

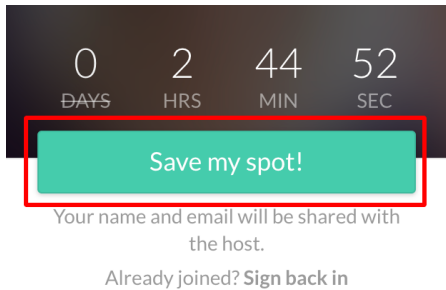


Crowdcast Attendee Guide

First time at a Crowdcast event? Welcome!

This is a handy guide to help you participate in the event.

01



SET UP YOUR FREE ATTENDEE ACCOUNT

If you want to join in, you'll need an account. This tells us that you've paid or registered for the event so we know exactly how many people are coming. All you need to do is place your email in, and you'll be good to go. Be sure to use the same email each time.

Join event

 >

Or enter quickly with an option below

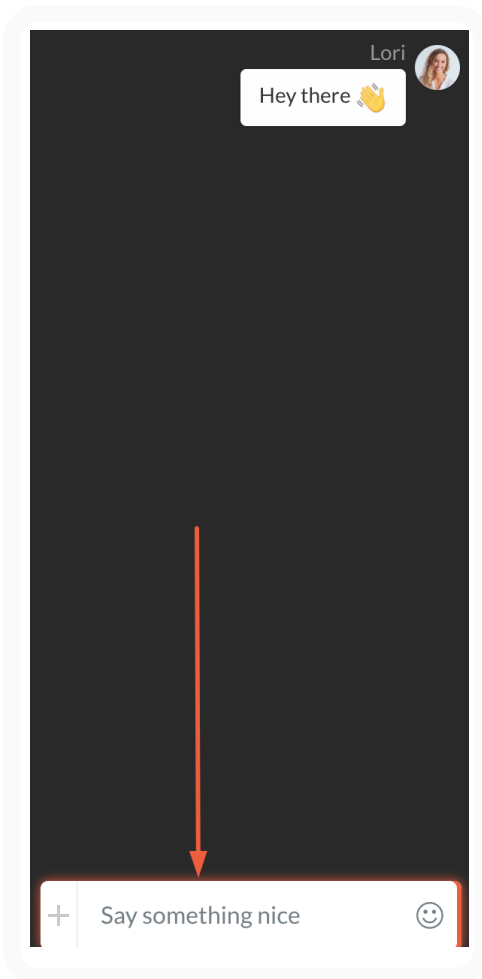


PRO TIP: ADD A PASSWORD

If you'll be coming to a few events, add a password. Crowdcast can verify your identity by sending you a login link, but you can avoid this by adding a password.

You can **add a password** by going to your **account settings** that are located in the lefthand column of your Dashboard. Once there, scroll all the way down to the bottom. The option to add a password is second from the bottom.

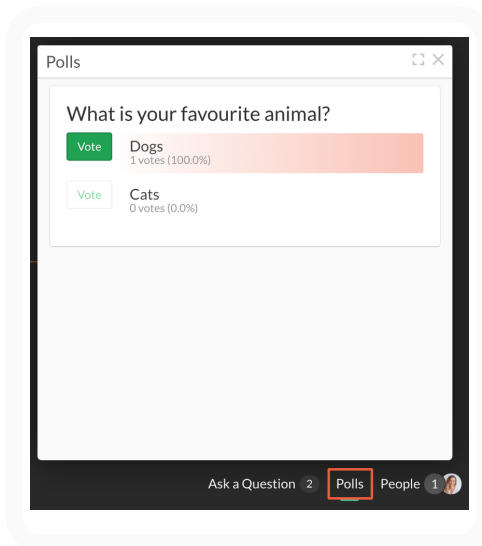
02



INTRODUCE YOURSELF IN THE CHAT

The chat is located on the right hand side of the crowdcast. Your messages will populate on the right, and everyone else's messages will be on the left.

On the app, click the speech bubbles to join the chat.



ANSWER ANY POLLS

On the bottom right hand section, you may see an option to participate in a poll. Hosts can also reveal a poll throughout the crowdcast. Be sure to take a look and vote. On the app, tap the the graph icon down the bottom of the screen.

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HAVING TECH PROBLEMS?

If you're noticing lagging or pixellation, you might be experiencing connectivity or performance issues. There are three things to consider:

Device

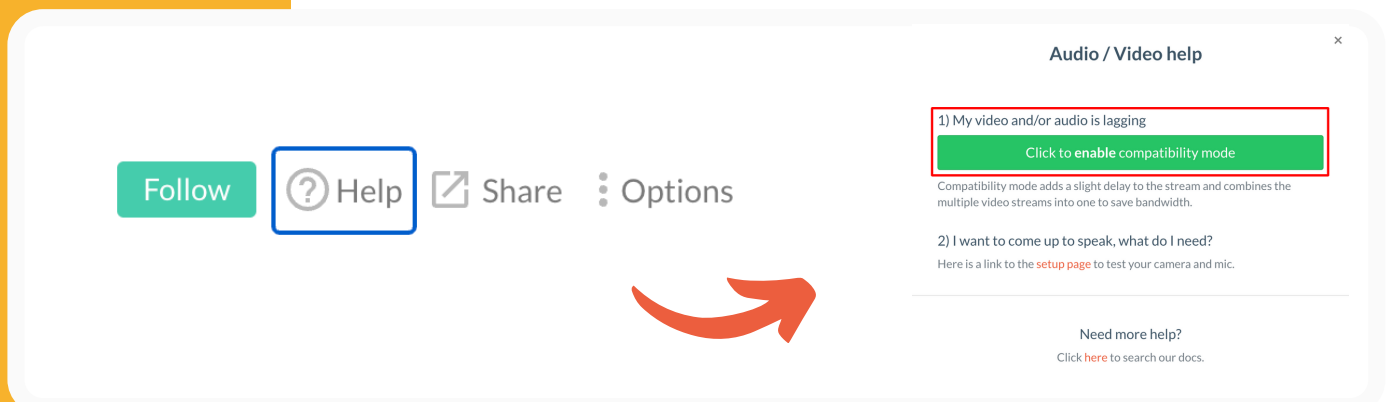
If you're on an iPhone or iPad, download the iOS app for best attendee experience. If you're on a work or school computer, their firewalls might be blocking access.

Browser

The ideal browser is Google Chrome. Opera and Firefox are also great choices. We notice more software incompatibility with Safari.

Connection

For attendees, we recommend a 2 Mbps upload speed. If you're noticing connectivity issues, simply switch into compatibility mode by clicking the help icon while on a desktop.



Follow **Help** Share Options

Audio / Video help x

1) My video and/or audio is lagging
Click to enable compatibility mode

Compatibility mode adds a slight delay to the stream and combines the multiple video streams into one to save bandwidth.

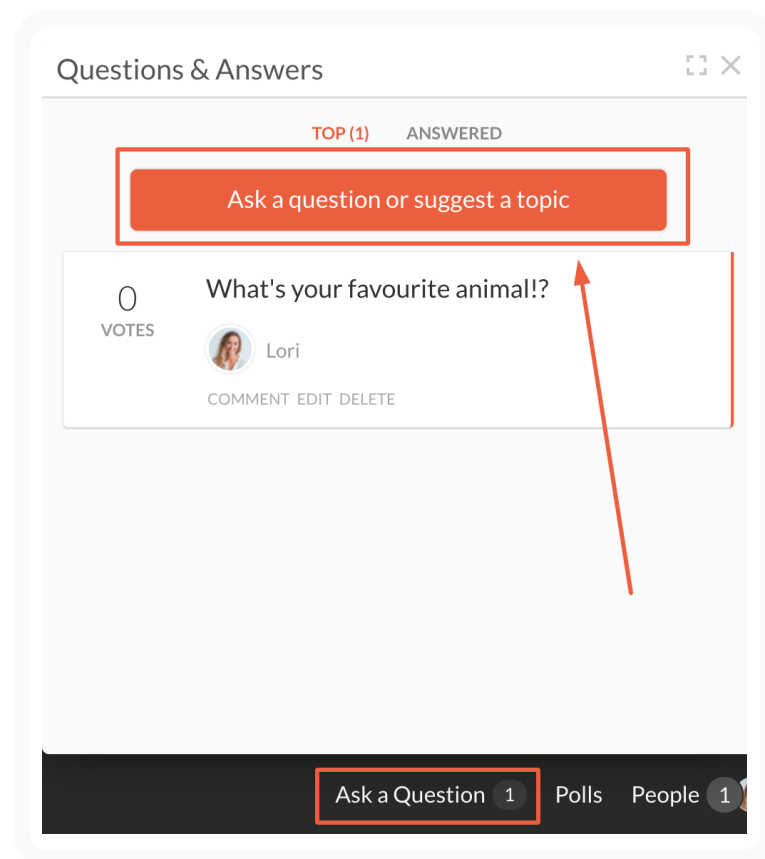
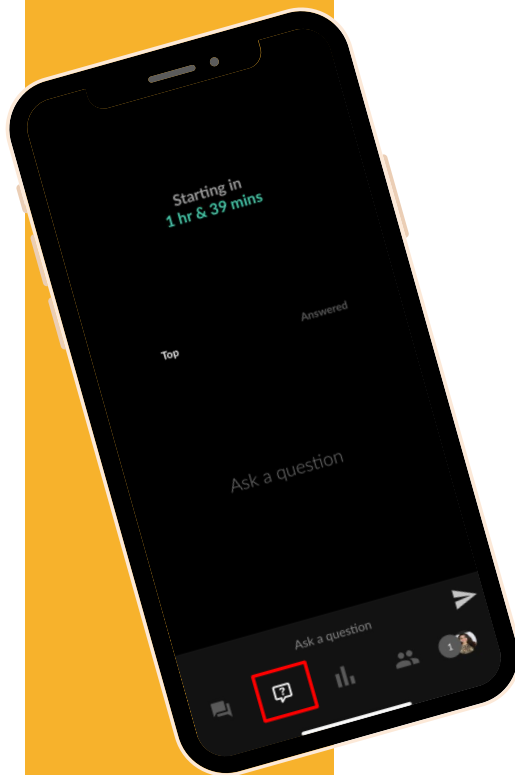
2) I want to come up to speak, what do I need?
Here is a link to the [setup page](#) to test your camera and mic.

Need more help?
Click [here](#) to search our docs.

03

HAVE A QUESTION?

Ask the host a question in the "ask a question" section. If you're not there, you'll receive a notification that your question is being answered. On the app, click the question mark to ask a question. You can even upvote questions from other attendees that you find interesting.



05

ATTENDEE FAQs

HOW DO I GET TO THE EVENT?

The URL where you registered is the same place where the event will take place. Click on the same link and enter the email address you used to register.

WHERE'S THE REPLAY?

If the host chooses to leave the replay up, it'll be on the same link as where you registered, and where the live event was hosted. Enter the email address that you used to register.

HOW DO I GET TO ANOTHER SESSION?

If you're attending a multiple-session event or conference, use the schedule bar to navigate between sessions. [Here are further instructions.](#)

HOW DO I EDIT MY PROFILE?

You can add a profile picture, social links or edit any other details from a browser. Go to your dashboard, click your name in the navigation bar on the left-hand side. From there, you can edit your profile from within your [account settings.](#)

