BigMarker Presenter Guide ENTERING YOUR LIVE WEBINAR

As a presenter, you'll be able to enter your webinar **at least 60 minutes before it starts**. Use the steps listed below to enter your webinar.

*Please test your mic/camera/presentation etc. before the day of your webinar and definitely before the webinar start time. Your presenter link provides a system and equipment check. **All webinar, meeting, and video applications have different system requirements. So, it's highly recommended you test the device and network you will be using inside an actual webinar room before the event date.***

1. ***To access the webinar:*** Use your personalized *presenter link* sent to you via email or host, or log into your BigMarker account to access your webinar. **DO NOT SHARE YOUR PERSONALIZED LINK** with anyone else. *If the webinar is open,* **Click the enter button***.* If you do not have your presenter link please contact the webinar host.

2. ***System requirements:*** Hosts should have an internet speed of 10+mbps for both upload and download speeds for an optimal webinar hosting experience. Also, please make sure you are on an updated version of *Chrome, Edge, Firefox, or Safari. Chrome and Edge are recommended.* [**_View the full system requirements here_**](#) *and our* [**_system check here._**](#)

3. As mentioned above, when the webinar is open, click the **Enter Webinar** button via your presenter link. If you do not see this button, or if you see "**Server Initializing**" please email support@bigmarker.com for assistance. But also double check the webinar start time.

4. After you enter the webinar you will be asked if you want to use computer audio or dial in via your phone, for computer audio see step 5, for telephone audio see

step 6. However, most presenters will choose computer audio.

5. Use the toggles to turn on your mic and webcam. Use the drop downs to select or switch your mic and webcam. Your webcam and mic will not publish until you turn them on and click **Continue to Webinar**.

6. The dial in phone number and personalized codes will appear on the screen. Please follow the instructions given over the phone. Do not share your personal dial in number with other presenters. After you dial in, click **Continue to Webinar**.

Once you enter your webinar, you are "live" to whomever is in the webinar room. This means that anything that you share (i.e. webcam, mic, presentation slides, videos, etc.) will be visible/audible to your audience (attendees) and other presenters (if anyone is in the room). Attendees normally do not enter the room until the start time.

ADDITIONAL TIPS AND SUGGESTIONS

Before the webinar it is important to **review all of our system requirements** to ensure the best possible experience in the BigMarker webinar room. We also recommend **reviewing this help article** to ensure that you have a good internet connection.

- **TEST, TEST then TEST again!!!** Like was mentioned above, please make sure you and your other presenters test the system *at least* a day before your webinar. You can schedule one like you would a regular webinar. To replicate the exact same webinar setup, *we recommend copying your event or creating a practice session within the presenter section (both only admins/hosts of the webinar can do)*. If you are a guest presenter, please contact the host and schedule a practice session at least 24 hours before the webinar start date to ensure your device and network are optimal for presenting. If possible, please test using the same device and network you will be using the day of the webinar.

- **Firewalls, VPNs, Proxy servers:** If you are planning you are presenting using a device or network associated with a school, large corporation, bank, government agency, religious institution, or any type of organization that uses a firewall, VPN, or

other security extensions and applications, please test well in advance of the event date to ensure you are not prohibited from enabling your camera and microphone or other media streams. If possible disable these security restrictions, use a personal device or network, or contact your IT department.

● **Update your Web Browser** It's highly recommended to update to the latest version of *Chrome, Edge, Safari, Firefox, or Opera*. We recommend Chrome and Edge for best performance.

● **Test your speed**. A *consistent* high-speed connection of at least 10 mbps+ is required (the higher the better if you will be sharing your screen, video or presentation). If possible, a wired connection using an ethernet cable is much more stable and will help prevent dropped connections, wi-fi interference, and packet loss. Click here for tips and recommendations to help increase your speed and prevent packet loss.

● To increase your bandwidth and alleviate CPU usage, **close all programs and applications** not being used in your webinar. This includes any other video applications (Zoom, Teams, Google Meet). We also recommend you restart your computer, modem, and update both your browser and **operating system**.

If you have any questions or concerns, please email support@bigmarker.com