

Frequently Asked Questions about Technology

Why is my video buffering?

- This is likely due to your internet bandwidth. Leadercast recommends you pause the video for a few minutes to allow it to load and catch up, then press play.

Why is my video grainy/not HD quality?

- Leadercast.tv utilizes adaptive bitrate streaming, meaning that it will adjust the quality of video to match your internet bandwidth.

What if I can't start watching at 9:00 AM EST?

- You will have access to the Leadercast 2020--Positive Disruption videos from 9:00 AM on Thursday, May 7th until 9:00 PM on Friday, May 8th (EST).

What if I close out of my watch code? Can I get back in?

- Yes, you can continue to access your watch code from the same device as many times as you need during the broadcast window. Make sure you don't delete the email containing your watch code.

Can I watch Leadercast 2020--Positive Disruption on something other than a computer?

- Yes, you can watch Leadercast 2020--Positive Disruption from your mobile device, tablet, iPad, etc.

Can I use any internet browser?

- Leadercast.tv will not work in Internet Explorer. Please use any other internet browser (Google Chrome, Safari, Mozilla Firefox, Microsoft Edge).

I click on my watch code and nothing works, what should I do?

- Make sure you're not using Internet Explorer, any other browser will work.

Can I share my link with my friends/family?

- No, each link is for one viewer and may not be shared. Inappropriate link sharing will result in immediate loss of access to the event.

If I leave the watch link and go back later, will it pick up where I left off?

- No, you will need to manually choose the video you were previously watching. If you are planning on leaving the watch link, make a note of who you were watching and where you left off.

Will the videos automatically continue to play?

- Yes, upon completion of one video, the next one will automatically start to play. You must manually pause/stop if you will be stepping away between videos.