

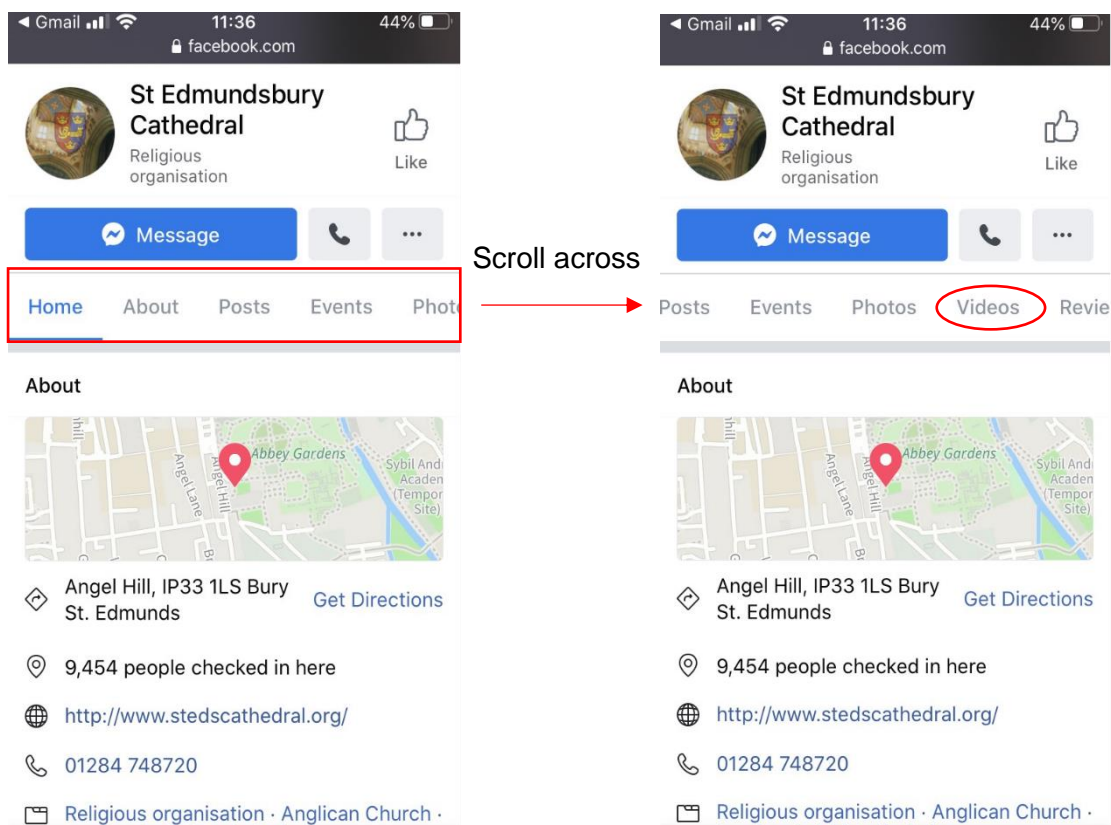


## How to access our Facebook Livestreams

We understand that many of you will not be regular Facebook users and that you may be nervous about using it for the first time. Here are the basics of how to access our videos. **Please note that you do not need to create a Facebook account.** A banner will pop up, but you can scroll past it, close it or click on 'not now' and it will go away.

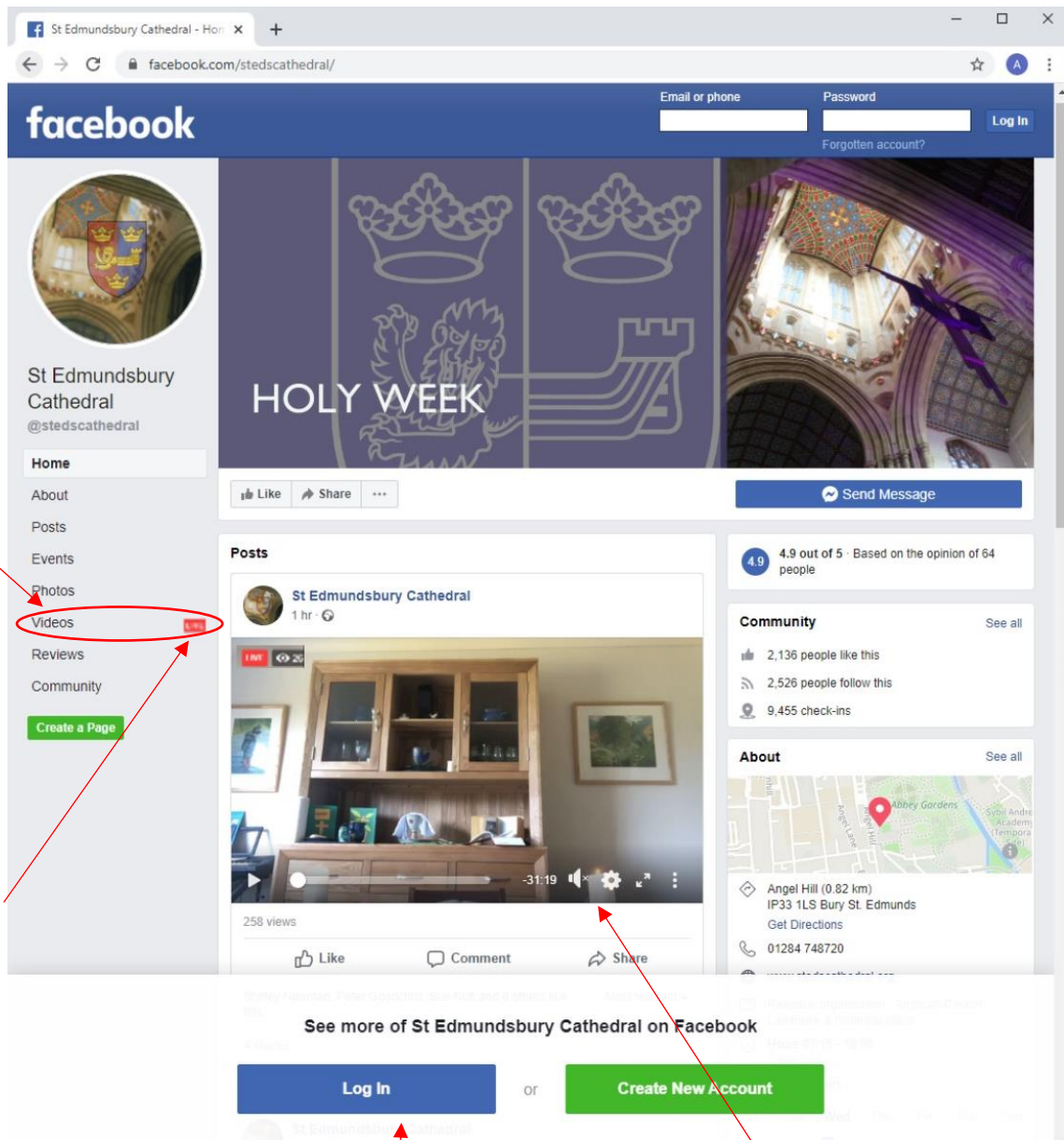
If you have received a link in the weekly bulletin or any other communication, simply click on it (or tap, if using a smartphone or tablet). The Livestream should be the first thing on the page, but if it isn't, try the following steps:

1. Scroll down the page a bit. Often on a mobile device you have to scroll down quite a long way.
2. Click on 'videos'. If using a computer, this should appear in a menu on the left hand side. If using a mobile or tablet app this will appear near the top of the page, a little way underneath the 'send message' button. You may initially only see 'Home / About / Posts / Events / Photos'. If you scroll these to the left you will see videos (see pictures below). Turning your phone or tablet on its side so you have a wider screen may also enable you to see it.





3. If you still cannot find it, try visiting [www.facebook.com/stedscathedral/live/](http://www.facebook.com/stedscathedral/live/). This should take you straight to the video, but if there is not a stream going on it will take you to videos of previous streamed services.
4. Remember these videos are **live** – so if you go in before the start time, it might not be there yet! We aim to start the livestream 4-5 minutes before the service, so that you can ‘settle in’ and find it beforehand. You can see if a video is live as it will have a red box in the corner



This is the videos button

This red box won't appear if there is no live video

This is the live video

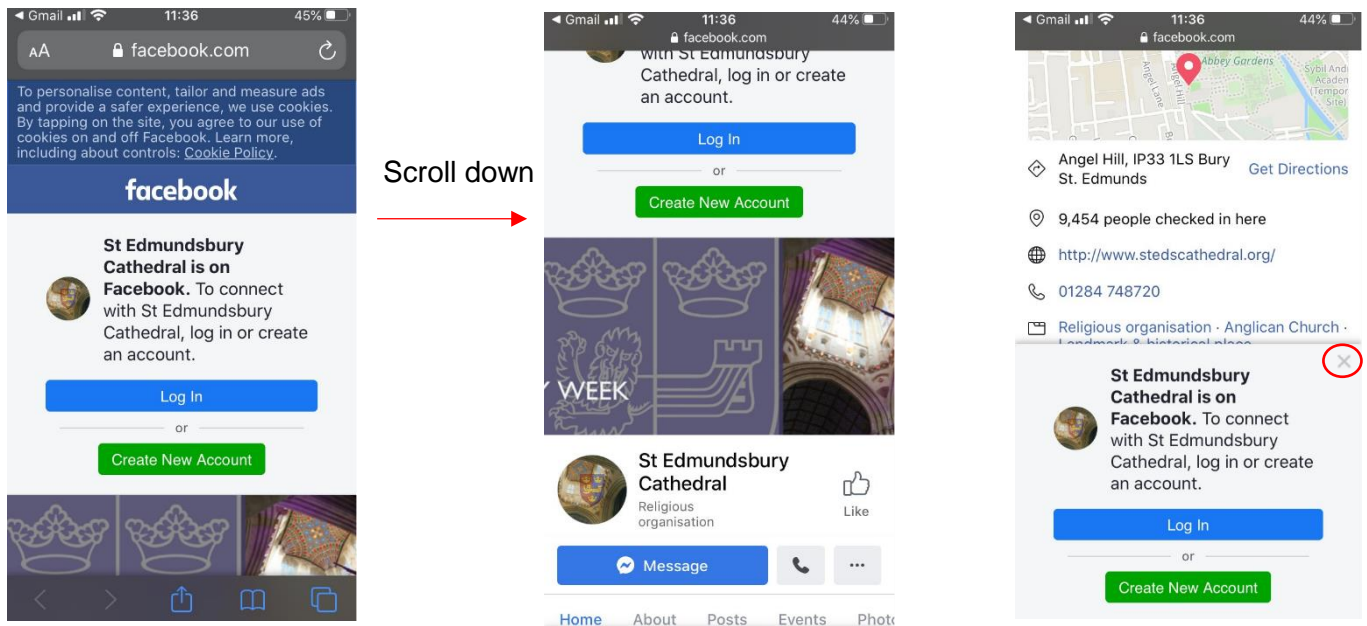
Just ignore this and keep going!



## Livestreaming FAQs

***A banner popped up telling me to create an account. Surely I cannot access the video without signing up?***

You can close or minimise this banner. On a computer there is usually an option that says 'Not now'. On a mobile device, you can often just scroll past it.



***I don't want Facebook to get any of my information, can we stream through a different medium?***

Facebook is by far the most practical and accessible medium for most of our audience. Our audience is too large to use a virtual meeting platform like Zoom and for practical reasons the clergy stream through their mobile phones meaning we cannot do it through YouTube. You do not have to give Facebook any information at all – you can always close the windows that pop up. See above for how to do this.

***I can't hear the video, or parts of the video. Can you make it louder?***

Please check your own volume settings first. Try the volume buttons on your iPad or smartphone. On a PC there is often a small speaker icon in the bottom right hand corner that you need to click on to turn up the volume. Ensure external speakers, if using, are plugged in, turned on and turned up. External speakers can be tricky so if possible it is easiest to use your computer's speakers. It is sometimes worth trying a pair of headphones if you still cannot hear anything.

Occasionally we do have glitches with sound and we are aware of this. It's difficult to monitor the sound volume while you are live, so we do ask you to be understanding while we are learning. This is new to us too and we are doing all we can to give you the best experience possible!



***I want to access the service booklet at the same time as the stream, but can't work out how.***

There are several options to do this – however most of them require you to have a computer or to have two devices. We are not yet aware of a way to have two windows open side by side on a tablet.

1. On a computer, right click on the link to the service booklet. You should be able to select 'open in a new window'. You can then view the two side by side. Alternatively you can open a new window and manually navigate to the service booklet by going to [stedscathedral.org/worship/](https://stedscathedral.org/worship/) and selecting the booklet for the service you are viewing.
2. Use a smartphone or tablet to view the service booklet while you view the service on another device
3. If you have access to a printer, you can also print out the booklet to have alongside.

***I missed the livestream – can I go back and watch it later?***

Yes you can – videos are being uploaded to <https://stedscathedral.org/worship/online-resource> for three days after they have been streamed. Some services will also appear on <https://stedscathedral.org/worship/sermons> with audio links and pdfs of the sermons.

***I've tried everything above and still can't seem to access anything. Can someone talk me through it?***

If you really are struggling, please do contact [precentor@stedscathedral.org](mailto:precentor@stedscathedral.org) and we will try to get someone to give you a call and talk you through it. Please know that we are working hard to make this as easy and accessible as possible.