

How to watch St Mary's services online (without a Facebook account)

Step 1: Go to the St Mary's website www.stmarysshortlands.org.uk

You should see this "homepage" screen (*the main picture will change from time to time*).



The Parish Church of
St.Mary Shortlands THE CHURCH OF ENGLAND

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Light through the east windows

Welcome to St Mary's Shortlands

Message from Revd. Gary Best

At this time we are in the middle of one of the greatest crises experienced in modern times: the spread of coronavirus. It is my aim that, through this website, you can be kept up to date with all the latest news affecting life here at St Mary's, and you can find links to other relevant sites.

Our worship of God and our care for each other continue here at St Mary's and whilst we cannot be together in person we are still able to join together in prayer and worship.

Holy week update from Revd Gary Best [here](#)

Live streaming of services will take place each day:

Morning Prayer: Monday - Saturday 9am

Eucharist: Sunday 10.30am

To access our live services and recordings of our most recent services, please click [here](#).

You can find an order of service for Morning Prayer [here](#).

You can find an order of service for the Sunday Eucharist [here](#).

Visit our [Coronavirus page](#) for more information on how to do this and other information about our response to Coronavirus.

Step 2:

Now, using your mouse/pointer, click the link **indicated by the RED arrow** to be taken to the page with our live videos.

If you would like an order of service, click the links **indicated by the BLUE arrow** to find orders of service for Morning Prayer or for the Eucharist.

The screenshot shows a webpage titled "Welcome to St Mary's Shortlands". It contains a message from Revd. Gary Best, followed by information about live streaming services. A red arrow points to a "here" link in the sentence "please click here." and a blue arrow points to a "here" link in the sentence "You can find an order of service for the Sunday Eucharist here.".

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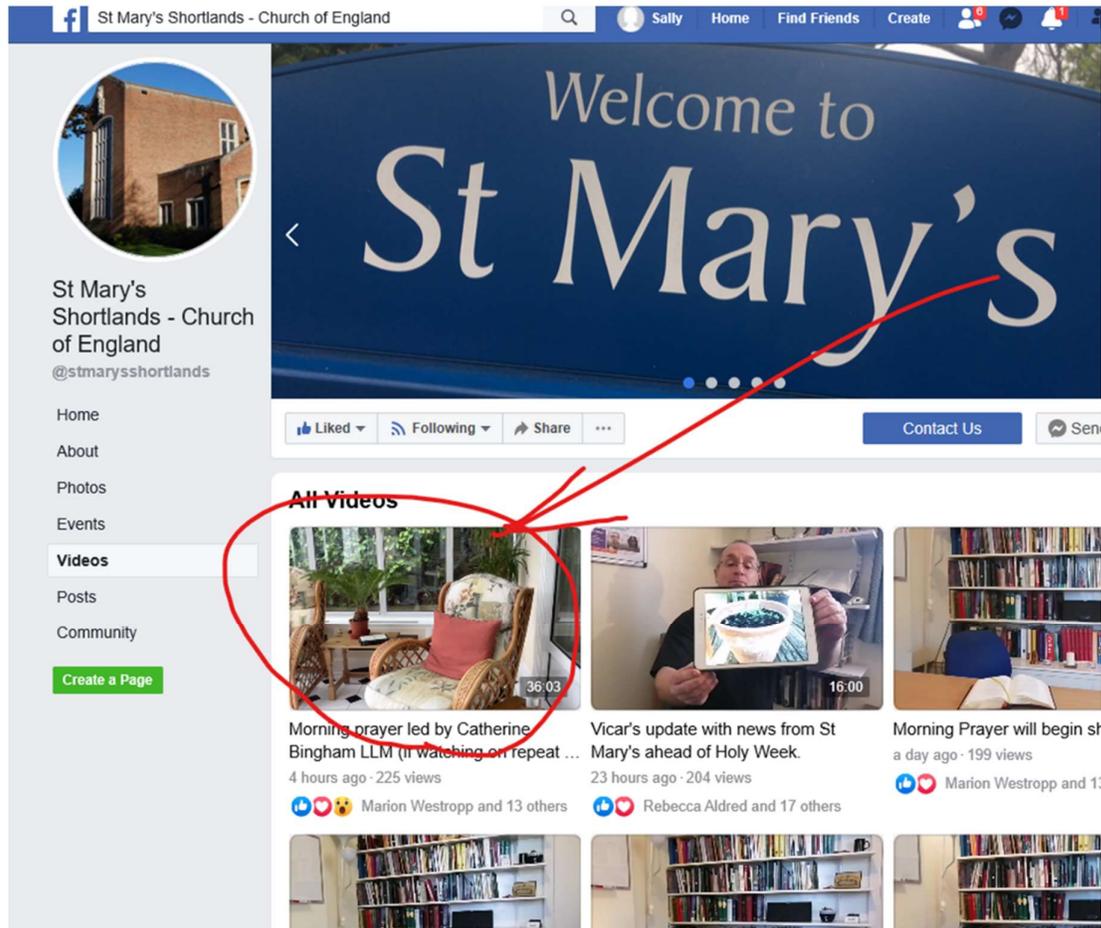
Visit our [Coronavirus page](#) for more information on how to do this and other information about the virus.

If you are aware of anyone within our community who may be in self-isolation, unwell or alone, please contact the church office.

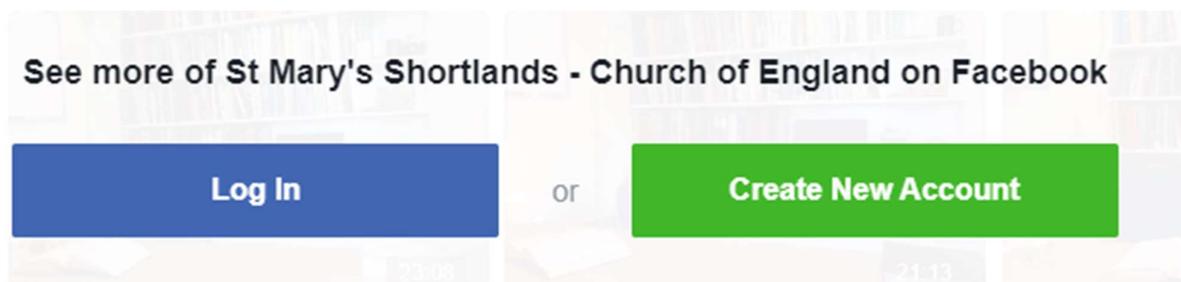
The instructions on the screen shown may change slightly from time to time (for example, if we are advertising a special update or service).

Step 3: You should now see the page below (the big picture at the top may change from time to time).

To choose the service playing live, or the most recent service, use your mouse / pointer to click on the video on the top left hand side of the screen. On mobiles or tablets it might be the first video at the top of the screen.



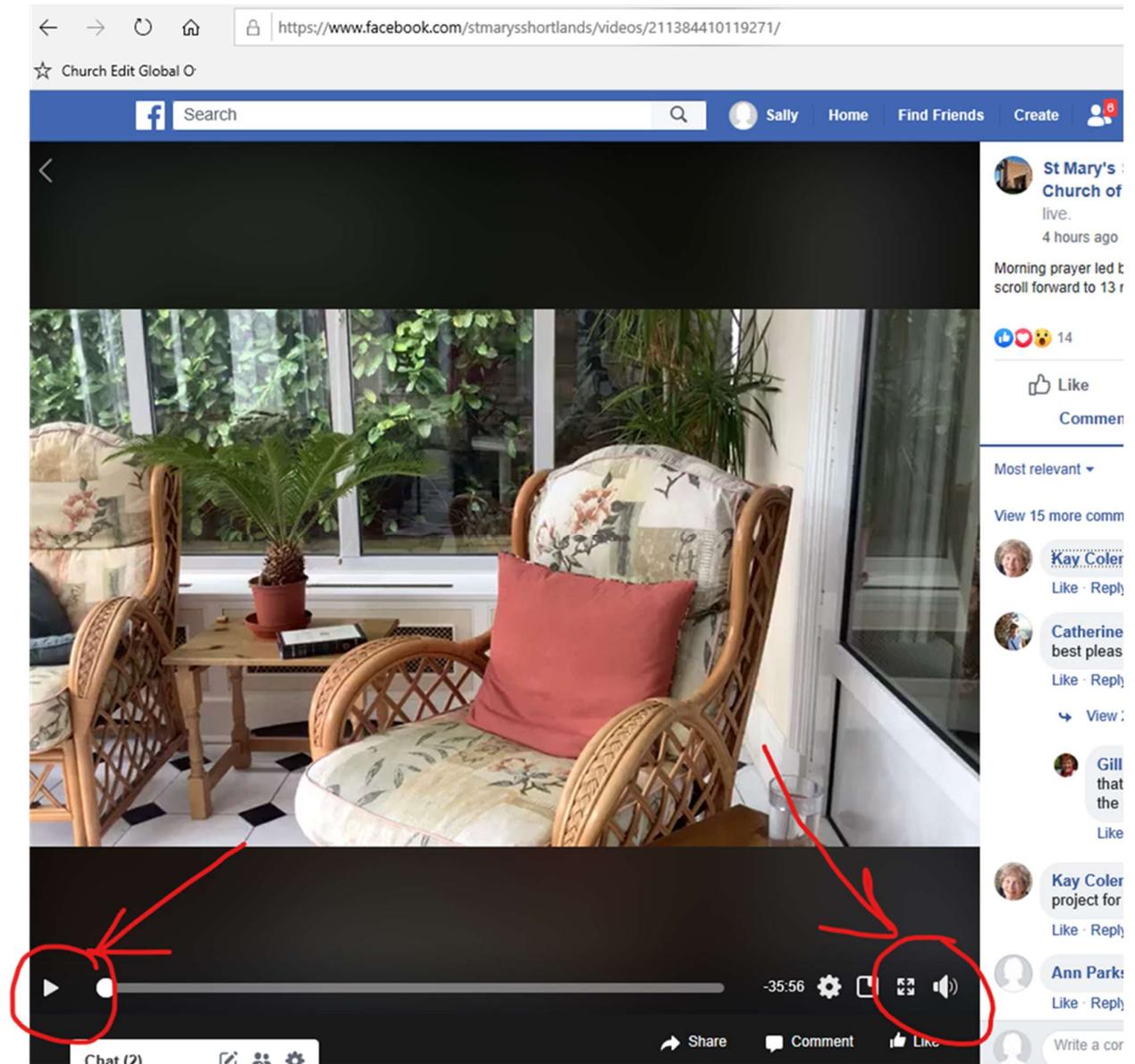
If you see a "pop-up" message like the one below – don't worry! You don't need to click on it and you can ignore it.



Step 4: You should now see a large video screen with the service.

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

If you were expecting to see a live service but the video seems to be an older one, it is probably because the live service hasn't started yet. Wait for a minute or two and then go back to step 1.



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

Sorting out common problems

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

- Try plugging your device into mains power, 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
- Next, try clicking on pause/play button on the bottom left hand side of the video.
- If that doesn't work, try reloading (“refreshing”) 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.