PROFESSIONAL DEVELOPMENT PROGRAM
ROCKEFELLER COLLEGE UNIVERSITY AT ALBANY State University of New York

Preparing Your Computer for Webcasts

1. Review Your Setup
Browser/operating system:
- YouTube is compatible with all standard browser (e.g., Internet Explorer) and operating system (e.g., Windows) combinations, but NOT with Internet Explorer 11 on a computer running Windows 7. Regardless of which browser you use, you should have the most recent version installed on your computer. To determine if your computer's browser is up to date, visit WhatIsMyBrowser.com.

Internet connection:
- We strongly recommend using a wired (Ethernet) connection to view live webcasts. You may experience buffering or other issues with a wireless connection.

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. Clear the Browser Cache
If you see outdated information on the PDP Webcasts page (e.g., instructions for a previous webcast) you may need to clear your cache. Go to the settings/options menu of your browser and choose the option to clear your browsing data (also referred to as "browsing history"). Browser-specific instructions are listed below ("Frequently Asked Questions—Why is the PDP Webcasts page showing old information?").

6. 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 or see **Step 4** for tips on staying logged in.

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 possible, avoid typing the link manually.

8. 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.

9. Test the Computer's Audio
We recommend checking your computer's audio during the test time. You should hear sound while the video is playing. If you do not hear anything, make sure the audio cable of your speakers or headphones is connected to the audio port. To conduct a separate test, open a media file containing sound in your computer's media player. You may also need to adjust the sound

and audio device settings in your computer's control panel. Contact your organization's IT staff for additional guidance, as needed.

10. 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.

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 training.

Where can I get the link to test my equipment and/or view the webcast?
See **Step 7**.

Why isn't the PDP Webcasts page loading?
Issues with the PDP Webcasts page are typically related to the computer's internet connection (see **Step 1**, "Review Your Setup"). Start by navigating to another webpage. If you notice the same problem with a different page, check the strength of your internet connection. Contact your organization's IT staff if you cannot restore the computer's internet connection.

Why is the PDP Webcasts 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 view the current version, follow your browser's instructions for clearing the cache (deleting the browsing history).

- Internet Explorer: go to "Internet options," click the "Delete" button under "Browsing history," check the "Temporary Internet files and website files" option, then select "Delete"
- Chrome: go to "Settings," navigate to the "Advanced" section, select "Clear browsing data," check "Cached images and files" and select "Clear Data"
- Firefox: go to "History," select "Clear Recent History," check the "Cache" option, then select "Clear Now"
- Edge: go to "Settings," click the "Choose what to clear" button under "Clear browsing data," check the "Cached data and files" option, then select "Clear"

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

What should I do if the computer goes dark?
Turn off the screensaver. Check the computer'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 computer locks or reboots?
Use the computer's username and password to log back in.