

Troubleshooting for Virtual Livestream & Pre-recorded Events

1. I can't find the access information.

Access information is sent to the registrants email via our ticketing software, AudienceView. This information is included in the receipt or in an email confirmation depending on time of purchase. Please check your junk mail/spam folder for access information.

If you are still unable to locate the access information, please contact info@auroraculturalcentre.ca.

2. The password doesn't work.

There are a few ways to troubleshoot this issue. First, try to type in the password as opposed to copying and pasting. Remember that the password is case and character sensitive and may pick up some additional spaces when you copy and paste. Next, try clearing your browser web history and cache to ensure it hasn't saved the incorrect password and enter it again. Finally, try using Chrome or Mozilla browsers as they offer the best viewing experience. Internet Explorer can have hiccups when it comes to inputting the password.

If you are still unable to access the event, please contact info@auroraculturalcentre.ca

3. It's 1pm and the virtual event hasn't started.

Virtual events are scheduled to begin promptly at the designated start time. If the virtual event has not automatically begun, try refreshing your page by selecting "refresh" under settings, or by clicking the circular reload arrow icon in the top left of your browser.

4. The volume isn't working.

First, check to ensure the volume on your device is turned up. Next, check the video stream volume. In addition to your devices volume, the embedded video has it's own volume controls. Your browser may have set the video to automatically mute. Tap the video or hover over with your mouse to see if there is a "tap to unmute" message. If so tap or click to unmute the volume. If you do not see the unmute message navigate to the green volume controls at the bottom right hand corner of the video. Try turning the volume all the way down and all the way up again.

If you are still having trouble with the audio, please contact info@auroraculturalcentre.ca

5. The video is pausing and buffering.

We do our best to ensure a crisp, seamless video transmission. If there is an issue with the video or audio on our end we will do our best to rectify it as soon as possible. However, the video may lag or buffer depending on your internet speed. Bringing down the quality of the video should help to stop the constant buffering. To change the video quality navigate to the gear wheel icon in the bottom right hand corner of the video. Select the icon and bring your video quality down to the next lowest level. You should currently be set to automatic or 720p. You have several video quality options 480p, 360p, 240p and 144p. Start with 480p and work your way down until you no longer have buffering. This will affect the quality of your video however; it will ensure a more smooth viewing experience.

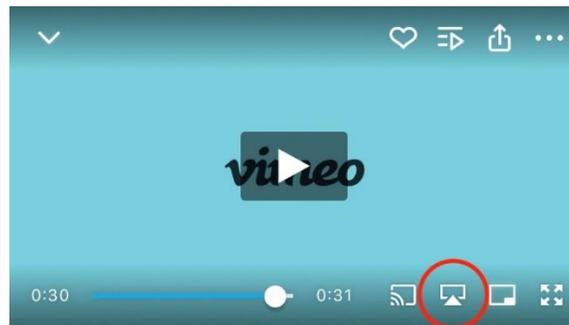
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6. I'm unable to cast the video to another device

The videos embedded on our website are available to be cast to another device via AirPlay and Chromecast. The ability to cast will depend on if you have AirPlay or Chromecast already set up in your home.

AirPlay

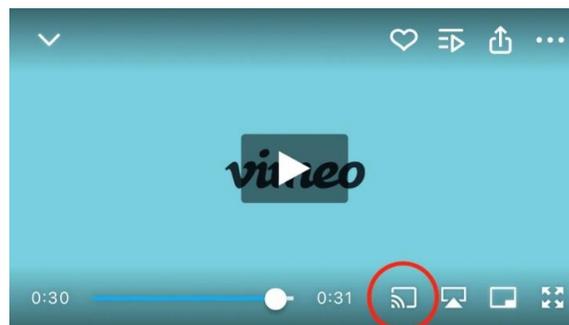
To AirPlay a video to an Apple TV or other AirPlay-capable device, start playing a video, tap the AirPlay icon, and select the device where you want to play your video. Viewers can also AirPlay videos from the Safari browser on macOS, iOS, and iPadOS. To do so, tap the AirPlay icon in the Vimeo Player and select your preferred device.



More information about Apple AirPlay can be found here: <https://support.apple.com/en-us/HT204289#iOS>.

Chromecast from Player

To cast a video to a Google Chromecast device, an Android TV device, or a device with Chromecast built-in, start playing a video within the iOS or Android mobile app, tap the Chromecast icon, and select your preferred device.



More information about Google Chromecast can be found here: <https://www.google.com/chromecast/built-in/learn/tv/>

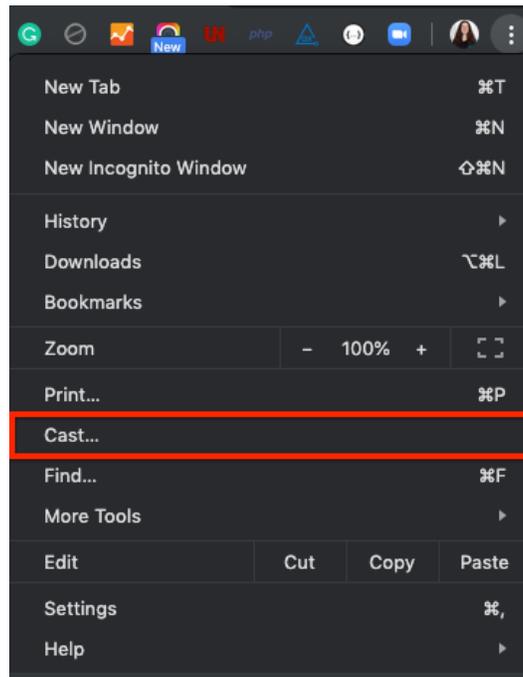
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Chromecast from Browser Tab

By casting your browser tab, you would also be able to control the player via the browser just as you would if you were watching on your computer. When selecting this method, only the selected tab will cast; while you can navigate to other tabs on your computer, these will not be cast to the TV.

Additionally, if you navigate away from the player within the selected tab (i.e. load a different website), the video will no longer cast to your TV.

1. On the video page, open the Chrome menu in the upper right corner of the window (or open the View menu at the top) and select Cast.



2. Select your Chromecast source and your Chromecast destination. Chromecast will then be connected and the video will display on your TV screen.
3. To pause, fast-forward, or rewind, use the player controls within the browser tab.
4. To disconnect from Chromecast, click the blue Stop icon next to your casting destination in the menu.

A note, if your AirPlay or Chromecast is not set up correctly you may not be given the above prompts to cast to another device. Please ensure AirPlay or Chromecast is set up before attempting to cast any videos. We encourage you to use the “Google Classroom Tutorial” video, available on the Resource page, to test casting to AirPlay or Chromecast ahead of the event.

If you are still having trouble casting videos to another device, please contact info@auroraculturalcentre.ca.