

ARRAY ^{OF} HOPE

AWAKENING HEARTS

Virtual Platform Frequently Asked Questions:

I registered, now what?

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. You will receive a confirmation email upon registration, a second email 2 days prior to the event, and a final email 2 hours prior to the event. All emails come from Webcast directly with the link to access the platform. You can access the platform 15 minutes prior to the event start time.

I'm not receiving the emails. What do I do?

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. You can email your Director of Religious Education who will in turn email Erin erin@arrayofhope.net or Melanie melanie@arrayofhope.net for this access.

Can I watch on my phone or my computer?

It is ideal to be on a desktop computer. Your tablet, iPad and mobile experience will be different and limit your full interactivity. During the event, we ask that you get out your phones for certain games and/or interactions. So being on your computer with access to your phone is what we recommend.

What browser should I use?

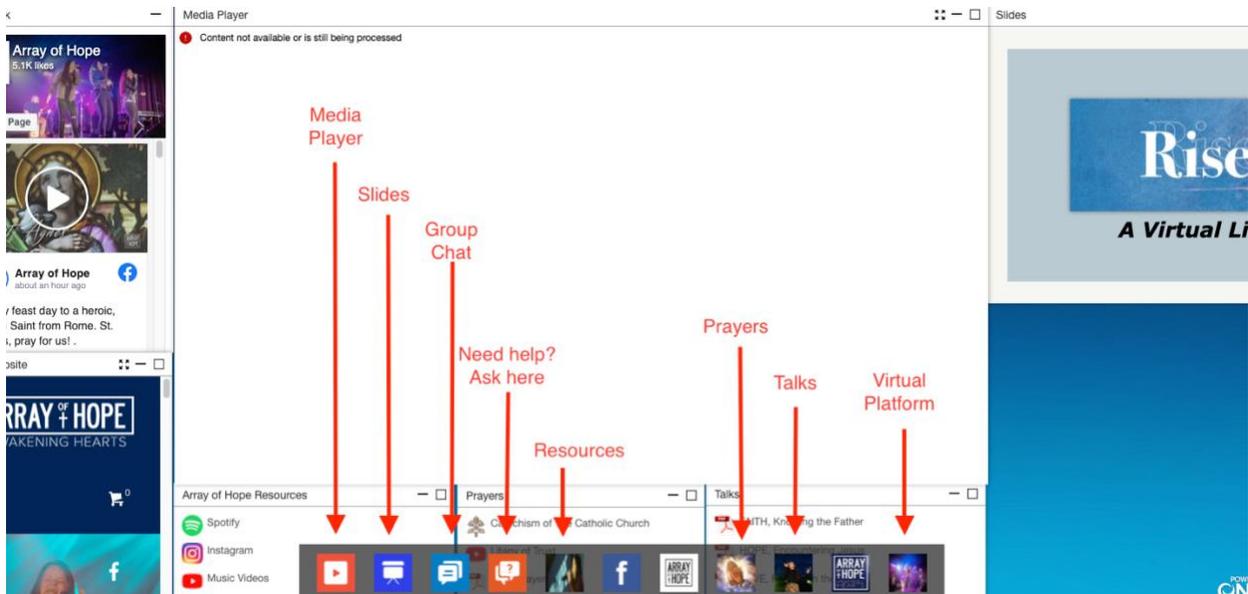
We recommend Google Chrome. It is important that you have the latest version of Chrome as your browser. Chrome normally updates automatically but please check your specific device. If you don't have Chrome we ask you to please download it [HERE](#). We find the platform works best on this platform.

My signal keeps going out.

We recommend you log in at least 15 minutes prior to the event to be sure your WIFI is working properly. If you are on WIFI, please make sure your signal is strong prior to logging in to the event or get yourself as close as possible to your internet source (your router). There may be too many people on your WIFI and it's slowing it down. Ask everyone in your home to go off the WIFI and also ask everyone to turn off the WIFI on their phones during the time of the event. If this doesn't help you can plug your computer directly into an ethernet cable (blue cable) to supply yourself with a direct connection to your router.

What are all the buttons along the bottom? How do I find the group chat or get on the virtual stage?

This is similar to what the platform will look like. You can minimize or maximize any of these icons along the bottom of the platform. The media player is where the live retreat happens. That cannot be moved, but it can be maximized to take up your entire screen. The Virtual Platform is where you can access our Virtual Stage. Once you click on this button, it takes you to an outside page, where you fill out your name and email address. Then hit the green button that says JOIN THE SHOW. You will meet Jack in the next step and he will walk you through the next process.



If you experience any issues during the retreat, you can click on the red ? box on the bottom icons. Ask your question there and someone will be able to guide you. You can make it personal or public. The Group Chat is public for all to see.

Prior to event Questions:

If there are any other questions, prior to the event, please contact Melanie at melanie@arrayofhope.net or Erin at erin@arrayofhope.net or call the office at (201) 261-3372.