



# Troubleshooting Guide

We are sorry that you are experiencing technical difficulties while worshipping with us online! We want to help you get your connection running smoothly so that you can participate fully. There are several things you can do to improve your viewing experience.

## What should you try in the moment?

- Refresh the page.
- Switch browsers (see directions below).
- Disconnect and reconnect your device to the Wi-Fi network.

## 1. Tips from our provider...

You may find [this troubleshooting page](#) from our provider helpful. In addition to a list of **Common Problems and Solutions** and **Mobile Viewing** tips, they suggest and outline instructions for actions that you can take to improve your connection.

## 2. Try a new browser...

The browser that you use to access our site—and the livestream in particular—can make a big difference. For example, you may experience issues with our site if you are accessing it via Internet Explorer. *Alternate Browsers:*

- Chrome
- Firefox
- Safari

## 3. Help us help you!

By filling out our [technical difficulty report form](#), you provide us with information that may help us resolve the issue for you—and others—in the future. Your completion of the form is totally voluntary, but much appreciated.

## 4. Let us know in the guestbook...

If you aren't comfortable filling out the technical difficulty report form, just drop us a note in the guestbook and let us know that you were having trouble. Someone will follow up with you to help resolve the issue. Please be specific (audio issues, screen freezing, etc.).