

Troubleshooting Guide for Live Streaming

Please try to practice using our website On-Line Streaming page:

Web location: <https://www.sjcpenfield.com/online-ministries>

We have three options for watching Mass On-Line

- Our Website Player found on our Live Streaming page Mass on eCatholic this will allow you to see and hear Mass directly from your web browser
- You can go to our Facebook page: <https://www.facebook.com/SJCpenfield/> (link also available on the our On-Line webpage)
- You can go to our YouTube page: <https://www.youtube.com/c/SaintJosephWeAreTheChurch> (link also available on the our On-Line webpage)

If you have problems watching or hearing the Mass, make sure you have an internet connection and your sound is turned on and volume is set.

if you are still experiencing problems please try another browser like Google Chrome, Microsoft Edge, or Firefox. All these are compatible with our streaming (please make sure you have the latest versions of your browser if you experience any issues)

Also please email Duncan.Harris@sjcpenfield.com if you cannot resolve any issues.