Troubleshooting

BROADCASTING

career@CO

- Utilize broadcasting tools (Screen Sharing, Audio, and Video) in the main chat room
- Up to three individuals may each broadcast audio or video in the main chat room
- Screen Sharing can be utilized by one presenter at a time, while two other individuals may use audio simultaneously
- Representatives may either broadcast video or share their screen
- Representatives may share their screen to play a slideshow but may not broadcast pre-recorded media or videos
- Each representative has the option to conduct private one-to-one video chats with candidates
- Multiple representatives may conduct private video chats simultaneously

SYSTEM SETTINGS

- Broadcast from a Mac or Windows PC / laptop (mobile and tablet devices are not supported)
- Utilize latest version of Windows or macOS operating system and Google Chrome, Mozilla Firefox or Microsoft Edge web browser

BROWSER CONFIGURATION

- Ensure cookies and popups are set to 'Allow'
- To give the website access to camera and microphone, click lock icon next to URL bar, select hardware and set to 'Allow'

HARDWARE SELECTION

Select correct input in system settings and correct device in browser settings

For PC Users:	For Mac Users:
From Windows Icon	Apple Menu > System Preferences
Select Gear Icon (Settings) > Privacy	Security & Privacy > Privacy
Click Microphone	Select Microphone and Camera from list
Allow Desktop Apps to Access your Microphone	Check box next to Google or Firefox
Repeat for Camera	Repeat for Screen Recording (Screen Share)

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