Streamyard Guide

Guest instructions

Congratulations! You've been invited to join a StreamYard broadcast as a guest. Follow this guide and you'll be setting yourself up to win.

Before the broadcast

Make sure you have the following:

- A laptop or desktop with a webcam and mic.
- A recent version of Chrome or Firefox.
- A strong internet connection. Just like Skype, you must have a strong internet connection for it to work well. If possible, connect to your router with an ethernet cable instead of using WiFi.
- We recommend wearing earbuds or headphones to prevent audio echoes.

Joining the broadcast

When the time comes, follow these steps to enter the broadcast studio:

1. The host should provide you with a link before the show. Click the link and you'll be taken to their broadcast studio.
2. Allow StreamYard to access your camera and mic.
3. Make sure you have the correct camera and mic selected.

4. Enter a display name. Use your actual name or the name of your brand. Then enter the studio.

The host will be informed that you've arrived. You won't be part of the broadcast until the host decides to add you in. The page will update to let you know when you've been added. Then everyone will be able to see and hear you. This is your time to shine!

Devices and equipment

We recommend investing in a high quality mic and webcam. A pair of headphones is also a good idea – this will reduce the potential for echo if you are bringing on guests.

We are big fans of the following microphone and webcam:

- Yeti Microphone
- C920 Webcam

Browsers

Chrome, Firefox and Opera all work with StreamYard. Unfortunately, other browsers, like Safari, do not support our technology yet. We recommend Chrome for the best experience.
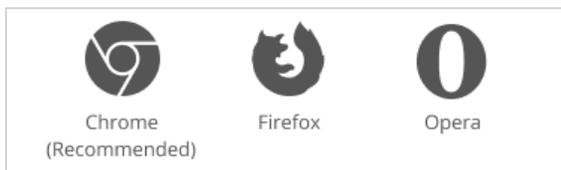
Internet

Streaming requires a lot of data, but your current ISP or 4G provider should work fine. We recommend that you hardwire (ethernet) to your router. WiFi will work, but not as well.

My mic doesn't work

Troubleshooting mic issues

1. Are you using the correct mic? Click the settings button to check.
2. Are you using a headset or mic with a mute button? Make sure it's not muted.
3. Is another program using your mic (Skype, Zoom)? Quit those then refresh the page.
4. Did you mute your mic in your computer settings?
5. Restart your browser. If that doesn't work, restart your device. This fixes most issues.

Screen Sharing

Screen sharing is an awesome way to present a slideshow or show a video. You can share images, videos, PDFs, and more.

Screen sharing works best when you have two monitors – two monitors make it easy to click from slide to slide while you're still controlling the live stream on the other monitor.

How to Screen Share

1. In the broadcast studio, there's a toolbar at the bottom of the screen. Click the "Share Screen" button. Your guests have this option as well.

2. The screen sharing tips will pop up on screen. Click the blue "Share Screen" button.
3. Another popup will appear with three options:
   ○ *Your Entire Screen*: Shares your entire desktop screen
   ○ *Application Window*: Lets you choose one application at a time; great for sharing a powerpoint or keynote.
   ○ *Chrome Tab*: Lets you share ANY file from your computer in a Chrome Tab. Open a new tab, drag the file into Chrome from your computer desktop or folder. Your cursor displays a little '+' sign if the action is successful. This is the best way to share audio
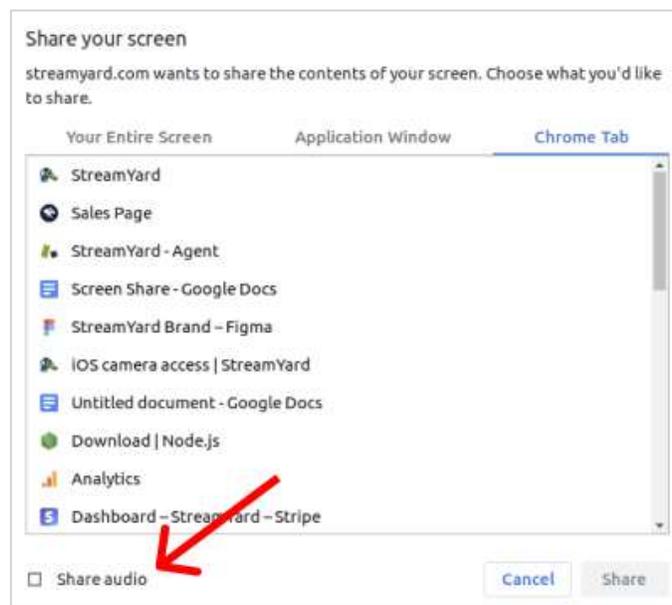
4. NOTE: To share audio from your screen you MUST click the "Share Audio" button.
5. Then click Share, and your screen will be added to your show. Use the layout buttons under the screen to change how the screen appears alongside you and your guests. Click the tile that lights up blue to REMOVE the screen share.

Mac camera access

On Macs, your browser may lose access to your camera and mic.

1. On your Mac, click the Apple logo in the top left > *System Preferences > Security & Privacy*.
2. Click *Privacy*
3. Click *Camera*
4. Check the box next to your browser

5. Click *Microphone*
6. Check the box next to your browser

Mac Catalina screen capture

On Mac Catalina, your browser may lose access to your screen.

1. On your Mac, click the Apple logo in the top left > *System Preferences > Security & Privacy*.
2. Click *Privacy*
3. Click *Screen Recording*
4. Check the box next to your browser