



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

Livestreamed 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, 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 Newark, OH - the sessions streamed live will be in the Eastern 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 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 February 15 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 February 15 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.