



Livestreamed Conference FAQs

- **Can I register for this livestreamed conference even if I haven't attended a John Paul II Healing Center event before?**

- Of course! This conference can be experienced on its own, whether you've attended one of our events before (either virtually or in-person) or if this is your first time with us.

- **Is there a way I attend this event partially in-person and partially via livestream?**

- Unfortunately, no. Each registration type is unique and they cannot be combined.

- **Am I able to register multiple people?**

- No. You have to register one at a time, each with a unique email address.

- **When will I receive my login instructions?**

- When your registration is complete (paid for) you will receive an email with your auto-generated password and instructions to access the livestreamed conference. *(Please check your junk folder if you do not see the email in your inbox.)* **IMPORTANT: Please double check that your email address is typed in correctly before completing your registration, since it is the key to accessing the private conference access page!**

- **What time zone are the streamed sessions shown?**

- This event is in Lafayette, LA - the livestreamed sessions will be shown in Central Time.

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

- You need to be logged into your private conference 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 livestreamed sessions are being recorded and are available until **Monday December 21 at 5PM Eastern Time** for participants to engage in a way that best fits their schedule. **Access to the private conference access page expires Monday December 21 at 5PM Eastern Time.**

- **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.