

## Web Broadcast FAQs

Q: How can I watch an ISDH video conference?

A: Follow this link <http://videocenter.isdh.in.gov/videos/>, and click on the name of your event found in the Live Videos section of the webpage.

Q: Can I test before the event?

A: Yes, and it is recommended. Click on any of the thumbnails found at the link above, and the video will play – you are ready for the event. You should test a few days before your event to allow time to resolve potential issues.

Q: What browser should I use?

A: For best results, given the age of the video center, please use Internet Explorer 10.0 or higher.

Q: What if I receive a message about installing JavaScript?

A: This error message is generally the result of a network security setting(s) that is blocking a part of the broadcast. First, make sure you are using Internet Explorer 10.0 or higher. If you are, and you are still unable to view the webcast, please contact your system administrator to help review your Internet Explorer security settings.

Q: What if I receive a message about installing Adobe Flash Player?

A: This error message is generally the result of a network security setting(s) that is blocking a part of the broadcast. First, make sure you are using Internet Explorer 10.0 or higher. If you are, and you are still unable to view the webcast, please contact your system administrator to help review your Internet Explorer security settings.

Q: Can I watch over public Wi-Fi?

A: It is not recommended as slow connection speeds are common with public Wi-Fi. This may create a problem with buffering, which can prevent you from viewing the webcast.