

Tips for a great online worship experience

As we all worship at the Online Campus, we wanted to share a few tips to enhance your worship experience.

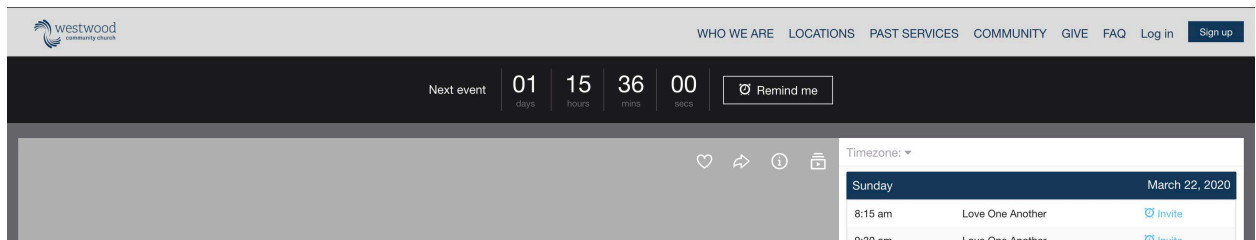
GETTING STARTED

1. Access the Online Service

- **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, etc.). Go to www.westwoodcc.org, the WATCH tab and then click WATCH ONLINE.
- **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. REMOVE

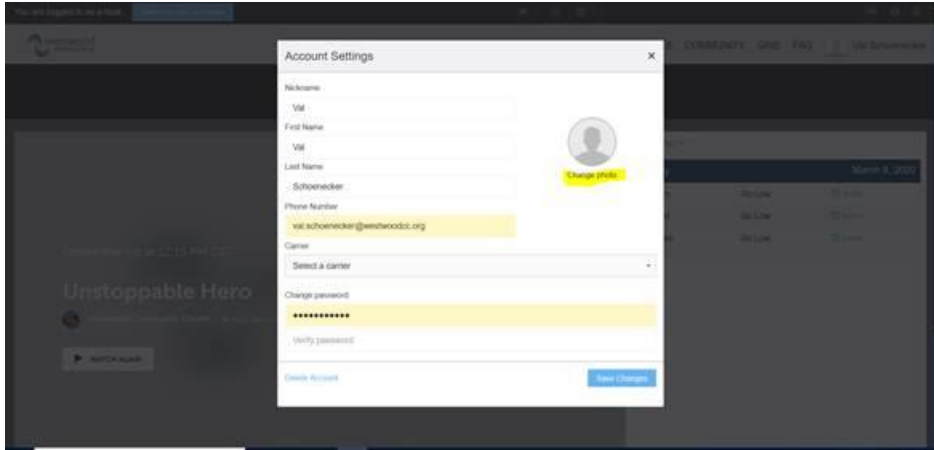
2. Create an account

- To do this, go to www.westwoodcc.online and click SIGN UP at the top right to create an account. REMOVE Then when you join on Sunday, click LOG IN.



3. Set up your profile

- Please add your first name, last name and photo to your profile. We recommend using your real name instead of a nickname, so we know who you are! To do this, click LOG IN on the top right, then click on your name on the top right and then click SETTINGS. Then click on CHANGE PHOTO underneath the circle icon.



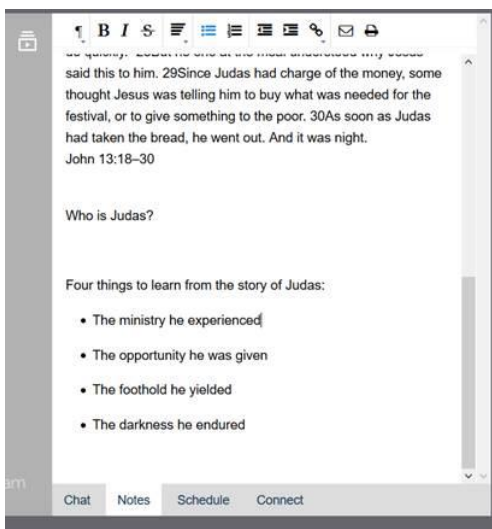
ENGAGING IN WORSHIP

4. Join the chat

- Live chat opens a few minutes before each service begins. There we have pastors, and volunteers ready to engage with you. Whether you have questions on the teaching or just want to know where everyone is worshipping from, this is a great way to feel together online.

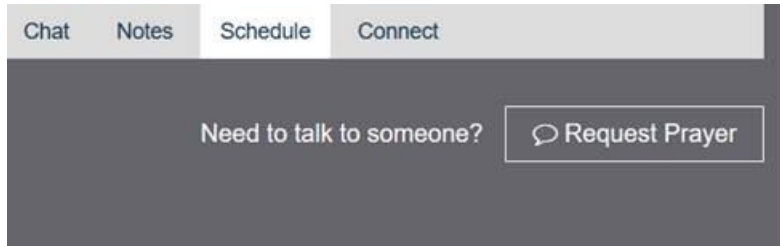
5. Take teaching notes

- **To type note, click on the NOTES tab** at the bottom of the chat field. It allows you to take notes in real time as you watch the message, and then print or email your notes when you're done.
- **For a PDF of the notes click on MESSAGE NOTES** on the blue bar at the bottom of your screen.



6. Request confidential prayer

- If you'd like prayer for anything, we have a prayer team ready to pray with you confidentially. Just click on REQUEST PRAYER at the bottom right of your screen to be entered into a private chat window where one of our volunteers will lead you into a meaningful time of prayer.



You can also submit a prayer request on our website at www.westwoodcc.org/prayer.

7. Communion

- 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 experience, and we can eat and drink together at the direction of the pastor.

8. Watch anytime throughout the week (outside of regular service times)

- We post the full service to www.westwoodcc.online by 1 p.m. every Sunday. Simply click WATCH AGAIN for on demand viewing of the most recent service. Please keep in mind that Sundays at 8:15, 9:30, 11am and 5pm are scheduled broadcasts that override the WATCH AGAIN option, but instead offer a live chatroom and the ability to participate in the service with others.

9. Worship with your kids

- We are excited to provide you with a story and worship experience that you can do with your kids. We recommend using the online video experiences to worship with your kids and then the [Parent Cue App](#) for questions and conversation. Please check out our [website](#) or [this page](#) for updated links each Sunday. You can also follow our @westwood.kids Instagram account for more information and real time updates!

10. 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 to complete the online Connect Card or texting "CONNECT" to 952-234-3301 and someone from our team will contact you that week. You can also contact Tami Stordahl, the Online Campus Pastor, directly at tami.stordahl@westwoodcc.org.

11. How can I stay connected with Westwood throughout the week?

- Follow Westwood's social media sites on [Instagram](#) and Facebook.

- Opt-in to receive a weekly [e-newsletter](#).

TECHNICAL TROUBLESHOOTING

1. If you receive an error message when loading the page

- Be sure you have www. as part of the URL www.westwoodcc.online. Some devices receive error messages when that is not included.

2. If your video pauses or becomes pixelated

- Occasionally the stream is too big for some internet connections, or your internet connection may not be performing to its capacity.
- Refresh your page or close out of your browser window and come back into the webpage.
- Try a different browser (i.e. Chrome, Firefox).
- Reduce the video quality. To do this, simply click on the settings wheel in the bottom right of the video and then click on a lower quality setting. This should help speed things up for you.

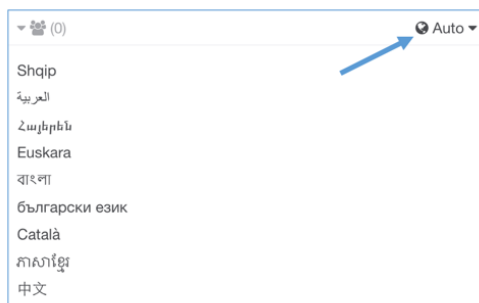


3. If the video platform goes down

- Go to the homepage on our [website](#) where we will include simple instructions on how to watch the service via a different platform. We will also include updates and instructions on our social media channels if technical issues arise.

4. You may need to change the language in your chat window

- If you would like to display the chat in a preferred language click on AUTO at the top of your chat window and select your preferred language. The chat will be translated into the selected language.



5. **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.



6. **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.

