



JOHN PAUL II Healing Center
Transformation in the Heart of the Church

Virtual Conference FAQs

- **Do I need to attend another John Paul II Healing Center event before registering for this virtual conference?**
 - No. Whether you've attended one of our events before (either virtually or in-person) or if this is your first time with us, this event can be experienced on its own.
- **Am I able to submit multiple registrations at once?**
 - No, you have to register one at a time. However, please note: **registration for Unveiled is priced per couple.** *When registering for Unveiled, please include both spouses' first names in the "First Name" field.*
- **When will I received login instructions?**
 - When a virtual attendee registration is complete (paid for) you will receive an email with access instructions. Please check your junk folder if you do not see the email in your inbox.
- **What time zone are the livestreamed sessions shown in?**
 - The livestreamed sessions will be shown according to the event's physical location's time zone. For an event in Tallahassee, FL, the livestream start and end times will be Eastern Time.
- **How can I be sure that my computer will be compatible to watch the livestreamed sessions?**
 - You need to be logged into your virtual access page to access the livestreamed sessions with a minimum required bandwidth (download speed) of 7 mbps. In addition, we recommend using the following browsers and versions on Windows 7/later or macOS Sierra (10.12.6)/later:
Chrome 30+ (has automatic updates)
Firefox 27+ (has automatic updates)
Microsoft Edge
Safari 9+
- **Do I have to follow the schedule?**
 - No, you don't have to! While participants are provided a recommended schedule, this conference can be also experienced like a self-paced online retreat—all livestream sessions are being recorded and will remain available till Sunday at Midnight Eastern Time for participants to engage in a way that best fits their schedule.
- **If I want to share this conference with a group, can they share my login to view the videos?**
 - No. Your registration for this conference is a **Single User license** per our Terms of Use Guidelines, so each couple must register to participate in this conference and access the additional content.