Event Recording and Replay FAQs

This article covers frequently asked questions about event recordings and replays. Unless otherwise noted, the answers apply to Webcast account holders (moderators) who schedule, run, and manage events.

Recommended reading: [Download the event recording](#)

How do I record the event?

Live events are automatically recorded when you start the event in the Live Studio. The recording begins when you click **Start Webcast** and ends when you click **End Webcast**.

Can I turn off the recording for the event?

No. However, you can prevent attendees from accessing the replay.

Where do I download the event recording?

Moderators can download recordings of completed events from the Webcast Admin portal. You can download the event recording as an MP4 file or the event audio only as an MP3 file (telephone broadcasts) or an M4A file (video broadcasts). Sign in to your account and edit the event. On the Event Summary tab, under Manage Webcast Archive, click **Export Webcast as MP4**. Once the recording has finished processing, click **MP4 created on** for the MP4 file. For the audio file, click **Audio Only created on**.
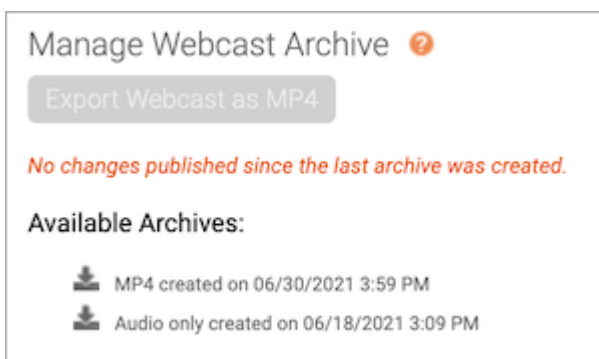
You can also download the MP4 file from the MP4 Archive Complete email. In the email, click **Download MP4.** On the MP4 Archive Download page, click **Download MP4** to save the file. You and others who have the link can download the file from this page a total of 10 times.

Keynote Kickoff
Archived. Live on: Tue, Nov 7, 2023 9:30 AM EST

Download MP4

Latest MP4 created on 11/22/2023 4:59 PM

Please note that each file can only be downloaded a limited number of times.
Number of downloads remaining: 7

How do I access the replay?

When the event concludes, the replay is available at the same link as the Live event.

If you're a moderator, edit the event and on the Event Summary tab click **View Event**. To copy the replay link, on the Event Summary tab, under Event URL, click **Copy**. You also receive a Webcast Notification email after you create a new event that contains the event link.

If you're a presenter, sign in to the Guest Admin site and click **Audience Webcast Link**.

How long until the event replay or recording is available?

Usually, the event replay and recording are available for download 30 minutes after the Live event concludes. For longer events, the replay and recording may take up to two hours to process.

While the event replay is processing, an Archive Pending message is displayed on the Event Summary tab. If the event replay is processing for longer than two hours, contact Support for assistance.

How do I know when the event recording or replay is ready?

Moderators receive a Webcast Notification email when the event is archived successfully. On the Event Summary tab under Event Details, a new section called Manage Webcast Archive displays where you can download the event recording.

Does the replay contain all the content from the Live event?

Yes. Event replays contain all the same content as the Live event, including the audio, video, slides, surveys, and headshots.

Can I edit the event recording after the Live event ends?

Yes. Both moderators and invited guest admins can edit the event recording in the On-Demand Studio and add, edit, and remove content. If you're a moderator, edit the event and on the Event Summary tab, under Run My Event, click **Launch On-Demand Studio**. If you're a presenter, sign in to the Guest Admin site and click **On-Demand Studio.**

To learn more, see [Assemble or edit an event recording](#)

Can I prevent attendees from accessing the replay?

Yes. You can close access to the replay. Edit the event and on the Event Summary tab, under Event Access, click **Manage Access**. In the Manage Event Access window, set the Player to **Closed** and click **Save Changes**.

Can I prevent people from fast forwarding through the replay?

Yes. You can hide the progress bar and video controls so that people can't fast-forward, rewind, or use jump points to skip to specific sections of the replay.

Edit the event and go to the **Player & Branding** tab. Under Media Options, select **Hide Progress Bar when On-Demand** and then click **Save and Continue**.

Revision #4
Created 2 May 2022 18:53:28 by Chantal
Updated 4 May 2022 13:37:49 by Chantal