Troubleshooting tips for watching YouTube Live from a school

You may want to test the above link earlier in the day before the live stream is due to start. If you cannot access YouTube Live please try the following:

1) Try a different browser
2) If using Chrome, make sure you are running the most up to date version, if possible
3) Ask your network administrator to add the livestream url to the 'allow' list in the web filter on your school network
4) Turn off restricted mode in your google settings, if your permissions allow you to do this: https://support.google.com/youtube/answer/174084?co=GENIE.Platform=Desktop&hl=en

The above options assume you have permission from your school and access to network settings for devices you are using.

Further technical tips for network administrators

If the above steps do not help, please seek guidance from your schools' ICT support team. The below information from our previous work with schools may be of use to them in your discussions:

Some school firewalls/smoothwalls have a separate option to restrict live streams that can be switched off.

One school we worked with found a hidden setting on their firewall that adds an automatic 'safe search' to any video searches, and were able to view the stream when this setting was disabled.

• The discussion thread below may be relevant if you are using a Cisco Meraki based solution for network filtering:

  https://community.meraki.com/t5/Security-SD-WAN/Meraki-now-blocking-all-live-streaming-events-on-YouTube/m-p/102399#M25805

• Some users found that restarting all of the Merakai devices resolved the issue. This may also work for other network solutions.

- This article describes how to block live streamed content: https://kb.smoothwall.com/hc/en-us/articles/360002033530-Blocking-Live-Video-Streams- Through-Smoothwall

    Go to Guardian > Policy Wizard and create a policy with the below configuration:

    Who: Everyone*

    What: Live Streaming

    Where: Everywhere*
    When: Always*
    Action: Block*

If you can find a similar policy in your firewall then you should be able to amend it.

If there's no existing policy to change, then possibly creating one but with "Action: Allow" would work.