Pre-Session Checklist

Please follow these guidelines to have the best Online Session experience. We've tried and tested, but when we go "live" there's always a risk that things won't go as planned. Some sessions will be recorded so they can be viewed again if you experience glitches or technical difficulties.

If little tech gremlins decide to get feisty, please hang in there with us. We WILL get it resolved. Please understand that because we're trying our best to get rid of those gremlins, we may not be able to let you know what's going on.

1. **Keep Your Session Link Handy** — Use the link provided in the confirmation email you receive from us.
2. **Refresh or Re-Join** — If you can't see or hear us, or you get bounced from the Session for any reason, you will want to refresh your screen.
3. **While most any browser works**, we recommend Google Chrome as your Internet browser.
4. **Your Internet Connection** — This technology works on almost any device that is connected via a high speed Internet connection (including smart phones & tablets) but connections are most stable on a device with an ethernet connection (not a wireless connection.)
5. **If you attend the Session on a wireless connection**, you may experience some buffering and pixelation issues or see fuzzy or blurry video, especially in the first few minutes or if you have other apps running at the same time.
6. **Streaming video is very demanding on your Internet connection.** Try to encourage family members on the same connection to refrain from downloading large files or streaming video (this includes Netflix or Xbox live) during the duration of the Session. This will greatly improve your picture and audio quality.
7. **Close Other Programs** — Close down all software, apps and browser tabs on your device, except what you are using to view the Session—this will ensure you don't have any hardware or software conflicts that could bounce you off the Session; plus, that frees up as many of your machine/device's resources as possible for the best viewing experience. Some programs that can impact the quality of your picture are things that sync in the background, like Dropbox, Google Drive or Evernote. For best results turn them off until the Session is over.
8. **Attendee Control Panel** — During most Sessions, you will have a control panel, which allows you to chat, refresh the Session if there is an issue, and mute the chat.