Preparing Your Computer for Webcasting

1. Recommended Browsers and Operating Systems (OS)
   YouTube is compatible with most browser (e.g., Internet Explorer) and operating system (e.g., Windows) combinations, but **NOT** with Internet Explorer 11 on a computer running Windows 7. If necessary, prior to the training, check to see which version of Internet Explorer you have installed on your computer by visiting WhatIsMyBrowser.com.

2. Update Your Computer
   Run Windows updates several days before the webcast. This reduces the possibility of automatic updates interrupting the webcast. If you need assistance running updates, please follow the instructions at https://support.microsoft.com/en-us/help/12373/windows-update-faq.

3. Update Other Common Software Programs
   Many commonly installed programs (e.g., Adobe Reader and Java) regularly check for updates. You may be prompted to install them after turning on the computer. Run these updates after **Step 2**.

4. Check Screensavers and Power Options
   Some computers, especially laptops, are set to display a screensaver or turn off the monitor after a period of inactivity. During webcasts, turn off screensavers and set power options to enable the computer to run continuously. For details on how to check these options, go to http://www.repeatsoftware.com/help/DisableWindowsScreenSaver.htm.

5. Login Information
   If your computer requires a login, have the username and password available. You may need these to log back into the computer during the webcast. Contact your organization’s IT staff for assistance with this login.

6. Webcasting Equipment Tests
   Test your equipment before every webcast. You can find the test date(s) and time(s) on the Co-Trainer Committal Form. We also review the date(s) and time(s) during the Co-trainer Webinar, and include them in the “Preparing your Computer for Webcasting” email. Even if you have tested your equipment before, we strongly recommend logging in during these test sessions to confirm your computer and internet connection are working properly.

7. Link for Webcasts and Equipment Tests
   webcast.pdp.albany.edu
   Click on the link above OR the link sent to you prior to the training. If you enter the link manually, it may not work correctly.

8. Getting Help
   For technical support during a webcast or equipment test, call 518-408-3400 or 518-486-5101. For general questions, contact Sarah Iacobacci at siacobacci@albany.edu or 518-442-6556.

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**Frequently Asked Questions**

**Can I use satellite equipment to view the training?**
Satellite equipment is no longer supported. Webcasting (video streamed over the internet) is the only method for viewing trainings.

**Where can I get the link to test my equipment and/or view the webcast?**
See **Step 7**.
Why isn’t the PDP Webcast page loading?
Issues with the PDP Webcast page are typically related to the PC’s internet connection. Start by navigating to another webpage. If you notice the same problem with a different page, check the strength of your Ethernet cable or wireless connection. Contact your organization’s IT staff if you cannot restore the PC’s internet connection.

Why is the PDP Webcast page showing old information?
If the information on webcast.pdp.albany.edu is not current, your browser may be displaying an outdated version of the page. To ensure you are viewing the most up-to-date information, follow your browser’s instructions for clearing the cache (deleting the browsing history).

I can see and hear the webcast on the PC, but not on the projector and/or speakers.
Verify that the projector and speakers are properly connected to the PC. If audio and video are channeled through a controller, contact your organization’s IT staff.

What should I do if the PC goes dark?
Turn off the screensaver. Check the PC’s additional power and sleep settings to make sure the stream will not be interrupted again.

Should I let application updates run during the webcast?
Application updates may interrupt the stream. If you are asked to update an installed application, minimize or dismiss the prompt based on the available options.

What should I do if the PC locks or reboots?
Use the PC’s username and password to log back in.