Westwood’s Online Campus
Help and Frequently Asked Questions

Here are some helpful tips for your online worship experience. The first section is related to the features available and the second section has some simple technology answers. We are glad you are here!

The Experience

What is the best way to access the service to experience all Westwood Online features?

- **Westwood Website:** Accessing the service through our website is the only way to experience all the features of the online campus (such as chat, live prayer, teaching notes, Bible app, etc.). Go to westwoodcc.org, the WATCH tab and then click WATCH ONLINE.

- **Livestream:** While the video feed of the service is available on Livestream, it does not provide the full interactive experience with the online campus features.

- **Watching from a TV?** You can download a web browser onto your favorite streaming device (i.e. Roku, Apple TV, Amazon Firestick, Google Chromecast) to navigate directly to our site. Google “how to download a web browser on my streaming device” to learn more! Each streaming device has a different process.

Why participate in the chat?
Chat allows us to worship in community while being online. Although we aren’t physically together, with chat we can get to know each other, ask questions, share what’s personally meaningful to us and learn about faith together.

Is there a place for me to take notes?
Yes! Click on the Notes tab to find the teaching notes. You can add things that are meaningful for you and when you are done, print them or email them to yourself.

I said yes to following Jesus today. What should I do now?
YAY! We would love to connect with you personally. Let us know by clicking on the Connect tab within the Westwood Online worship experience to complete the Connect Card and someone from our team will contact you this week. You can also contact Tami Stordahl, the Online Campus Pastor, directly at tami.stordahl@westwoodcc.org.
How would I experience communion online?
Communion is open to everyone who is a follower of Jesus and you do not need to be a member of Westwood to participate. At Westwood, we take communion once per month, typically on the first Sunday of the month. A slide before the service will remind you that communion is that day so you can prepare to have bread and juice ready (or something similar that you have in your kitchen). The speaking Pastor will guide us through the communion experience, and we can eat and drink together at the direction of the pastor.

How can I volunteer with the online campus?
When we use the talents and gifts God has given us through volunteering, we shine. By putting our faith into action, we grow deeper in our relationship with God. We want to help you find the right place to serve that best matches your interests, gifts and availability. Check out these current opportunities with Westwood Online.
- Do you enjoy helping people feel welcome? Consider being a Welcome Host or one of our Community Infusion team members.
- Do you like to encourage and support others? Consider the Prayer Team or leading a small group.
- Do you enjoy helping people get connected? The Next Steps team may be a great fit for you.
Learn more about volunteering online.

What is the purpose of the online Connect Card and Text to Connect?
Filling out the online connect card or texting “CONNECT” to 952-234-3301, gives us the opportunity to get to know you, answer your questions, and help you take the next step in your faith. Whether that means getting plugged into a Westwood group, finding a team to serve with, or learning how to read the Bible, we’d love to help you.

How can I join or lead a group?
The Online Campus launched on November 10, 2019. In our launch phase we are focused on the worship experience. Phase 2 will focus on developing a team to lead online groups.

- **In Person Groups:** If you are interested in starting an in-person group in your area or participating in a group in the southwest suburbs of the Twin Cities, you can find info on our [website](https://www.westwood.org).

- **Online Groups:** We will promote available groups to join as they are ready to launch. If you are interested in leading an online group, [let us know](mailto:info@westwood.org).

How can I stay connected with Westwood throughout the week?
1. Follow Westwood’s social media sites on [Instagram](https://www.instagram.com) and [Facebook](https://www.facebook.com).
2. [Opt-in](https://www.westwood.org/optin) to receive a weekly e-newsletter.
**Technology**

**How do I change languages in the chat window?**
If you would like to display the chat in a preferred language click on “auto” and select your preferred language. The chat will be translated into the selected language.

![Language Selection](image)

**My video pauses or becomes pixelated. How do I fix that?**
Occasionally the stream is too ‘big’ for some internet connections, or your internet connection may be performing more poorly than normal. The quality of the video should automatically adjust for the best experience—but occasionally you may need to manually adjust the settings to accommodate a slower internet connection. Change the quality of your video by hovering over the video window and select another quality option other than “HD”.

![Video Quality Options](image)

**How do I make the video full screen?**
We don’t recommend making the video full screen because you will miss out on the community elements of our online experience. However, it may be preferred for some audiences to view the video full screen (larger groups viewing on a projector or tv, etc.).

Hover over the video window to display the controls, select the icon that looks like two arrows. To exit full screen press the escape button on your keyboard. Be aware that the chat, prayer, the option to give online and other activities of the online campus will not be visible in full screen mode.
How do I turn up the volume?
Hover over the video window to display the controls, select the icon that looks like a small speaker and adjust the volume up or down.

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