

Investigating a Presenter Issue

To investigate a presenter issue, please have the presenter capture the details below. For *self-service presentations*, provide this information to Support for investigation. For *managed presentations*, provide this information to your Production Manager.

- Event ID of presentation
- Description of issue
- Screenshot of the issue (if possible)
- Screenshot of System Test results (link below)
- Screenshot of WebRTC Test results (if applicable, link below)

System Test: <https://event.webcasts.com/test/advanced>

- Allow up to 30 seconds for the test to complete before taking a screenshot of the results.

WebRTC Test (Chrome-Webcam and ScreenShare Events Only):

<https://www.webcasts.com/test/webrtc.asp>

- Click **Start** at the top of the test. Allow up to 30 seconds for the test to complete before taking a screenshot of the results.

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