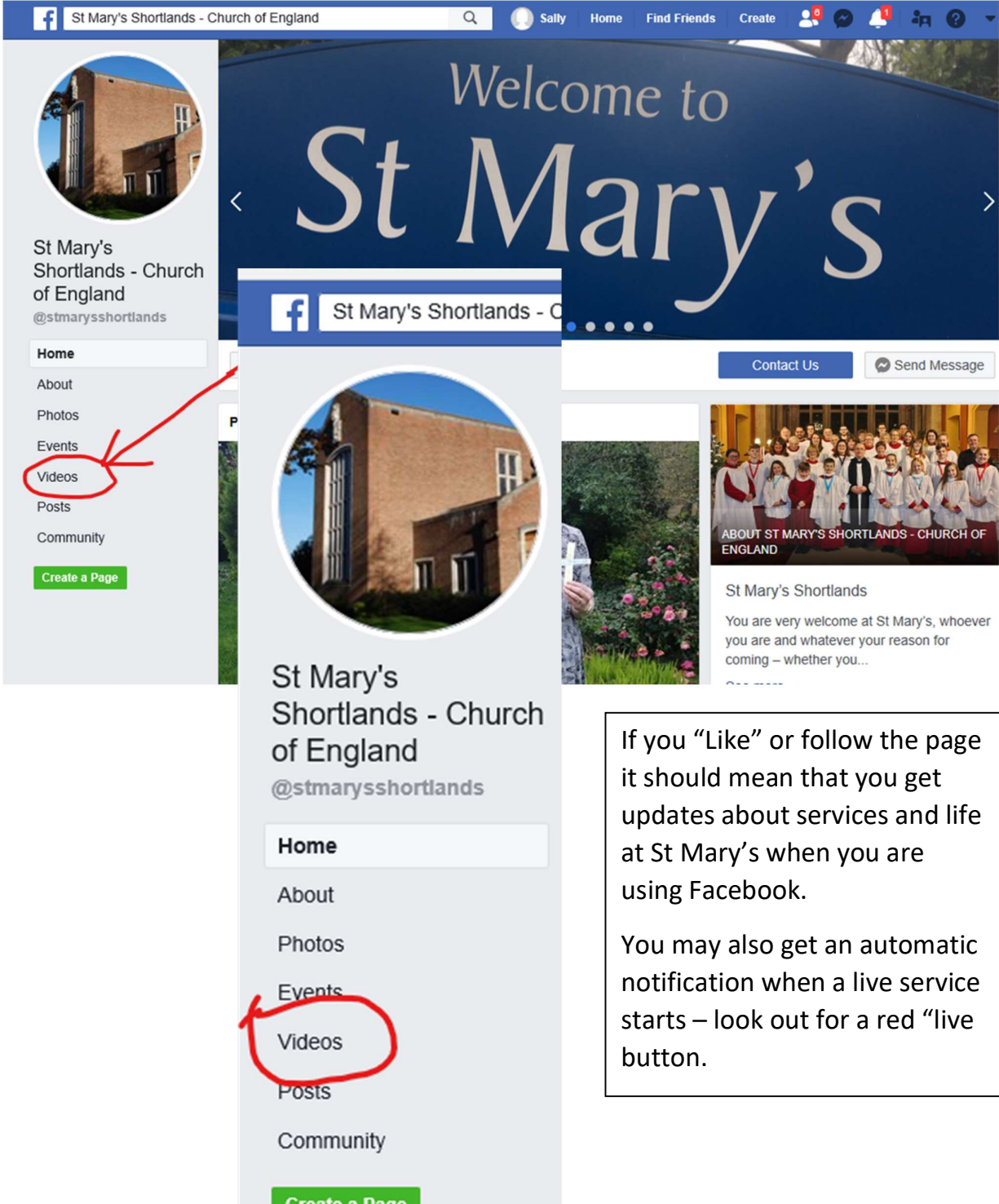


How to watch St Mary's services on Facebook Live

This guide assumes that you already have a Facebook account.

Step 1 - Go to the St Mary Shortlands Facebook page

www.facebook.com/stmarysshortlands/ and choose "Videos" from the menu.



The image shows a screenshot of the Facebook page for St Mary's Shortlands - Church of England. The page features a large blue header with the text "Welcome to St Mary's". Below the header, there is a navigation menu on the left side with options: Home, About, Photos, Events, Videos, Posts, and Community. The "Videos" option is circled in red, and a red arrow points to it from the right. Below the navigation menu, there is a section titled "St Mary's Shortlands - Church of England" with a profile picture of the church building. Below this, there is another navigation menu with options: Home, About, Photos, Events, Videos, Posts, and Community. The "Videos" option is also circled in red here. To the right of the navigation menu, there is a section titled "ABOUT ST MARY'S SHORTLANDS - CHURCH OF ENGLAND" with a photo of a group of people in white robes. Below this, there is a text box that says "St Mary's Shortlands" and "You are very welcome at St Mary's, whoever you are and whatever your reason for coming – whether you...".

If you "Like" or follow the page it should mean that you get updates about services and life at St Mary's when you are using Facebook.

You may also get an automatic notification when a live service starts – look out for a red "live" button.

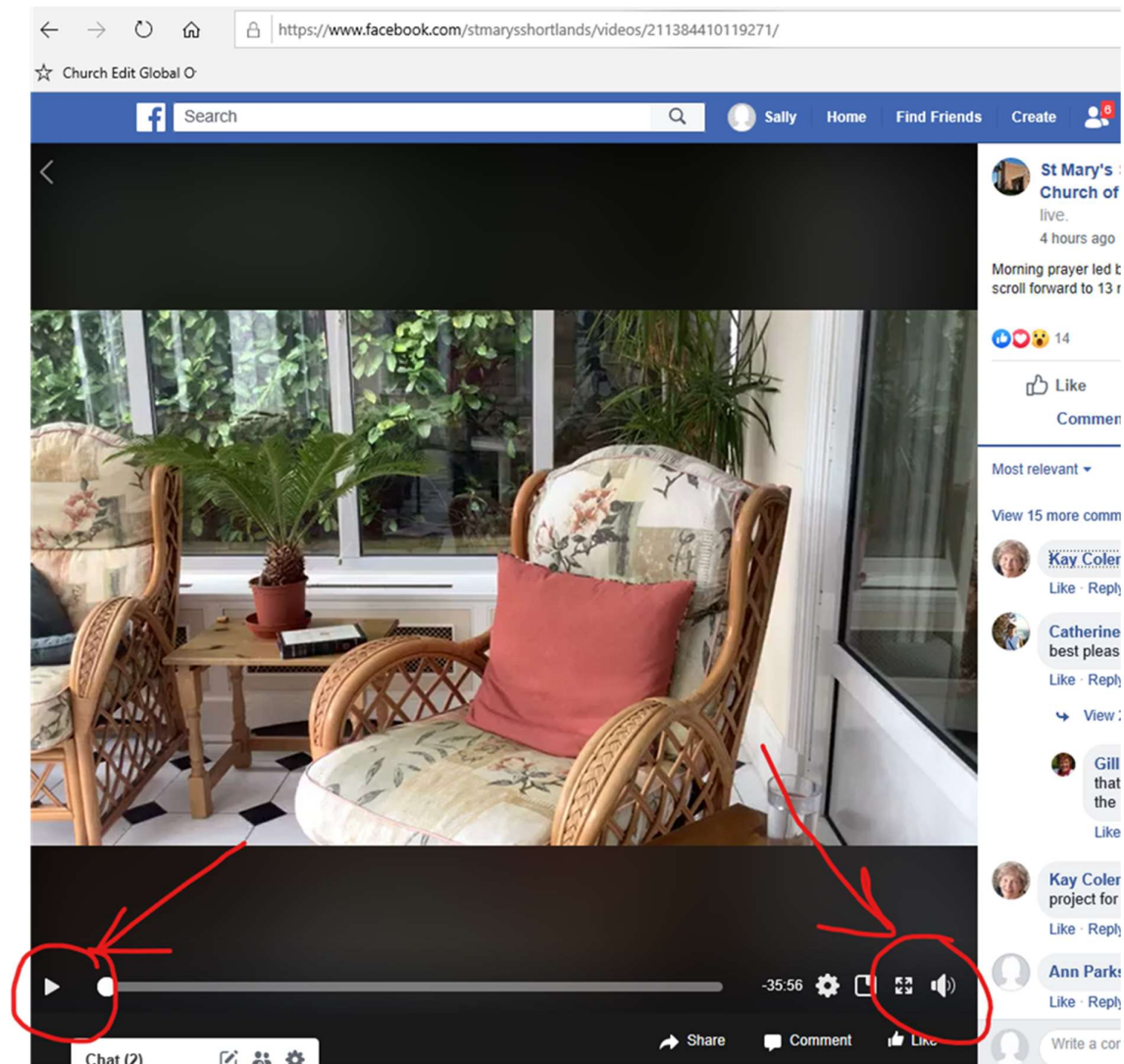
Step 2: You should now see the page below.

To choose the service playing live, or the most recent service, click on the video on the top left hand side of the screen. On mobiles or tablets it will be the first video at the top of the screen.



Step 3: You should now see a large video screen with the service.

If you would like an order of service, these can be found on the main St Mary's website: www.stmarysshortlands.org.uk



If the video seems to be stuck, try clicking on pause/play button on the left hand side.

If the volume isn't right, you can adjust it using the volume control on the right hand side of the screen.

You may see an invitation to start a "Watch Party": clicking on this will invite your Facebook network to watch the video with you. You don't need to do this to watch the video.

Sorting out common problems

If the sound is too quiet... there are a few things you can try:

- Try plugging your device into the power socket, rather than using the battery.
- Try connecting your device to a loudspeaker, or plugging in headphones (sometimes the inbuilt speaker isn't loud enough).
- Try a different computer, smartphone or tablet (sometimes different devices have better loudspeakers).

If the screen locks up or / freezes...

- Wait for a few seconds – sometimes it is a temporary interruption
- If that doesn't work, reload (or "refresh") the page
- If you still have problems, check that you are using a strong internet connection. Weaker connections (especially "Wifi" systems) sometimes aren't fast enough.
- Sometimes switching to a different device (if you have an alternative) will give a more reliable signal.

If you are watching the wrong service...

- If you were expecting to see a live service but the video you are watching seems to be the wrong one, it could be because the live service hasn't started yet.
- Go back to the main St Mary's website and start again. Reloading the pages should bring up new videos when a broadcast starts. Make sure you choose the first video at the top left-hand side of the screen.

If it still doesn't work...

- Please let us know! We will be happy to help.

It is also very helpful to know when there are problems so we can improve the system.