

# Attendee Quick Reference Guide

## Guest Checklist

Here's a **checklist** for guest speaker/attendee before the event:

1. Join from a compatible browser (Chrome, Firefox, or Safari) and device ([full list here](#))
2. Make sure your browser is up to date. If you are using chrome, [click here](#).
3. Use headphones. This will help eliminate echo and feedback.
4. Make make sure you have a strong internet connection with an upload speed of at least 5Mbps ([test here](#))
5. Pass the [Crowdcast setup checklist](#). This will test your network firewall and ensure your mic & camera are connected.

When guest has followed the above steps, then you are ready to join us on screen.

*Hearing an Echo?:* If you hear an echo, you likely have two browser tabs or windows open. Please close the duplicate browser tabs.

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### **Why is my video blurry?**

If you encounter this issue, please make sure your browser is up to date and your internet connection is strong.

Chrome is the recommended browser, Firefox and Microsoft Edge is supported. Safari is NOT recommended.

### **Does Crowdcast work on mobile?**

Android: Crowdcast is supported on the latest Android devices right in the browser, no download required.

Apple iOS Devices (iPhone & iPad): Download our [iOS app](#) to attend Crowdcast events. Events can also be viewed directly in mobile browsers on iOS, with some limitations.

### **I am hearing an echo; how can I fix that?**

If you hear an echo, you likely have two browser tabs or windows open. Please close the duplicate browser tabs.

**Can you hear or see me?**

No, only those invited onscreen by the host can be seen or heard by attendees.

**How do I ask a question?**

Questions & Answers are located in a tab just below the video feed. This is where you can submit any questions or leave a comment on a question. Once the host has answered the question, you will be able to view it in the answered tab. You can also up-vote (by clicking the up arrow next to a question) questions that others have submitted. The top 3 questions that has the most up votes will be answered during our Q&A panel towards the end of tonight's event.

**How do I interact with host, speakers and other attendees?**

Use the chat! Which is located to the right of the video feed. This is a great place to say hello and introduce yourself during the event. Chat lets you directly communicate with the host and other attendees before, during, and after an event.

**Where can I access close captioning?**

Simply head over to [webcaptioner.com/captioner](http://webcaptioner.com/captioner), click on the three dots at the bottom right and select new window.