

For DRE's: Issues with logging in for the retreat/Emails not received:

Please share this with the parents that are having an issue with their registration for the retreat.

Once registered for your event, you should receive an instant email from **Webcast** (do_not_reply@on24event.com). If you don't, please search your spam folder or junk folder for this email and it should come up. Generally, when an attendee is not receiving the event emails, it's due to the filtering of their email server on their network. While we cannot do anything on this end to change those settings, we can provide another way for them to access the platform, as long as they registered. Use this link which will take you to the registration page:

3/2/21 Part 1: <https://bit.ly/3aTnMs9>

3/3/21 Part 2: <https://bit.ly/3cXCGzW>

3/4/21 Part 3: <https://bit.ly/3cVekqL>

Once at the registration page, it should look like this:

ARRAY OF HOPE
AWAKENING HEARTS

Overview

Title: Blessed Sacrament
Date: Wednesday, January 20, 2021
Time: 06:00 PM Eastern Standard Time
Duration: 1 hour, 45 minutes

Attend

This presentation will begin on Wednesday, January 20, 2021 at 06:00 PM Eastern Standard Time.

Audience members may arrive 15 minutes in advance of this time.

[Outlook/Cal](#) [Google Calendar](#)

Summary

RiseUp

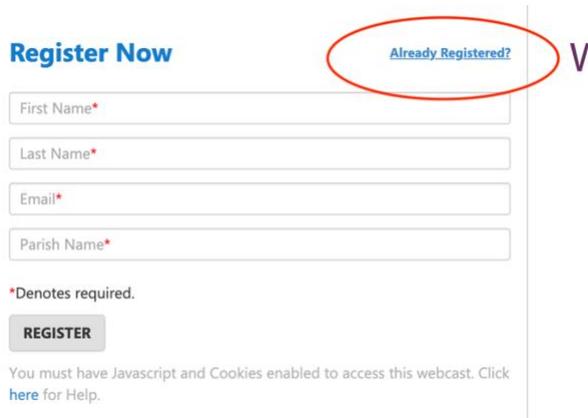
We are looking for you to experience this "RISE UP" virtual event.

Prior to logging into our event, it would be ideal to be on a desktop computer. Your tablet, iPad and mobile experience will be different and limit your full interactivity. It is important that you have the latest version of Chrome as your browser.

Chrome normally updates automatically but please check your specific device. If you don't have Chrome we ask you to please download it [HERE](#).

They can use this at the start of the event or put it in their calendar as well as a reminder. When the event starts, this screen will change to the event. We recommend logging in at least 15 minutes before the event to be sure you are on a Chrome browser, and have good internet connection.

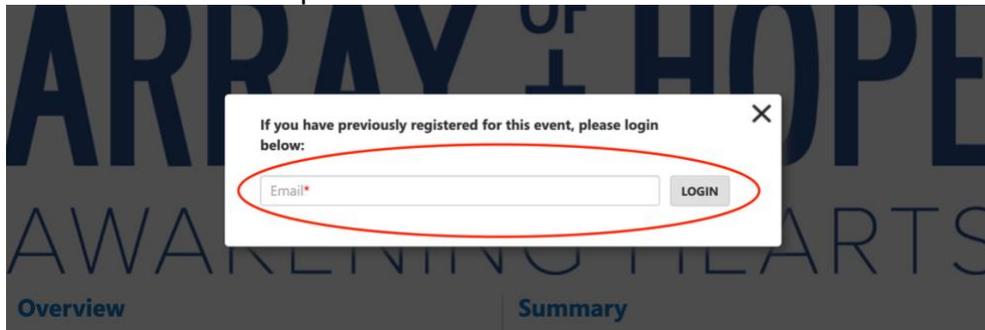
If you click on the link above and it looks like this:



The screenshot shows a registration form titled "Register Now". It includes input fields for "First Name*", "Last Name*", "Email*", and "Parish Name*". A link labeled "Already Registered?" is circled in red. Below the fields is a "REGISTER" button and a note: "*Denotes required. You must have Javascript and Cookies enabled to access this webcast. Click [here](#) for Help."

there is **no need** to register again. Just click the **ALREADY REGISTERED BUTTON**:

This screen comes up:



The screenshot shows a login modal window with the text "If you have previously registered for this event, please login below:". It features an "Email*" input field and a "LOGIN" button, both of which are circled in red. The background shows a blurred event page with the text "ARRAY OF HOPE" and "AWAKENING HEARTS".

Fill out your email and hit **LOGIN**. Then wait until the event begins.

Hope this helps your community! Let me know if I can be of further assistance (melanie@arrayofhope.net). Erin is also able to help if needed: erin@arrayofhope.net

As a reminder, you get an email once you register initially. Then another email 2 days prior to the event. And a last email comes about 2 hours before the event. Those emails all come from Webcast directly with the link to access the platform.

Thank you!