



HOW TO WATCH LIVE PROGRAMS

Common Issues & Resolutions



Where's the Email?

Look for an email from: Portsmouth Athenaeum

If you do not see it:

- Check your **Junk Mail**
- Check your **Spam Folder**

Where's the Link?

It will look like this:

[Click here](#) to watch the program

Click the blue words one time.


If nothing happens, copy the link and paste it into your browser search window.

My Screen is Blank!

If you see a blank screen, refresh your screen:

Mac: Press **Command + R**

Windows PC: Press **Control + R**

OR, look at the top of your screen and click this symbol:  Click it one time.

There's No Sound!

If there's an "X" next to your volume icon, click it to unmute, and make sure your computer volume is turned up.

Still Not Working?

Please try these easy fixes:

- Close the page and click the link again
- Try a different web browser (Safari, Chrome, etc.)
- Restart your computer

Need Help?

Call: (603) 431-2538

Or email: [mtilden@](mailto:mtilden@portsmouthathenaeum.org)

portsmouthathenaeum.org

We are happy to help!

A Gentle Reminder

The program will not start until the scheduled time. If you are early, you may see a blank screen. That is normal.