managed Assist	An Event Production Manager joins the event 30 minutes before the event to perform audio checks, review presenter controls, and provide best practices. They also provide 60 minutes of assistance during the live event and push slides, manage polls and Q&A, and answer audience technical questions. Additional time can be purchased in 30-minute increments. **One 1-hour event included per contract.**			

Name	Description	Essential	Professional	Enterprise
Full Service Event Management	Live Event Assist services, plus the Event Production Manager schedules a kick-off call with presenters, creates and customizes all aspects of the event, and provides a 60-minute orientation session for presenters to become familiar with the Live Studio.			
Onboarding Training	Training sessions for new administrators and their teams on how to use the webcast platform to schedule, manage, and deliver events. **Three hours included per contract; additional time upon request.**			
Package Upgrade Training	Supplemental training sessions are included when you purchase new add-ons or upgrade your plan. **30 minutes included per contract upgrade; additional time upon request.**			

Name	Description	Essential	Professional	Enterprise
Presenter Training	Orientation session for scheduled presenters to become familiar with the Live Studio and know what to expect on the day of the event. **1 hour included with Full-Service Event Management per event; additional time upon request.**			
Professional Services	Assistance with post-production work, replay editing, slide timings, security updates, and other tasks, as requested. **1 hour included with Full-Service Event Management per event; additional time upon request.**			
Upload Registration List Service	Upload a list of registrant details collected from another site to automatically register those users for a specific event. One list uploaded by a webcast expert to one event. **48-hour turnaround time.**			

Plan your event before booking

Use this article to review event options and make sure you have everything you need before creating the event.

Scheduling basics

Before you create your event, have this basic information ready:

- Your login. This automatically links your event to your name and company.
- Schedule. This is the date and time of your event and how long the event will last.
- Attendees. The number of attendees that will be joining the event.
- Presenters. The people who will present during the event. If you request event management services, you also need to specify which presenter goes first so the event producer.
- Event type. Will you broadcast Live or pre-record the event and make it available On-Demand or broadcast it at a scheduled date and time (Simulated Live)?
- Will presenters broadcast over the phone or on-camera? You can broadcast an audio-only (telephone or VoIP) or video event (webcam, encoder, video bridge).

About your event

Think about your audience, what you'll be presenting, and which features you want to use:

- Headshots. Display presenter headshots during an audio-only event.
- Slides. Add one or more PowerPoint slide decks. more »
- Pre-recorded videos. Add video clips and play them in an overlay window or in the video player. more »
- Screen share. Share your screen, an application window, or a browser tab.
- Surveys. Add in-event or post-event surveys for attendees to complete. more »

- Certification exams. Add graded surveys to the event and automatically send PDF certificates by email to attendees who pass the exam. more »
- Chat. Chat with your audience or presenters only.
- Downloadable resources. Add event files for download or links for the audience to access.
- Captions. Add your own captions to a recorded event. more »
- Generated transcript. Automatically generate an event transcript once the event ends and make it available to the audience for download or as captions.

Personalize your event

How do you want to customize your event? You can change the:

- Registration form. Add and sort the information you want to capture from attendees. more »
- Registration page and webcast player. Change the logos, colors, and page layouts. more »
- Portal. Add multiple events to a single registration page. more »
- Social media tools. Add social media links to let attendees share the event and Youtube videos to the registration page and add a Twitter feed to the webcast player.
- Event emails. Customize the content in event confirmation, reminder, and follow-up emails.

Professional services and add-ons

Will you need additional professional services or event add-ons? You can request:

- Additional participants. Increase the capacity of the event.
- Audience listen by phone. Let attendees dial in to listen to the event on their phone.

- Event management. Have an event production manager book your event and provide training, best practices, and in-event assistance. more »
- Transcription and transcription translation. Receive a professionally written copy of the event in multiple languages.
- Live captions. Have a professional provide real-time captions during your Live event. more »
- Presenter training. Provide additional training for new presenters.

For more information about how to book professional services, see Get assistance setting up and running your event.

Request professional services (Essential, Professional, and Enterprise plans)

If you purchased an Essential, Professional, or Enterprise webcast plan, you can request additional features, event management services, and transcription services for your event.

You can request:

- An event production manager to book your event and to provide training, best practices, and in-event assistance
- Additional training for new presenters
- Real-time captions and event transcripts in multiple languages
- Increased audience capacity
- A phone bridge to let viewers dial in to the event and listen to the event on their phones

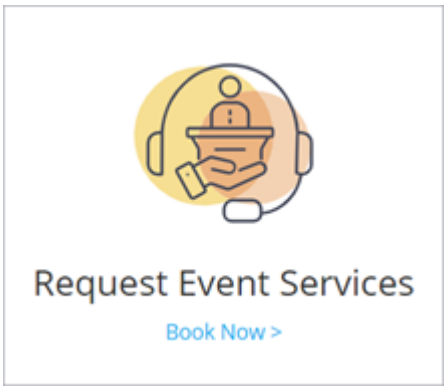
For detailed information about each option, click the info button on the Professional Services Request site form or check the webcast feature summary.

Before you begin

You must create and schedule your event before requesting professional services and enhancements. Make a note of the client ID found in your welcome email and the event ID found in your new webcast confirmation email. You will also need to know the event type, the telephone or video broadcast type, and the estimated participants you scheduled for the event to complete your request.

To request professional services:

Go to the Professional Services Request site and under Request Event Services, click **Book Now**.



After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.

Update a professional services request (Essential, Professional, and Enterprise plans)

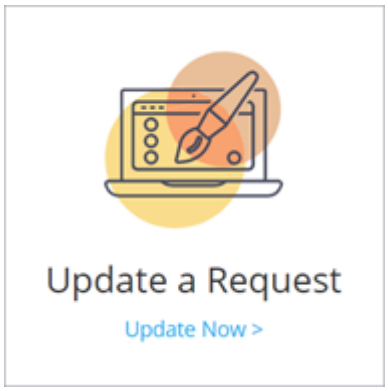
If you requested additional features, event management services, or transcription services, you can request updates and change to the services booked with the Professional Services Request site.

Before you begin

Make a note of the client ID found in your welcome email and the event ID for the event you want to update found in your new webcast confirmation email. You'll need this information to complete your request.

To update a professional services request:

1. Go to the Professional Services Request site and under Update a Request, click **Update Now**.



2. On the Update an Existing Request page, in the Event Details section, select **Urgent Update** if your event is scheduled within 24 hours.

3. Enter the name, email, and company of the person who manages the logins for the account, and the client ID for the account.

4. Enter the event ID and the new event date and time, if changing.

5. In the Requested Event Updates box, enter the changes you'd like to make to your original request and click **Submit**.

After you submit your request, an event production manager will contact you within 48 hours to confirm the event details.

Request upgrades to your account (Essential, Professional, and Enterprise plans)

If you purchased a Professional or Enterprise license, you can add optional features to your account. These add-ons are available to all events you and your team create. Add-ons are not available for Essential plans; you must upgrade your plan to request them.

You can request:

- Simulated Live as an additional event type to broadcast pre-recorded events at a scheduled date and time
- Certification based on view time to provide viewers with a certificate for watching the Live event
- Advanced Video Broadcasting to use your own video conferencing unit or encoder
- Virtual Environments to allow viewers to register and join multiple events from a single registration page and provide an interactive and customizable event lobby
- AI-generated keywords for easy replay navigation
- Marketing and customer relationship management integrations

For detailed information about each option, click the info button on the Professional Services Request site form or check the webcast feature summary.

Before you begin

Make a note of the client ID found in your welcome email.

To request plan upgrades:

1. Go to the Professional Services Request site and under Package Updates, click **Request Now**.

2. On the Package Updates page, in the Team Manager section, enter the name, email, and company of the person who manages the logins for the account, and the client ID for the account.
3. In the Package Add-Ons section, select the features you want to add to your plan.
4. In the Additional Comments box, enter any special instructions or questions you have and click **Submit**.

After you submit your request, we will contact you to confirm your plan upgrade details.

System Requirements

System requirements for High Definition (HD) broadcasts

For video events with the 720p or 1080p high-resolution player size. Not available for telephone broadcasts.

This article covers additional requirements to broadcast video in 720p or 1080p. For requirements specific to your broadcast type, see system requirements articles for:

- Single webcam broadcasts
- Video bridge broadcasts
- Encoder broadcasts
- VCU/telepresence broadcasts

Note: 720p and 1080p encoder broadcasts require HD encoding software (for example, Wirecast, OBS, or vMix) to be installed on the encoder.

Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters

Hardware	• PC or Mac • Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support. • A high definition webcam (720p or better) is required to stream in HD (single webcam and video bridge). • Headset or webcam mic with built-in noise cancellation. Do not use your computer or webcam's built-in microphone.
Software	For encoder broadcasts only: HD encoding software (for example, Wirecast, OBS, or vMix)
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer
Processor (CPU)	Intel Core i5 3.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB

Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only) **Note:** Firefox and Safari do not support screen sharing for 720p or 1080p events.
Internet Speed	A dedicated and wired high-speed internet connection of 4 Mbps or better (upload and download) **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

System requirements for attendees

You can attend an event on a desktop computer or mobile device - just open the event URL in a supported browser. This article details the system requirements for attending an event.

Note: If you enter the event link in a browser window and the event doesn’t open, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the Webcast Audience Members column are permitted. If you're unsure of your settings, contact your IT Administrator.

Desktop System Requirements

What you need	Requirements
Hardware	PC or Mac **Note:** Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer
Processor (CPU)	Intel Core i5 2.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB

What you need	Requirements
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only)
Internet Speed	A dedicated and wired high-speed internet connection of 1 Mbps or better (upload and download). 2 Mbps or better is recommended to view the event at the highest quality. **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your event experience.

Mobile System Requirements

What you need	Requirements
Hardware	• Android phone or tablet • Apple iPhone or iPad
Operating System	• Android 5.1 or newer • Apple iOS 12 or newer

What you need	Requirements
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only)
Internet Speed	A dedicated high-speed internet connection of 1,000 Kbps (1 Mbps) or better (upload and download) or a 4G connection or better. **Note:** To ensure a stable connection, disconnect from the VPN.

System Test

Check your system before the event. The diagnostic test checks your computer and network connections to help you troubleshoot problems before the event begins and if you're having issues during the event.

Run the system test »

System requirements for encoder broadcasts

For events with **Your Encoder** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event with an encoder.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. Please test your bandwidth on the same network as your broadcast using https://speedtest.net or similar site. You will also need 1.5x the total bitrate in upload bandwidth speed.

Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac **Note:** Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only) **Note:** Safari is not supported for screen sharing.
Internet Speed	A dedicated and wired high-speed internet connection of 5 Mbps or better (upload and download) per stream (primary and backup). **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

If you are unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the "Webcast Presenters - Video Events" column are permitted. If you are unsure of your settings, contact your IT Administrator.

Broadcasting Requirements

A moderator must join the Live Studio to connect the encoder to the event, start the event, manage event content and Q&A, and end the event. Presenters that will be presenting content must also join the Live Studio.

To broadcast with an encoder, your must:

- Have a dedicated connection with bandwidth that consistently exceeds the bit rate you are transmitting. For example, if you are streaming at 800 Kbps we recommend a dedicated connection of at least 1.6 Mbps. If you're using an active backup encoder, the bandwidth requirements should be doubled to 3.2 Mbps.
- Have a hardware and software package capable of encoding live video streams delivered using the Real Time Messaging Protocol (RTMP). Your PC must permit the RTMP (TCP over port 1935).
- Support H.264 (Video) / AAC (Audio) configurations
- For 720p or 1080p broadcasts, have HD encoding software installed (for example, Wirecast, OBS, or vMix)

Notes:

- To prevent the media playback from freezing and requiring a stream refresh, corporate users behind proxy servers should make sure their network settings don't time out on RTMPT requests. If you're unsure of your settings, contact your IT Administrator.
- If you are using an active backup encoder during a live webcast the bandwidth requirements discussed above should be doubled.
- Be conscious of your target audience's bandwidth capabilities when broadcasting at higher bit rates.
- For secured connections using TLS encryption, the RTPS (TCP over port 443) protocol is supported by the platform. The configuration required for using RTMPS will depend on the encoding device or software in use.
- Required Keyframe Interval: 2 seconds
  - Keyframe Interval, which is also referred to as "keyframe frequency" by some encoders, is the frequency that the full image on the screen changes. This should always be set to 2 seconds to ensure optimal playback on the audience viewer. For Wirecast, this should be set to a "Key frame every 60 frames" based on a 30 FPS setting, and OBS should be changed from the default "0=auto" setting to a "2

s" Keyframe Interval.

System requirements for single webcam broadcasts

For events with **Webcam** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event with a single webcam.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, run the system test with the hardware and network you will use on the day of the event.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac **Note:** Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge
Internet Speed	A dedicated and wired high-speed internet connection of 3 Mbps or better (upload and download). **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

Broadcasting Requirements

For the best audio and video quality, we recommend that presenters use a:

- High quality webcam (for example, Logitech C920) or HD webcast camera
- Headset or webcam mic with built-in noise cancellation. Do not use your computer or webcam's built-in microphone.

When you join the Live Studio, you must grant it access to your mic and camera to connect your audio and video.

System requirements for telephone broadcasts

For events with **Telephone** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event over the phone or with VoIP audio.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, run the system test with the hardware and network you will use on the day of the event.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the Webcast Presenters - Audio Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac **Note:** Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only) **Note:** Safari is not supported for screen sharing.
Internet Speed	A dedicated and wired high-speed internet connection of 2 Mbps or better (upload and download). **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

Broadcasting Requirements

For the best audio and video quality, we recommend that presenters use a:

- Touchtone phone if dialing in to the event
- Headset or mic with built-in noise cancellation. Do not use your computer's built-in microphone if using VoIP.

When you join the Live Studio and connect with VoIP audio, you must grant it access to your mic to connect your audio.

System requirements for VCU/telepresence broadcasts

For events with **VCU/Telepresence** as the live acquisition source. This article details the system requirements for broadcasting a Live event or recording a Simulated Live event from a video conferencing unit (VCU) or other endpoint or meeting app accessible by its SIP or H323 address.

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, run the system test with the hardware and network you will use on the day of the event.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac **Note:** Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge • Safari (Mac devices only) **Note:** Safari is not supported for screen sharing.
Internet Speed	A dedicated and wired high-speed internet connection of 3 Mbps or better (upload and download) **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

Broadcasting Requirements

A moderator must join the Live Studio to connect the VCU to the event, start the event, manage event content and Q&A, and end the event. Presenters that will be presenting content must also join the Live Studio.

To broadcast with a VCU, your VCU must allow incoming SIP or H.323 calls and support H.264 video.

Contact your Video Conferencing vendor or local IT Administrator to ensure firewall permissions allow incoming video calls.

Note: To prevent the media playback from freezing and requiring a stream refresh, corporate users behind proxy servers should make sure their network settings don't time out on RTMPT requests. If you're unsure of your settings, contact your IT Administrator.

System requirements for video bridge broadcasts

This article details the system requirements for broadcasting a Live event or recording a Simulated Live event with the video bridge. The Video Bridge supports up to 20 presenters connecting via Webcam or another source (for Advanced Video Bridge events only).

To join the Live Studio and moderate or present, your system must meet the following minimum system and hardware requirements. At least 48 hours before the event, run the system test with the hardware and network you will use on the day of the event. For system test instructions, see Video Bridge Guide for Presenters and Guest Admins.

If you're unable to open the Live Studio, access might be blocked by a firewall or your company network security rules. Review our network requirements and make sure the ports and IP ranges in the Webcast Presenters - Video Events column are permitted. If you're unsure of your settings, contact your IT Administrator.

Live Studio Requirements

If you're joining the Live Studio as a moderator or presenter, your system must meet the following requirements.

What you need	Moderators and Presenters
Hardware	PC or Mac **Note:** Your computer must be plugged in and have a sound card with speakers and a monitor with 1024x768+ resolution support.
Operating System	• Windows 11 • Windows 10 • Windows 8.1 Pro or newer • macOS 10.14 or newer

What you need	Moderators and Presenters
Processor (CPU)	Intel Core i5 3.0GHz or better **Note:** Less powerful processors will degrade audio and video performance.
Memory (RAM)	4 GB
Browser	Current or previous 5 versions of: • Google Chrome • Firefox • Microsoft Edge **Note:** Firefox does not support screen sharing.
Internet Speed	A dedicated and wired high-speed internet connection of 3 Mbps or better (upload and download) **Note:** To ensure a stable connection, disconnect from the VPN and use a wired internet connection, instead of Wi-Fi. Wi-Fi connections are prone to dips in bandwidth that can negatively impact your video connection.

Broadcasting Requirements

Video Bridge

For the best audio and video quality, we recommend that presenters use a:

- High quality webcam (for example, Logitech C920) or HD webcast camera
- Headset or webcam mic with built-in noise cancellation. Do not use your computer or webcam's built-in microphone.

When you join the Live Studio, you must grant it access to your mic and camera to connect your audio and video.

Advanced Video Bridge

If you're broadcasting with an advanced video bridge, you can connect to the event by phone or with webcam. You can also dial in to the event from Skype/Lync, an encoder, and a VCU or have the Live Studio dial out to your conference room or device. A moderator must join the Live Studio to connect the room or device to the event, start the event, manage event content and Q&A, and end the event. Presenters that will be presenting content must also join the Live Studio.

Note: To prevent the media playback from freezing and requiring a stream refresh, corporate users behind proxy servers should make sure their network settings don't time out on RTMPT requests. If you're unsure of your settings, contact your IT Administrator.

Encoder Requirements

To broadcast with an encoder, your must:

- Have a dedicated connection with bandwidth that consistently exceeds the bit rate you are transmitting. For example, if you are streaming at 600 Kbps we recommend a dedicated connection of at least 1.2 Mbps. If you're using an active backup encoder, the bandwidth requirements should be doubled.
- Have a hardware and software package capable of encoding live video streams delivered using the Real Time Messaging Protocol (RTMP). Your PC must permit either the RTMP (TCP over port 1935) or RTMPT (over port 80) live streaming protocol or both.
- Support H.264 (Video) / AAC (Audio) configurations

Notes:

- If you are using an active backup encoder during a live webcast the bandwidth requirements discussed above should be doubled.
- Be conscious of your target audience's bandwidth capabilities when broadcasting at higher bit rates.

VCU/Telepresence Requirements

To broadcast with a VCU, your VCU must allow incoming SIP or H.323 calls and support H.264 video.

Contact your Video Conferencing vendor or local IT Administrator to ensure firewall permissions allow incoming video calls.

Telephone Requirements

For the best audio and video quality, we recommend that presenters use a:

- Touchtone phone if dialing in to the event
- Headset or mic with built-in noise cancellation

System Requirements

Webcast network requirements for presenters

Network requirements for presenters can be accessed here:

https://webcasts.com/networkresources/

Refer to the right columns for the requirements for presenters based on if it will be an audio or video event. Please provide these instructions to your IT department to ensure your network meets the requirements outlined here.

Account Settings

Manage account access, including two-factor authentication and single sign-on

Set up two-factor authentication

With two-factor authentication, use a secure, app-generated token to verify your administrative account. This is a time-based, one-time password that is generated using an app on your mobile device used to securely sign in to the administrative portal from a previously unverified browser or device.

Recommended apps for authentication include Google Authenticator, Microsoft Authenticator, or Authy.

To turn on two-factor authentication for your account:

1. Click on your username in the top right of the page.
2. On the My Profile page, under Account Information, your 2-Step Verification status is displayed. Click **Manage Settings** to update your authentication settings.
3. Click **Enable 2-Step Verification**.
4. Enter your password and click **Authenticate**.

   Verification codes are sent to the email address associated with your account to verify future login attempts.
5. Click **Switch to Token-Based Verification** to enable verification via an app. We recommend that you upgrade to our more secure token-based verification.
6. Enter your password and click **Authenticate**.
7. Scan the QR code provided with your chosen authenticator app. You will be provided a time-based token, which is entered in the Verification Code field below the QR code.

   Once complete, a confirmation message is displayed.

To turn off token-based verification, click **Use Email Verification**. To turn off two-factor authentication verification, click **Disable 2-Step Verification**.

Account Settings

Use SSO to authenticate Webcast Admin access

For added security, you can use your organization's single sign-on (SSO) to authenticate access to the Webcast Admin portal. You can require admins to sign in from your SSO login page and also allow them to sign in using their Webcast username and password.

Once enabled, your Team Manager can enable SSO for each admin and select how they'll access the Webcast Admin portal. Allow sign-in from:

- Your organization's SSO login page only; optionally, have the Webcast login offer a redirect link
- Your organization's SSO login page and the traditional Webcast login flow

The Webcast Admin login page detects SSO-enabled usernames and enforces your SSO selection. If an admin tries to sign in using their Webcast login, it either blocks their access, blocks access with a link to your SSO login page, or accepts their username and password.

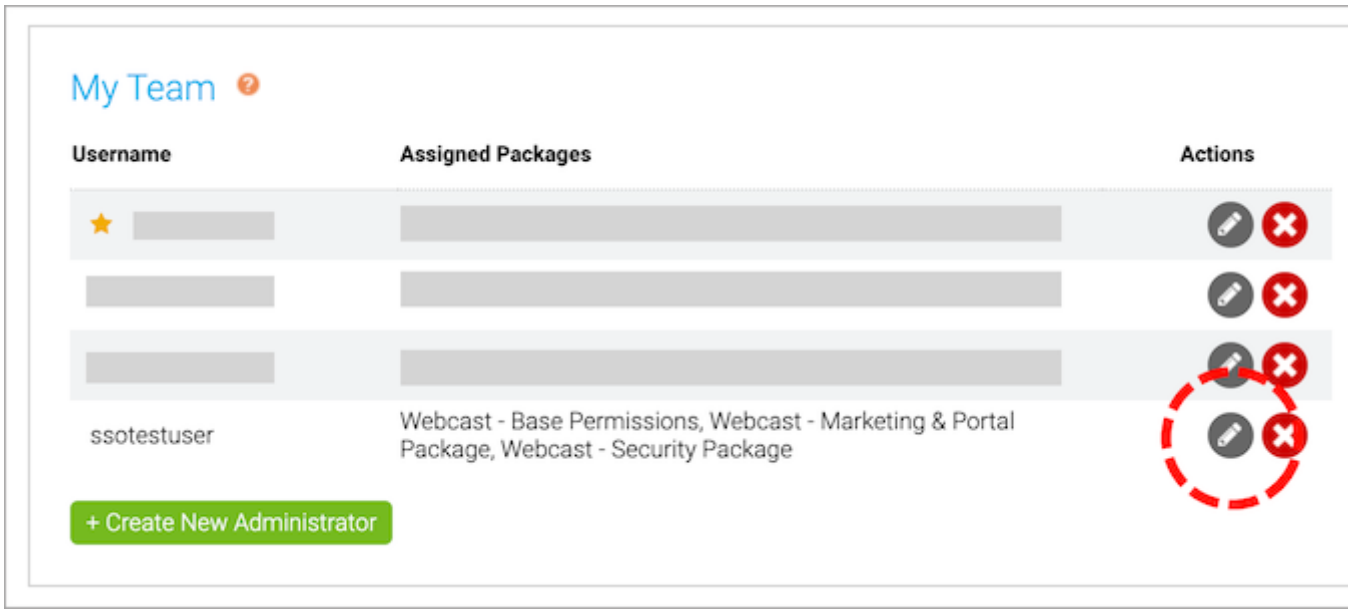
Notes:

- Single sign-on requires additional setup. If you are interested in implementing SSO for your organization, please contact se@webcasts.com or your sales representative.
- Single sign-on isn't a global setting. Enable it for each admin user.

To set up SSO for a user:

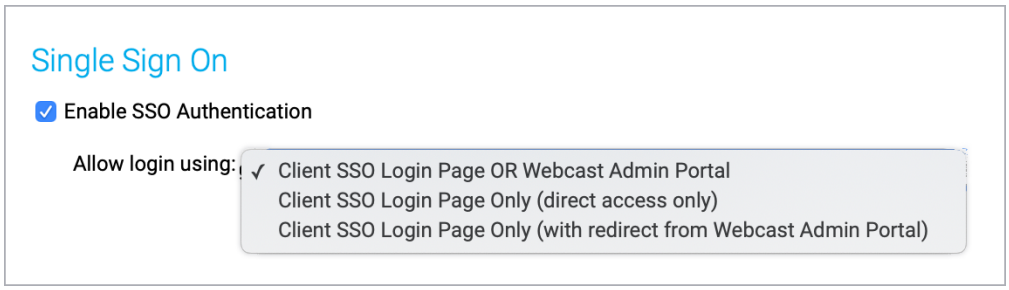
1. At the top of the Webcast Admin portal, click **Manage Accounts**.

2. On the Manage Licenses page, under My Team find the admin you'd like to edit, and then under Actions, click **Edit** (pencil icon).



3. On the Manage Admin page, scroll to the Single Sign On section.

4. Select **Enable SSO Authentication** and choose how to authenticate access to the Webcast Admin.



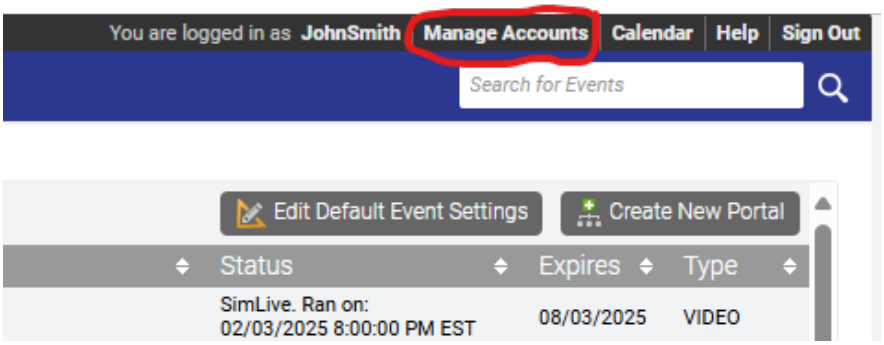
5. Click **Save Changes**.

Account Settings

Managing a Group License

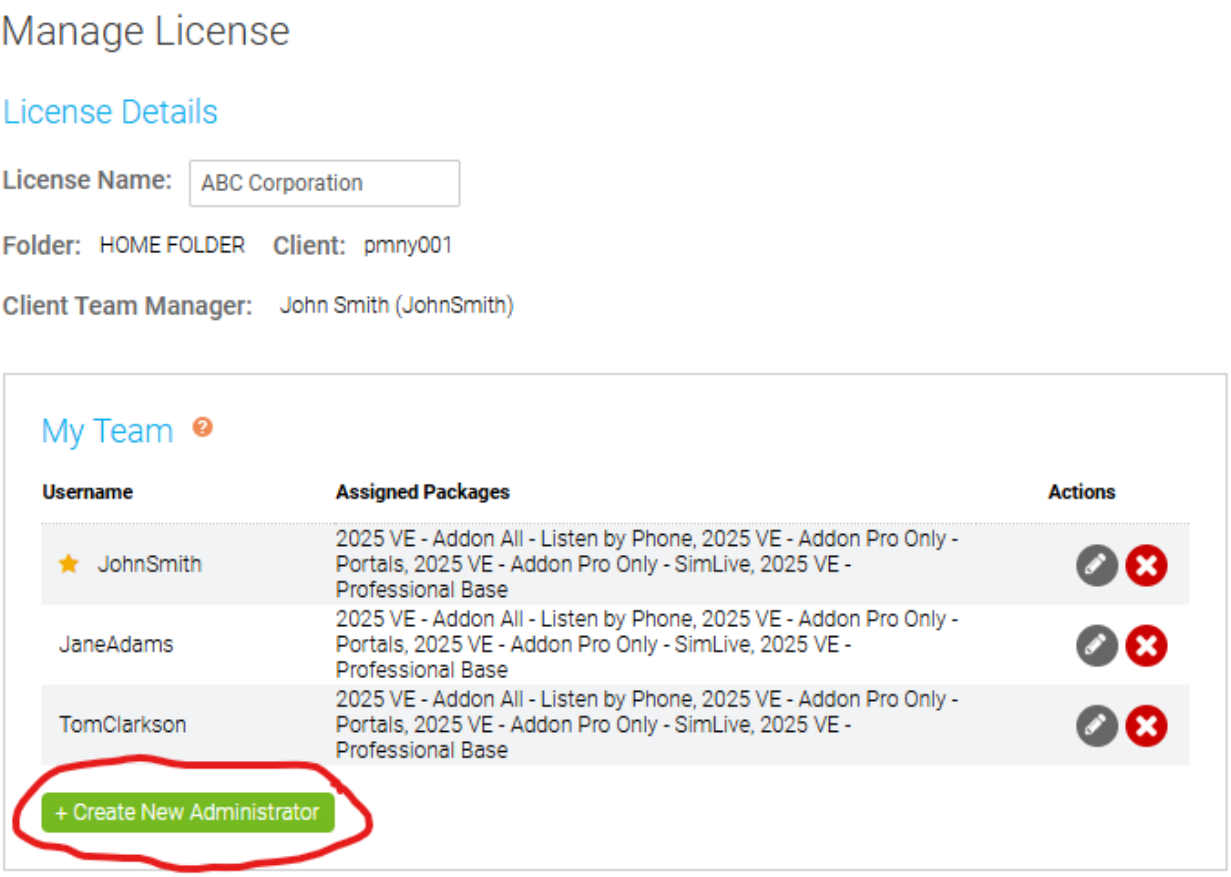
A **License** allows for account access to be shared by a group of users at a company. One user can be designated as a **Team Manager**, which allows them access to mange their license and the accounts of other employees at your company. New accounts can be created to provide each team member a unique login to the platform. Existing accounts can be managed to update access, change permissions or shut down accounts as needed.

If you have been assigned as the Team Manager, use see a **Manage Accounts** link in the top right of the platform. Click **Manage Accounts** to access the License setup.

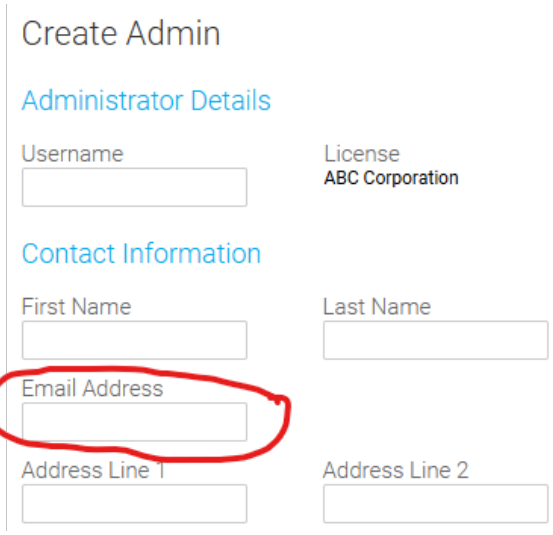


Create New Accounts

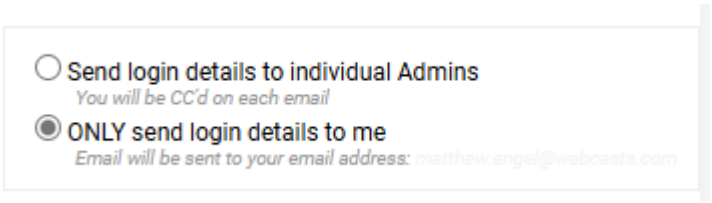
- Under the "My Team" section, click **Create New Administrator** to create a new Administrator account.
  - Depending on the number of users in your team, you may need to scroll down to see this option.



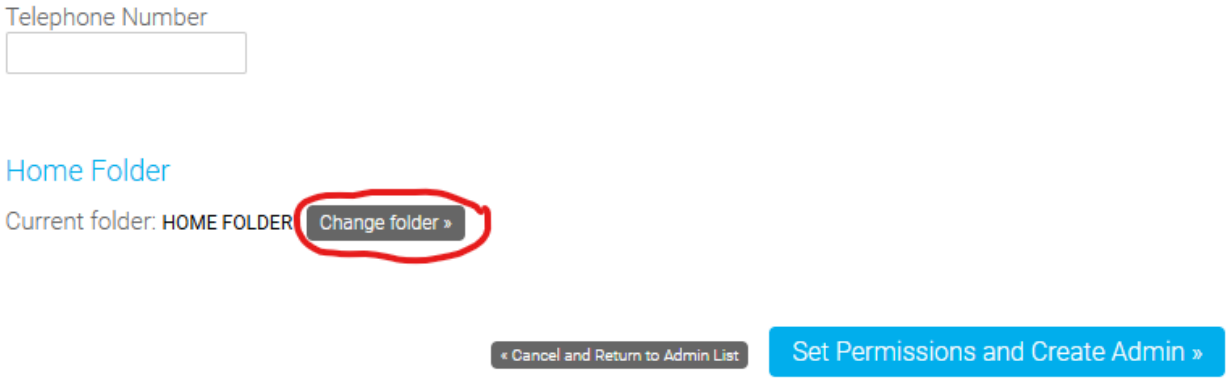
- On the "Create Admin" screen, complete the form to setup a new Administrator account.
  - The Email Address field will be used to send system notification related to your presentation. Please use a valid email address.



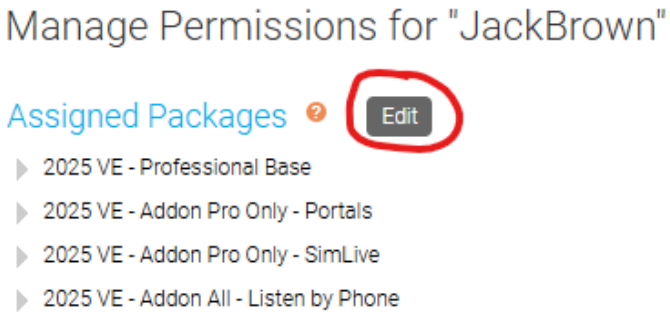
- Along the right, choose how the account details will be sent. You (the team leader) will always be included on the account email.



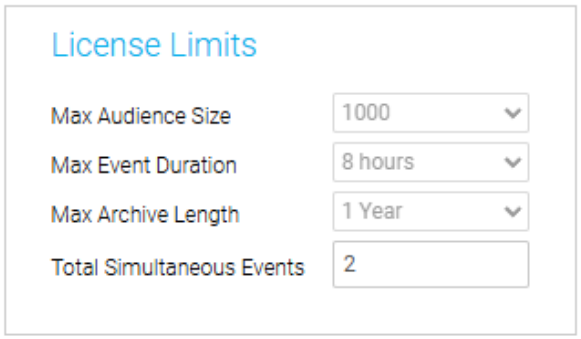
- Under "Home Folder", click **Change Folder** to choose what folder(s) the Administrator can access.



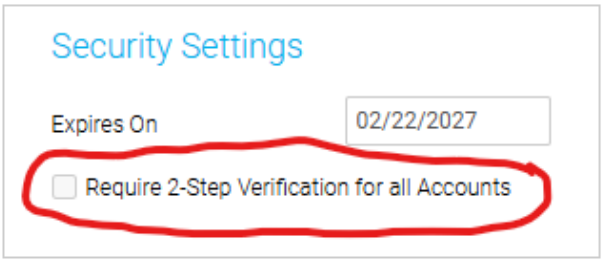
- On the "Manage Permissions" screen, complete the setup to assign permissions to the new Administrator account.
  - Next to "Assigned Packages", click **Edit** to update what packages an Administrator can access.



  - Under License Limits, the limits for scheduling an event will display. These settings are controlled by the License settings and cannot be adjusted for each user.

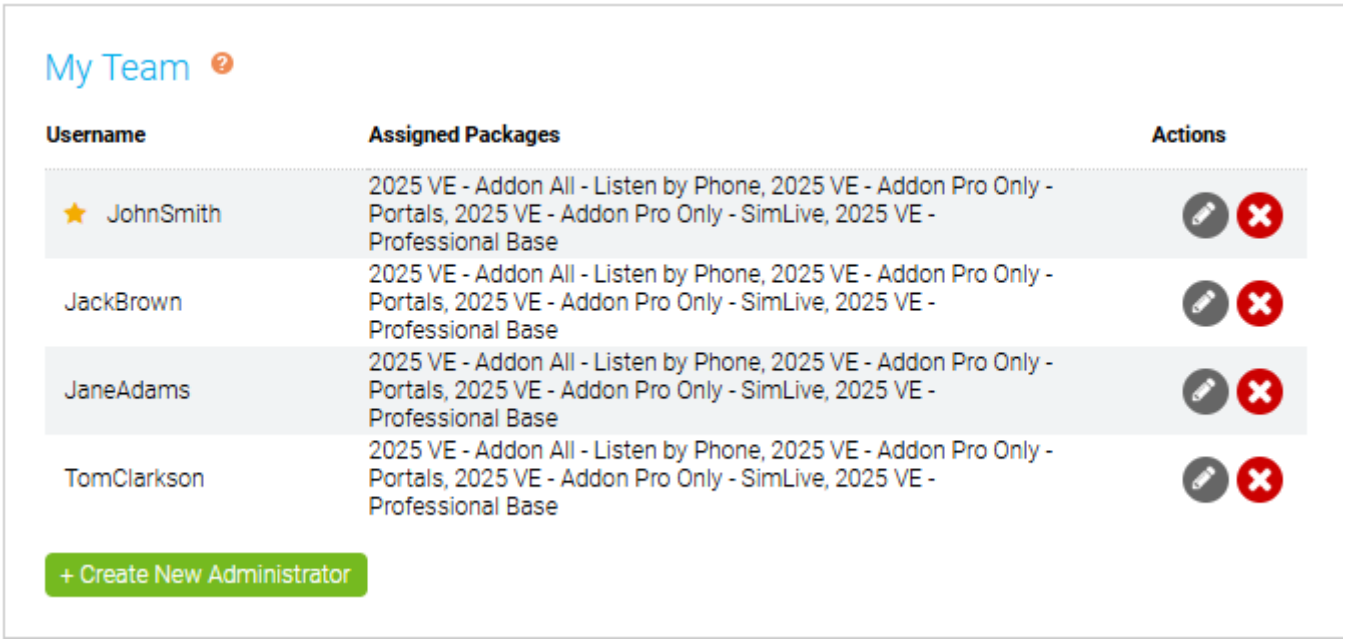


- Under Security Settings, adjust the expiration date or enable 2-Step Verification on an account.



Manage Existing Accounts

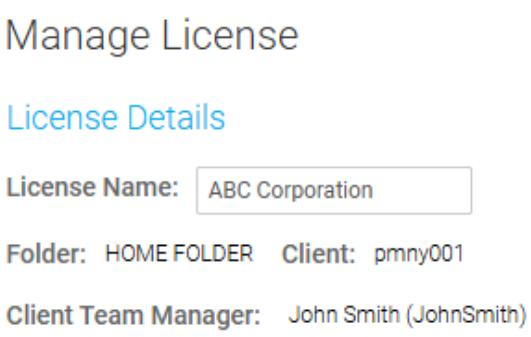
- In the "My Team" section, a list of existing Administrator accounts will appear.



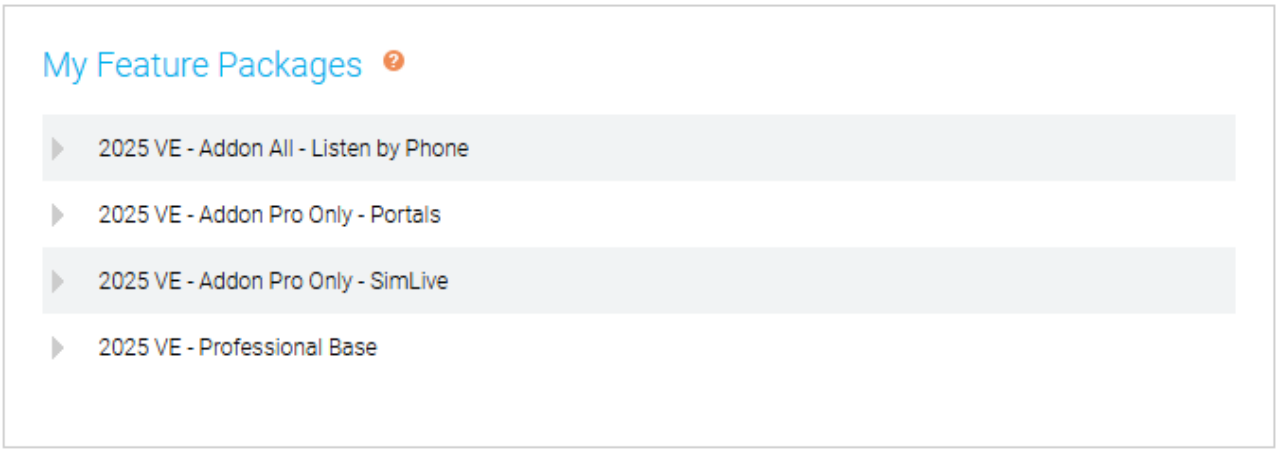
- Click the **X** icon to delete an Administrator account.
- Click the pencil icon to edit an Administrator account.
  - On the "Manage Admin" screen, you can update the Username, Password, Email Address and other contact information associated with an Administrator account.
    - Note: Be sure to click **Save Password** (when updating a password) or **Save Changes** (when updating Username, Email Address or other contact information).
  - Click **Manage [Username]'s Permissions** at the top of the screen to update the permissions available to an Administrator.
    - Next to "Assigned Packages", click **Edit** to update what packages an Administrator can access.
    - Under "License Limits", adjust the limits for scheduling an event.
    - Under "Security Settings", adjust the expiration date or enable 2-Step Verification on an account.
    - Under "Home Folder", click **Change Folder** to choose what folder(s) the Administrator can access.

Additional Information

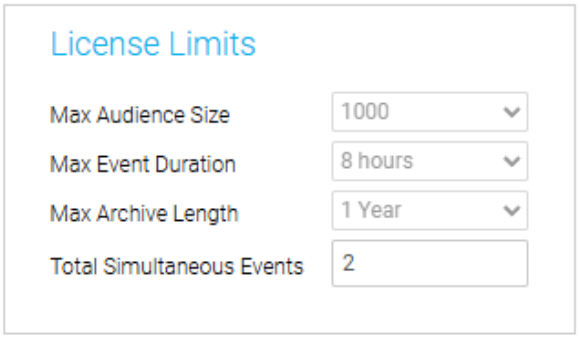
- The "License Details" section will display your License Name, Folder and Client access and the assigned Client Team Manager.



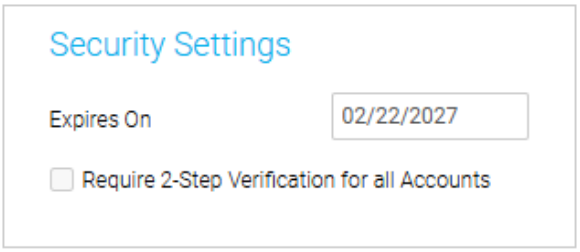
- The "My Feature Packages" section will display a list of Packages available with your License. Click the arrow icon to display the features included with each Package.



- The "License Limits" section will display the audience, duration and archive limits associated with your License.



- The "Security Settings" section will display the License’s expiration date and the 2-Step Verification security option.

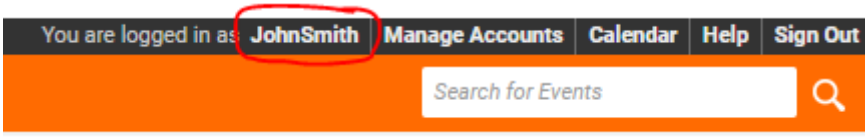


Account Settings

How can I update my account details (Username, Password and/or Email Address)?

The **Account Details** page allows you to access your account information, including the Username, Password and Email Address associated with your account. The Username and Password are used to login to your account. The Email Address associated with your account is used for system notifications, including new event and event archive notifications, slide upload notifications, and password reset requests or requests to unlock your account. It is recommended to use a valid email address to ensure you have access to these email notifications.

After logging into your account, click on your Username in the top right of the platform.



In the **Contact Information** section, you can update your account information, including the Username and Email Address. In the **Change Password** section, you can update the Password for your account. The **Account Information** section allows you to view login details, your account expiration date, an option to be notified of system update and the controls for 2-Step Verification. Click **Save Changes** to save any updates to your account.