SIXTH&I

live-streamed events faq + viewing tips

Where can I find the link and password to access the live-streamed event?

The event link and password can be found in any of the 3 event reminder emails from Eventbrite, which go out 2 days, 2 hours, and 10 minutes before the event begins. If you registered within 2 days of the event, the link and password will be in your confirmation email.

The password isn't working for me—what do I do?

- The password is case sensitive—make sure you're entering it with all CAPS.
- Double check that your browser isn't filling the password field with a previously saved password.
- Copy/paste the password directly from our email into the password field, making sure not to copy/paste additional characters such as spaces or periods.

It's past the event start time and the live-stream video hasn't begun.

The live-stream should begin automatically once the program begins. Try refreshing your browser, and you may have to re-enter the password.

I can see the live-stream but am not hearing any audio.

Make sure your volume is turned up on the video player. If that doesn't restore your audio, try implementing the tips for better audio and video quality listed below before refreshing your browser again.

The live-stream has cut out or stopped for me.

Try refreshing your browser. If that doesn't restore your feed, try implementing the tips for better audio and video quality listed below before refreshing your browser again.

Tips for better video and audio quality:

Sixth & I does everything in our power to ensure a clear stream from our end. If you're experiencing slow or frozen video, this may be a result of your local Internet speed or bandwidth.

We recommend using the following browsers and versions on Windows 10 or later or macOS 10.14+ or later:

Chrome | Firefox | Safari

- Frequent buffering can occur if your Internet bandwidth does not support playback of the selected video quality. Try switching to one of the lower quality options by selecting the gear icon.
- Close all other programs and tabs to reduce the number of sources pulling from your internet connection.
- Plug directly into your internet source with an Ethernet cable instead of relying on a WiFi connection.
- Turn other devices in your home from WiFi to data so there is less stress on the WiFi connection you're using to watch the event.
- Restart your computer to clear out programs that may be operating in the background and putting stress on your internet connection.
- Make sure the audio on your computer/device is unmuted and turned all the way up.
- Try playing sound from another web page to see if that works.
- Ensure your device isn't automatically connecting to Bluetooth audio devices like AirPods, headphones, or a car system. Try turning off Bluetooth if your audio is pairing with one of these devices.