

# Ohio Association of Chiefs of Police

## Livestreaming a Workshop

### Frequently Asked Questions (FAQs)

#### **1. How can I join in to the workshop via livestream?**

A: You will receive a hyperlink with instructions from OACP the day before the workshop. Just click on the link and follow the instructions. Note: OACP contracts with Bluejeans.com as our livestream platform.

#### **2. Do I need to use the Bluejeans app to join in?**

A: No, the best way to join in is via one of these internet browsers: Google Chrome, Firefox, Opera, or Safari. Using any other browser, or the bluejeans app is not recommended.

#### **3. Can I use a smart phone?**

A: You can use your IOS or android smart phone; however, the audio and video may not be in synchronization at times and there will be a few seconds delay. The best way to livestream is to use a PC or MAC laptop/desktop with a dedicated Ethernet connection.

#### **4. Can I call in on a land line phone?**

A: Calling in on a land line is not recommended. You can only hear the audio, and it will likely not be in synchronization with the live event. The best way to livestream is to use a PC or MAC laptop/desktop with a dedicated Ethernet connection.

#### **5. We do not have an Ethernet connection; only wireless. Will this still work?**

A: Although not the best way to connect for the livestream, yes, a wireless connection will still work. You may experience some buffering (video pauses) at times depending on the strength of your wireless signal and its download speed. For wireless, the download speed needs to be at least 4.5 mbps. Check with your IT staff for assistance, if needed.

#### **6. How can I ask a question or make a comment during the workshop?**

A: There are several ways to ask a question or make a comment. You can click on:

- 'Event Chat' icon, and type in your question/comment;
- 'Q & A' icon, and type in your question/comment;
- 'Interact Live' (raised hand icon), and request to ask your question on camera. To do so, be sure that your camera and microphone are turned on.

#### **7. What else can I do to improve my livestream experience?**

A: The livestream HD video and audio feeds consumes a large amount of your computer's RAM and CPU. Be sure that all other windows and applications (including emails) on the computer are closed.

**8. I cannot hear the audio well.** Check the audio/playback settings on your computer.

#### **9. When will I receive Certificates of Attendance?**

A: You will receive your certificate via email a couple of days following the workshop. Only registered attendees will be sent a certificate.

#### **10. If I experience a problem with the livestream, how can I get assistance?**

A: You can contact the moderator through the Moderator Chat icon, or you can call or text: 614-565-6071.