



## ***Celebration of Hope* Virtual Event Frequently Asked Questions**

To watch *Celebration* go to [exodusworldservice.org/hope](https://exodusworldservice.org/hope) from your laptop, tablet, phone, TV or any device.

Thursday, April 7

Pre-event slideshow begins at 6:45 pm CDT

Program begins at 7:00 pm CDT

### **What time should I start watching?**

We recommend you get comfortable and go to [exodusworldservice.org/hope](https://exodusworldservice.org/hope) at 6:45 pm CDT. Don't forget to connect to wi-fi and charge your device earlier in the day!

### **Can I watch it from my computer?**

Computer, tablet, phone—you can watch from any device! Just go to [exodusworldservice.org/hope](https://exodusworldservice.org/hope). (For info on how to watch it on your TV, go to the next page!)

### **What if it's not working?**

We hope you won't have any trouble! If you do, here are a few ways to troubleshoot.

1. Did you click the triangular play button on your screen? Push play to start the show at 6:45 pm CDT or later.
2. Make sure your wi-fi is working by checking the settings on your computer or router.
3. Try refreshing your browser window.
4. If one device, like a phone, isn't working, try another, like your laptop.
5. If the streaming link isn't working, join the event on the [Exodus World Service YouTube channel](#).

### **What if I can't hear it?**

1. Make sure the volume on your device isn't muted and is turned up.
2. Check the volume control on the YouTube video itself and ensure it's turned up.
3. If you're watching on a television, see "How do I watch it on my TV?" (below).

### **How do I make the video screen bigger?**

Just click on the "Full Screen" button on the bottom right of the video player to enlarge it.



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### **How do I watch it on my TV?**

There are a few steps to enjoying *Celebration* on the big screen. (If you have a Smart TV or streaming device, skip to #6 below.)

1. Connect your TV to your computer with an HDMI cable. To do this, your laptop and TV need HDMI capability. After connecting the laptop to your television, select the correct input on your television to show your laptop on the TV (usually an HDMI input).
2. Next, test the audio. After a successful setup, you should be able to hear your laptop audio coming from your TV. Make sure the volume is up on both the laptop and TV.
3. If after connecting the laptop to your TV you cannot hear your laptop audio from your TV, then open your audio settings/preferences and change the audio source to your TV.
4. After you have successfully connected your laptop to your television, click the streaming link in the email you used to register on your laptop.
5. If you cannot find the email for any reason, just navigate to [exodusworldservice.org/hope](https://exodusworldservice.org/hope) and you can access *Celebration of Hope* from there.
6. If you have any trouble with the link, or if you want to watch from a Smart TV or television streaming device (Chromecast, Roku, AppleTV, etc.), you can enjoy *Celebration* from the [Exodus World Service YouTube channel](#). Those with a Smart TV will not need an HDMI cord connection and should be able to watch directly from YouTube.

### **Will I be able to watch the program after the event is over?**

Yes! After the program ends, you can return to [exodusworldservice.org/hope](https://exodusworldservice.org/hope) to view the replay.

### **How do I make a gift?**

Thank you for asking! There are three ways to give:

1. You can give online at [exodusworldservice.org/give](https://exodusworldservice.org/give) or by clicking the "Give Now" button on screen during the event.
2. You can text COH2022 to 44321.
3. You can mail a check to Exodus World Service, P.O. Box 620, Itasca, IL 60143-0620.

**Thank you for your partnership!**