

CHURCH ONLINE GUIDE



FINDING CHURCH ONLINE

You can access Church Online on almost any device with an internet connection – your computer, iPad, phone and even some TVs! On Sunday morning, shortly before 8.30am or 10.30am go to www.thelakes.church on your device and follow the links to **CHURCH ONLINE**. (It's worth allowing a few extra minutes the first time you do this).



WATCH

If you arrive early, you'll find a short video about what to expect. This video will be replaced by the pre-service video at 8.20am and again at 10.20am.

To make the video fill your whole screen, tap on the broken square symbol in the bottom right corner of the video:



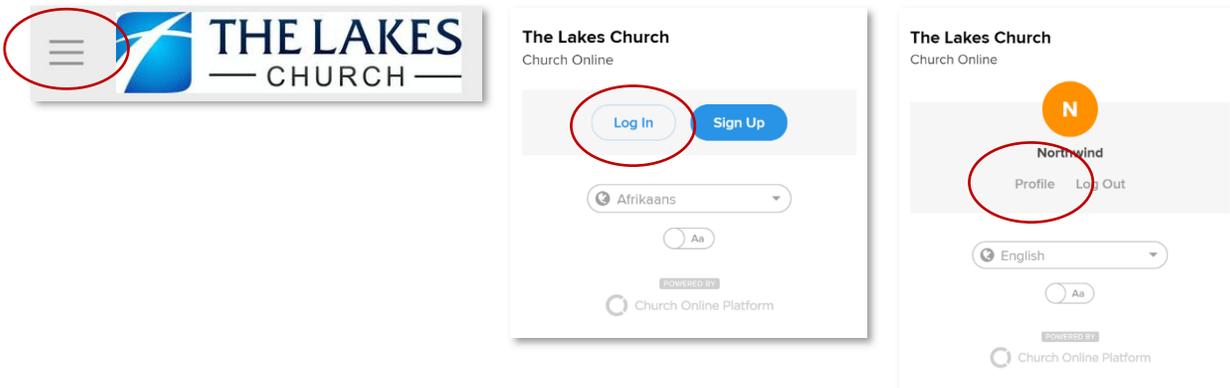
CHAT

The live chat opens 10 minutes before each service so that you can begin connecting with others.

1. **Tap on "Chat":** The chat tool is located at the bottom right of the video.

The screenshot shows the church online interface. On the left is a video player with a man speaking and text overlay: "Search me, O God, and know my heart; test me and know my anxious thoughts. Point out anything in me that offends you, and lead me along the path of everlasting life. King David in Psalm 139:23-24". On the right is a chat window with a list of messages and a bottom navigation bar. The 'CHAT' button in the navigation bar is circled in red.

2. **Create a “nickname” (just the first time):** The chat function will prompt you to enter a “nickname.” This is what other people using the chat will see when you post something. Once you have typed in your “nickname” tap the “Go!” button.
3. **Contribute to the conversation:** If you want to respond to what is happening during the service, or reply to someone in the chat, type your response in the text bar at the bottom and press enter. What you have written will then appear as part of the conversation.
4. **Be sure to use wisdom in what you share:** Many people will be reading the live conversation. If you have a personal need or concern, please use the **LIVE PRAYER** feature, or contact us through the **NEXT STEPS** page on our website.
5. **Sign up / Log in (just the first time):** You can also create a free account so that you can use the same “nickname” every week. Tap the three horizontal lines at the top left of your screen to reveal the menu. Then tap “Sign Up” (if you need to create an account) or “Log In” (if you already have an account).
6. **Add a profile picture for yourself:** After you have created a free account, you can add a profile picture that will show up next to your name when you participate in the chat. Tap the three horizontal lines at the top left of your screen to reveal the menu. Then click profile. This will give you the ability to add a profile picture.



ASK FOR PRAYER

Tap on **“LIVE PRAYER”** if you’d like someone to pray for you at any time during the service. This will create a new private chat tab where a host will join you and ask how they can pray for you.

Church Online

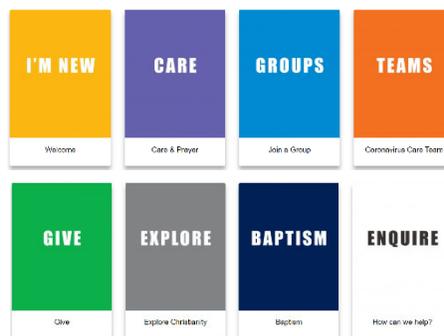
Live Prayer

AFTER THE CHURCH SERVICE

The menu at the top of the **CHURCH ONLINE** page has some helpful links that you can use anytime.



NEXT STEPS: We would love to help you take a step towards God and towards community. If you tap the word “Next Steps” at the top of the screen, you’ll be able to ask for prayer, request support, join a team, explore faith and even take a step towards baptism.



GIVE: The Lakes Church relies on the generous donations of the people who call our church ‘home.’ Tap on the word “Give” at the top of the screen and a new tab will open to allow you to give securely online. Thank you for your generous offering towards God’s work through our church!

KIDS: We have a dedicated YouTube channel with new videos each week just for kids. These videos from our Lakes Kids team will help your kids learn, grow in their faith and have fun too. To access the channel, tap the word “Kids” at the top of the **CHURCH ONLINE** page.

VIDEO ARCHIVE: You can catch up on any church services you’ve missed, or revisit any of our previous messages on our church YouTube channel. Just tap the words “Video Archive” at the top of the page.

FACEBOOK PAGE: We post regular updates and encouraging messages on our Facebook Page. You can access our page and “Like” it (to continue to receive updates) by tapping the words “Facebook Page” at the top of the page and then tapping the “Like” button. On our page you’ll also find links to our two Facebook Groups where you can interact with each other. “**The Lakes Community Group**” is for everyone and “**The Lakes Kids & Families**” is specifically for families with school-aged children.



TROUBLESHOOTING

WEBSITE NOT WORKING

1. Try going directly to the **CHURCH ONLINE** page, <http://thelakes.online.church>
2. Try going to the **CHURCH ONLINE** page in another browser on your device (i.e. Google Chrome or Mozilla Firefox). If you don't already have these installed on your device, you can find out more information on how to install them here:

Google Chrome: <https://www.google.com/chrome/>
 Mozilla Firefox: <https://www.mozilla.org/en-US/firefox/new/>



CAN'T SEE THE CHAT/SEEING AN OLD VIDEO/OR SEEING NO VIDEO AT ALL

First of all, make sure you are on the **CHURCH ONLINE** page during a service time as mentioned above. Then try refreshing the page in your web browser. To do this tap the "Control" and "R" keys at the same time (PC), the "Command" and "R" keys at the same time (Mac), or tap the circular refresh symbol (↻) at the top of your browser window (mobile).



CAN'T HEAR VERY WELL

1. Ensure the church service video is not muted by tapping on the video itself (there may be a white button on the video that says "Tap to Unmute").
2. Ensure the volume in the video is turned up. You can adjust the volume within the video by tapping on the volume bars symbol (🔊) in the bottom right of the video.
3. Ensure the volume on your device is turned up and unmuted.



IS THE VIDEO GRAINY OR LAGGING?

Check the quality of your video by clicking on the gear symbol (⚙️) in the bottom right of the video. The higher number in the quality setting equals a higher quality video, but also requires a faster internet speed. Lowering the video quality can sometimes give you a better viewing experience. If that doesn't help, check that other people or other devices in your house aren't using the internet at the same time to do something that requires a lot of bandwidth (e.g. downloading large files or watching videos).



YOUR DEVICE TELLS THE WRONG TIME

Check the time is correct on the device you are watching on. The service starts at 8:30am or 10:30am AEST according to the clock on the device you're watching from. So, if your clock is slightly out you may be ahead or behind in the service video compared to others in the chat. If your clock is out by a large amount you may miss part of the service (e.g. if you join the service at 8:30am but your clock says 8:40am it might skip the first ten minutes of the service).