

## Virtual Men's Summit FAQ

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### **Q: What is the virtual Men's Summit?**

A: The Virtual Men's Summit is a pre-recorded and produced video experience featuring the same keynote speakers and worship team that will be at this year's in-person event. As a bonus, we are also including 4 video breakout sessions led by our Urbancrest staff pastors!

### **Q: How do I watch the virtual Men's Summit?**

A: Once you purchase a license, you'll be sent a link as part of your Eventbrite confirmation email. That link will take you to a webpage where you'll be able to watch each session on-demand right in the web browser on any device, or download to play using your favorite presentation software (such as ProPresenter). Videos will be optimized for fast, high-quality playback on any device!

### **Q: When can I download/watch the event?**

A: On Friday, January 29, at 12:00 PM, the webpage (to the link that you were sent) will go "live". You'll be able to immediately watch each session's videos on-demand or download them for playback on another device.

### **Q: I'm hosting a virtual Men's Summit event at my church. How do you recommend that we watch?**

A: If you're hosting an event at your church, we recommend that you download the videos ahead of time (starting at 12:00 PM, Friday, January 29), and load each video as separate "cues/slides" in your favorite presentation software, such as ProPresenter or Powerpoint. For the best-possible experience, save the videos to an external solid-state drive (SSD), then load them into your presentation software from there. If you're using ProPresenter on an older computer, be sure to activate single-buffer rendering for optimum performance.

### **Q: Who do I contact for technical support?**

A: For technical support, please contact us via email at [it@urbancrest.org](mailto:it@urbancrest.org) with your name, phone number, and a brief description of what you need assistance with. We will respond as quickly as possible!