Technical Support FAQs

Sometimes technology just doesn't want to cooperate. If you're currently experiencing any technical issues at Shepherd Church Live, check out the FAQs below for some basic troubleshooting tips.

What should my first response be to any technical issue?

Three great first steps to resolve any tech issue are: 1) Refresh the page, 2) Double-check your internet connection, and 3) Try using a different web browser. Nine times out of ten, one of those steps will do the trick!

What does "refreshing" a page mean and how do I do it?

To "refresh" a web page simply means to load it again. You can do this by pressing the F5 button on your keyboard or by clicking the ⟳ symbol at the top of the screen.

How do I download a different web browser?

Click these links and follow the accompanying directions to download Chrome, Firefox, or Opera.
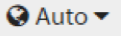
What's a good way to prevent most tech issues from occurring in the first place?

Make sure your web browser, Flash Player, and Java are all up to date prior to serving. You can verify that you have the latest version of your preferred browser using these links: Internet Explorer, Chrome, Safari, Firefox, & Opera. Click here to check Flash Player and here to check Java.

What do I do if the video suddenly stops playing?

If the video stops, refresh the page (see above). In some browsers, you may also need to click inside the video player to restart the video.

My chat window is now in another language. How can I change it back to English?

Click 🌐 Auto ▾ at the top of the chat window—this will default the chat to the language you're currently using in your messages. Refresh if needed (see above).

I've run out of questions, and I still need an answer.

Oh no! We want this to be a great experience for everyone. Reach out to the "HOST" in the chat and we'll do our best to get the problem resolved. Thank you!