MediaSite Guidelines:

Testing Before the Event:
We highly recommend that any viewers test MediaSite viewability on the device they plan on using to watch the broadcast prior to the day of the event. A test recording is available at the following URL: http://media.surgery.northwestern.edu/Mediasite/Catalog/Full/d3184e5c283e48828a5114e5bd3d25cc21

Viewers need to navigate to the URL above on an internet browser. If there is an issue with a browser such as Internet Explorer, we advise individuals to have access to alternate internet browsers (Firefox, Safari, Chrome) besides IE, to fall back on in the event IE is not functional due to corrupted Silverlight or other odd settings that may be interfering with the media.

If viewers are going to use IE, Silverlight must be installed on the computer: http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx

We highly recommend using a computer with a wired ethernet connection rather than wireless to ensure a solid broadcast.

Before and During the Event:
- Close any programs not being used on your workstation/laptop
- Ensure that your workstation/laptop is not on a VPN connection (this affects bandwidth & latency)
- If possible, do not use a wireless connection, shut off your wireless, and make sure you have a wired ethernet connection connected and working
- Utilize the same workstation/laptop that was used during any preliminary testing and/or dry-run

If you Experience Issues (choppy video, disconnection, etc.):
- First try refreshing the URL in your browser to ensure you didn’t lose your connectivity
- If this doesn’t resolve the issue, try the link in a different browser (Safari, Firefox, Chrome)
- Make sure you have a solid internet connection (test navigating to a different website)
- If all else fails, contact fsmhelp@northwestern.edu and report the issue with the Subject Heading: “FSM-Media Group MediaSite Issues.” We will try our best to resolve the issue quickly but please understand that some connectivity issues require follow-up adjustments/troubleshooting so we highly recommend testing prior to the date of the event.