



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 register multiple people?**

- No. You have to register one at a time.

- **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 streamed sessions shown?**

- The Healing the Whole Person event is in Austin, Texas - the sessions streamed live will be in the Central Time Zone.

- **How can I be sure that my computer will be compatible to watch the streamed sessions?**

- You need to be logged into your virtual access page to access the live-streamed sessions with a minimum required bandwidth (download speed) is 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 live stream feeds are being recorded and are available till Sunday at Midnight Eastern Time for participants to engage in a way that best fits their schedule.

- **If I want to participate in this conference with my spouse or 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 person must register individually to participate in this conference and access the additional content.