

## Helpful Guidance for Online Guests

### Internet connection

We are aware that there can be differences in people's internet connection speeds. To help ensure you maximise your internet capacity whilst you taking part as a guest in the services, we recommend:

- Try to ensure that no others are using the internet at the same time (especially high level downloads such as Netflix) and it's best to ensure no one else is watching the livestream at the same time to try and ease the strain on your Internet bandwidth
- If possible, try to use wired internet into your computer, if this isn't possible try and search for the best possible location in your home where the internet is strongest without any dips in connection speed or where your picture is 'breaking up'
- Ensure that you have no background processes running on your computer e.g. a YouTube video running in the background and close any apps not currently needed e.g. Spotify
- If you are provided a link before the broadcast takes place, you are welcome to click it before the day itself to try and check your Internet connection is suitable

### Lighting

We want to see you on camera! Ensure that you position yourself in an area of your home in which it isn't too dark and where there is natural light. It also helps to ensure you don't have your back to a patio door or window or this can create a white 'hallow' effect above your head

### Camera

Please position the camera so your whole face is in the middle. Ensure that there is no empty 'headroom' at the top and that the camera position shows everything you want to see whilst on air!

### Sound

When speaking, please ensure you're not too distant from your microphone or otherwise it will be too difficult to hear you. If you are using an external webcam, ensure that the microphone is pointing directly to you. Ensure that there is nothing noisy going in the background i.e. a Hoover or a background sound of a TV. Try to keep children's voices to a minimum, if possible located in alternative room well away from where you are taking part in the broadcast.

**Finally, thank you so much for being part of the broadcast!**

**If you have any questions, don't hesitate to email [communications@exeter.anglican.org](mailto:communications@exeter.anglican.org)**

*With thanks to Rediscover Church in Exeter for producing these guidelines*