

Vimeo Live Stream Commonly asked Questions and Answers

NOTICE: This Q and A is designed for live streaming classes via Vimeo. Students will recognize that Vimeo is being used by the link they will see after logging in to www.keyrealtyschool.net

How do I contact Vimeo Tech support if my video doesn't play or I have no sound: support@vimeo.com

These questions are asked from a student's prospective and answered by Key Realty School:

Q Do I need to download an app to view the stream from a mobile device?

A An app is not required for a computer view but an app is required for mobile view. Search Vimeo to download the free app. Once installed, the video would automatically open in the installed app once the active link is clicked on in the student dashboard at the time of the event. [Click her for the app in the Apple store](#) / [Click here for the app in the Google play store](#)

Q How will I know when the streaming video is set to take place?

A The online calendar will note live events that are to be broadcast via live stream. [Click here for calendars](#)

Q How will I access the live stream event I have registered for?

A An access link will be provided within your student dashboard at www.KeyRealtySchool.net

Q Is there a tech support line that can be called during the video broadcast?

A There is not a phone number to call but there is a help / contact option within the system that allows the student to connect with the streaming service.

Q Is the live stream the same as attending the lecture in person?

A Though technology is ever improving, the live stream of the lecture still does pose limitations. Though it is a broadcast of the live lecture, technological limitations prevent this from being the exact same experience as the live lecture.

Q Do I need any special hardware or software to view the live stream?

A No. Customarily, the student will only need internet access. Though the stream is best viewed on a computer, a smart phone or tablet will work fine.

Q Will the instructor or the other students be able to see me?

A No, unless the student changes specific settings within their viewer to deliver images of themselves. This is not suggested. The current system is designed to deliver live lecture video to the student and the option of chat function to the student only.

Q Will I be required to sign into the chat?

A Yes, it is recommended that you sign into the chat either as a guest or by following another sign in option. Guidance will be provided by the instructor as it pertains to the chat. This guidance depends on the course as some courses do require the chat to be used more frequently. In most cases, the instructor will attempt to incorporate the chat messages into their lecture.

Q How do my hours get recorded?

A This depends on the course, but in most cases, the hours are afforded through exam, not by attendance. That said, clock hour courses may require attendance that is monitored through a combination of the chat and the students IP address. No additional action is required by the student in this case, other than watching the lecture. Upon completion, the certificate will post to the student dashboard at www.KeyRealtySchool.net

Q Can the video be paused if I need to step away?

A No. This is a live broadcast. Much like attending the seminar in person, the student would simply catch back up when they return to the lecture. Most videos are archived and available within your student dashboard should you need to revisit the lecture at a later date.

Q What if I have additional questions about the way the live stream works?

A Contact the admissions office of the school during business hours: 800 472 3893