

Technical Problems During Your Webinar – Troubleshooting tips

Unfortunately, even with the best planning, some things can go wrong. Stay calm and carry on.

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1. Stay Calm, Don't Panic

Sometimes what seems to be a major technical problem during the webinar may just be a minor hiccup. So don't panic because panicking will probably just make the problems even worse, so just take a deep breath and think rationally. It is also important to communicate with your co-host/session chair/participants. So, let them know you're having some technical difficulties.

2. Have a Backup (co-host, chair, panelist)

If technical issues come up during the webinar your backup can communicate with the attendees or with the IT. This means that, if possible, the presenter will continue to present while your assistant deals with the problem.

Even if you have had to pause the presentation for a short while, the fact that your assistant dealt with the technical problem means that you will be more focused when you continue.

3. Have a Contingency Plan

One of the most important areas of planning a webinar is to have a secure contingency plan for every eventuality. This plan will help you know exactly what to do in the event of a problem.



Such as, **what should we do if:**

- the audio goes down –perhaps someone hit the mute button by mistake, or a poor internet connection; you can try using the chat system until the situation gets resolved.
- the internet goes down – use a mobile phone
- your computer crashes – restart and ask someone to start the session/presentation
- a guest speaker can't connect – xxx upload his/her presentation &

call the speaker

4. Internet Problems during the Webinar

One of the **most common** reasons for technical problems during your webinar is **internet connection issues**. This can cause problems with slides not moving, audio breaking up, or complete loss of the connection.