

# Top FAQs

Broadcasting, branding, recordings and replays, reports, overlay videos and primary clips, slides, presenting, Q&A, and surveys.

- [Broadcasting FAQs](#)
- [Event Branding FAQs](#)
- [Event Recording and Replay FAQs](#)
- [Event Reports FAQs](#)
- [Overlay Video and Primary Media Clip FAQs](#)
- [PowerPoint FAQs](#)
- [Presenter FAQs](#)
- [Question and Answer FAQs](#)
- [Survey and Certification FAQs](#)

# Broadcasting FAQs

This article covers frequently asked questions about broadcasting. Unless otherwise noted, the answers apply to Webcast account holders (moderators) who schedule, run, and manage events.

Jump to: [General](#) | [Video bridge \(multiple webcams\)](#) | [Telephone](#) | [Single webcam](#)

## General

### What is a “live acquisition source”?

When you schedule a Live event, you select how presenters will connect their audio and video to broadcast to the audience. The device or method is the live acquisition source for the event.

If you're broadcasting audio only, you'll use Telephone as the acquisition source. If you're broadcasting audio and video, you can use a single webcam, the video bridge for multiple webcams, an encoder, or a video conferencing unit (VCU). Available options depend on your account settings.

To learn more, see [Ways to broadcast a Live event](#).

### What is the source location?

For video broadcasts only. The source location is the region you will be broadcasting the Live event from. By default, the source location is set to your current location based on your IP address. When scheduling the event, make sure the region is correct.

### What size should the video player be?

The video player has a widescreen (16:9) aspect ratio with different sizes available. If you are broadcasting telephone audio only, the video player is set to 320 x 240 pixels for headshots and cannot be changed.

For Live events with video, the video player shows presenter webcams in the size you select. You can select from the following sizes.

- 480p (854 x 480 pixels) - does not support screen sharing on Video Bridge events
- 720p (1280 x 720 pixels)\*

- 1080p (1920 x 1080 pixels)\*

\*Note: 720p and 1080p are not available on all accounts. Contact Support or your sales rep for more information.

For On-Demand and Simulated Live events, primary media clips are also displayed in the video player. Upload media clips that match the player aspect ratio and size settings, or they will be stretched to fit in the video player.

### **Can I embed my event on another website?**

Yes. You can embed your webcast into an external site with an iframe. You can embed the event window only or you can require attendees to register to access the event. To learn how, see [Embed a webcast in another website](#).

## **Video bridge**

### **How many presenters can join the video bridge at a time?**

Up to 20 presenters can join the video bridge.

If you have more than 20 presenters that need to broadcast their video, presenters who aren't speaking can disconnect from the video bridge to allow other presenters to broadcast. If you're broadcasting with the advanced video bridge, you can allow additional presenters to join the event by connecting to a third-party meeting app. The meeting app takes up one of the 20 presenter spots on the video bridge.

### **Can I test my webcam connection before an event?**

Yes. You can test your webcam in the Live Studio at any time before your event. To test your webcam, join the Live Studio and click **Test Your Webcam**.

### **Can I preview a presenter's webcam?**

Yes. You must join the Live Studio and connect your own webcam in order to see and manage other webcams. Once presenters have connected their webcams, you'll see them in the Video Bridge tab. To see how presenters will look to the audience, in the Broadcast Controls panel

connect the Primary Stream and then click **Preview Stream**.

### **Can I choose how webcams are arranged?**

If you're a moderator, you can change the presenter webcam layout that displays to the audience. In the Live Studio, under the presenter list, click **Webcast Layout Controls**, select a layout type and the number of webcams you want to display, and then click **Apply**. Select:

- **Single Speaker** to display one presenter at a time
- **Grid** to display 4, 9, 16, or 20 presenters in equally-sized frames
- **Filmstrip** to highlight one or two presenters in large frames above a filmstrip with other presenters. Select the max number of presenters to show on stage: 8 or 20. To highlight two presenters above the filmstrip, select 20 with two large frames.

When Voice Activated Camera Switching is on, presenters move onto the stage as they speak and other presenters shift over or off the stage (depending on the layout). To choose which presenters appear, turn Voice Activated Camera Switching off and then pin the presenters.

To learn more, see [Change the presenter webcam layout on the video bridge](#).

## **Telephone**

### **Where do I access the dial-in information for presenters?**

The presenter access numbers and passcodes display in the Live Studio in the Broadcast Controls panel up to one hour before the event's scheduled start time.

If you're broadcasting audio with a third-party phone bridge, the event moderator provides the dial-in information to presenters.

### **Can I test the presenter audio before the event begins?**

Yes. To test the presenter audio stream, join the Live Studio. Once presenters have connected their audio, click **Connect Bridge to Webcast**. Once the bridge is connected, click the **Settings** button (gear) and in the Additional Bridge Options window, click the **Play** button.

### **Can I add a telephone listening option for attendees?**

Yes. You can allow attendees to listen to the event by phone and provide them with our access numbers and passcodes (the *integrated phone bridge*) or if you have your own phone bridge service, you can provide them with your own access numbers and passcodes (*third-party phone bridge*).

### **Can I add additional dial-in numbers for viewers when using an audience phone bridge?**

Yes. If you're using the integrated phone bridge and providing the audience with our access numbers and passcodes, you can add toll and toll-free numbers from up to 37 countries.

If you're using your own phone bridge and providing your own access numbers and passcodes, you can manually add your additional dial-in numbers.

## **Single webcam**

For Live events where only one webcam is connected.

### **Can I test my webcam connection before the event?**

Yes. You can test your webcam in the Live Studio up to 60 minutes before the event's scheduled start time. To test your webcam, join the Live Studio, click **Preview**, and then select your webcam source.

### **Can I change the webcam I want to use?**

Yes. You can change the webcam before the event goes live. Join the Live Studio, click **Preview**, and then you can select the webcam source you want to use. You can't switch webcams after you click **Start Webcast**.

### **Can multiple webcams be shared at the same time?**

No. If you selected Webcam as the broadcast option when scheduling the event, you can only broadcast a single webcam. To broadcast more than one webcam at the same time, select **Video Bridge** as the broadcast option.

### **Can I preview a presenter's webcam?**

Yes. Once the presenter has connected their webcam, join the Live Studio and click **Preview**.

# Event Branding FAQs

This article covers frequently asked questions about event branding and customization. Unless otherwise noted, the answers apply to Webcast account holders (moderators) who schedule, run, and manage events.

Recommended reading: [Webcast Branding Best Practices](#)

## **What branding can I add to the landing page and event window?**

For both the landing page and event window, you can customize the banner logo, right banner logo, and the highlight color. For the landing page, you can customize the registration layout, date bar color (bar layouts only), the registration form container color (Two Column bar layout only), and the background color and image. For the event window, you can customize the player container color and the background color and image.

## **Where do the banner logo and right banner logo display?**

The banner logo displays at the top left of the landing page and event window. The right banner logo displays at the top right.

## **What are the requirements for banner logos?**

Logos should be approximately 300x75 pixels in size and no more than 100 MB each. If your image exceeds the recommended size, you are prompted to resize it in the image editor.

The maximum recommended width for both logos combined is 900 pixels for bar layouts and 1200 pixels for open layouts.

## **Can I display different logos on the landing page and the event window?**

No. The banner and right banner logos you upload display on both the landing page and in the event window.

## **Can I upload a banner image instead of a logo?**

No. Because the event window adjusts based on the attendee's browser size, banners are not supported. Instead, you can split a banner image into two and upload the left half as a banner logo and the right half as a right banner logo.

### **What are the requirements for background images?**

Background images should be at least 1600x1200 pixels in size and up to 1900x1200 pixels. Background images are centered and repeat horizontally. For best results, use an image that can repeat horizontally without seams, such as an image of a gradient color or pattern.

### **Can I display an image below the event slides?**

Yes. You can upload an image as a Sponsor Logo to display it below the event content in the event window.

### **What are the requirements for sponsor logos?**

Sponsor logos can be up to 400x70 pixels in size and no more than 100 MB each. If you include more than one sponsor logo in an event, each logo displays for 10 seconds before cycling to the next. You can change the display time for each logo.

### **Can I add text above the title bar on the event landing page?**

No. However, you can add text to an image and upload it as a banner logo.

### **Can I add presenter information or bios to the event?**

Yes. You can add information and bios about the presenters to the event landing page, in a custom tab in the event window, or both.

### **Can I change the layout of the event landing page?**

Yes. You can select either a bar layout or an open layout. For bar layouts, you can select One Column, Two Column, or Popup Registration layout. For open layouts, you can select a Side-By-Side or Title Top layout with left or right registration. To change the event landing page layout, go to the Player & Branding tab, and in the Advanced Branding section, next to Registration Layout, select a layout. A preview of the layout you select displays on the right.

### **How can I use the Registration Footer and the Player Footer?**

Use the footers to add a company disclaimer, privacy policy, copyright information, or any other information the audience should know before registering. You can also use the Player Footer to add social sharing links and images.

### **Can I set up my event in a different language?**

Yes. You can use event language templates to create an event in another language. You can also customize the landing page labels, landing page content, and event emails and translate them to any language you like. The registration form fields are included in the language templates. For a list of supported languages, see [Can I set up my Webcast in a foreign language?](#)



# Event Recording and Replay FAQs

This article covers frequently asked questions about event recordings and replays. Unless otherwise noted, the answers apply to Webcast account holders (moderators) who schedule, run, and manage events.

Recommended reading: [Download the event recording](#)

## How do I record the event?

Live events are automatically recorded when you start the event in the Live Studio. The recording begins when you click **Start Webcast** and ends when you click **End Webcast**.


## Can I turn off the recording for the event?

No. However, you can prevent attendees from accessing the replay.

## Where do I download the event recording?


Moderators can download recordings of completed events from the Webcast Admin portal. You can download the event's video only as a MP4 file (video broadcasts) and the event's audio only as an M4A (video broadcasts) or MP3 file (telephone broadcasts). You can also download the full event archive, including audio/video and slides, as a MP4.


Sign in to your account and edit the event. On the Event Summary tab, under **Manage Webcast Archive**, look for **Available Archives**.

Manage Webcast Archive 

**Export Webcast as MP4**

**Available Archives:**


 Audio Only (M4A) - 06/16/2023 11:30 AM

 Video Only (MP4) - 06/16/2023 11:30 AM

Click on the **Audio Only** link in the Available Archives section to download the currently published audio file from the event. For video events, click on the **Video Only** link to download the currently published video file from the event.

For all events, click **Export Webcast as MP4** to export a MP4 video file of your full presentation. Once the file is available, you will be able to download the video by clicking on the

**Full Webcast** link under **Available Archives**.

Manage Webcast Archive 

Export Webcast as MP4

*No changes published since the last archive was created.*

Available Archives:

-  Full Webcast (MP4) - 06/20/2023 4:26 PM
-  Audio Only (M4A) - 06/16/2023 11:30 AM
-  Video Only (MP4) - 06/16/2023 11:30 AM

You can also download the MP4 file from the MP4 Archive Complete email. In the email, click **Download MP4**. On the MP4 Archive Download page, click **Download MP4** to save the file. You and others who have the link can download the file from this page a total of 10 times.

## Keynote Kickoff

Archived. Live on: Tue, Nov 7, 2023 9:30 AM EST

Download MP4

Latest MP4 created on 11/22/2023 4:59 PM

Please note that each file can only be downloaded a limited number of times.  
Number of downloads remaining: **7**

### How do I access the replay?

When the event concludes, the replay is available at the same link as the Live event.

If you're a moderator, edit the event and on the Event Summary tab click **View Event**. To copy the replay link, on the Event Summary tab, under Event URL, click **Copy**. You also receive a Webcast Notification email after you create a new event that contains the event link.

If you're a presenter, sign in to the Guest Admin site and click **Audience Webcast Link**.

### How long until the event replay or recording is available?

Archives are posted at the same link as the live event and typically take about 1-2x the duration of the live event to process, but occasionally may take up to 24 hours due to the volume of events being processed on the system at any given time. Note that events using 1080p video may take up to twice as long archive due to the file size. An email confirmation will be sent to the event administrator once the archive is available for viewing.

## How do I know when the event recording or replay is ready?

Moderators receive a Webcast Notification email when the event is archived successfully. On the Event Summary tab under Event Details, a new section called Manage Webcast Archive displays where you can download the event recording.

## Does the replay contain all the content from the Live event?

Yes. Event replays contain all the same content as the Live event, including the audio, video, slides, surveys, and headshots.

## Can I edit the event recording after the Live event ends?

Yes. Both moderators and invited guest admins can edit the event recording in the On-Demand Studio and add, edit, and remove content. If you're a moderator, edit the event and on the Event Summary tab, under Run My Event, click **Launch On-Demand Studio**. If you're a presenter, sign in to the Guest Admin site and click **On-Demand Studio**.

To learn more, see [Assemble or edit an event recording](#)

## Can I prevent attendees from accessing the replay?

Yes. You can close access to the replay. Edit the event and on the Event Summary tab, under Event Access, click **Manage Access**. In the Manage Event Access window, set the Player to **Closed** and click **Save Changes**.

## Can I prevent people from fast forwarding through the replay?

Yes. You can hide the progress bar and video controls so that people can't fast-forward, rewind, or use jump points to skip to specific sections of the replay.

Edit the event and go to the **Player & Branding** tab. Under Media Options, select **Hide Progress Bar when On-Demand** and then click **Save and Continue**.

# Event Reports FAQs

This article covers frequently asked questions about event reports. Unless otherwise noted, the answers apply to Webcast account holders (*moderators*) who schedule, run, and manage events.

Recommended reading: [What types of reports can I get on my event?](#) and [Run event reports](#)

## What reports can I get for my event?

Event data is grouped into two categories: Audience Details and Event Analytics. When an event ends, generate an Event Analytics report for summary data about the event, like the total number of registrants, attendee locations, and survey results. Run an Audience Details report for a per-attendee breakdown of items like registration details, individual attendee questions, survey responses, etc.

For a full list of all the data you can include in your reports, see [What types of reports can I get on my event?](#)

## Can I run a report on multiple events at one time?

Yes. You can select more than one event and even folders of events to include in your report. To run a report on multiple events, click the **Reports** tab and under Selected Events, click **+ Add Events / Folders**. Select the events and data you want to include and run your report.

To view analytics for a specific event, at the bottom of the report, click the event ID.

## Can I run a report on an attendee portal?

Yes. To run a report on an attendee portal, on the My Events tab, click the portal and then click **Reports**. On the Reports tab, select the data to include and run your report.

Attendee portal reports only display portal registration data, they do not include individual event viewing data. To access viewing data, run a report for each event you linked to the portal.

## Can I automatically receive event reports?

Yes. You can subscribe to event registration and attendance reports for a specific event, and receive them by email.

To subscribe to reports, edit the event and on the Event Summary tab, click **Subscribe to Reports**. In the Report Subscriptions window, next to the report you want to receive, select how frequently you'd like to receive the reports (daily, weekly, or monthly), enter your email, and click **Save Changes**.

### **Can I see a list of all registrants?**

Yes. To view a list of everyone who registered for an event, run an Audience Details report and include Registration Data.

### **Why are some registrants highlighted in blue in my report?**

In Audience Details reports, registrant lines are highlighted in blue when the same email address was used to view the event in multiple, overlapping sessions. Usually, this is because the attendee was watching the event on multiple devices, or the same email address was used by multiple attendees to view the event.

To view login and logout times for each attendee session, run an Audience Details report and include Usage data and Session Breakout data.

### **Can I see the percentage of registrants who attended my event?**

Yes. When you run an Audience Details report and include Usage data, the percentage of registrants that attended the event or the replay displays in the Total Conversion Rate column. The percentage of registrants that attended the Live event displays in the Live Event Conversion Rate column.

### **Can I view attendee actions (such as submitted questions or survey responses)?**

Yes. To view attendee actions during the event, run an Event Analytics report and include the data that corresponds with the action you want to view. For example, to view the questions submitted by attendees, include Q&A Summary data in your report.

For a full list of all the data you can include in your reports, see [What types of reports can I get on my event?](#)

### **Can I see a list of presenters and their actions during the Live event?**

Yes. This information is captured in the event activity log. During the Live event, at the top of the Live Studio window, click **Activity** to see actions logged in real time. To view all presenter

actions after the event ends, edit the event and on the Event Summary tab, under Live Event Activity, click **View Activity Log**.

### **What is the difference between Sessions and Unique Viewers?**

In the Audience Details report, Unique Viewers indicates the total number of individual registrants (identified by their email addresses) that viewed the event. Sessions indicates the number of times each registrant attended the event (or viewed the replay). If a registrant views the event three times with the same email address, they display as one unique viewer with three separate sessions.

### **Will I receive a daily subscription report if there are no registrants/viewers?**

Yes, these reports also contain links for all activity since event creation.

### **For how long will I receive subscription reports?**

Emails will be sent at the selected frequency until the event expires or the email address is removed from the subscription setup.

# Overlay Video and Primary Media Clip FAQs

This article covers frequently asked questions about overlay videos and primary media clips. Unless otherwise noted, the answers apply to Webcast account holders (*moderators*) who schedule, run, and manage events.

Recommended reading: [Overlay Video Specs and Requirements](#) and [Primary Media Clip Specs and Requirements](#)

Jump to: [General](#) | [Overlay videos](#) | [Primary media clips](#)

## General

### What is the difference between an overlay video and a primary media clip?

Both are pre-recorded media files that you upload and play during an event. An overlay video plays on top of the audience event window. A primary media clip plays in the video player (where you see presenter webcams during a Live event). The terminology can be a bit confusing.

- On-Demand and Simulated Live events. In the editing studios, when you upload a video you designate where it will be played: upload it either as a primary media clip or an overlay video. For Telephone broadcasts, upload audio files as primary media clips.
- Live events. In event setup, you upload all videos as overlay videos. Then in the Live Studio, choose how to present the videos: either launch the video as an overlay or inline (in the video player). Later, when you open the archive in the On-Demand Studio, you'll see that videos you launched inline are saved as primary media clips.

**Note:** On-Demand and Simulated Live events require a primary media clip to be the main event content. Overlay videos can't be used as the sole event content.

### What format are overlay videos or primary media clips transcoded to?

All overlay videos and primary media clips (video) are transcoded to MP4 format.

### How do I know when my overlay videos or primary media clips have been uploaded?

After you upload your overlay video or primary media clip, the file must be processed by our system before you can preview or present it. When the video or clip is ready, you'll receive an email and it will be available for use in your event.

If you are uploading a large video file, we recommend using a high-speed wired internet connection so that your browser doesn't time out before the video finishes uploading.

### **Can I record my event with another platform and then upload it?**

Yes. You can record your event with any platform as long as the recording file meets the requirements.

## **Overlay videos**

For Live, On-Demand, and Simulated Live events.

### **What are the requirements for overlay videos?**

Each overlay video can be up to 10 GB. The video must be at least 15 seconds long and include an audio track. Supported file types for overlay videos are: 3GP, ASF, F4V, MKV, MOV, MP4, MPEG, MPG, WEBM, and WMV.

**Note:** You can't play an overlay video at the start of an event. There must be at least 15 seconds of content before, after, or in between overlay videos.

### **What dimensions should overlay videos be?**

Overlay videos should be at least 320x180 pixels in size.

Overlay videos are displayed at the native size of the file, but will stream to the audience at a maximum of 896 kbps. So, you can upload videos of any resolution (for example, 1080p), but be aware that higher resolution videos may stream at a lower quality than you'd see on your computer.

We recommend decreasing the resolution of high-resolution recordings to prevent low-quality playback. Before the event, preview your videos in the Live Studio to check the quality. If the video quality is poor, decrease the file size (dimensions) of the file and upload it again.



## **How many overlay videos can I upload?**

You can upload up to 10 overlay videos per event.

## **At what rate are overlay videos transcoded when they are uploaded?**

The bit rate videos are transcoded depends on the original video bit rate. Videos that are:

- Above 1700 kbps are transcoded at 1700 kbps
- Between 800 to 1700 kbps are transcoded at the uploaded bit rate
- Below 800 kbps are transcoded at 800 kbps

## **How can I make sure my overlay videos are ready to present?**

Before your event goes live, have a least one presenter preview each overlay video in the Live Studio. This helps to cache the videos on the event servers (content delivery network or CDN) and provide faster delivery during your event.

## **Can I improve the quality of my overlay videos?**

Yes. For the best video quality, we recommend your video is in MP4 format, 896 kbps total bit rate, audio with AAC codec and a bit rate of 96 kbps/48 khz mono, and video with H264 codec and a bit rate of 96 kbps/48 khz mono.

## **Can I speak to the audience while an overlay video is playing?**

No. When the overlay video is playing, the live audio and video broadcast is paused for the audience.

## **How do I share a video as an overlay?**

For Live events, in the Live Studio, click the Overlay Videos tab. Under the thumbnail of the video you want to play, click **Launch**. To learn more, see [Share a video during a Live event](#).

For archived live, On-Demand, and Simulated Live events upload the video. In the editing studio, add it to the event timeline and publish the event. To learn more, see [Upload videos for use in a recorded event](#) and [Assemble or edit an event recording](#).

## **How do I share a video in the video player?**

For Live events, in the Live Studio, click the Overlay Videos tab. Under the thumbnail of the video you want to play, click **Launch Inline**. To learn more, see [Share a video during a Live event](#).

For archived live, On-Demand, and Simulated Live events upload the video as a primary media clip. In the editing studio, add it to the event timeline and publish the event. To learn more, see [Upload videos for use in a recorded event](#).

## Primary media clips

For On-Demand and Simulated Live events.

### What are the requirements for primary media clips?

Each primary media clip can be up to 10 GB. The video must be at least between 15 seconds long and include an audio track.

If you're broadcasting audio only, supported file types are: M4A, MP3, and WAV.

If you're broadcasting video, supported file types are: 3GP, ASF, F4V, MKV, MOV, MP4, MPEG, MPG, WEBM, and WMV.

### How many primary media clips can I upload?

There is no limit to the number of primary media clips you can upload. You can include as many primary media clips as you like.

### What dimensions should primary media video clips be?

Primary video clips play in the video player (where you see presenter webcams during a Live event), not as an overlay. When you upload them, they are resized to match the video player size you selected for the event on the Player & Branding tab, under Media Options.

To avoid distortion, create your video files to match the pixel dimensions or aspect ratio (16:9 widescreen or 4:3 standard) of the video player.

If you change the video player size for your event, upload primary video clips again so the system can resize them for the new video window.

# PowerPoint FAQs

This article covers frequently asked questions about slides. Unless otherwise noted, the answers apply to Webcast account holders (moderators) who schedule, run, and manage events.

Recommended reading: [PowerPoint Best Practices](#)

## What are the requirements for uploading slides?

Each slide deck can be up to 500 MB, 200 slides, and must be in PPT or PPTX format.

Text must be at least 28 points to be visible to the audience.

Make sure the aspect ratio of your slides matches the aspect ratio of the video player size you selected - either Standard (4:3) or Widescreen (16:9). In PowerPoint, select **Page Layout** or on the Design tab select **Slide Size**.

## Which fonts are supported?

We support all native Windows fonts ([Windows font list](#)) and macOS built-in fonts (font lists for [macOS Catalina](#) and [macOS Big Sur](#)). In total, we support over 1500 different font families. If you don't see the font you'd like to use in these font lists, we probably already support it or can add the custom font for you. Contact Support for assistance.

To use a custom font, provide the font files in .otf or .ttf format. If you're using custom fonts, preview your slides in the Live Studio before the event to make sure they display properly.

**Note:** Embedded fonts are not supported. Before you upload a slide deck, you must remove them. For more information, see [Remove embedded fonts from slides](#).

## Are animations and transitions supported?

Most PowerPoint animations and transitions are supported with some exceptions.

These animations are not supported:

- Timed animations. All animations must be set to On Mouse Click.
- Entrance effects: Dissolve in, Fly in
- Emphasis effects: Bold Flash, Underline, Grow with Color, Style Emphasis

These transitions are not supported:

- Box
- Cube
- Doors
- Morph
- Page Curl
- Ripple

### **Can I upload more than one slide deck to the event?**

Yes. You can upload and present as many slide decks as you like.

### **Can I upload non-PowerPoint slides?**

No. However, you can convert slide decks to PPT or PPTX format and upload them.

### **Can I include audio or video clips in my slide deck?**

No. Audio and video clips in slides interfere with the audio you broadcast during the event and make it difficult for the audience to hear you. Instead, upload your video clips as overlay videos.

### **What is the "Process as Images (No animations)" option?**

If you experience formatting issues when previewing your slides, you can re-upload your slides and process them as static images. All animations are removed from the slide deck.

If you're a moderator, edit the event and go to the Event Content tab. If you're a presenter, sign in to the Guest Admin site and click **Edit Event Content**. Under PowerPoint Decks, click **Upload New Slide Deck from My Computer**. Select **Process as Images (No animations)** and then click **Upload**.

### **How do I know when my slides have been uploaded?**

After you upload your slide deck, you must wait for the file to be uploaded and processed by our system before you can preview or present them. Once the slides are ready to present, you receive an email to let you know the slide deck has been processed.

### **If I remove a slide from the On-Demand event, is it deleted permanently?**

No. The original slide is available in the On-Demand Studio in your Slide Library.

### **Where do I preview my slides?**

You can preview your slides as a presenter in the Live Studio on the Slides tab any time before the event.

### **How do I advance slides during the event?**

There are multiple ways you can advance slides. On the Slides tab:

- Select individual slide thumbnails to open that slide
- Click Previous and Next above the slides
- Open full-screen view and click the left and right arrows next to the slides
- Press the left and right arrow keys on your keyboard

The title of the slide you're presenting displays above your slide.

### **How do I present another slide deck?**

To present a different slide deck, in the Live Studio, open the Slides tab and under Manage Slides, click the name and the first slide thumbnail of the slide deck you want to present.

### **Can I see the notes while presenting slides?**

No, the Live Studio does not support notes in slide decks. We recommend opening your slide deck locally or printing it using Notes layout.

### **Can the audience see my cursor while I'm presenting slides?**

No. When creating the slide deck, use animations to highlight points in a slide.

### **Can I allow attendees to download slides?**

When uploading a slide deck, you can convert it to PDF and allow attendees to view and download a copy. This creates a PDF version of the slide deck and adds it to the Event Resources section in the event window. Attendees can download the slides any time before or during the

event from the event window in the Event Resources section.

If you're a moderator, edit the event and go to the Event Content tab. If you're a presenter, sign in to the Guest Admin site and click **Edit Event Content**. Under PowerPoint Decks, click **Upload New Slide Deck from My Computer**. Select **Create PDF** and **Make Shareable** and then click **Upload**.

To prevent attendees from sharing the download link outside the event, click **Edit Access** and select **Make Secure**.

### **Can I allow attendees to flip through slides?**

Yes. If your event has just one slide deck, you can allow attendees to flip through the slides at their own pace. Edit the event and go to the Player & Branding tab. Under Slides, select **Allow Viewers to Control Slides**.

# Presenter FAQs

This article covers frequently asked questions about presenting a Live event.

## How many presenters can join the Live Studio at the same time?

There is no maximum number of presenters that can join the Live Studio. However, if you're broadcasting the Live event with the video bridge or telephone audio only, up to 20 presenters can connect and broadcast their streams at one time.

## Can I test my system before the event?

Yes. Test your system at least 48 hours before the event start time with the same devices and network you plan to use during the Live event.

If you're broadcasting multiple webcams on the video bridge, see [Video Bridge Guide for Presenters and Guest Admins](#).

For all other broadcast types, [run the system test](#).

## Can I preview my event?

Yes. You can preview the event window as your audience will see it or enter the Live Studio before the event and preview the slides and other content you plan to present.

If you're a moderator, edit the event and at the top of the Event Summary tab click:

- **View Event** to complete the registration and see the event window as an attendee will
- **Launch Live Studio** to review slides, overlay videos, surveys, and other content

If you're a presenter, sign in to the Guest Admin site and click:

- **Audience Webcast Link** for the attendee view
- **Live Presenter Studio** to review slides and other content

## Where do I find the audience event link?

When you schedule an event, you receive a confirmation email with the event link. The event link is also on the Event Summary tab under Event URL. Click **Copy** to copy it to the clipboard

for sharing.

If you're a presenter, sign in to the Guest Admin site and click **Audience Webcast Link**. In the event window, copy the event link from your browser.

### **Can I start my Live event earlier than the scheduled time?**

Yes. You can start the event up to one hour before the event's scheduled start time.

### **How do I know if my event is live?**

In the Live Studio, the event status at the top of the Live Studio displays as On Air. Your event is live and broadcasting to the audience once you click **Start Webcast** in the Live Studio.

### **Why does the Live Studio say my broadcast is delayed?**

In the Broadcast Controls panel, a message displays above the event preview that says the event is delayed. This delay is normal when broadcasting and does not affect the audience. Your audio and video are synchronized with the event content you present. The latency (delay) depends on the device and network you use.

To avoid confusion, we recommend keeping the Broadcast Controls panel hidden once you start the event.

### **Why don't I hear any sound from the video player preview in the Live Studio?**

To prevent audio feedback, presenters don't hear their own audio in the Live Studio by default. To preview what the audience hears before going live, in the Broadcast Controls panel, on the video player, click **Listen to Presenter Audio**. When finished, click **Stop Listening to Audio**.

We don't recommend listening to the presenter audio when the event is live.

### **Do I need to promote or pass controls to another presenter?**

No. All presenters share controls and actions taken by presenters are visible to other presenters and the audience during the Live event. You can't see any actions taken by other presenters until the event is live.

### **Where can I see the list of attendees watching the Live event?**



The event info bar at the top of the Live Studio shows how many presenters and attendees are in the event. To view the list of attendees, at the right of the event info bar, click **Details**.

### **Can I hide the list of attendees from presenters?**

Yes. Moderators can prevent the attendee list from displaying for all presenters. Edit the event and on the Event Summary tab, next to Guest Administrators, click **Set Guest Admin Permissions**. Clear the check box next to **Audience Count** and click **Save Changes**.

To learn more about presenter permissions, see [Set up Guest Administrator accounts](#).

### **Can I see actions other presenters have taken during the event?**

Yes. Moderators and presenters can view a log of presenter actions during the event and moderators can also view the activity log after the event ends. The log includes the date and time, presenter name, action, and element that the action was performed on.

To view the activity log during the event, in the Live Studio, in the event info bar, click **Activity**. To view the log after the event ends, edit the event and on the Event Summary tab under Live Event Activity, click **View Activity Log**.

### **Can I view the video bridge when I am presenting content?**

Yes. When you open a content tab in the Live Studio, the video bridge displays as a thumbnail and includes your webcam, other presenter webcams, and your video bridge controls. From the thumbnail, you preview and hide your webcam, mute yourself, change your audio output volume and device, and make the video bridge full screen. You can also move it if it is covering your content.

### **My event is about to end. Can I add extra time to my event?**

Yes. Before the event's scheduled end time, an alert displays in the Live Studio that allows you to add an extra 30 minutes to your event. The alert displays ten minutes, five minutes, and one minute before your event ends. It also displays after the event time. If you do not extend the event time, your event automatically ends 15 minutes after the scheduled end time.

### **I accidentally ran or ended my event. Can I reset it?**

Yes. Events can be reset so that the event replay and recording file are deleted and you can run the event again. To reset your event, contact Support.

## **Can I reactivate an expired or deleted event?**

To reactivate an event, contact Support.

## **What do attendees see when the event has reached maximum capacity?**

When attendees join an event that reached maximum capacity, a message displays that says: “The event you are attempting to view has reached its maximum capacity. Please try again later.”

All events allow for unlimited registration and include a 10% buffer above the scheduled audience size. For example, if an event is scheduled for 1,000 viewers, 1,100 viewers can attend the event.

## **What does the audience see before the event is live?**

Before the event starts, the audience sees a welcome message that tells them the event hasn’t started yet and the video player plays music and also displays a message that tells them the event hasn’t started yet. The audience can ask questions but does not see any event content until the event is live.

## **Can presenters communicate privately while the event is live?**

Use the **Presenter Discussion** in the lower left corner of the Live Studio. Type a message into the box provided and click **Submit**. A chat log will appear above.

# Question and Answer FAQs

This article covers frequently asked questions about audience Q&A.

Recommended reading: [About Q&A](#)

## Where can I find questions from the audience?

For Live events, the Q&A queue displays at the bottom of the Live Studio (for moderators and presenters) or in a separate window (for guest admins who are managing Q&A only).

For Simulated Live events, you can open the Q&A queue in a new window from the Event Summary tab once the event has started. Under Event Setup Checklist, click **Manage Q&A**.

The Q&A queue refreshes automatically as questions are submitted and answered.

## How do I answer a question?

In the Q&A queue, click the **New Questions** tab if it isn't selected. Next to the question you want to answer, click **Answer** and type your response. Then, select whether you want to send the answer only to the person who asked the question or post the answer publicly.

## Can I answer questions before the event begins?

Yes. Attendees can submit questions while waiting for the event to start. Any presenter can answer questions before the event is live.

## Where can I find questions that have been answered?

In the Q&A queue, click the **Answered** tab.

## Can I change an answer or remove it?

Yes. In the Q&A queue, click the **Answered** tab. Find the question with the answer you want to change or remove. To:

- Change the answer, click **Revoke**. The question and answer move to the Revoked tab, where they're no longer visible to the audience. Go to the Revoked tab, click **Answer**, change the answer, and click **Submit**.
- Remove the answer, click **Delete**. The question moves back to the New Questions tab.

### **I accidentally deleted a question. Can I recover it?**

Yes. In the Q&A queue, click the **Deleted** tab. Find the question you deleted and click **Undelete**. The question moves back to the New Questions tab.

### **How do I organize questions from the audience?**

You can prioritize questions and then sort the High priority questions to the top of the queue. Or, assign questions to specific presenters.

### **How do I assign questions to specific presenters?**

Create tabs for each presenter to assign questions to them. To create a tab, in the Q&A queue, next to the Revoked tab, click **+**. In the Manage Tabs window, enter the presenter's name, click **Create**, and then click **Save Changes**. The presenter's tab displays next to the Revoked tab.

To move a question to a presenter's tab, in the New Questions tab, next to the question you want to move, click **Assign**. In the Assign Question window, select the presenter's tab and click **Assign**.

### **Can I ignore questions?**

Yes. Attendees can't see questions until they're answered, so you can keep questions in the Q&A queue until you're ready to answer them or not. You can prioritize questions and then sort the Low priority questions to the bottom of the queue. If you won't answer a question, click **Delete** to move it to the Deleted tab.

### **Is there a character limit in the Ask a Question box?**

Yes. Attendees can enter up to 20,000 characters in the Ask a Question box.

# Survey and Certification FAQs

This article covers frequently asked questions about surveys and certification. Unless otherwise noted, the answers apply to Webcast account holders (moderators) who schedule, run, and manage events.

## What are the different types of surveys?

There are several types of surveys:

- Attendance – one question with a single button response. For example, “Are you watching?” [Yes]
- In-event – one to 10 questions with open text answers or answers you specify (check boxes, radio buttons, etc.)
- Post-event – displayed automatically when the event ends

To set up a survey, go to the Event Content tab and under Add Survey click **Manage Surveys**.

## How many surveys can I create?

You can create as many in-event and attendance surveys as you like. You can only create one post-event survey per event.

## How many questions can I include in a survey?

For in-event surveys, you can include up to 10 questions. For attendance surveys, you can only include one question. For post-event surveys, you can include up to 75 questions.

## Can I create a poll?

Yes. A poll is just a one-question survey. To poll your audience, create an in-event survey with a single question.

## Can I create or edit surveys during an event?

Yes. If you set up surveys when scheduling your event, you can create new surveys and edit existing surveys in the Live Studio in the Surveys tab. To create or edit surveys, go to the Surveys tab and click **Manage Surveys**.

## For how long does a survey display to attendees?

In-event surveys display until the attendee responds or closes the survey, attendance surveys are set to automatically close after 15 seconds, and the post-event survey displays until the attendee responds or closes the event window.

When setting up in-event and attendance surveys, you can change the amount of time a survey displays before it closes. You can also prevent in-event surveys from closing automatically.

## Can I display the survey results to the audience?

Yes. You can display in-event survey results to the audience after sharing a survey. Once the audience has sent their answers, click **Send Results to Audience**.

You can also automatically display the survey results. When setting up in-event surveys, select **Display results after user submits survey**, select whether to present the results as a bar graph or pie chart, and enter the number of seconds attendees wait before the results display. You can't share the survey results for attendance or post-event surveys.

## Can I remove surveys or results from the audience?

Yes. After you send an in-event survey, you can stop displaying the survey and the results from the audience in the Live Studio above the results preview. To remove a survey, click **End Survey**. To remove results, click **End Results**.

## What are certification exams?

Certification exams let you evaluate your attendees and send them a PDF certificate of completion by email for either answering survey questions correctly or for their timed attendance. If you plan to grade an in-event or post-event survey, when you add the questions also enter the correct answers.

You define the "passing grade"; for:

- Exam questions – set the minimum percentage of correct answers needed or the minimum number of attendance surveys answered, or both.
- Duration-based certification – set the required viewing time, and optionally, the minimum number of in-event surveys answered.

To set up certification, on the Event Content tab under Add Survey, click **Manage Surveys**. Then, at the top of the surveys window choose the certification method to use: **Exam Questions** or **Viewing Duration** and click **Certification Settings**. You can use the default certificate template or include your own custom certificate. Certificates are limited to 100 MB in size.

### **What is duration-based certification?**

Duration-based certification is available for Live events only. With duration-based certification, attendees receive a PDF certificate of completion for attending a minimum number of minutes of the Live event and optionally for answering a minimum number of in-event surveys.

### **How do I share an attendance survey or in-event survey with the audience?**

You can share in-event surveys at any time during the Live event. To share a survey, go to the Surveys tab. On the left of the tab, click the title of the survey you want to share and then click **Send Survey to Audience**. When finished, click **End Survey**.

### **How do I share the post-event survey with the audience?**

The post-event survey automatically displays to attendees when they exit the event. You don't manually share it with the audience.

You can hide the post-event survey from attendees who leave early. Edit the event and on the Event Content tab, scroll to the Add Survey section. Next to the post-event survey, select **Do not show Post-Event Survey to viewers who exit the event early**.

### **How do I know if my post-event survey is scheduled to send?**

At the top of the Live Studio, the Post-event survey status displays a green Enabled when it is set to send. If the Post-event survey status is Disabled, the survey won't automatically send.

### **Can I hide the post-event survey?**

Yes. During the event you can disable sending the post-event survey. Go to the Webcast Admin portal and edit the event. On the Event Content tab, scroll to the Add Survey section and set the post-event survey to **Off**. At the top of the Live Studio, the Post-event survey status changes to **Disabled**.