

## **Blue Sky eLearn's Webcast Platform:**

Blue Sky uses an online platform to broadcast and watch live or replay events. Blue Sky uses multiple CDN's (Content Delivery Networks) to provide users with a stable and reliable streaming experience. You can learn more about Blue Sky eLearn Livestreams by [clicking here](#).

If you would like to test the experience of viewing a live webcast prior to your actual event, see the section "**Test Livestream**" below. This will allow you to check your internet speed, web browser, audio, and live broadcast experience.

## **Devices Used for Watching:**

You can view Blue Sky webcasts from your computer, smartphone or tablet.

## **Supported Browsers and Plug-Ins:**

### **Browsers:**

Although Blue Sky Webcasts are compatible with most major browsers and operating systems, for the best experience viewing a live webcast, we recommend using Google Chrome or Mozilla Firefox. Ensure your [browser is up-to-date](#), enable cookies, and turn off pop-up blocker when viewing Blue Sky events.

Please note: If you are using Internet Explorer, versions 10 or 11 are recommended. If using older versions of IE, you may encounter issues.

### **Plug-Ins:**

Keeping your plug-ins and software up-to-date will ensure that Blue Sky webcasts will be as reliable as possible.

Always use the latest version of Adobe Flash. Check your version of Adobe Flash (and upgrade if necessary) at the following

link: <http://www.adobe.com/software/flash/about/>.

Blue Sky recommends upgrading to the latest version of

Java: <http://www.java.com/en/download/index.jsp>.

### **Internet Connection Needed for Viewing:**

We recommend viewing a webcast from a wired connection with a download bandwidth of at least 700Kbps.

To test your speed, go to [www.speedtest.net](http://www.speedtest.net). Bandwidth fluctuates constantly (especially on Wi-Fi and mobile internet), so running three tests is recommended. Blue Sky cannot be held responsible for slow internet speeds on the viewer's side.

As a general rule, your download bandwidth must be greater than the bitrate of the event broadcast you're trying to view. Most internet providers provide plans with Mbps, so streaming quality should not be an issue for most internet speeds.

We will be streaming in the following bit-rates to broadcast on as many devices as possible:

- Mobile (198kbps) – 480 x 270
- Medium (678kbps) – 768 x 432
- High (1696kbps) – 848 x 480
- HD 720p (2128kbps) – 1280 x 720

### **Test Livestream:**

On a computer, tablet, or mobile device, [click here](#) to access the test page. The test stream should begin automatically. If the stream does not start playing automatically, click on the play button at the center of the video player.

If you encounter trouble viewing the test stream, please contact our tech support at [support@blueskyelearn.com](mailto:support@blueskyelearn.com) or by dialing 1-888-364-8804.

*Please see the information above regarding internet speed. If your live test broadcast begins to buffer or time out, please try selecting a lower bit-rate by clicking on the HD button at the bottom right of the video player.*