

## TECHNICAL SUPPORT

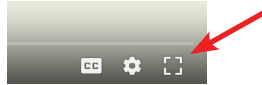
Thanks for joining our online service! Here are some quick tips on navigating the online experience.

If the video is not working for you, you can alternatively watch on our YouTube channel [here](#).

### COMMON TECHNICAL ISSUES

#### Don't want to see the chat or anything but the live stream?

Maximize the video completely by clicking the Full Screen button at the bottom right of the video. You may need to maximize your browser window or use a different browser if this option is unavailable.

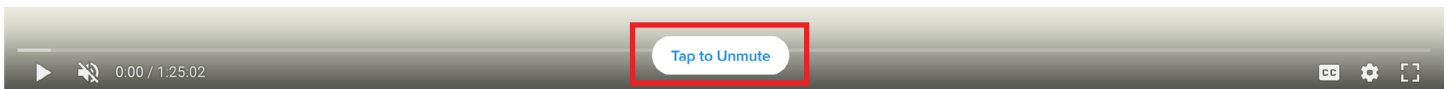


#### Is the live stream video frozen, or should the service have started already?

Refresh the page in your browser. If that doesn't work, restart your browser or check your internet connection.

#### Can't hear any sound?

Hit the "Tap to Unmute" button at the bottom of the video.

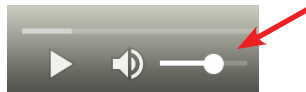


#### On a mobile device and still can't hear sound?

Make sure your phone isn't on silent!

#### Need to adjust the sound level?

Use the volume bar in the main video player.



### NAVIGATING THE PLATFORM

There are several links at the top, and several tabs underneath.

Links

CONNECT WITH US GIVE BULLETIN SERMON NOTES PAST SERMONS

Tabs

CHAT NOTES BIBLE SCHEDULE

The links at the top will open new webpages.

**CONNECT** → Our Connection Card.

Use this to let us know who you are and get plugged in!

**GIVE** → Our online giving portal.

If you have not set up online giving, this is a great time to do so!

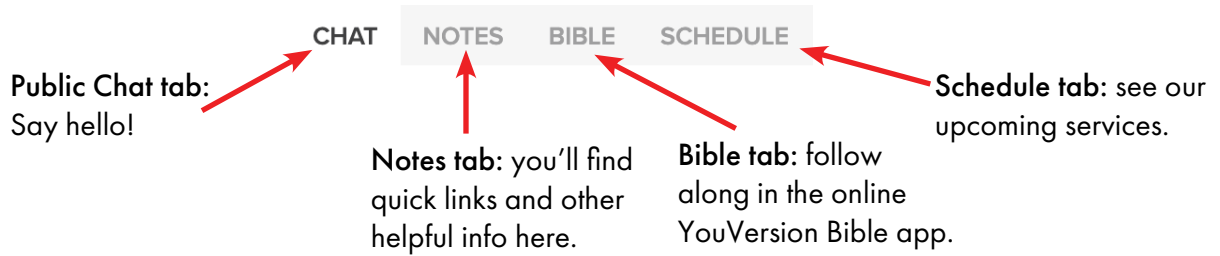
We are also still accepting checks by mail. Learn more about giving at [highpointchurch.org/give](https://highpointchurch.org/give).

**BULLETIN** → Our virtual, online bulletin.

Check this weekly for everything going on at High Point Church!

**SERMON NOTES** → This opens a PDF of the sermon slides to help you follow along.

Here's what the tabs underneath do.



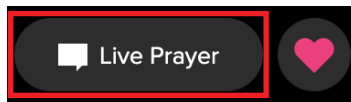
### **HOW TO CHAT**

If you're chatting for the first time, type your message and press Enter. You'll be prompted to enter a nickname that will display in the chat. Use your full name so it's easier to recognize you!



### **REQUESTING LIVE PRAYER**

If you would like prayer for anything, click the "Live Prayer" button at the bottom right of the video. This will open a private chat with a pastor or someone on our prayer team.



When the private chat starts, you'll see a new tab next to the Chat tab. Click on it to start messaging!



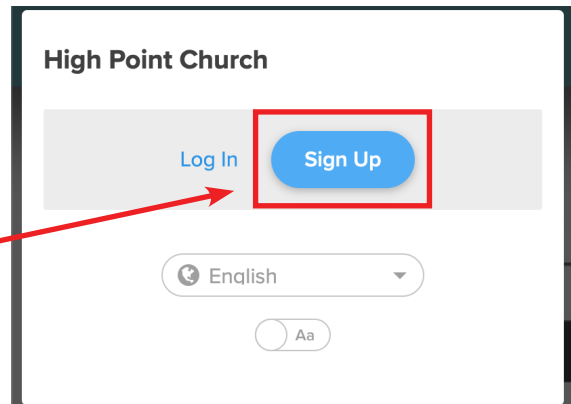
### **REGISTERING AND LOGGING IN**

If you want to save your nickname for next time, you can sign up within the platform. This is not required.



Click the three horizontal bars at the upper left.

Then, click Sign Up and enter your email and nickname!



If you have additional issues or questions, please contact Ashlyn Phelps at [aphelps@highpointchurch.org](mailto:aphelps@highpointchurch.org).