

Having trouble watching church online?  
Here are some FAQ's that may help!

## **Watching On: CHURCH ONLINE PLATFORM (CHOP)**

Go to: <https://elmhurstcrc.online.church/>

### **The video keeps pausing or I see a loading icon but no video**

1. Try refreshing your page. (tap the circular arrow at the top of your screen)
2. Try a speed test! Visit <https://www.speedtest.net/> and tap GO! Speeds under 10 MBPS will likely cause choppy video. If that's the case, try moving closer to your router at home or call your internet service provider for help!

### **I see video but don't hear any sound**

1. Tap on the button on the bottom of the video that says "tap to unmute".
2. If you still don't hear audio, check to make sure speakers are on and that your volume is up on your device.
3. Check to make sure the volume is up on the video itself. The sound settings are located in the bottom bar of the video player.
4. If you're still having trouble, unplug any external audio device (headphones, speakers, etc...) and test using your built-in speakers.

### **Service started already but I only see a looping video intro**

- Try refreshing your page. (tap the circular arrow at the top of your screen)

## **Watching on: SMART TV, CHROMECAST, APPLE TV, ROKU**

### **I have a Roku, Apple TV, Fire TV Stick, or Chrome Cast. How do I watch service on there?**

1. Navigate to the App Store on your device and download the YouTube app.
2. Search for [Elmhurst CRC](https://elmhurstcrc.online.church/) and click on our live service. Service goes live 5 minutes before start time!

Helpful hint: a lot of people like to have the chat open on their phone or laptop while watching the service on TV to participate in the chat. To do so go to <https://elmhurstcrc.online.church/> on your phone

## Watching on: YOUTUBE

### Are you streaming services on YouTube?

- Yes! tap [here](#) to get to our channel.

### I'm watching on YouTube but I don't see live video.

- The stream will go live 5 minutes before service starts. If you see a countdown, Hang tight, service is about to start! If you don't, try refreshing your page.

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3. If you're still having trouble, unplug any external audio device (headphones, speakers, etc...) and test using your built-in speakers.

### I can't see messages in the chat like everyone else can!

- While there is some conversation happening in the chat section on YouTube, the majority of interaction is happening on our website. Tap [here](#) to jump into the conversation!

## Watching on: FACEBOOK

### How do I find service on Facebook?

- Tap [here](#) to go to our Facebook page!

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### **I can't see messages in the chat like everyone else can!**

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## **Troubleshooting the Chat**

### **I don't see the chat! What is that?**

1. First make sure you're watching on our church online platform! Head to [elmhurstcrc.online.church](http://elmhurstcrc.online.church) if you're not there already. Most of the conversation happens there.
2. Check to see if your video is fullscreen. If it's fullscreen, you won't see the chat features.
3. If you're still not seeing the chat, try refreshing your page.

## **Watching on Demand**

### **I missed service. Can I see it after the fact?**

- Absolutely! We archive our services to watch anytime on our YouTube channel. Tap [here](#) to watch!

### **When are service replays posted?**

- Usually the Sunday morning main service is online to replay by Monday morning!