

Livestream Troubleshooting Tips:

If you are having issues accessing the livestream, please try refreshing your browser and click the play button to see if that clears any problem you are experiencing. You might need to try that again.

Try closing all other browser windows and other applications running and log back in to try again.

It would best to use a standard browser like Google Chrome, Microsoft Edge, or Safari.
You might try a different computer, browser, or device.

If that does not help, please hover your mouse over the video and at the bottom-right there is a full screen button, and to the left of that is a video quality choice. It may default to HD.
Click that quality button and choose a lower quality to accommodate your internet connection speed and computer speed.

Click on the text that says HD, 720, 480, 360

Select 360 and try watching with that quality setting. You may notice a lower quality video image, but the stream should be easier for your bandwidth and CPU to playback smoothly.
If it is smooth at 360, you can try the next step up and so on.

If all else fails, the on-demand streaming after the conference will likely work much better for you.

If you require further assistance, please call MGH Psychiatry Academy Customer Service (866) 644-7792 or email mghcme@mgh.harvard.edu