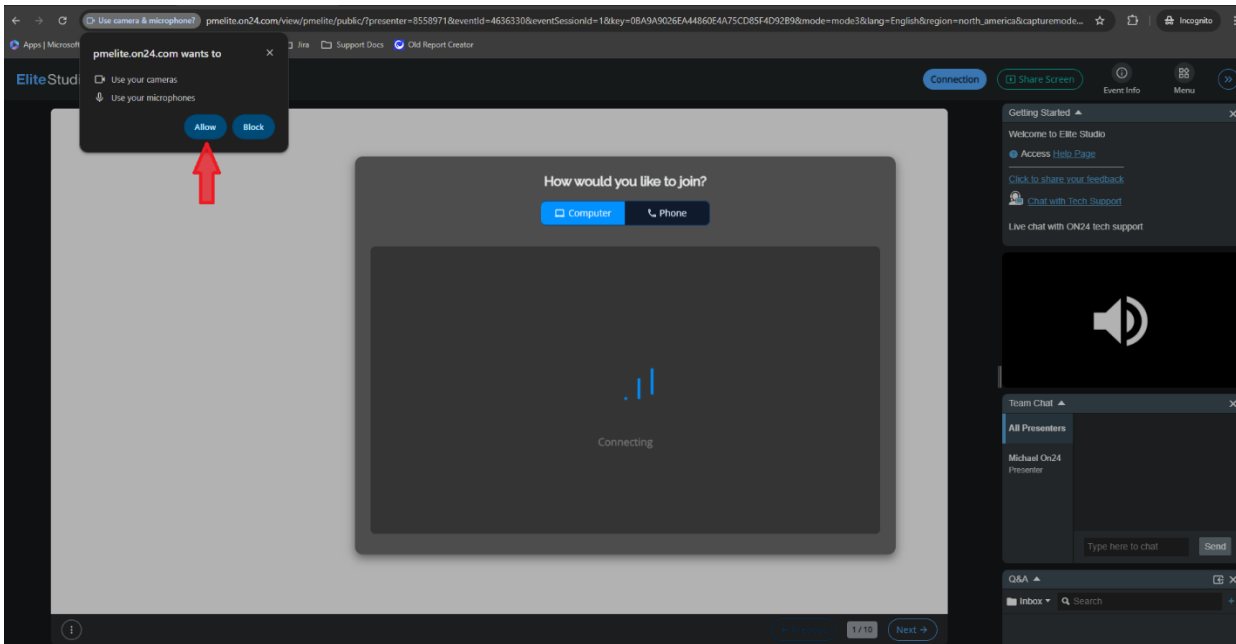# Presenter Checklist

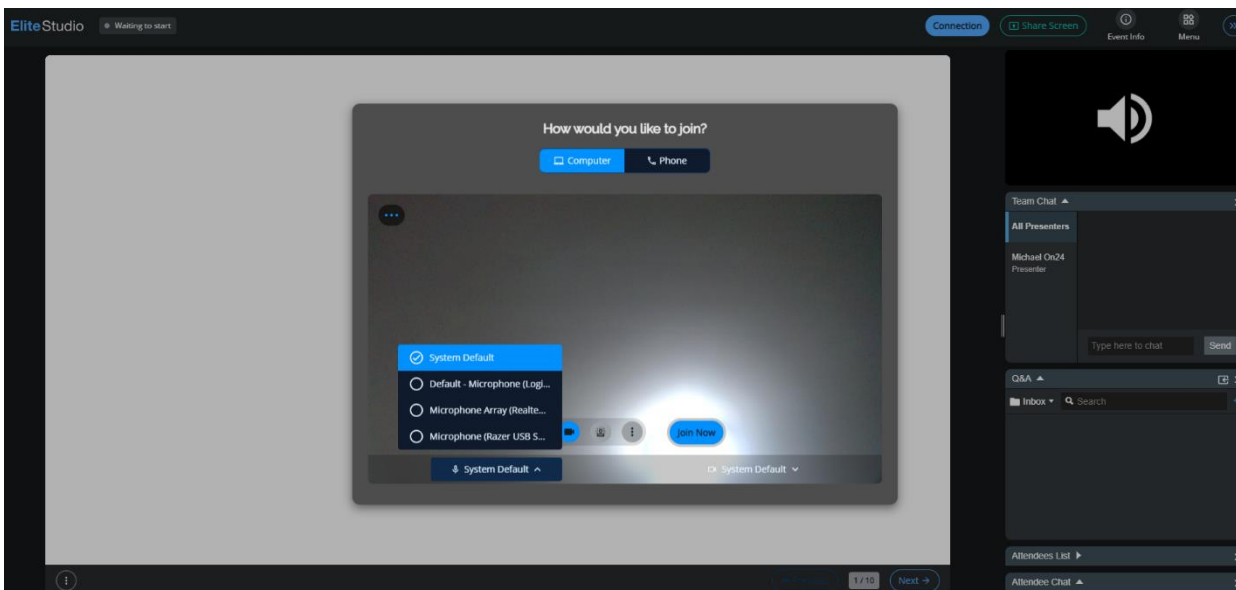**First Time Presenter Access:**

When presenter's first access Elite Studio, they will be prompted to grant access to their webcam and microphone:

Presenters MUST click Allow in order to successfully connect to Elite Studio.

After clicking Allow, Elite Studio will automatically attempt to connect to the presenter's default camera and microphone. If the presenter has multiple webcams and/or microphones available, they will be able to change the device that is used after the initial connection has been established.

After selecting the desired webcam and microphone, clicking Join Now will connect the presenter to the event.

Returning Presenter Access:

When a presenter has accessed Elite Studio in the past, their browser settings should still be captured and they should not need to explicitly grant access to their webcam or microphone. However, if they are having trouble connecting, they can check their browser's settings to ensure that webcam and microphone access has been granted:
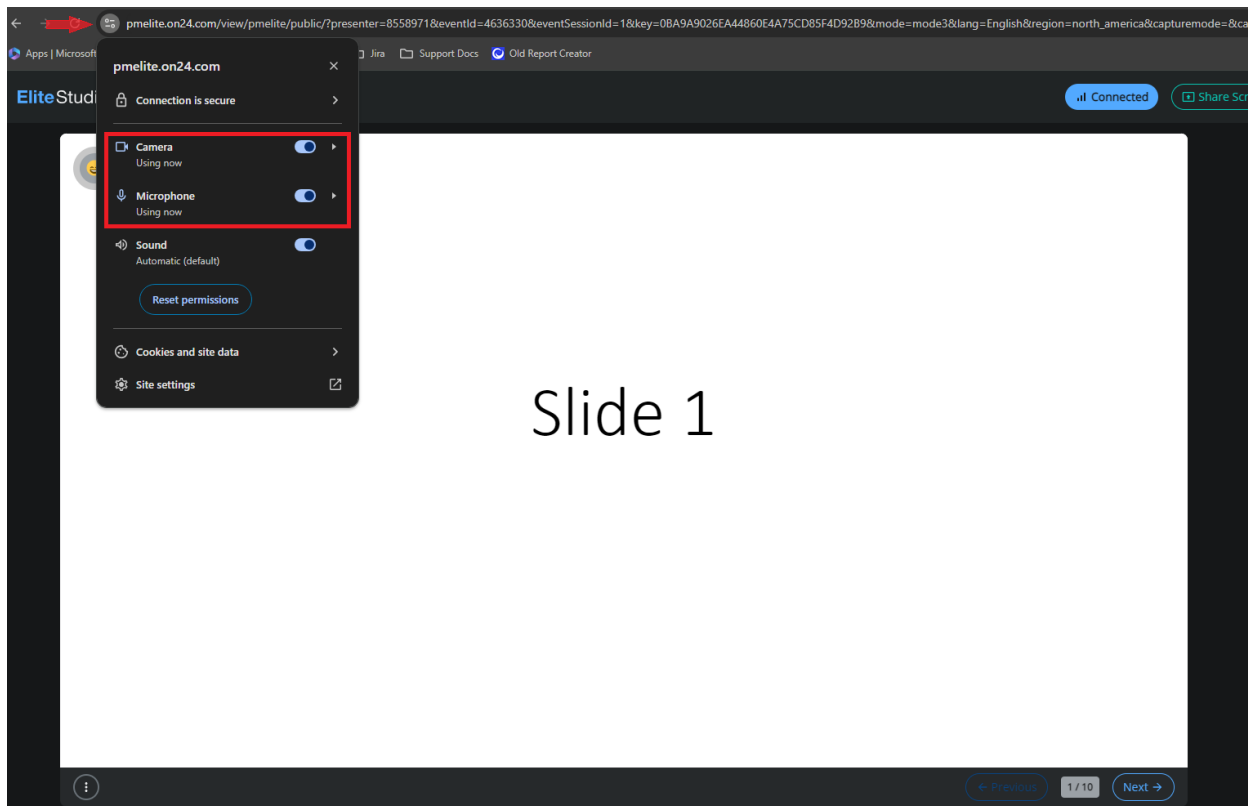

If the two settings above are not enabled, the presenter should enable both and then refresh the page.

Suggestions/Recommendations:

1. Unneeded browser tabs/windows and applications should be closed prior to accessing Elite Studio as a presenter or producer. This will free up resources/bandwidth and result in an overall better experience during the presentation.
2. Clearing the browser's cache prior to accessing is advised.
3. Ensuring the browser is up to date is advised.
4. Restarting the computer prior to the presentation is advised.
5. A wired connection is encouraged. Strong Wi-Fi connections are acceptable if they are stable. Unstable Wi-Fi due to congestion or other causes can result in connectivity drops adversely impacting a live event.
6. Presenters with lower bandwidth can lower the Data Rate of their connection in Elite Studio by clicking on "Settings" from the Connection Panel (three vertical dots icon), and adjusting their Data Rate to "Low" or "Medium"

Troubleshooting Prior to the Event (First time or susceptible to previous issues):

- Restart your computer

- **Close any open browser tabs and computer applications not needed for the presentation.**

- Private/Incognito Mode (Keyboard shortcut: Ctrl+Shift+N – Chrome)

    - Clear Cache/Cookies (doesn't clear permissions to website – i.e. letting your webcam/audio connections thru the browser to Elite Studio): https://support.on24.com/hc/en-us/articles/21420792113563-Clearing-Your-Cache

        - Keyboard shortcut (Windows): Ctrl+Shift+Delete

            - Time Range: All time

            - Browsing History

   - Cached images and Files

            - Cookies
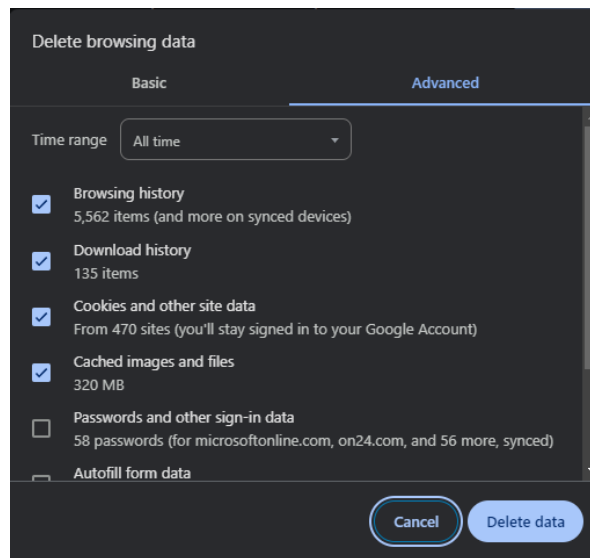
Example of Clear Cache interface in Chrome

- You can also adjust the quality of your webcam if you are having bandwidth issues:
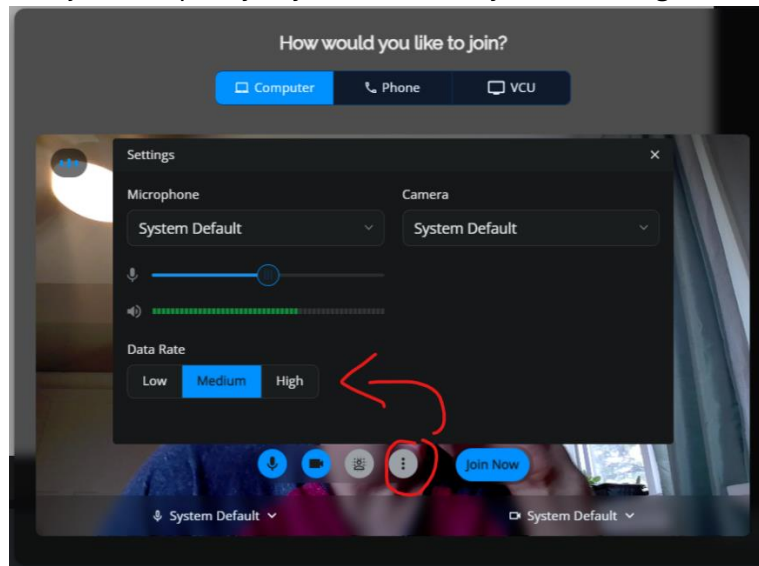
Troubleshooting During the Event:

- Refresh browser

- Private/Incognito Mode (Keyboard shortcut: Ctrl+Shift+N – Chrome)

  - Clear Cache/Cookies (doesn't clear permissions to website – i.e. letting your webcam/audio connections thru the browser to Elite Studio): https://support.on24.com/hc/en-us/articles/21420792113563-Clearing-Your-Cache

    - Keyboard shortcut (Windows): Ctrl+Shift+Delete

      - Time Range: All time

      - Browsing History

      - Cached images and Files

      - Cookies
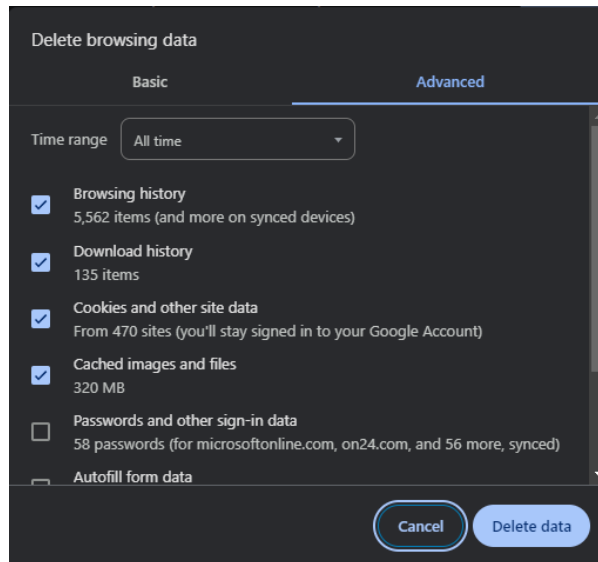
Example of Clear Cache interface in Chrome

- Try a different browser (Edge, Firefox, Chrome are supported)

If you continue to have trouble connecting, please try closing other applications to ensure your browser has dedicated bandwidth.

If you have a **live event** emergency and need to get in touch with us right now, you can call. Available 24/7/365.

- **Americas** +1 (205).289.5166

- **EMEA** +44 (0)20.3868.6250

- **Australia** +61 (0)2.6411.9217

*Please note that images and directions are subject to change based on updates from the browser or platform.