

Church Online, Our Journey:

Platforms:

Canva

Free content designing platform. This platform allows you to create promotional flyers, sermon slides, and more.

Church Online

Free online church hosting site provided by life.church. This site allows you to stream your video live or “live” simulcast, chat with members, PM individuals, request prayer, join a 1-1 prayer conversation, etc.

Planning Center

Paid online scheduling and worship planning application to keep your staff and volunteers connected.

WeChat

Free Chinese multi-purpose messaging, social media and mobile payment app developed by Tencent. This platform allows you to create groups and send content throughout the week.

WeTransfer

Free content sharing platform. This platform allows you to transfer large files over the internet.

Wufoo

Free (limited) form builder platform. This platform allows you to create contact forms, online surveys and event registrations.

Zoom

Free (up to 40 minutes) video conferencing platform. This platform allows you to use audio, video, screen share, audio share, etc.

Steps to Starting Online Church:

1. Pray for God's grace and the Holy Spirit's guidance
2. Sign-up for Church Online
3. Sign-up for YouTube and verify your account
4. Sign-up for Zoom (Our church purchased two licensed accounts)
5. Create promo material
6. Create feedback survey
7. Recruit volunteers: See volunteer list.
8. Train volunteers: See training manuals
9. Trial run with Staff (Even if you don't have a video ready just snag one off of YouTube)
10. Trial run with volunteers
11. Promote services to members
12. Record Worship, Offering, Sermon, Emcee, Benediction, etc.
13. Splice and Edit Videos
14. Render Video (This take a lot of time depending on your computer)
15. Upload Video
16. Disseminate *Church Online* info

Sample Message:

March 1, 2020

Good morning City Church Family! Here are 5 different ways you can connect with everyone today at 9AM, 11AM & 7PM:

*1. Online live streaming (may or may not require vpn)
[<https://bicfcitychurch.churchonline.org>]*

*2. Zoom live streaming:
[<https://zoom.com.cn/j/7327556778>] + ID: 7327556778*

*3. Connect Group (small group discussion) Zoom:
[<https://zoom.com.cn/j/5853208332>] + ID: 5853208332*

*4. BICF Server:
[[https://api.bicf.org/mediabase/citychurch%2Fmp4sd%2FCity%20Church%20Connect%20%20%20%20Mar%201.mp4](https://api.bicf.org/mediabase/citychurch%2Fmp4sd%2FCity%20Church%20Connect%20%20%20Mar%201.mp4)]*

*5. Download the service:
[<https://wetransfer.com/downloads/54e5413ddf4fb75fe6ed70dd908fe46520200229201753/3a525c1523ed0151d8abcea5ebfbcf3420200229201753/f51256>]*

Streaming Provider:

In order to play your videos through Church Online you will need a streaming provider. There are several providers out there, some free, some not. If you desire to have a paid provider a simple google search will provide you with several options.

City Church chose to go with a free provider.

YouTube

Requires a VPN but has no limits on length or number of views.

Wistia

Does not require a VPN but limits the number of views.

Ministries:

Sunday Service

For Sunday Services we utilize the *Church Online* platform. Members can log on five minutes before the service starts and chat with one another.

Ideally, members would meet in homes, cafes, or other venues which allow for face to face fellowship. These locations can be dubbed Hubs/launch parties/Connect Groups/Cell Groups/etc. Due to government regulations that is increasingly difficult in Beijing, but it is happening on a much smaller scale than we would like for it to happen.

Since we are using YouTube it does require a VPN, which some of our members do not have. In order to provide church services to them we stream the service via Zoom. In order to minimize bandwidth issues a designated zoom host downloads the service beforehand and plays the video at the same time as when the service starts. Members without a VPN are encouraged to use the *Church Online* platform to take advantage of the live prayer and chat functions while using zoom to stream the service. Audio and chat are used at the beginning and the end of each service, but muted otherwise. See Zoom Streaming Manual.

Service flow:

- Countdown clock: We welcome people and encourage fellowship during this time.
- Worship Set 1: Member chat conversation during this time might include amens, hallelujahs, reposts of lyrics that are meaningful to a member, etc.
- Offering: Typically, a slide with the QR Code for giving and audio of scripture and a prayer.
- Sending and Receiving: City Church is a transient church so there are always people coming and going. This time is designated for our emcee to offer our leaving members to use the chat function to tell us how long they were in Beijing and where they will be going next. This is followed by prayer for the individual(s). Following this our emcee welcomes newcomers. Newcomers are encouraged to use the chat function to tell us where they are from, how long they plan on staying in Beijing. Lastly, everyone is encouraged to fellowship as a 2:00 countdown clock begins.
- Sermon: Typically, chat is at a minimal here. Host chat might include key elements from the sermon (proposition, points, quotes, etc.). The Admin oversees the chat during this time to ensure nothing unwholesome, or that which creates disunity, is sent.
- Worship Set 2: Chat begins to pick back up here. Hosts send messages encouraging people to receive salvation, prayer, or respond to the sermon in some way.
- Benediction: Here the pastor encourages people to either join a “connect group” (small group) or NextStop following the service. Information is given in the chat as well as details given by the pastor. Lastly, the pastor blesses the people and encourages continued community in this time of isolation.
- After Service Chat: Following the benediction music is played for roughly 10 minutes. This gives people time to chat, process things, and pray with the prayer team. Additionally, it gives our “hubsters” (welcome team) time to answer any questions guests might have or provide resources to members.

Youth

On Tuesday a short five-minute video accompanied with a PDF discussion guide is sent out to students, previewing the lesson for the coming Sunday. On Sunday, teens are encouraged to worship together with their family during either the 9:00 am or 11:00 am service. At 14:00 teens are invited to join the youth group service. City Church Youth currently utilizes the Zoom app to host these meetings. Teens can login alone or in smaller groups. One thing we have found is that this has been a time for those who have left the city to reconnect.

Youth Services usually follow this order:

1. Game (Win Lose or Draw, Trivia using the poll function, etc.)
2. Prayer
3. Bible lesson review
4. Bible discussion
5. Prayer (The chat function can be used for students to share their prayer requests)

Additionally, we currently have a middle school and high school small group. Both of which meet on Friday nights via Zoom. With the screen share function, you can share videos, Bible verses for students to read aloud, Discussion Questions, etc.

Young Adults

The young adult ministry uses Zoom for online meetings. There has been a tremendous response from this group. They do live worship (everyone mutes their mic since streaming takes place at different rates), prayer, Bible study, etc. One feature this group uses is the breakout function. This allows for deeper conversations to happen in smaller groups. Additionally, the group has even done a movie night and “shared” a meal together.

Small Groups

Most of our small groups have WeChat groups they use for discussion and prayer during the week. Once a week, when they gather for study, they use the Zoom app. These meetings look different based on the type of study the group is doing. For example, one group uses videos streaming from their screen share. One group uses the breakout function at the beginning to separate men and women for prayer and then bring everyone back in the group. One group uses pre-recorded lectures followed by discussion. Zoom has proven very versatile for the various needs of the small groups here. At first, many were reluctant to use it, but after providing some training (see Zoom manual and video) and success stories more and more groups have adopted this medium.

NextStop

NextStop is our weekly class designed to help people know more about City Church and how they can be ready to do the “Next” thing. We actually created a second *Church Online* account specifically for NextStop. The link to our NextStop is located at the top right-hand corner of our official City Church, *Church Online* site. These are video based classes with discussion interspersed throughout the meeting. Conversation takes place via the chat function. PDF’s are

provided as download. At the end of our time we try to connect them with someone who can help go deeper with them.

Prayer Team

Our prayer team is scheduled via Planning Center. Throughout the week prayer team members are sent specific things to pray for and given encouragement from God's word. On Sunday a team of 3-4 members log on *Church Online* to pray with those who request prayer. If the situation requires more than prayer they are transferred to a Pastor or other Admin who can help with the need. Any difficulties or questions from the prayer team is sent in the Host Chat function which a Pastor or Admin then addresses.

Alpha

Alpha is a video-based evangelism tool that we use to help answer the questions that people have about faith. This group utilizes the Zoom app. Online volunteer training takes place a few weeks before the series begins. Participants "share" a meal together. Each person is encouraged to bring food to the meeting and eat in front of their computer for the purpose of fellowship. Casual conversation is initiated by the Alpha Hosts. Alpha utilizes the screen share app to stream worship videos and the Alpha video. The Alpha video is paused at key moments for group discussion. If the group is large enough or the discussion is sensitive enough the breakout function can be used.

KidCity

Our Children's ministry has been parent focused up till now. Videos and PDF resources are provided in the notes section for parents to use with children following the service. Starting this Sunday, we will hold Children's services during the sermon time via Zoom.

Marriage

With this time of increased stress, it brings with it added pressures on marriages. City Church will soon start a marriage course to help husbands and wives have a marital tune-up. Our plan is to use Zoom to show the videos and then the breakout features for more private discussion between men and women.

Community:

Obviously one thing you need to consider is how to foster community during this time. We have tried to do this through our small groups. We have weekly updates with our small group leaders and encourage all of our members to get connected to a small group. If certain ministries are not able to function in the online setting, we send options for them to get involved in another ministry for the time being.

It is so easy for people to fall through the cracks at a time like this, therefore we must be vigilant about caring for all of the flock. We have additionally emphasized the availability of pastoral visits. A Pastoral Visitation form is shared during services and passed around our communities during the week.

Financial needs are a growing concern in our community. This virus is having an economic effect that trickles down to all of our members. Elders and Deacons have been in discussion on how best to surface and then meet financial needs.

One of the greatest ways to foster community is through prayer. City Church has increased its prayer ministry. We host weekly 24-hour prayer services based on a specific theme in order to pray for needs and create unity within the body.

Lastly, we have done an internal ministry health check. Nothing complicated. We rate ministries on a scale of 1-3.

1 = no ministry activity.

2 = ministry active but not meeting ministry goals and vision.

3 = ministry active and meeting or exceeding ministry goals and vision.

This gives us a framework to see where our community holes are in order to start the conversation on how to be care for that ministry leader(s) so they can care for the people God has given them.

Special Considerations:

Communion

We hold communion the first Sunday of the month. The week before the service a general message and promo flyer is sent out to members, who are then encouraged to forward that message to anyone who might be attending the Sunday service. Here is a sample message we send out:

Dear City Church family. This coming Sunday is communion Sunday. I look forward to us taking together the meal and remembering His death that brings us life. Please be prepared to partake together during the service by having bread and juice available.

We understand that during this time it may be difficult for you to obtain the types of elements that we are accustomed to use at City Church. Let us remember that the bread and juice are symbols of the substance of Christ. Search in your home for something that would be a functional substitute: crackers, sliced bread, tortilla, pita; grape juice, apple juice, even water if necessary (think of how God allowed Israel to hold Passover on a date other than its calendar date – 2 Chronicles 30).

On Sunday, when the service starts a reminder is sent in the group chat so that people can be sure to prepare the elements before communion begins. Another announcement is given by the Emcee just before the 2:00 countdown. This gives people additional time to go to their kitchen and find something they can use for communion.

Baptism

Baptisms can take place in a home or at the church with a small group of friends and family present as witnesses. This service is recorded and added to the service so that the entire body can rejoice together!

Equipment:

The equipment needed is minimal. If you have an iPhone then you can record in 4k. The only other thing you would NEED would be a good lapel mic for the sermon recording and a good room mic for worship team recordings. For the first week we created PDFs of the lyrics so people could download and sing along.

Obviously, there are many more things that help, but remember the early church didn't need ANY of those things in order to worship.

If your church has soundboards, camera, lights, mixers, faders etc., by all means avail yourself to these things. If your church has NONE of these things, DO NOT be disheartened.

Here is an example of worship taking place with minimal equipment:

<https://www.youtube.com/watch?v=3YpVypPuUxw>

Equipment we are using:

iPhone

Lapel mic

Wireless mics

Digital board

Fader and mixer

Two XLR cameras

Two light stands

Printed wooden background

Shotcut (free video editing software)

Sample Host Chat Messages:

Welcome Church Family! The purpose of this chat is for mutual encouragement and building one another up in faith. Please limit casual chatting to before and after the service. If you have a prayer request please click on "Live Prayer." If you have a question or thought that you'd like to share with a leader or desire pastoral counseling please email pastor@bief.org. So happy you're worshipping with us today!

Unable to load content? Have you pressed play on the video and are you connected to a VPN?

Having connection issues? Join us via Zoom:

<https://zoom.com.cn/j/7327556778>

Meeting ID: 732 755 6778

For those who might get distracted by the chat function, simply maximize the video. Lyrics to the songs can be found in the notes section.

At City Church we believe in the power of prayer. If you have anything we can join you in prayer about, please click the "live prayer" button below.

In the Notes section you'll find the sermon outline, small group discussion guide, and children's and youth resources. Also, there is a service survey, the giving QR code, and the lyrics for today's music.

Have a child? Kidcity resources are available in the Notes section.

Are you a teen? Youth Connect information is available in the Notes section.

Want to go deeper? Download the small group discussion guide and continue the conversation. Small Group discussion guide is available in the Notes section.

Follow us on Instagram @citychurchconnect. Share your photos from today's service experience #citychurchconnect.

If you made a decision for Christ today or would like to talk more about the hope Jesus provides, please be sure to connect with a prayer team member.

Dear Church Family: Thank you so much for joining today's service. This chat forum will remain open for another 15 minutes. At that time this window will close. But you can still request prayer anytime by using the request function. Your prayer request will be delivered via email to a member of our prayer team who will respond back to you at their earliest convenience. If you need to talk to a pastor email pastor@bicf.org. Please take some time and fill out our service survey. The QR code is provided in today's "Notes," as well as a discussion guide and children and youth ministry resources. We look forward to worshiping with you again!

If you're new to City Church and want to know more, please reach out to one of our Hubsters by clicking on "Live Prayer". Want to join a small group? Get connected to a young adult ministry? Do you have any questions about life in Beijing? Hubsters are here to help you answer all these questions and more.

Growth happens in community. You can get planted at City Church by joining or starting a small group! Small groups are friends who care for one another and help each other grow. Join or start a group by clicking [here](#).

<Name>, can you click on live prayer? Our prayer team would love to pray with you.

City Church Connect is a global community with the goal of reaching the world with the love of Christ. We worship, share a weekly message from our pastor, pray together, and most importantly, share in the great love God has for all of us.

Did you know that each of our online services here at Church Online are run by volunteers that have a heart for serving others? We'd love for you to join us! For more info, [just click here](#)

Want to learn more about City Church? [Join](#) our NextStop Class. NextStop readies you to do the NEXT thing.

What to go deeper? Join our Connect Group and continue the conversation. Next Group begins at 10:45 am.

<https://zoom.com.cn/j/7327556778>

Meeting ID: 732 755 6778

Slides

Slides are banners that are shown at the bottom of the video pane. These slides can be clickable, which enables you to send a person to a different website. Here are some slides we use and when we use them:

Join us on Zoom: At the beginning of the service for those who can not get the video to load. The link sends them to our zoom call.

Sending: At the first part of the Emcee welcome. The link sends them to a form they can fill out so we can stay connected.

Receiving: At the second part of the Emcee welcome. The link sends them to a form they can fill out so we can follow up with them.

Connect Groups: At the end of the service, during the benediction. The link sends them to the zoom call for small group discussion.

Helpline: This is specific to the coronavirus need in China. We place this periodically throughout the service so people who are in fear can connect for prayer.

Giving: At the beginning of the offering until the end. The link sends them to our giving website.

Online Survey: At the end of the service, following the benediction. The link sends them to our wufoo survey form.

Sermon Series: At the beginning and throughout the sermon. There is no link connected to this slide.

NextStop: After the benediction. The link sends them to our NextStop class.

Receive Salvation. At the end of the sermon. The link sends them to our wufoo form. Upon completion of the form a salvation video link is send to their email.

Appendix:

- **Church-online Training Manual:** How to Guide for *Church Online*
- **Host Manual:** How to Guide for Host Role (It has its own guide since it is such a major role)
- **Zoom Setup:** How to Guide for Setting Up Zoom
- **Church Online Volunteer Roles:** Simple Description of the Various Roles Need for Church Online
- **Connect Group Format:** Suggested Template for Connect Group.
- **Connect Group Leader Guidelines:** Tips for Introducing and Using Zoom for Connect Group
- **Zoom Connect Host:** How to Guide for Hosting Church Online Through Zoom
- **Connect Service Workflow:** Step by Step Workflow for Sunday Services



People are searching for answers online.

Help them find Christ.

Church Online Platform Training Manual

Version 1.0 (current draft is v0.6)

Last Updated: June 5, 2012

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Overview

Welcome to the Church Online Platform. This is a free tool to help churches across the world launch their own online ministry.

The Church Online Platform is designed to remove the barriers of technology so churches everywhere can reach the people they are uniquely equipped to reach. For most churches, a typical online experience offers pre-recorded worship music, a biblical teaching message on video including sermon notes and a slide area for graphics uploaded, along with live chat and opportunities for one-on-one prayer.

Some of the functionalities of the platform include:

Customization of your church online

You are in control of your church online environment: the look and feel, the information, the settings—it's all up to you. You can determine how you want your church online to look. You can choose a ready-made theme, tweak a theme according to your preference, or go the advanced route and provide your own custom styles. You'll simply enter your church's information, add your logo, set login requirements, provide links, determine donation settings, decide which tabs you'll use, and more.

Opportunities for people to attend your services

The Church Online Platform gives you tools to create online events for your ministry. The schedule is in your hands. You can offer one main service multiple times throughout the week or you can integrate additional experiences (like mid-week services or special events) into your schedule. Any event can be scheduled to occur one time or multiple times. Additionally, each event can be assigned different video streams, slides, and interaction

Online and Offline Modes

When a guest visits your church online website, they'll see one of two landing pages: online or offline mode. This gives your church a way to be welcoming when you're not live. Online mode appears when your service is live or just about to start and guests will experience your full church online environment. At all other times, offline mode informs guests of upcoming events. They'll see a promo video, slide area, countdown clock, a schedule of your upcoming services, an opportunity to submit a prayer request and more.

Slides

Just like some physical church services show slides on video screens, you'll be able to upload a series of slides you create for your online experience. But there's one big difference—these slides are interactive. Slides accompany the video and chat and are a way for your community to take action during the experience. Guests can answer poll questions, share the experience with their friends through social media, give to your ministry, and raise their hand in response to the teaching. Slides can also be purely

informational: presenting helpful content about your church, providing details about your pastor or the message, offering discussion prompts, and more.

One-on-One Ministry

When people request prayer, it's important to respond quickly with confidentiality. Through an automated email queue system, your prayer team is put in touch with people requesting prayer. Each new request simply goes to the next volunteer in the queue connecting them through an anonymous email (the exchange can continue after the first contact if needed). You and your team can focus on relational ministry instead of managing and dispatching incoming requests.

Intelligent Chat

Your team and guests interact through a live chat during each experience. Chat allows your community to engage with each other and with the video content as they experience it. Chat can enhance the online experience: a warm welcome, friendly chatter, answers to questions, response to the worship, reactions to the teaching, and celebration for those who give their lives to Christ. Guests who prefer to not participate in chat can watch the video full-screen or click a tab that shows them alternate content (like message notes). You'll also have tools to moderate your chat. If a guest posts inappropriate comments and doesn't respond to friendly correction, your team can mute them. They'll still be able to experience the service, but others won't see what they post in chat.

Social Connections

Your team and guests can reach out to others in their networks (and beyond) with built-in social sharing tools using Twitter and Facebook. People can give church a try right then and there.

Media Streaming

The Church Online Platform is entirely free. There's nothing to install, and there are no monthly fees. However, your church's teaching and music for your online ministry will be delivered via video so you will need a media streaming provider to deliver this content and these service providers will charge for their services. You have options when choosing an organization to stream your video but the platform works with most providers.

Mobile Devices

As our culture becomes increasingly mobile, your online ministry can reach people while they are on the go. Guests can experience your church's content from their mobile device but your streaming provider determines which features your guests can access from their device. Some mobile experiences may include video and audio only.

Globally Minded

The Church Online Platform was developed with a global perspective so your guests can experience your complete online church environment (text, links, tabs...everything) in your community's language. Localization for different languages is part of the internal structure of the platform. That means translation can happen quickly. The platform is available now in English but Spanish, Portuguese, and

Chinese are the next languages scheduled to launch. Want to see more languages available? We do too! Please contact us if you're able to help translate text.

Team

As you prepare to launch your online ministry, you'll likely be thinking about what kind of team you'll need. Some churches assign a staff member or form a volunteer team to lead the ministry, and then recruit volunteers to serve guests at each experience. You can also choose to start with a smaller team and grow along with your ministry. The administration area of the Church Online Platform allows you to create staff and volunteer roles that meet your church's needs. You determine the permissions and access for each role. Typical roles for an online experience might include: a captain who leads the volunteers for that service, chat hosts who welcome and interact with guests, a host who mutes inappropriate chat, volunteers who pray with individuals requesting prayer through one-on-one chat, and volunteers who help people with technical questions through one-on-one chat.

Questions to discuss before your team launches a church online

Church Online is not the right answer for every church. Before pursuing church online for your congregation, prayerfully consider the full scope of online ministry. Some questions to consider are:

- Are we prepared with a team who can minister to the people who engage with our online ministry?
- Do we understand that online ministry will look different than ministry at our physical location? Are we prepared to adapt or offer alternate processes, programs, and ministries?
- How will we baptize people and serve communion for those involved in an online environment?
- How will we help people who prefer to remain anonymous and avoid the kinds of relationships where accountability can occur?
- How will we meet the physical needs of our people, like hospital visits?

The Bottom Line

More important than the tools or technology you use in online church environments is your purpose for being there—connecting people to Christ and each other within a loving, supportive, and active community.

Site Setup & Administration

Terminology

Before we dive in, here are a few terms that will be used throughout this manual:

- **Content** – Customizable links in the header, footer, and extra tabs.
- **CSS** – Cascading Style Sheets. A style sheet language used for describing the presentation look and formatting of a document (primarily web page HTML or XML documents).
- **Event** – Scheduled online services that occur one time or as reoccurring events.
- **JavaScript** – Programming language that can be used to enhance web pages.
- **Media** – Graphic files that are uploaded and used when creating slides or tabs.
- **Offline Mode** – The landing page a visitor sees when an event is not in progress.
- **Online Mode** – The landing page a visitor sees when an event is “live” or in progress (or about to begin).
- **Role** – Grouped sets of user permissions that grant access to users to perform specific tasks within the system.
- **RSS Feed** – Rich Site Summary (RSS) is a format for delivering regularly changing web content (e.g., the latest news)
- **Service Provider** – an organization that provides access to the Internet.
- **Slide** – Content that utilizes media files and/or linked files that is displayed beneath the video.
- **Tab** – A customizable area that displays next to the video feed. The default tabs are Chat, Map, and Notes.



Tips & Tricks: Don't be intimidated if you don't understand all of the terminology listed above. The Church Online Platform is very robust for experienced programmers, but not all features have to be used. If you don't know what CSS, RSS or JavaScript are, or even if you've never heard of them, you can still configure the tool.

Getting Started

To get started on the Church Online platform, go to the website:

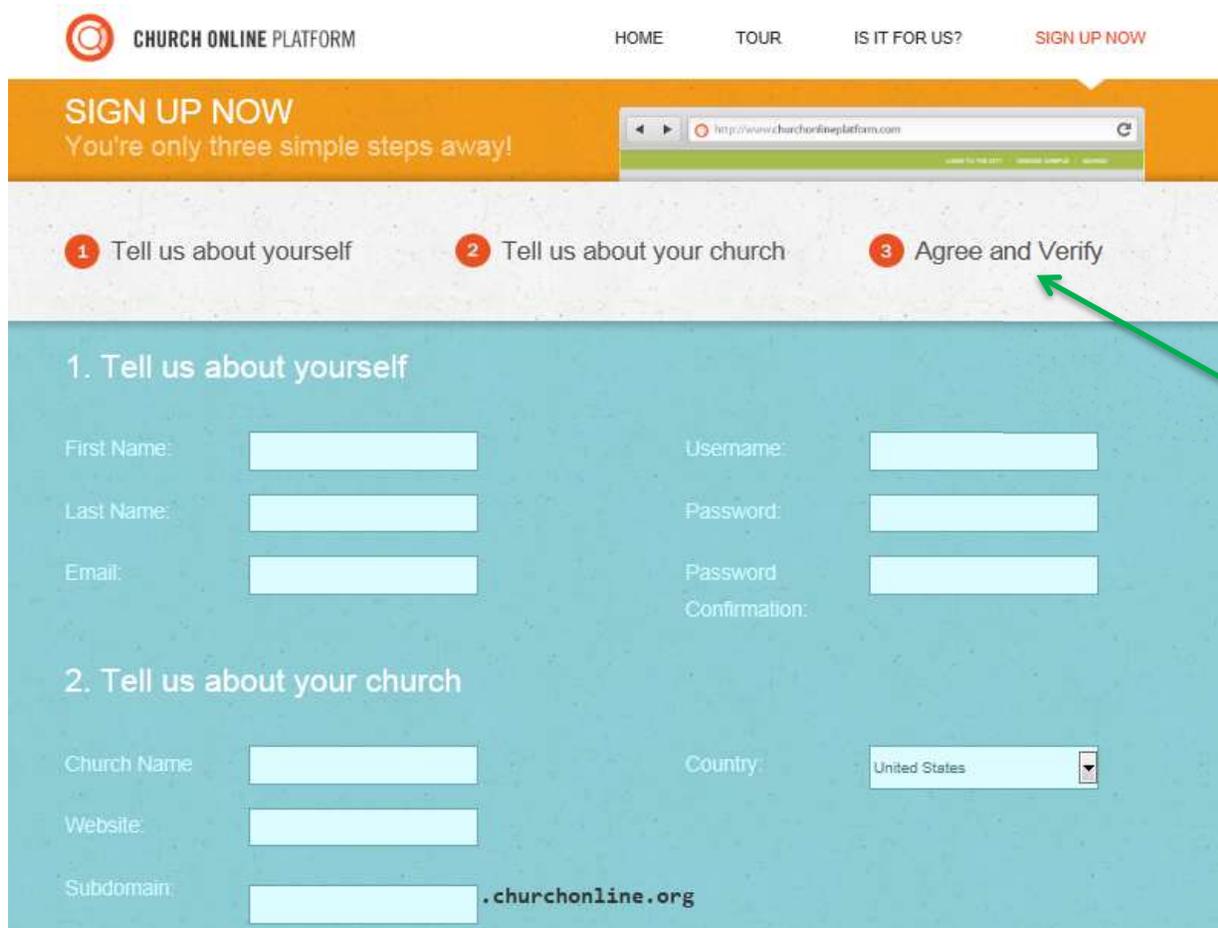
<http://churchonlineplatform.com>



The screenshot shows the Church Online Platform homepage. At the top, there is a navigation bar with the logo and links for HOME, TOUR, IS IT FOR US?, and SIGN UP NOW. A green arrow points to the SIGN UP NOW link. Below the navigation bar is a large orange banner with the text "THE GOSPEL, EVERYWHERE." and "People are searching for answers online. Help them find Christ." A green arrow points to a "GET STARTED TODAY" button in the banner. To the left of the banner is a video player showing a church service. Below the banner is a "FEATURES" section with three columns: "Online Events", "Intelligent Chat", and "Event Scheduler". The "Online Events" section includes a list of features like "Overview", "Online Events", "One-on-One Ministry", and "Customizable Environment". The "Intelligent Chat" section describes how the platform facilitates interaction with guests. The "Event Scheduler" section shows a calendar interface with a circular event card. At the bottom of the page, there is a teal banner with the text "Does Church Online seem like the perfect fit for you? What are you waiting for?" and a "FIND OUT MORE" button.

Here, you can get a more detailed overview of the platform, tour the functionality, determine if church online is right for your church and if so, you can sign up to get started. To sign up, simply click 'Sign Up Now' or the 'Get Started Today' button.

Once you click 'Sign Up Now' or the 'Get Started Today' button, you'll need to complete the short questionnaire. Enter your name (or the person who will need to be the original site administrator), email address, a Username you prefer to use and a password of your choice. You'll also need to enter your Church's name, county location, website address and the name of the subdomain you would like to use (the URL address that will be created for your church online platform). Select 'Agree and Verify' to complete the sign up process. Once complete, a member of the Church Online support staff will create your church's site and notify you once it's ready for use.



CHURCH ONLINE PLATFORM

HOME TOUR IS IT FOR US? SIGN UP NOW

SIGN UP NOW
You're only three simple steps away!

1 Tell us about yourself 2 Tell us about your church 3 Agree and Verify

1. Tell us about yourself

First Name: Username:
Last Name: Password:
Email: Password Confirmation:

2. Tell us about your church

Church Name: Country:
Website:
Subdomain: .churchonline.org

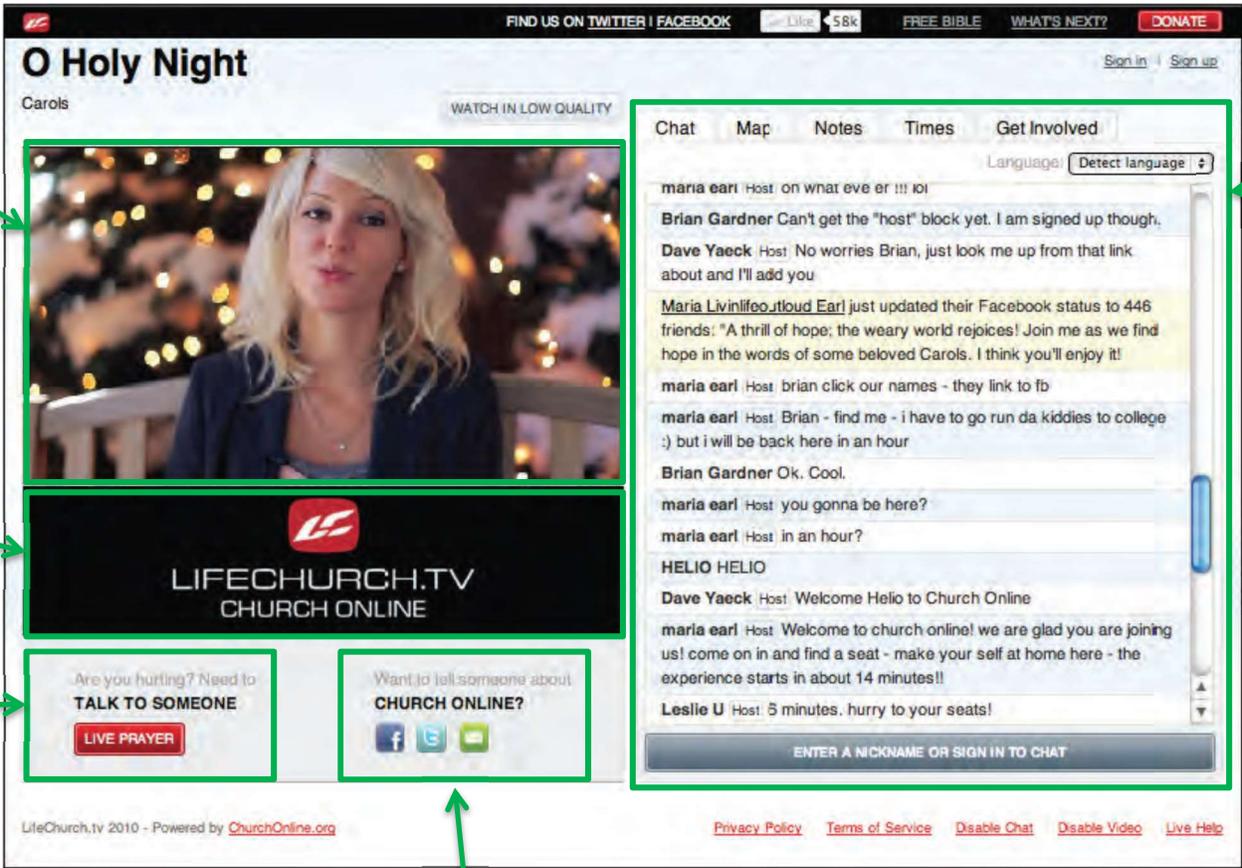
Service Provider

While there's nothing to install and no fees required to use the Church Online Platform, each church is required to use their own Service Provider to access the Internet. We are often asked if we can provide this service or recommend a service, but unfortunately, we only provide the framework and not the streaming provider. You can post a question about streaming providers in the "questions for other users" section, and some of the other users might be able to suggest a streaming provider for you. Some popular choices for churches include: Light Cast Media, 316 Networks, Livestream and Ustream.

Landing Page

Before we get into configuring your site, let's discuss the landing pages that users will see when they visit your site so you'll get a better understanding of what you are configuring. When a guest visits your church online website, they'll see one of two landing pages: online or offline mode. Online mode is how the site will look and feel during or right before a service. Offline mode is how the site will function when no event is in progress. This gives your church a way to be welcoming even when you're not live.

Online Mode:



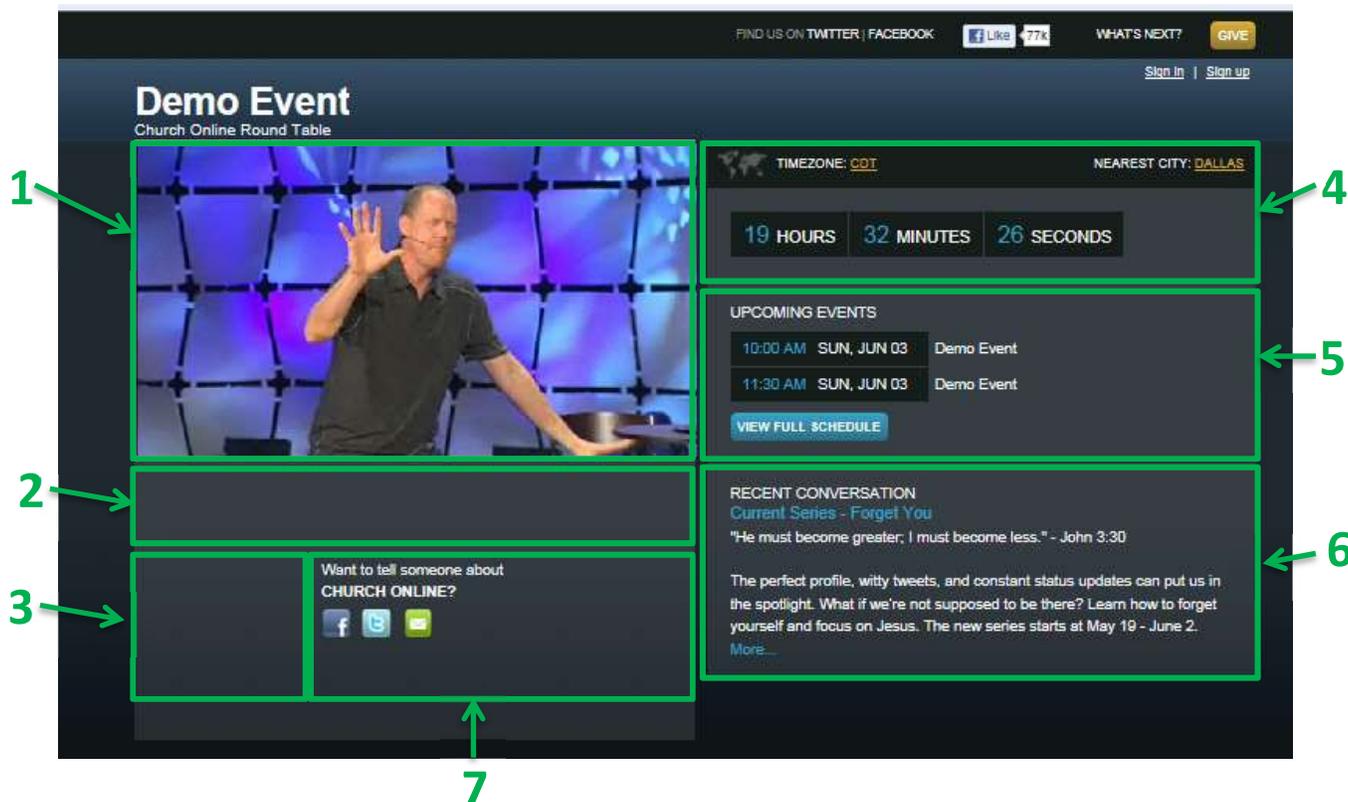
The screenshot shows the Church Online landing page for a service titled "O Holy Night". The page is divided into several sections:

- 1:** An embedded video player showing a woman singing.
- 2:** A slide area with the LifeChurch.TV logo and the text "LIFECHURCH.TV CHURCH ONLINE".
- 3:** Two buttons: "Are you hurting? Need to TALK TO SOMEONE LIVE PRAYER" and "Want to tell someone about CHURCH ONLINE?" with social media icons for Facebook, Twitter, and YouTube.
- 4:** Footer text: "LifeChurch.tv 2010 - Powered by ChurchOnline.org" and links for "Privacy Policy", "Terms of Service", "Disable Chat", "Disable Video", and "Live Help".
- 5:** A chat area with tabs for "Chat", "Map", "Notes", "Times", and "Get Involved". The chat window shows a list of messages from users like "maria earl", "Brian Gardner", "Dave Yaeck", "HELIO HELIO", and "Leslie U".

Online mode appears when your service is live or just about to start and guests will experience your full church online environment. This mode displays:

- (1) an embedded video area,
- (2) a slide area,
- (3) live prayer link,
- (4) share through social media links,
- (5) a configurable tabs area that may be used to display chat for "live chat" events, visitor map, sermon notes, or other text.

Offline Mode:



When no services are live or just about to start, offline mode informs guests of upcoming events. This mode displays:

- (1) a promo video,
- (2) a slide area,
- (3) a link to submit an offline prayer request (if enabled),
- (4) a countdown clock to the next event,
- (5) a schedule of upcoming events,
- (6) an external RSS feed display area (Rich Site Summary is a format for delivering regularly changing web content – e.g., your church’s latest news),
- (7) links to share on popular social media sites.

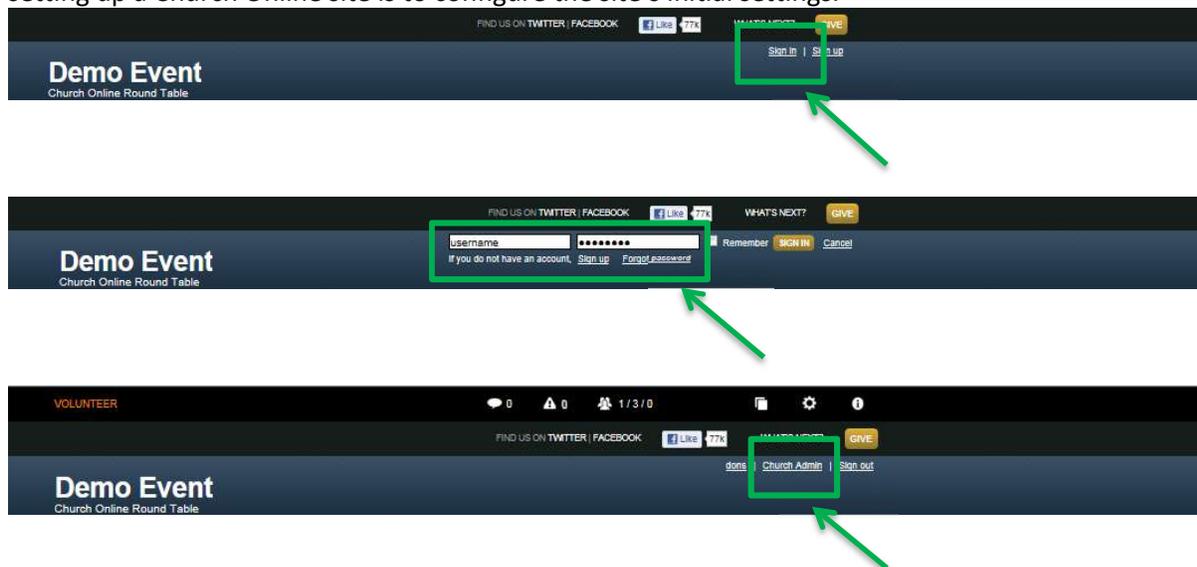
Site Administration

Once you’ve received your welcome email, you’re ready to set up your site. You are in control of your church online environment: the look and feel, the information, the settings—it’s all up to you to configure.

You’ll first need to click ‘Sign In’ and you’ll be prompted to enter your user name and password.

All volunteers and Administrators must log in to the Platform to perform the tasks associated with their roles (users simply viewing your church online will not need to log in). Once a user selects “Sign In” the Login Interface appears. After logging in, a user will be able to see navigation items and the Volunteer Bar based on their assigned role(s). This bar provides a visual summary of current activity on the site and navigation links to configuration and administration settings. We’ll come back to the Volunteer Bar later, for now we want to take a deeper look at the “Church Admin” area.

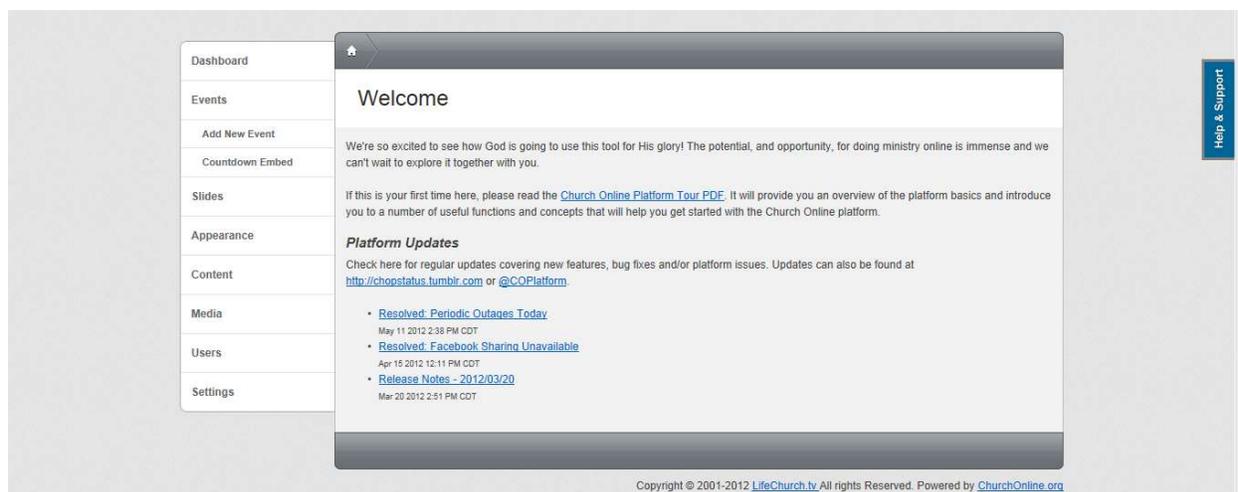
Church Online has an administrative area accessed through the “Church Admin” Link. The Church Online Administration Dashboard provides quick access to each configurable system attribute. The first step in setting up a Church Online site is to configure the site’s initial settings.



The person set up during the ‘Sign In’ process will be the original Site Administrator. The Administrator will have the privileges to set up additional administrators or volunteers.

General Settings/Church Info

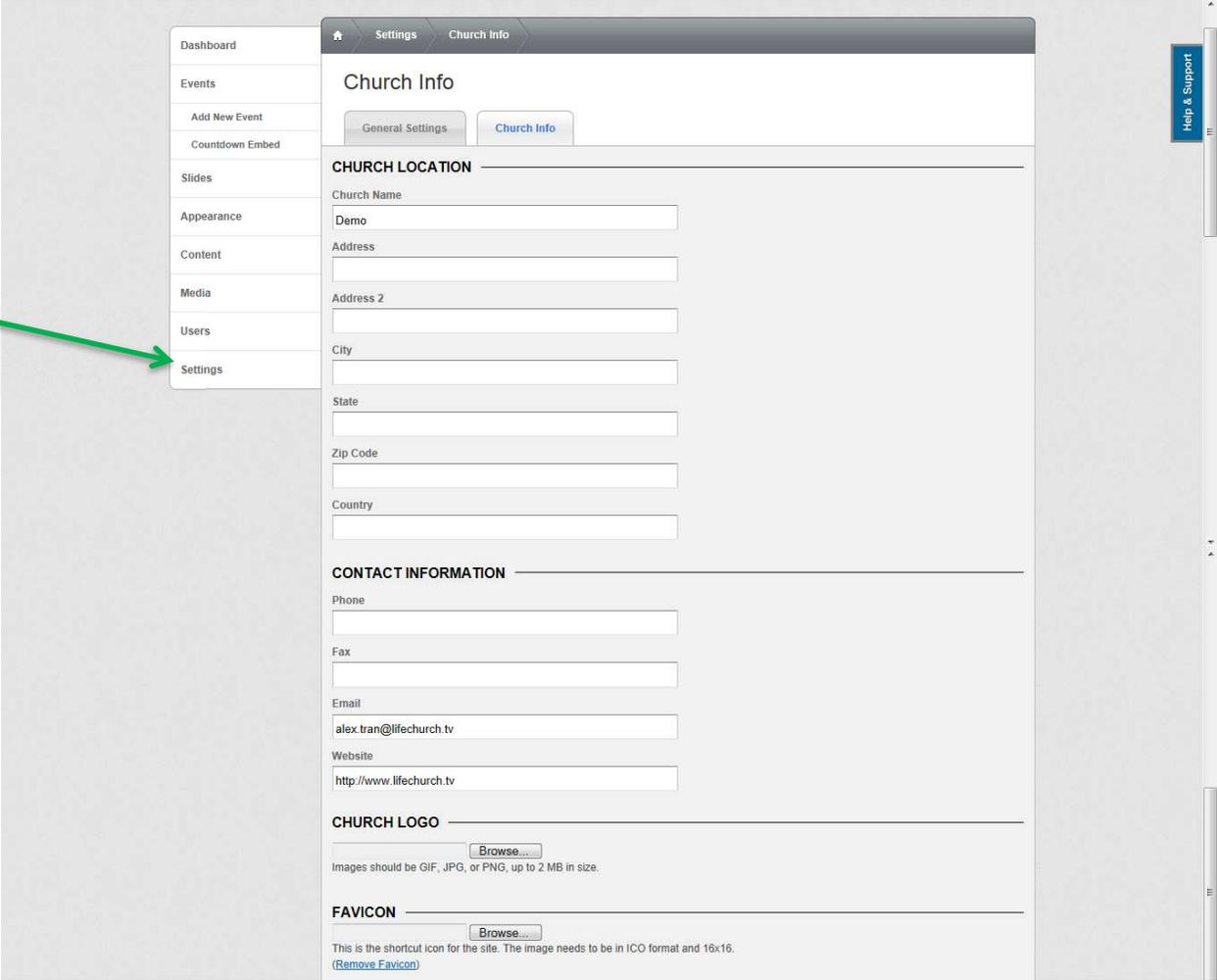
The Church Online administrative area defaults to the ‘Dashboard’ page seen below. This page includes a link to training material, recent updates to the platform, as well as a menu bar to configure the site.



Start your configuration but first clicking on the 'Settings' link.

The Settings menu contains two separate tabs:

- Church Info – This tab allows the administrator to provide:
 - Church address,
 - contact information,
 - church logo,
 - favicon (allows you to upload a shortcut icon), and
 - domain setting reminders (if you have to ask what this is, then it's probably best if you skip this feature 😊)



The screenshot shows the 'Church Info' settings page. On the left, a navigation menu includes 'Dashboard', 'Events', 'Add New Event', 'Countdown Embed', 'Slides', 'Appearance', 'Content', 'Media', 'Users', and 'Settings'. A green arrow points to the 'Settings' menu item. The main content area is titled 'Church Info' and has two tabs: 'General Settings' and 'Church Info'. The 'Church Info' tab is active and contains the following sections:

- CHURCH LOCATION**
 - Church Name: Demo
 - Address: [input field]
 - Address 2: [input field]
 - City: [input field]
 - State: [input field]
 - Zip Code: [input field]
 - Country: [input field]
- CONTACT INFORMATION**
 - Phone: [input field]
 - Fax: [input field]
 - Email: alex.tran@lifechurch.tv
 - Website: http://www.lifechurch.tv
- CHURCH LOGO**
 - [input field]
 - Images should be GIF, JPG, or PNG, up to 2 MB in size.
- FAVICON**
 - [input field]
 - This is the shortcut icon for the site. The image needs to be in ICO format and 16x16.
 - [Remove Favicon](#)

OTHER

Domain
Please be sure you update the domain's DNS records appropriately.

Using sub-domains (e.g., [online.churchdomain.com](#)):
Create a CNAME record pointing to [demo.churchonline.org](#).

Using root-level domains (e.g., [churchdomain.com](#)):
Create a CNAME record for [www](#) pointing to [demo.churchonline.org](#) and redirect the root-record to [www](#).

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- General Settings – This tab provides more detailed configuration settings, including:
 - Time Zone
 - Social Media links
 - Donation settings – just drop in a URL for giving if your church already has one set up.
 - Links to RSS, Offline Prayer, and Blog - just drop in a URL if your church already has one set up.
 - Meta Information
 - Chat Settings (how many days to keep transcripts)
 - Advanced settings (area for custom scripts and a Google Analytics ID) – JavaScript and Google Analytics can be useful, but are not required so we recommend their use only if you are familiar with these tools. Also note that JavaScript should not be enclosed in `<script>` tags.

- Dashboard
- Events
 - Add New Event
 - Countdown Embed
- Slides
- Appearance
- Content
- Media
- Users
- Settings

Settings

General Settings
Church Info

SITE CONFIGURATION

Membership

None - No login required to participate in events.
 Optional - You may register to participate in events.
 Required - You must register to participate in events.

Language

English v

SOCIAL MEDIA

Facebook Link

Twitter Username

DONATION SETTINGS

Donation Link

Open Link In

New Window
 Popup

Width x Height

x

LINKS AND URLS

RSS URL

Offline Prayer URL

Blog URL

META INFORMATION

Meta Title

Meta Description

Meta Keywords

Image for Social Media Sharing

Images should be GIF, JPG, or PNG, up to 2 MB in size.

CHAT SETTINGS

Keep Transcripts For

Days

ADVANCED SETTINGS

Custom Script

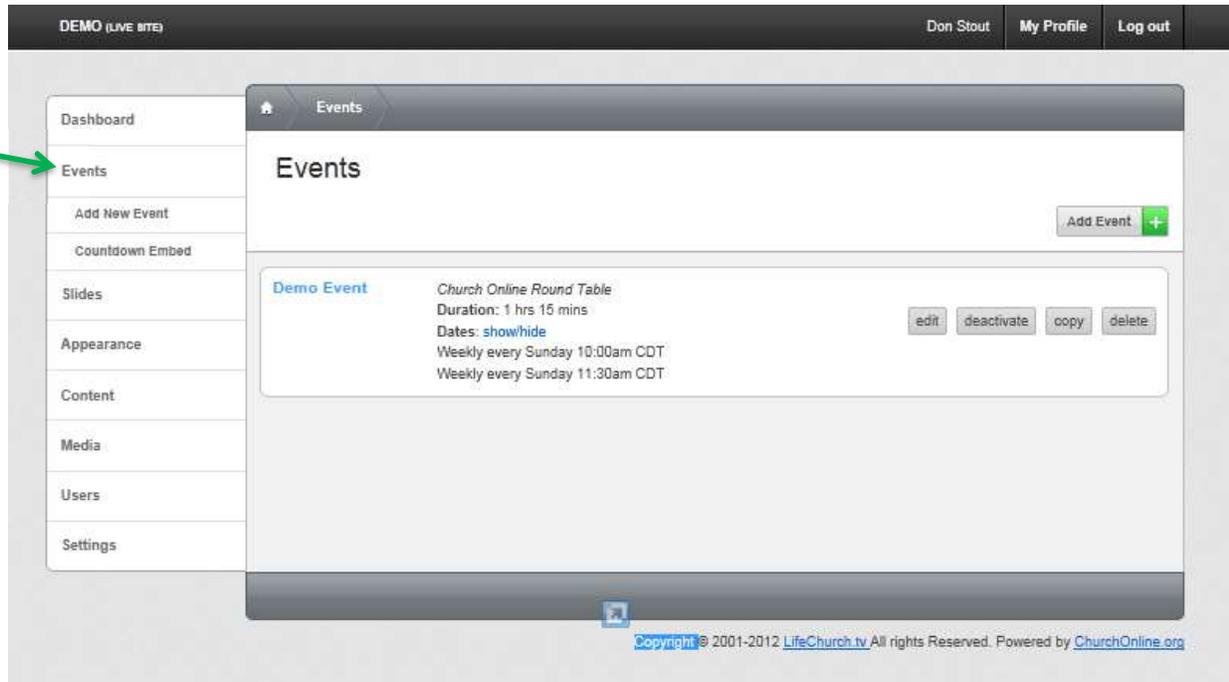
This section is used for custom JavaScript. Using invalid JavaScript in this section could break the site, so please be sure to use valid JavaScript. JavaScript should *not* be enclosed in <script> tags.

```
$(function() {
  // LAYOUT AND TEXT
  // make logo link to main website
  $(div.container > img).attr('alt', 'LifeChurch.tv').click(function() {
```

Google Analytics Site ID

Events

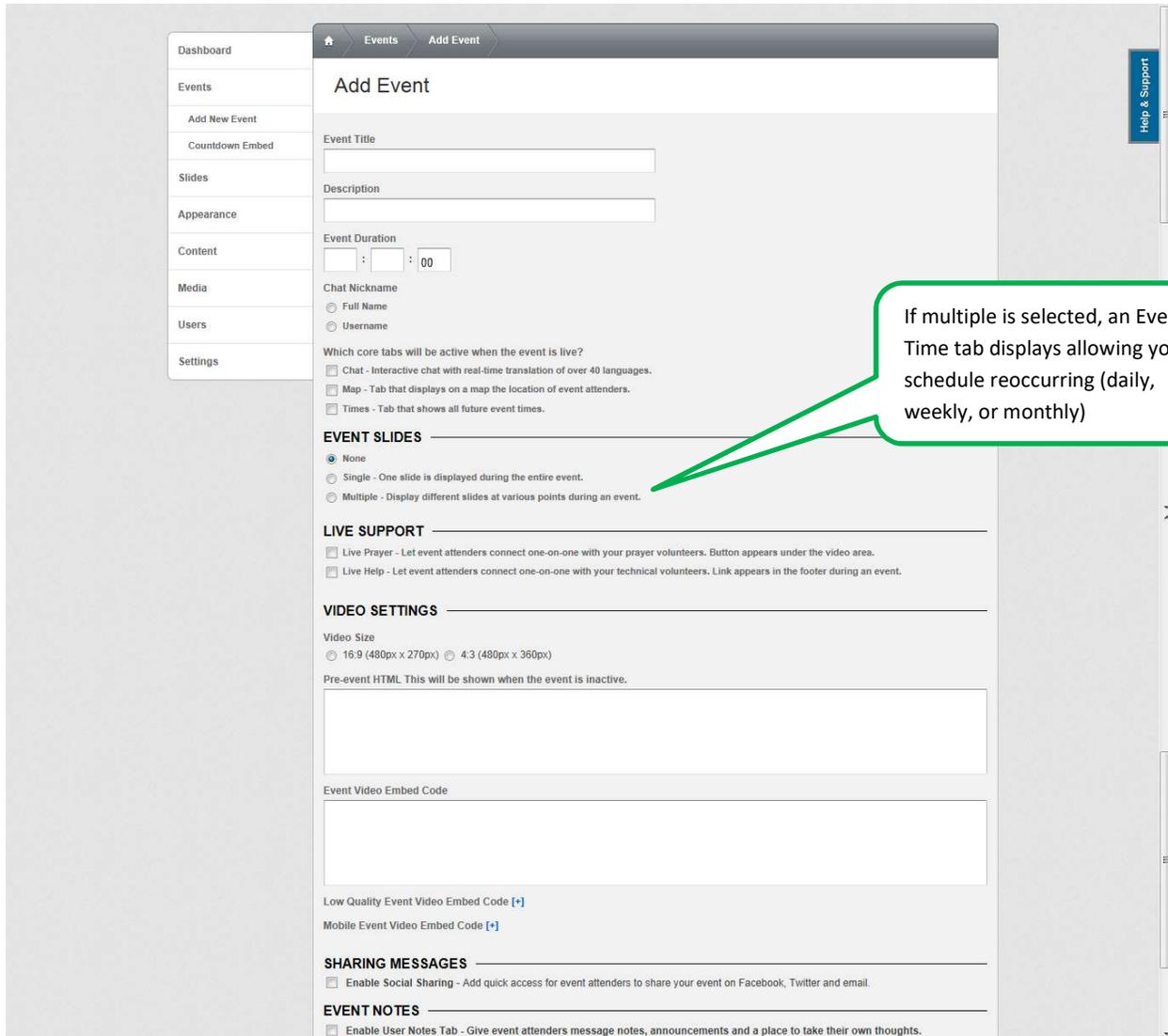
The Events menu provides an overview of existing events and enables you to edit, deactivate, copy or delete events. There are also two sub-menus: one for adding a New Event and one for the Countdown Clock CSS (Cascading Style Sheets) and JavaScript code.



Add New Event

The Adding New Event feature allows a user to add an event and configure the following options:

- Title
- Description
- Duration
- Chat Nicknames (full name or user name)
- Active Modules – Chat, Map, Times, Live Prayer, Live Help, Sharing, Notes
- Video Size
- Pre-event Display (The display prior to an event starting)
- Video Embed Link
- Low Quality Video Embed Link
- Mobile Video Embed Link



Dashboard

Events

Add New Event

Countdown Embed

Slides

Appearance

Content

Media

Users

Settings

Events Add Event

Add Event

Event Title

Description

Event Duration

Chat Nickname

Full Name

Username

Which core tabs will be active when the event is live?

Chat - Interactive chat with real-time translation of over 40 languages.

Map - Tab that displays on a map the location of event attendees.

Times - Tab that shows all future event times.

EVENT SLIDES

None

Single - One slide is displayed during the entire event.

Multiple - Display different slides at various points during an event.

LIVE SUPPORT

Live Prayer - Let event attendees connect one-on-one with your prayer volunteers. Button appears under the video area.

Live Help - Let event attendees connect one-on-one with your technical volunteers. Link appears in the footer during an event.

VIDEO SETTINGS

Video Size

16:9 (480px x 270px) 4:3 (480px x 360px)

Pre-event HTML This will be shown when the event is inactive.

Event Video Embed Code

Low Quality Event Video Embed Code [+]

Mobile Event Video Embed Code [+]

SHARING MESSAGES

Enable Social Sharing - Add quick access for event attendees to share your event on Facebook, Twitter and email.

EVENT NOTES

Enable User Notes Tab - Give event attendees message notes, announcements and a place to take their own thoughts.

Help & Support

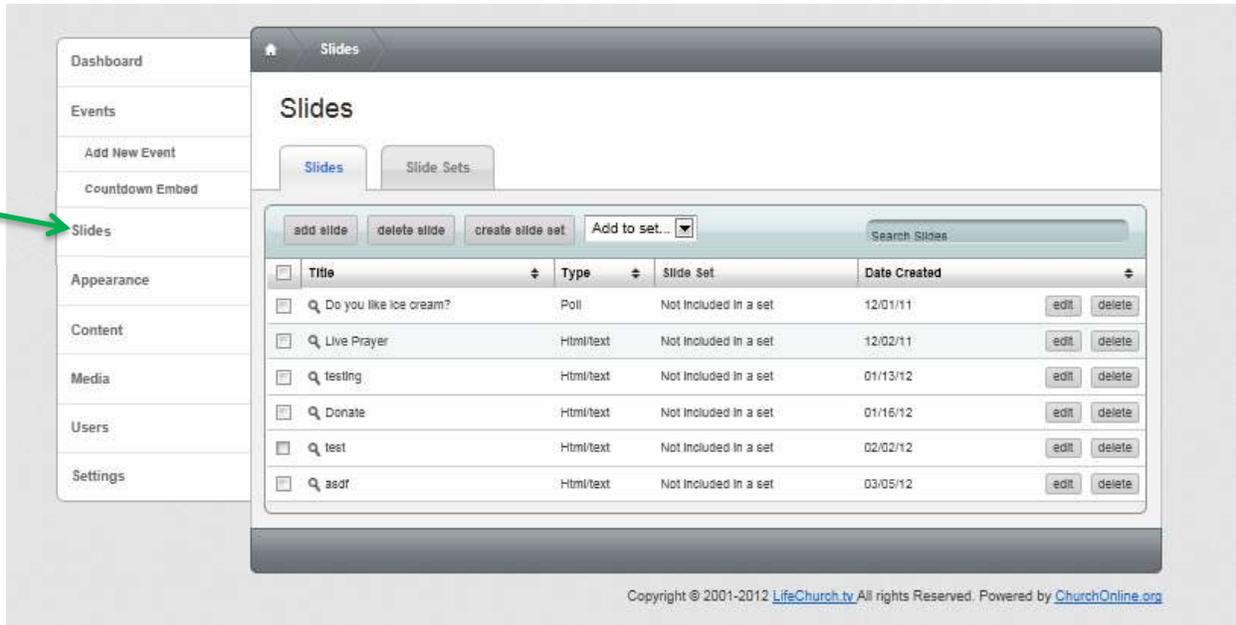
If multiple is selected, an Event Time tab displays allowing you to schedule reoccurring (daily, weekly, or monthly)

After saving the event, the user may complete additional configuration steps. As the event is configured, additional navigation options will display.

As with the other sections of the Church Online platform, if you are not familiar with HTML or JavaScript, we do not recommend using the HTML or 'Embed Code' features of the tool.



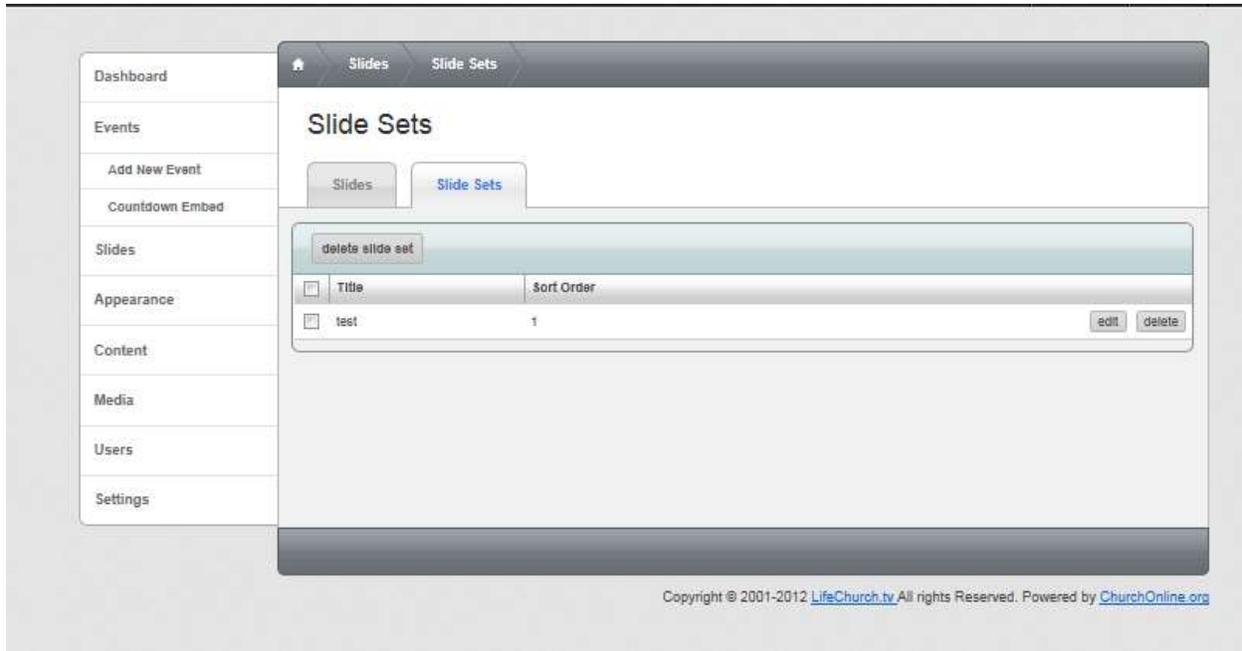
NOTE: We are currently experiencing recurring problems where time zones are not displaying properly. This is under review, but unfortunately we do not have a fix at this time.



Slides may be one of two types: HTML/text or Poll:

- An HTML/text slide is used for displaying information, typically text overlaid on a background file or a complete media file.
- A poll slide is designed to display some short text and a button for a visitor to click. This is typically used to elicit a response or decision from visitors, such as a salvation decision or recommitment to Christ.

Slides may be grouped together in Slide Sets to simplify the addition of re-usable slides to events. Just select 'Create Slide Set' and select the slides to group for future ease of use.

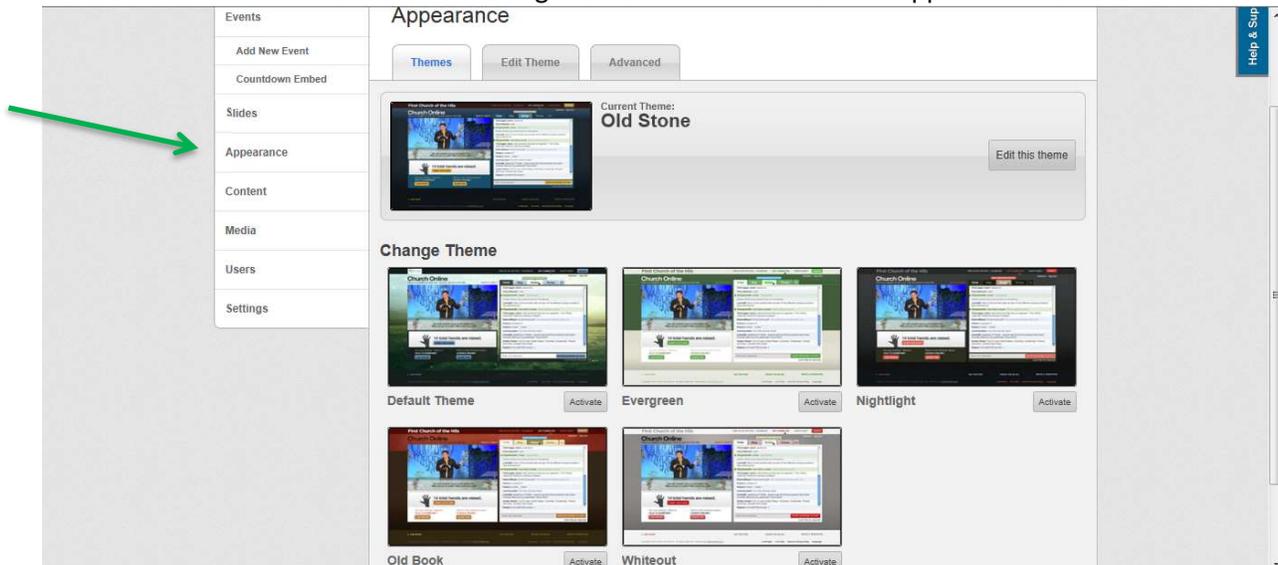


Appearance

The look and feel of your church helps communicate who you are—both online and in person. The platform gives you the option to get started quickly with a ready-made theme or design your own look.

The Appearance menu contains several tabs used for selecting and modifying the visual appearance of the site:

- Themes – Provides several existing themes for “out-of-the-box” appearance selection.



- Edit Theme – Allows override options for the color, image, and text attributes of key areas of the site: header and footer, content area, interface, tabs and buttons, and the map.



- Dashboard
- Events
- Add New Event
- Countdown Embed
- Slides
- Appearance
- Content
- Media
- Users
- Settings

Appearance

Themes Edit Theme Advanced

HEADER AND FOOTER

Background Color
Text Color
Link Color
Link Hover Color

CONTENT AREA

Page Background Color
Page Background Image
Page Text Color
Page Link Color

INTERFACE

Background Color
Text Color
Link Color

TABS AND BUTTONS

Background Color
Hover Color (Tab Background)
Text Color

MAP

Map Background Color
Map Zone Color
Link Color

TABS AND BUTTONS

Background Color
Hover Color (Tab Background)
Text Color

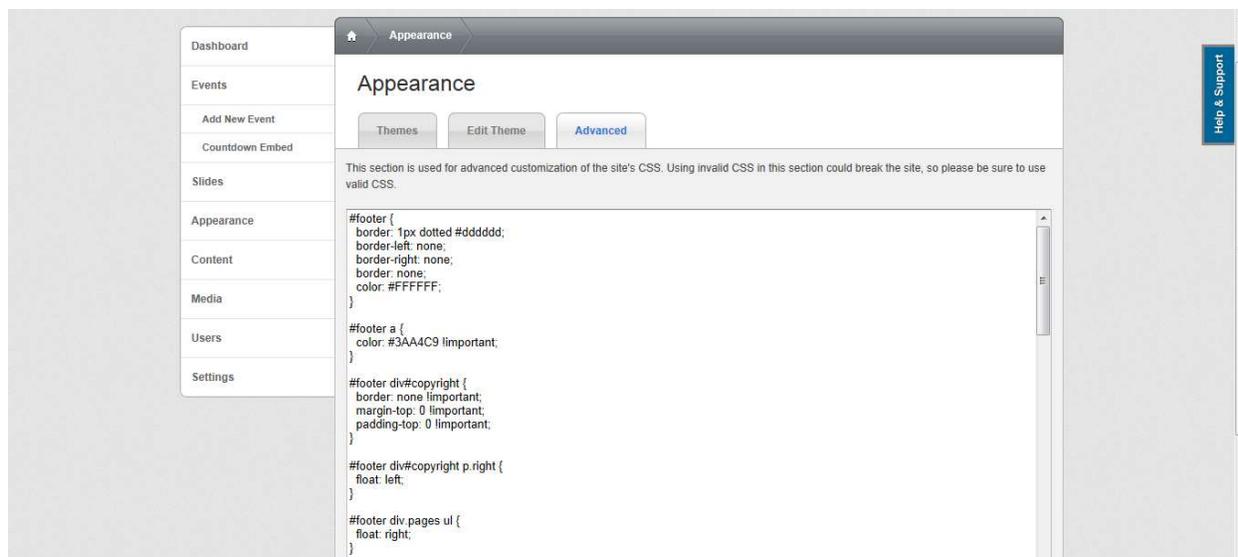
MAP

Map Background Color
Map Zone Color
Map Selected

Save

Help & Support

- **Advanced** – Allows more advanced users to provide their own CSS (Cascading Style Sheets) styles for the site. This is an advanced option and should only be modified by those comfortable with editing and troubleshooting CSS.



WARNING: Using CSS (Cascading Style Sheets) gives a LOT of control and should only be used by experienced programmers comfortable with editing and troubleshooting style sheets. Some assistance can be found in support.churchonline.org, but no additional support will be provided for CSS edits.



Tips & Tricks: If you added some custom code, and now you can't log in, you may have added some JavaScript into the program that is causing a conflict. To get the login box to show, follow these instructions:

1. Visit your churchonline.org site.
2. In the URL bar, clear out the subdomain.churchonline.org part and paste in the following:

```
javascript:void($('.login-form').show());
```

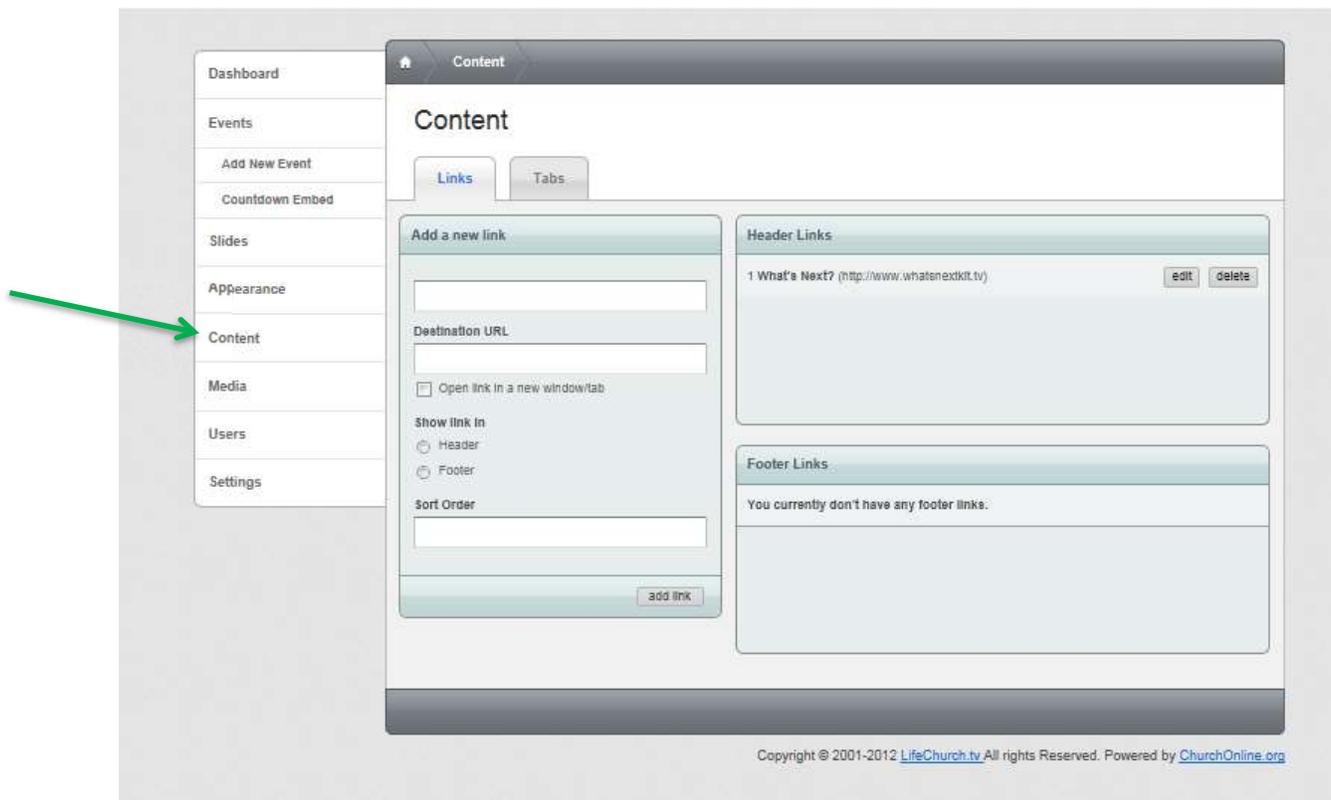
3. Hit enter. This should display the login form.

Note: This does not seem to work in some browsers, so try a different browser if the first one does not display the login form.

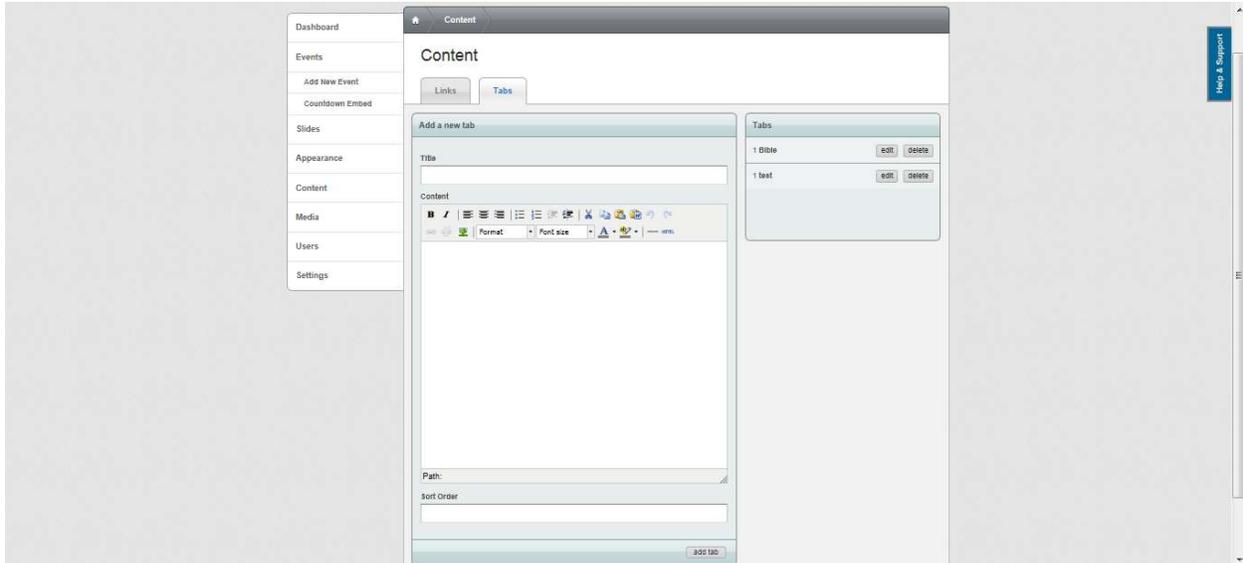
Content

The Content menu allows an administrator to add two types of links to the main site.

- Links – Text links available in either the header or footer. Please note that you can't use an image for this, it's just text links at this time.



- Tabs – Tabs that are available in the main content area of the site during a scheduled event (in online mode). The tabs area is for custom tabs for events beyond the core tabs of notes, times, map and chat. This can be any implementation of HTML they might want to use for context to their event.

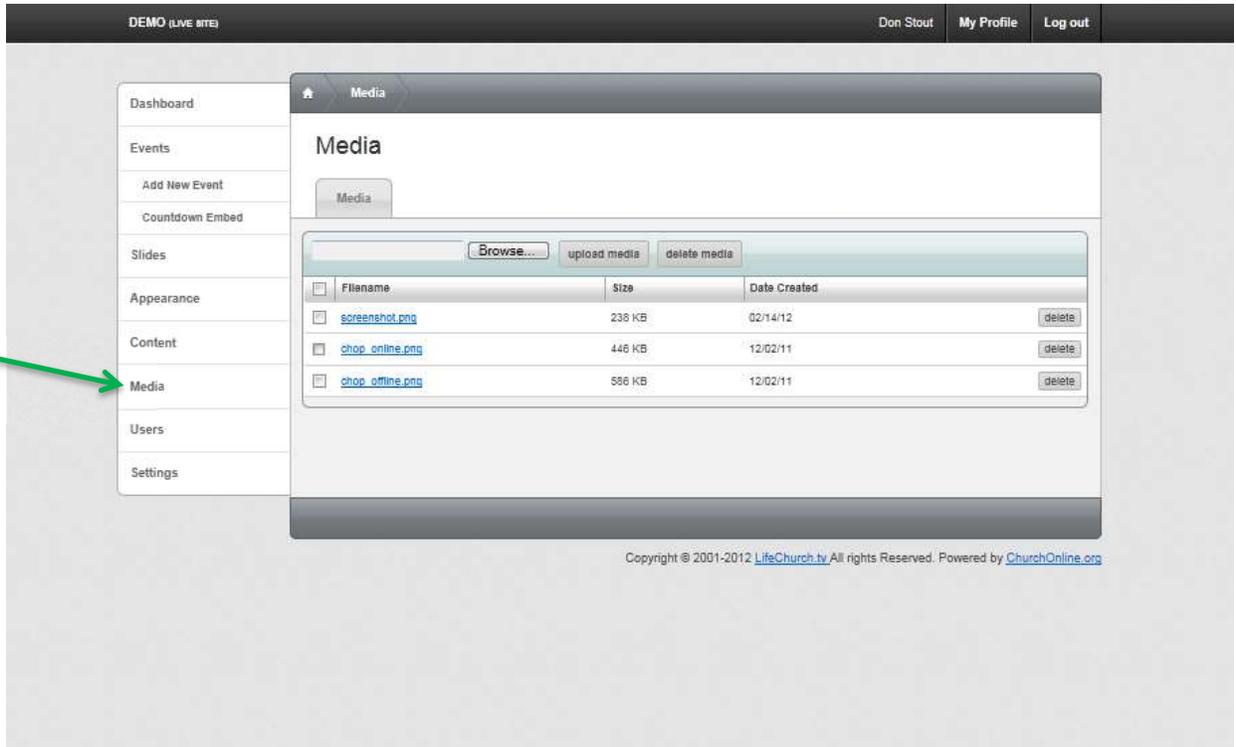


Media

One of the strengths of the platform is the ability to share media and slides across multiple events. The next few sections review the natural “lifecycle” of a multi-media file as it is used within a single event. As we begin this review, it is important to understand that each of these steps can be performed in succession or a preceding step can be skipped if a multi-media file and/or slide is already available.

As we setup an event, the following process diagram may be helpful.
Media file -> Slide -> Slide Set -> Event

The Media menu provides a user the ability to upload image files that will be used within slides or tabs. It is meant to be a simple way to upload files that are not hosted elsewhere for easy access when laying out slides. This area is not for uploading the video files for the video stream. The Church Online Platform is designed to be used with an embedded video file hosted with another provider. Media file upload is available to reduce the need for having an ftp site for images.



Users

After configuring the initial Church Settings, it is time to set up the system users. This includes identifying roles and their permissions, as well as, adding users and assigning them roles and/or custom permissions.

The Users menu contains three separate tabs:

- Users – This tab allows you to add or delete a user, see all existing users, or search for a specific user. **(Where is the mute function?)**

DEMO (LIVE SITE) Don Stout [My Profile](#) [Log out](#)

Dashboard

Events

Add New Event

Countdown Embed

Slides

Appearance

Content

Media

Users

Settings

Users
Users Roles Muted

add user delete selected --- Export --- Filter by Permission Search Users

<input type="checkbox"/>	Name	Username	Email	Last Modified	
<input type="checkbox"/>	Alex Tran	a1extran	alex.tran@lifechurch.tv	05/01/12	edit
<input type="checkbox"/>	Demo User	demo	demo@user.com	04/15/12	edit
<input type="checkbox"/>	Casey Case	caseycase	caseycase51@gmail.com	05/14/12	edit
<input type="checkbox"/>	Don Stout	dons	Donald_J_Stout@yahoo.com	05/17/12	edit
<input type="checkbox"/>	Alex Tran	AlexTran	hello@alextran.org	04/15/12	edit
<input type="checkbox"/>	Test Testerson	demo2	casey@caseycase.com	04/06/12	edit

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- Roles – This tab allows you to add or delete a role, as well as, see existing roles.

Dashboard

Events

Add New Event

Countdown Embed

Slides

Appearance

Content

Media

Users

Settings

Users Roles

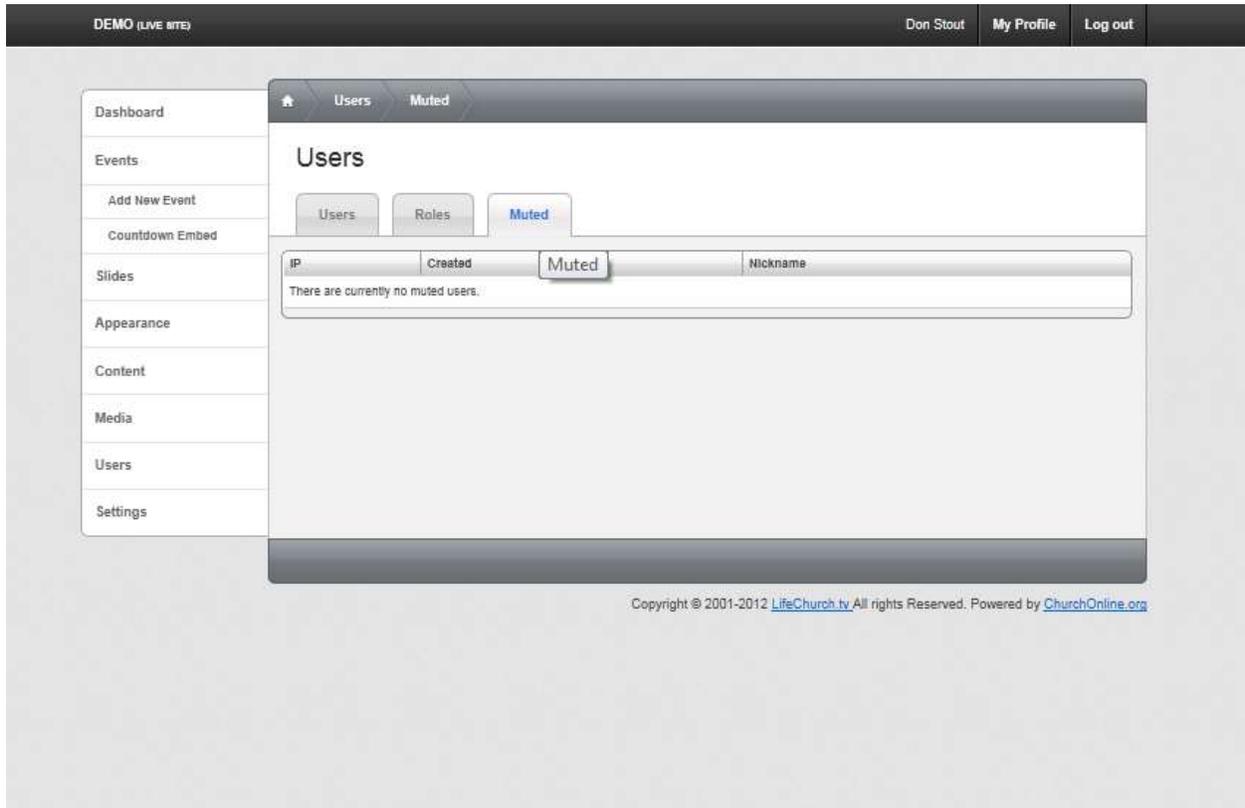
Users Roles Muted

add role delete role

<input type="checkbox"/>	Role	Date Created	
<input type="checkbox"/>	All Permissions	01/05/12	edit
<input type="checkbox"/>	All Permissions	04/24/12	edit

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- Muted – This tab allows you to see visitors whose conversations have been hidden in the chat feed and unmute them, if necessary. Users who have been muted will be automatically removed from the list after 23 hours.

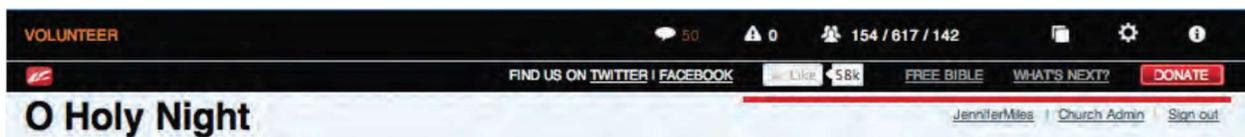


NOTE: Only Administrators and volunteers need to be set up. Individuals simply wanting to view your online service will not need to sign up.

Volunteer Bar

The Volunteer Bar is visible on the landing page when a user is logged in AND has appropriate permissions. The volunteer bar provides access to common admin functions that a volunteer may need during a live event. These functions include:

- volunteer chat,
- live prayer and live help requests,
- the number of users logged in currently and over the duration of the event,
- the slide timing and the ability to push a slide if necessary,
- an individual's live prayer/help settings, manually disable chat, force refresh, and manual start time,
- and volunteer notes.



Prayer Queue

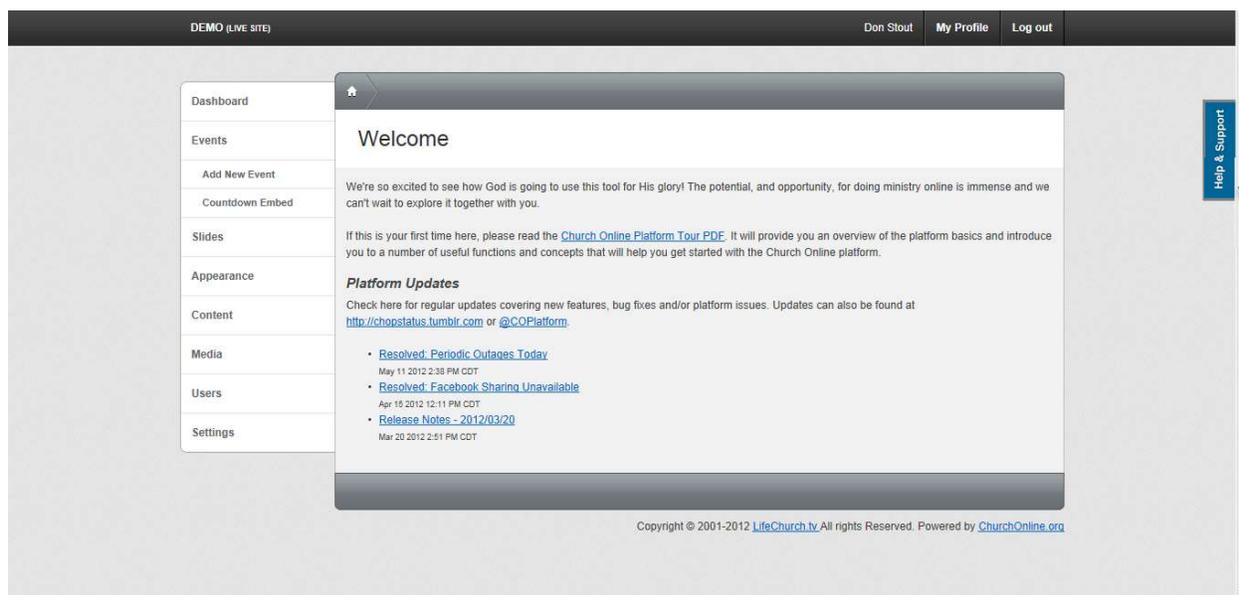
The platform has a live prayer option in which people can go into a private chat room with a volunteer who they can chat with and have them pray for them individually. There will be an additional tab under the users section, called Prayer Team, where an admin can, initially, add and remove users from the prayer queue. Everything else will be automated through forms on their site.

This is also an opt-in feature, meaning that it won't be enabled by default. Just in case a church would like to use another system for their offline prayer.

Get Support

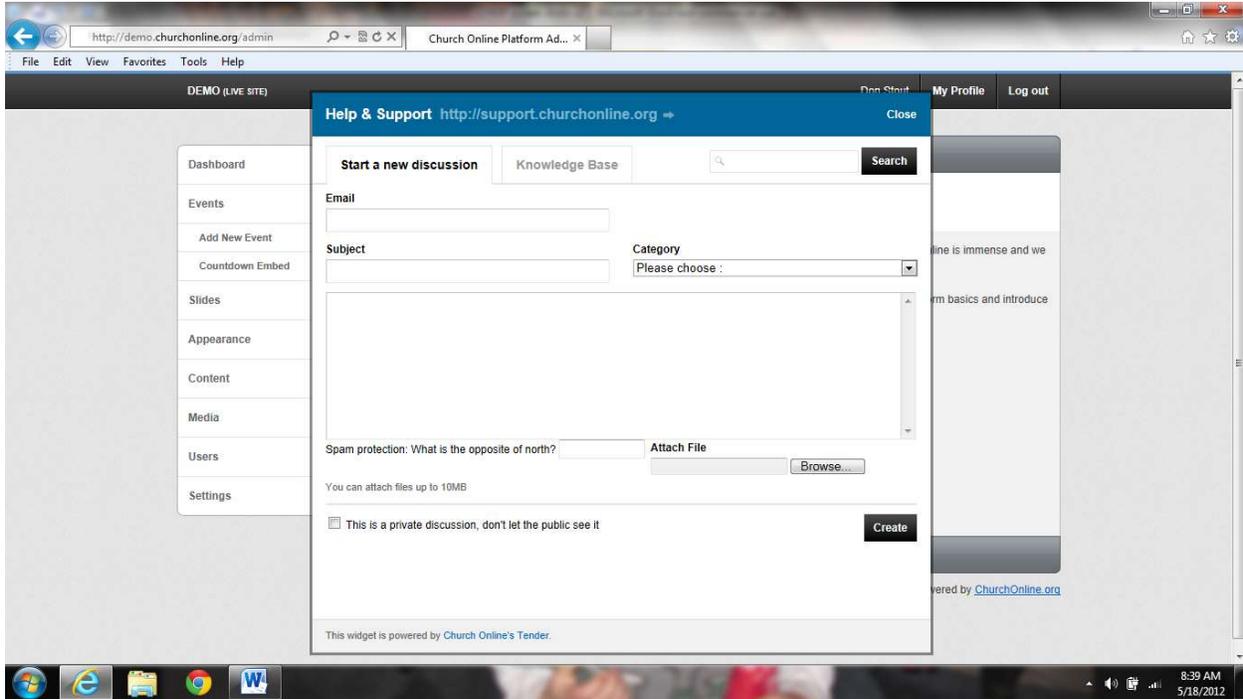
Administrative support is available in 2 locations. From the Church Admin location, there is a “Help & Support” link on the right hand side of the pages. Additional support can also be found at:

www.Facebook.com/churchonline



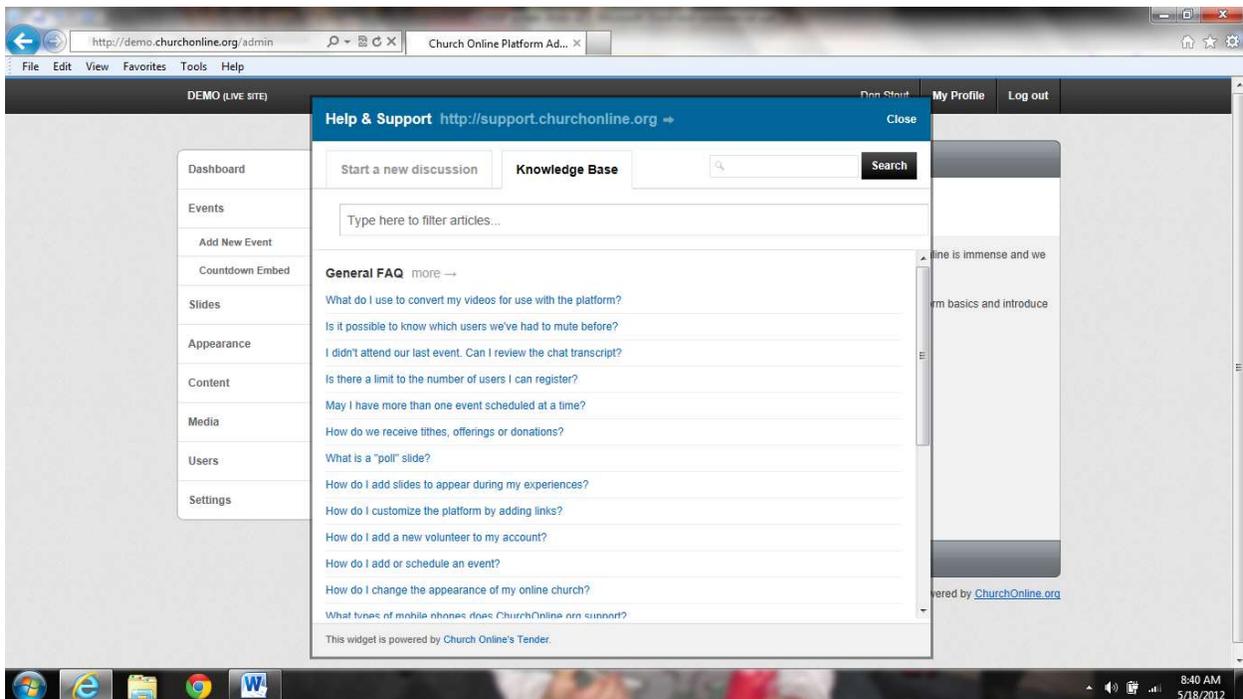
Create a Help Support Ticket

From the admin area Super Users may create a help support ticket. Once the Help & Support link is selected, select the Start a new discussion tab and from here, the user can enter the necessary information to create a ticket for the Church Online Platform team.



Knowledge Base (FAQs)

The Knowledge Base contains answers to many of the Frequently Asked Questions (FAQs). These are a good starting point for any issues you may incur.



Live Event Support

Depending on which features are enabled, many queues may need to be monitored during your live events (and possibly at all times). These queues include: Chats, prayer requests, help and social media.

CHAT Overview

Chats are a powerful media for users to collaborate with each other and your administrative staff, however, as you can imagine, some users will need to be muted (can be done in the Church Admin/Users sections). Someone will need to monitor chats throughout each service for inappropriate content.



Tips & Tricks: Unfortunately there is currently not a method to clear out the online chat. One possible solution is to just hit the space bar, and then enter several times to get a space between chat sessions.



Tips & Tricks: Sometimes the chat will just stop updating. This is typically a browser issue so simply refreshing the page should correct the issue.

Prayer Requests

When people request prayer, it's important to respond quickly with confidentiality. Through an automated email queue system, your prayer team is put in touch with people requesting prayer. Each new request simply goes to the next volunteer in the queue connecting them through an anonymous email (the exchange can continue after the first contact if needed). You and your team can focus on relational ministry instead of managing and dispatching incoming requests. (Copied straight from Overview. Need to expand??)

Live Help

If enabled, the "live help" button will show up as a link at the bottom of the page. This feature works similar to live prayer and will need to be monitored by an Administrator or Volunteer.

Social Connections Overview

Your team and guests can reach out to others in their networks (and beyond) with built-in social sharing tools using Twitter and Facebook. Users can simply click one of the social network links for access.



The Church Online Platform team would like to thank you for your use of this tool. We pray that this will help connect people across the world to Christ. If you have any comments, questions, or concerns please feel free to contact us via the Support link or on Facebook at www.facebook.com/churchonline.

Welcome to City Church Connect Groups! We at City Church believe that growth happens in community so we are excited that you've joined us today. We hope this group accomplishes three things:

1. Fellowship – time to share our burdens and joys
2. Study – time to study God's word and reflect on today's service
3. Action – time to challenge one another to not be hearers of the word only, but doers of the word.

1. Zoom intro:

- Yes/No – first time to a connect group
- Use chat
- Unmute, share your name, where you're from, mute it back. - feedback

2. Ice Breaker

What's one place you have never been to but would love to visit

3. Study

- Was there a song that was particularly meaningful to you?
- What was the main idea behind the sermon?
- Was there anything in particular in the sermon that God used to speak to you? Encouragement, challenge, reminder?
- Go deeper into the story –
- Application – what is the proper response to today's service?

4. Prayer – Chat function

One thing we can pray for you about

One thing God has done for you this week

Connect Group Leader “Zoom” Guidelines

// Always introduce yourself!

Example: Hi, I’m Brian! I’m your Connect Group Leader today, so excited to see you all here. We’re just going to wait a few moments for others to join it and we will get started shortly.

We also suggest always having your video on as the Leader so people can see you!

// Be familiar with the tech!

1. In order to hear everyone make sure upon entering a meeting to “join audio”!
 - for laptops: allow the function “join with computer audio”
 - for phones: allow the function “call using internet audio”
2. Make sure your microphone is working by speaking to the whole group verbally; make sure you are unmuted! (microphone mute/unmute in bottom left hand corner of screen)
3. Practice sending a message to the whole group in chat (choose “send to: everyone”, not private!) saying hi!
 - to find “chat” for laptop: chat option is on the bottom of the screen, to the right of “screen sharing”
 - to find “chat” for phones: bottom right hand corner under the 3 dots “more” menu
4. Practice sending a private message (instead of “send to: everyone” choose “send to: name”) to your co-lead, co-host, or anyone else serving alongside you on that call

// Troubleshooting audio + video problems

If you can’t hear + speak, go to the microphone icon (bottom left of screen)

1. try clicking “join audio” then choose “call using internet audio”
2. try muting and unmuting yourself
3. try opening your phone settings, and allow zoom to have access to your microphone
4. if these all fail, leave a message in the chat that because the microphone is not working you are going to leave and rejoin, the meeting then proceed leave and rejoin the group ASAP.

If you can’t see yourself

1. try clicking “start video” on the bottom left of the screen, right next to the microphone
2. try opening your phone settings, and allow zoom to have access to your camera
3. if these all fail, leave a message in the chat that because the video is not working you are going to leave and rejoin, the meeting then proceed leave and rejoin the group ASAP.

// Friendly suggestions

1. Use your actual name! How to change name:

- for laptop: click on your name or anywhere on your video screen, choose "rename"
- for phone: click "participants" (bottom right hand side of screen), find your name, click on it, choose "rename"

2. Use different viewing modes

For Laptops (found in the top left corner under "meeting"):

- Speaker: a viewing mode that whoever is speaking will be the only screen you see
- Gallery: a viewing mode that allows you to see a multitude of participants at one time
- Minimal: a viewing mode that

For Phones (scroll to the left or right to find Speaker or Gallery mode):

- Speaker: a viewing mode that whoever is speaking will be the only screen you see
- Gallery: a viewing mode that allows you to see up to 4 participants at a time

// Suggested Group Prayer method

- Suggest participants to leave prayer request in chat to allow to adequate time to pray for everyone and wisely steward time.
- As participants leave prayer requests in chat, acknowledge that you see their prayer requests
- Encourage those who want to leave a request to do so, but also encourage those who may not want to that it's okay as well.

// Have fun!

- If technical difficulties arise, remember to remain calm and encourage people!
- We are here to serve God, let's do our best and leave the rest up to Him!
- We are honored to have you as an online Connect Group Leader!

City Church Connect Service Workflow

1. Schedule Admin, Hosts, Prayer Team, & Zoom Hosts

2. Update Notes Section

- Link to sermon discussion guide
- New slides to add or update (Some may need links)
- Sermon notes
- Etc.

3. Video Edit

Service Flow

- Opening Countdown + Video
- Worship Set 1
- Offering (Prayer + Background Music)
- Video Announcements
- Special Element (If needed)
- MC Welcome & Farewell
- Sermon
- Communion / Fireplace (1st / 2nd Sunday)
- Worship Set 2 + Benediction
- Closing Video
- 8 – 15 Extra Minutes for Chat Room

Things to check

- Is EVERYTHING added?
- Has the volume been MIXED and MASTERED?
- Has each section been faded or a slide up for smooth transitions?

4. Video Upload

Wistia (wistia.com) / YouTube.com / BICF Server (13.231.255.163/admin)

5. Share upload links in host notes & DCAT group

Sample message:

Good morning BICF City Church! Here are 4 different ways you can connect with everyone today at 9AM, 11AM & 7PM:

1. Online streaming (may or may not require vpn):
[\[http://bicfcitychurch.churchonline.org/\]](http://bicfcitychurch.churchonline.org/)
2. Zoom live streaming:
[\[https://zoom.com.cn/j/7327556778\]](https://zoom.com.cn/j/7327556778) + ID: **7327556778**
3. Connect Group (small group discussion) Zoom:
[\[https://zoom.com.cn/j/5853208332\]](https://zoom.com.cn/j/5853208332) + ID: **5853208332**
4. Download the service: [link]

6. Add upcoming service events

City Church Connect

Online Service Training Manual



V1

January 28, 2020



HELLO!

HOST TEAM

City Church Connect

Welcome to the Host Team

Thank you for stepping up to become a spiritual contributor here at City Church Connect! Know that you are joining a group of people from all over the world that are passionately committed to God's glory being shared with all people. Now that you're on the team, we'll be able to share the love of Jesus with even more people.

What is a Host Team

The host team seeks to help people love God and love people! An online Church experience could feel less than intimate. As a host we can help people feel like family in our community.

So, how does the Host Team do that? We create a warm and vibrant environment by giving each Church Online guest a cheerful greeting, discussing the video message, and offering prayer to encourage people in their struggles — all with the hope that they'll let their guard down and open their heart to receive the Gospel message.

Church Online Site Overview

Have you had a chance to explore the Church Online site? Let's take a quick tour around some of the awesome features of:

<https://bicfcitychurch.churchonline.org/>

The first thing most people notice on the site is the **video player (1)**. The video will automatically play here when the service starts. Underneath the video, informational and **interactive slides (2)** are shown to help our audience engage with the message. Next, there's the **chat area (3)**. Did you know that it's automatically translated, so that guests speaking various languages can all chat together without any barriers? The other **tabs (4)** here show the message notes, a list of upcoming service times, and the Bible. There is another important button called **Live Prayer (5)**. When a guest clicks this button, they'll be connected with a Live Prayer volunteer in a private chat area, so they can talk and pray together one-on-one.

The screenshot displays the Church Online website interface. At the top, there is a navigation bar with links for WATCH LIVE, WATCH ON DEMAND, LOCATIONS, GIVE, WHO WE ARE, and MENU. Below the navigation bar, the word "Live" is displayed. The main content area features a video player (1) showing a woman singing into a microphone. Below the video player, there is a "CLICK HERE TO TWEET THIS SONG" button (2). The video title is "The Christian Atheist" by Craig Groeschel, with the subtitle "I Believe In God But Don't Fear Him". Below the video player, there are social media sharing icons (Twitter, Facebook, Email, Print) and a "watch in low quality" button. At the bottom of the video player, there is a "Live Prayer" button (5) with the text "Are you hurting? Need to talk to someone?". To the right of the video player, there is a chat area (3) with a list of messages and a "Live Prayer" button (4) at the top. The chat area shows messages from users like "Lan H", "trevor t.", "timlem", and "braindead21485".

Church Online Site Overview

At the bottom of the page, the social share buttons provide a way for you to share Church Online via Facebook, Twitter, Google+, and email. When you're logged in as a volunteer, you'll see something guests don't see—the black volunteer toolbar at the top. The most important feature of this volunteer toolbar is **Host Chat**. This is where you can interact with the other volunteers on your team while you serve.

Finally, make sure you check out the **Host Notes Tab** (under resources) each week before you serve—it contains important info about the week's experience, as well as handy links that you may need while you serve.



HELLO!

HOST TEAM

City Church Connect





Big 3

HOST TEAM

City Church Connect



Now that you know what the Host Team is, who's on the Host Team, and what the Church Online site looks like, it's time to learn what you'll be doing as a Chat Host volunteer. It may seem a bit intimidating, but it really boils down to 3 easy things—what we call the "Big 3."

The 3 things you'll do as a Chat Host are: welcome, spark discussion, and pray. Let's unpack each of these.

Welcome

First, welcome each guest into the chat area. You can use @ tagging like on Instagram or Twitter to welcome each guest by name. A friendly welcome can be made even friendlier by using exclamation marks and smiley faces!

Spark Discussion

Next, spark discussion in the chat area. You can do this by asking icebreaker questions (such as "Where is everyone joining us from today?"), recapping key points from the message, suggesting helpful resources, and redirecting off-topic or inappropriate conversations back to the message.

If you're not sure what to ask, open-ended questions—questions beginning with who, what, when, where, why, or how—are great conversation starters.

Pray

A Chat Host offers prayer to people in the chat area. You can pray with people right in the chat area or encourage them to click the Live Prayer button to pray with a volunteer privately. It's amazing to see how loved people feel when someone reaches out to pray with them!



We believe people thrive in roles where they understand what's expected of them. So, here are some expectations that will help you understand how you can honor God and inspire others as you serve.

As a Chat Host, you commit to:

- Show up each week you are scheduled to serve with your team.
- Be spiritually filled before serving by attending a service, being in a small group, and reading God's Word daily.
- Log in 15 minutes early to connect and pray with your team.
- Plan ahead to arrange a sub if you know you can't be there.
- Be representative of City Church's core values and beliefs.
- Read your Host Notes before a service begins.
- Be engaged with our community and with your team.

What are the expectations you can have of us? We promise to encourage you, provide you with opportunities to grow in your faith and in your leadership, and be available to help you with any questions or concerns you have.



Chat

HOST TEAM

City Church Connect

Below you will find some useful messages to share throughout the service:

Welcome Church Family! The purpose of this chat is for mutual encouragement and building one another up in faith. Please limit casual chatting to before and after the service. If you have a prayer request please click on "Live Prayer." If you have a question or thought that you'd like to share with a leader or desire pastoral counseling please email pastoral@bicf.org. So happy you're worshipping with us today!

Unable to load content? Have you pressed play on the video and are you connected to a VPN?

For those who might get distracted by the chat function, simply maximize the video. Lyrics to the songs can be found in the notes section.

At City Church we believe in the power of prayer. If you have anything we can join you in prayer about, please click the "live prayer" button below.

In the Notes section you'll find the sermon outline, small group discussion guide, and children's and youth resources. Also, there is a service survey, the giving QR code, and the lyrics for today's music.

Follow along with the sermon by downloading the sermon guide found in the Notes section.

Below you will find some useful messages to share throughout the service:

Have a child? Kidcity resources are available in the Notes section.

Are you a teen? Youth Connect information is available in the Notes section.

Want to go deeper? Download the small group discussion guide and continue the conversation. Small Group discussion guide is available in the Notes section.

Follow us on Instagram @citychurchconnect. Share your photos from today's service experience #citychurchconnect.

If you made a decision for Christ today or would like to talk more about the hope Jesus provides, please be sure to connect with a prayer team member.

Dear Church Family: Thank you so much for joining in to today's service. This chat forum will remain open for another 15 minutes. At that time this window will close. But you can still request prayer anytime by using the request function. Your prayer request will be delivered via email to a member of our prayer team who will respond back to you at their earliest convenience. If you need to talk to a pastor email pastoral@bicf.org. Please take some time and fill out our service survey. The QR code is provided in today's "Notes," as well as a discussion guide and children and youth ministry resources. We look forward to worshipping with you again!

If you're new to City Church and want to know more, please reach out to one of our Hubsters by clicking on "Live Prayer". Want to join a small group? Get connected to a young adult ministry? Do you have any questions about life in Beijing? Hubsters are here to help you answer all these questions and more.

Growth happens in community. You can get planted at City Church by joining or starting a small group! Small groups are friends who care for one another and help each other grow. Join or start a group by clicking here: www.onlinelifegroups.life.church

Below you will find some useful messages to share throughout the service:

<Name>, can you click on live prayer? Our prayer team would love to pray with you.

City Church Connect is a global community with the goal of reaching the world with the love of Christ. We worship, share a weekly message from our pastor, pray together, and most importantly, share in the great love God has for all of us.

Did you know that each of our online services here at Church Online are run by volunteers that have a heart for serving others? We'd love for you to join us! For more info, just click here
<https://bicfcitychurch.wufoo.com/forms/m4kfhy1l03572/>

Is anyone interested in joining us as volunteer? We need you
<https://bicfcitychurch.wufoo.com/forms/m4kfhy1l03572/>

City Church Connect Zoom Host

Responsibilities

1. Download the service video
2. Start the video as close to the online start time as possible
3. Host the video
 - a. Share Connect Group IDs in the chat near the end of the service
 - b. Share any relevant links to sermon/ministry resources

Setup and Procedures

1. Open the downloaded video in a media player application like Quicktime Player
2. Begin the meeting and ensure your video as host is turned off and your microphone is muted. A red slash through the microphone and camera indicates this **See Image 1**
3. Ensure under **Manage Participants** the option for **Allow Participants to Unmute Themselves** is not selected **See Image 2**
4. Ensure under **Chat** the option for **Participants Can Chat With:**, the **No One** line is selected **See Image 3**
5. Share your screen **See Image 4**
 - Select the green **Share Screen** option on the bottom tool bar.
 - Make sure to select the two options at the bottom- **Share Computer Sound** and **Optimize Screen Share for Video Clip**
 - Select ONLY the program that is playing the video
 - Click **Share**
 - The selected program will be outlined in green indicating it is being shared.
6. Under **More**, make sure the annotation line reads **Enable Attendee Annotation**. This means it is disabled and attendees cannot mark on the screen. **See Image 5**
7. During the countdown video- it is advised to send a greeting to participants providing relevant information. A sample message might read:

Welcome to City Church Connect! This chat will be disabled during service so as not to distract anyone from worshipping. If you would like to engage in real time with other members of the congregation, follow the bicfcitychurch.churchonline.org link and sign in. The chat function on the site should not require a VPN connection.

The Zoom chat will be open for a few minutes after the service for those who wish to share encouragements or testimonies from today! The Connect Group Zoom ID will be sent near the end of service if you would like to join in the small group discussion immediately following.

8. During the meeting, you can navigate all the functions of the Zoom client without disrupting the viewing experience of the participants. However, if you mouse over the program through which you are playing the video, the cursor and other options that appear will show on participants' screens. It is advisable to keep the **Chat** and **Participants** windows up for monitoring. You can periodically scroll through the **Participants** window to ensure everyone's camera is turned off. If it is on, as host you have the capability to turn it off by clicking on the camera icon next to their name. **See Image 6**
9. During the last song, you may open the chat by selecting **Participants Can Chat with: Everyone Publicly**. This will allow them to send encouragements or testimonies for a few minutes near the end of service. It will also allow you to send the Connect Group IDs. A sample message might read:

Hey everyone, it has been so encouraging being able to worship with each of you! We hope that you have been blessed! This meeting will remain active and the chat enabled for a few minutes for those who wish to share encouragements or testimonies from today.

If you are interested in joining the Connect Group following today's service, please join the Zoom call immediately after closing at zoom.com.cn/j/5853208332 or manually search the meeting ID 585 320 8332. See you next week!

10. The video fades to a black screen with City Church logo in red. Continue to let the video play until the end and the background music stops. By this time most participants will have left the meeting, however, some may remain on the call. To conclude the meeting, select **Stop Share** in red under the toolbar at the top. Then select **End Meeting** in the bottom corner of the Zoom app. Make sure to choose **End Meeting for All**. **See Image 7**

****Note on Prayer****

Once the chat is enabled near the end of service, participants can send a private message to you as host. If someone expresses a need for prayer, please direct them to bicfcitychurch.churchonline.org where our prayer team is standing by ready to respond to requests.

Image Appendix

Image 1- Meeting Start

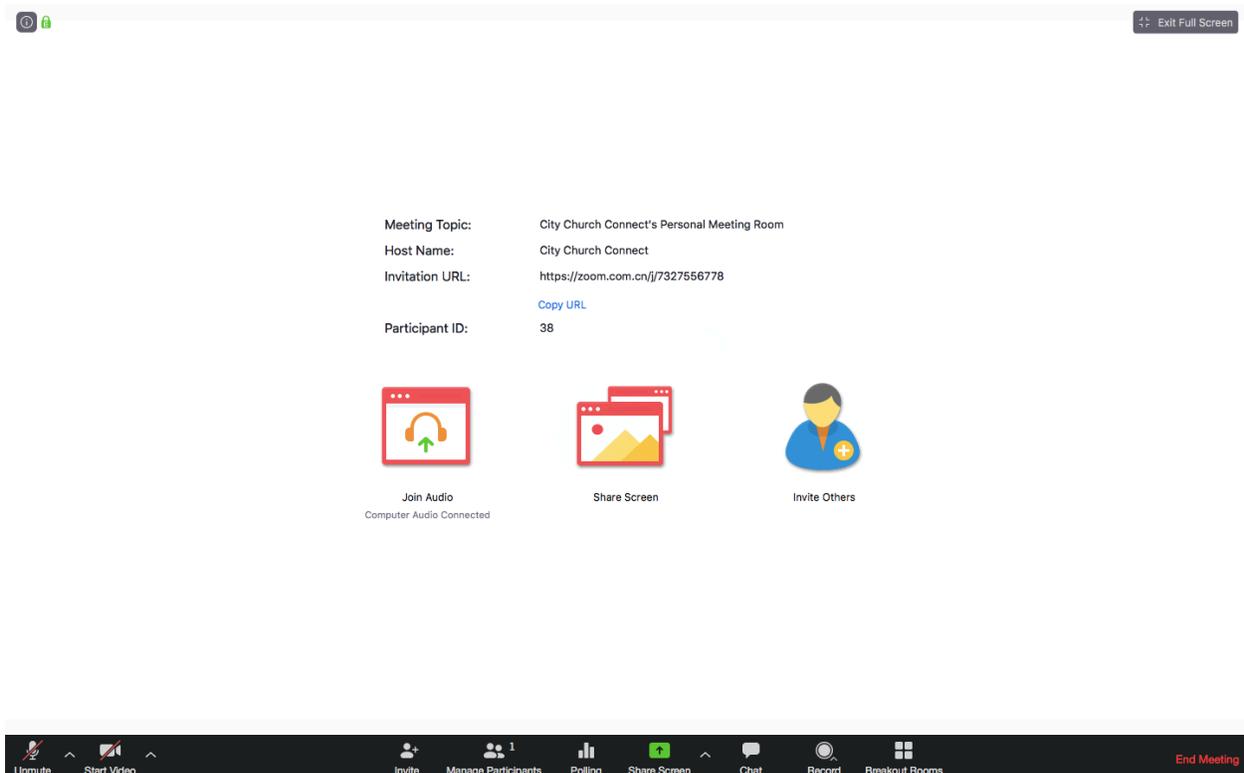


Image 2- Manage Participants

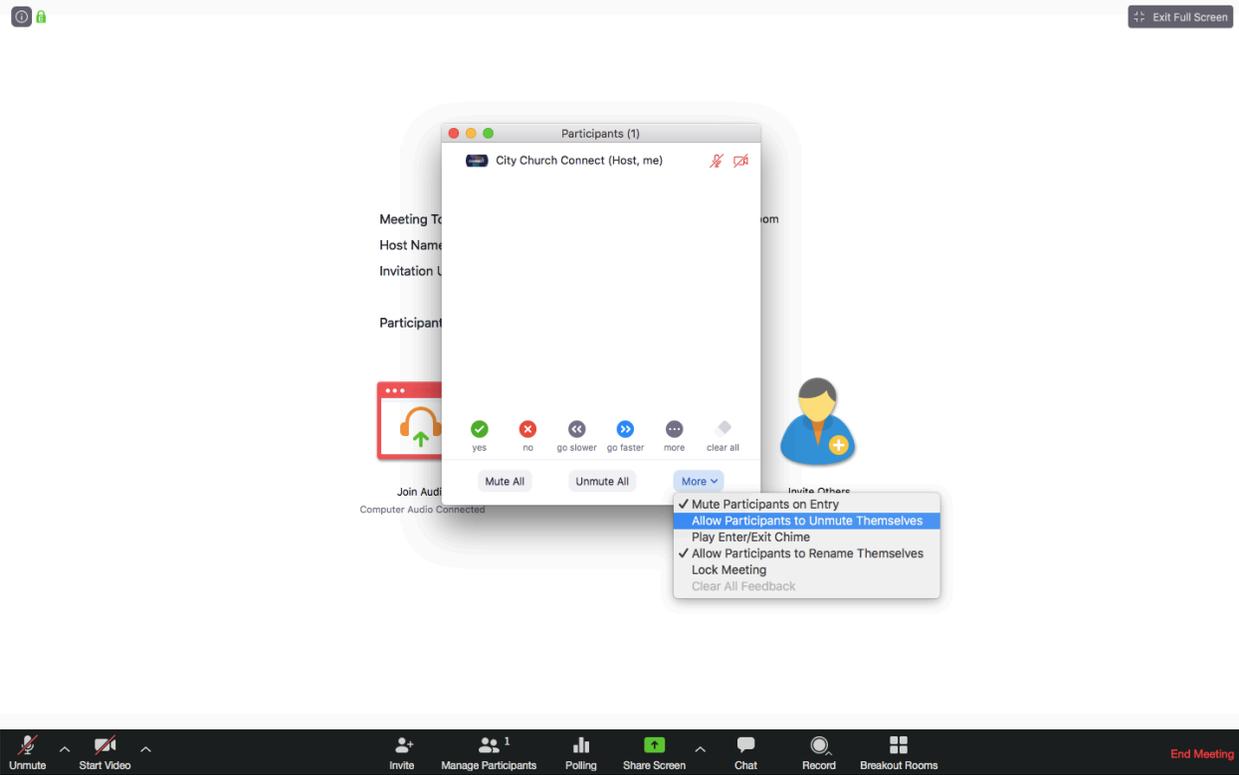


Image 3- Chat

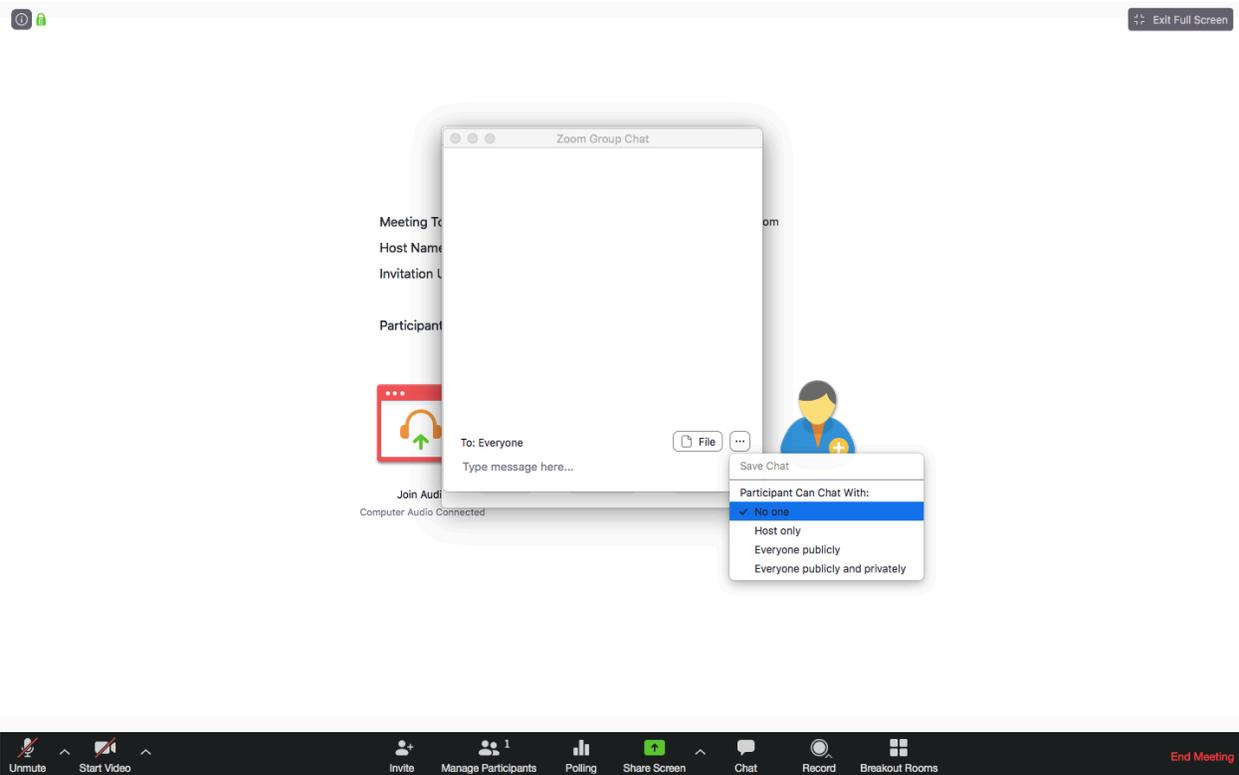


Image 4- Screen Share

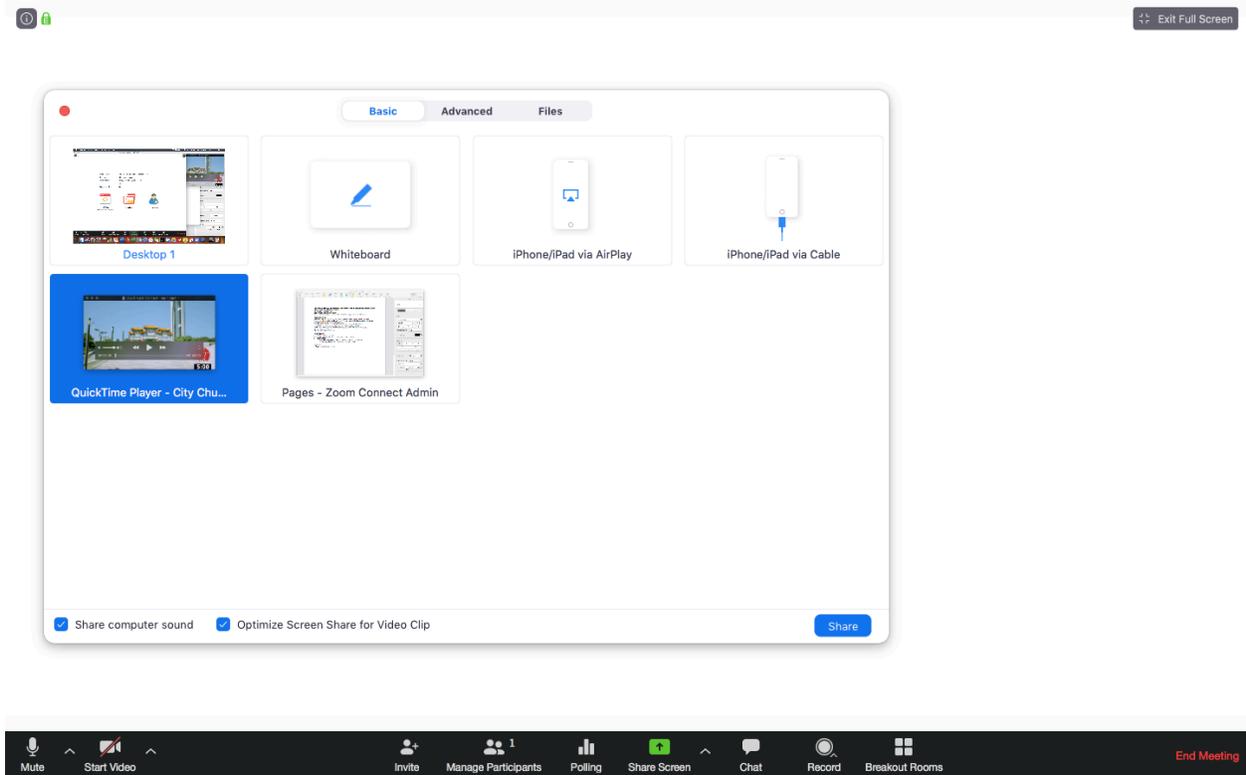


Image 5- Annotation

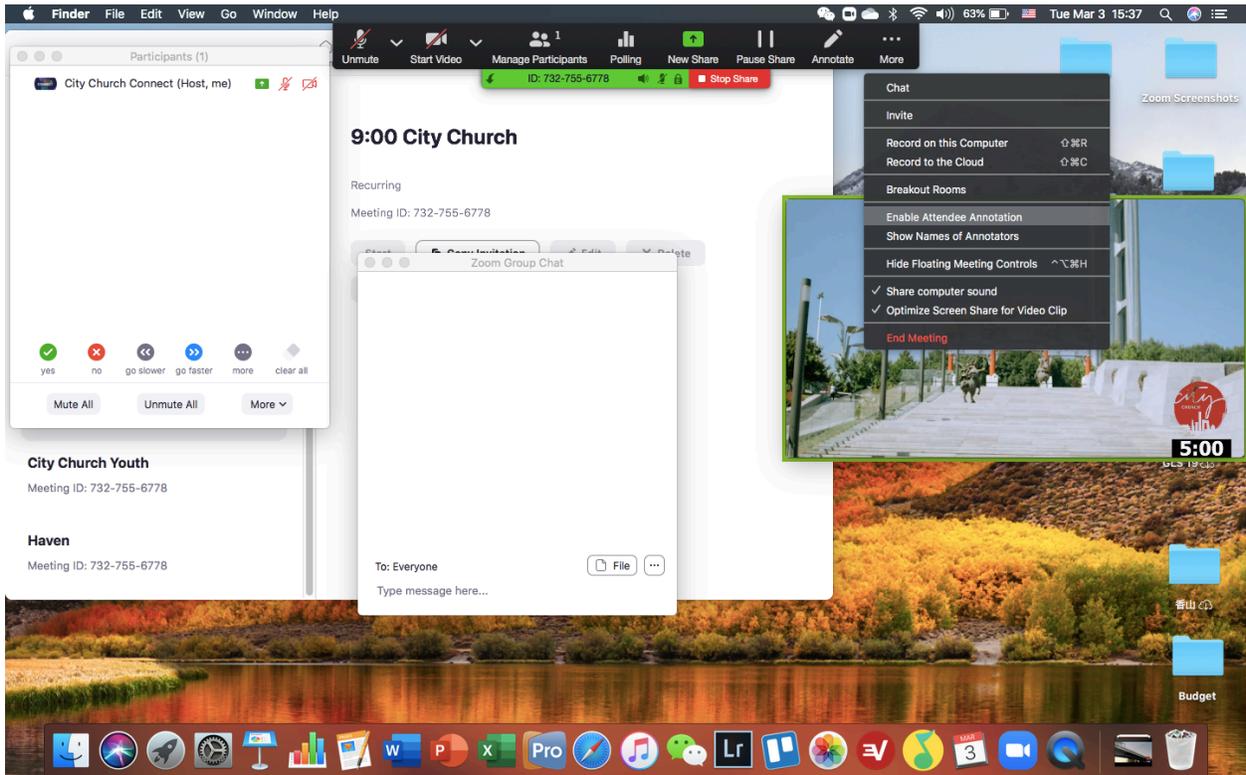


Image 6- In-meeting Desktop Appearance

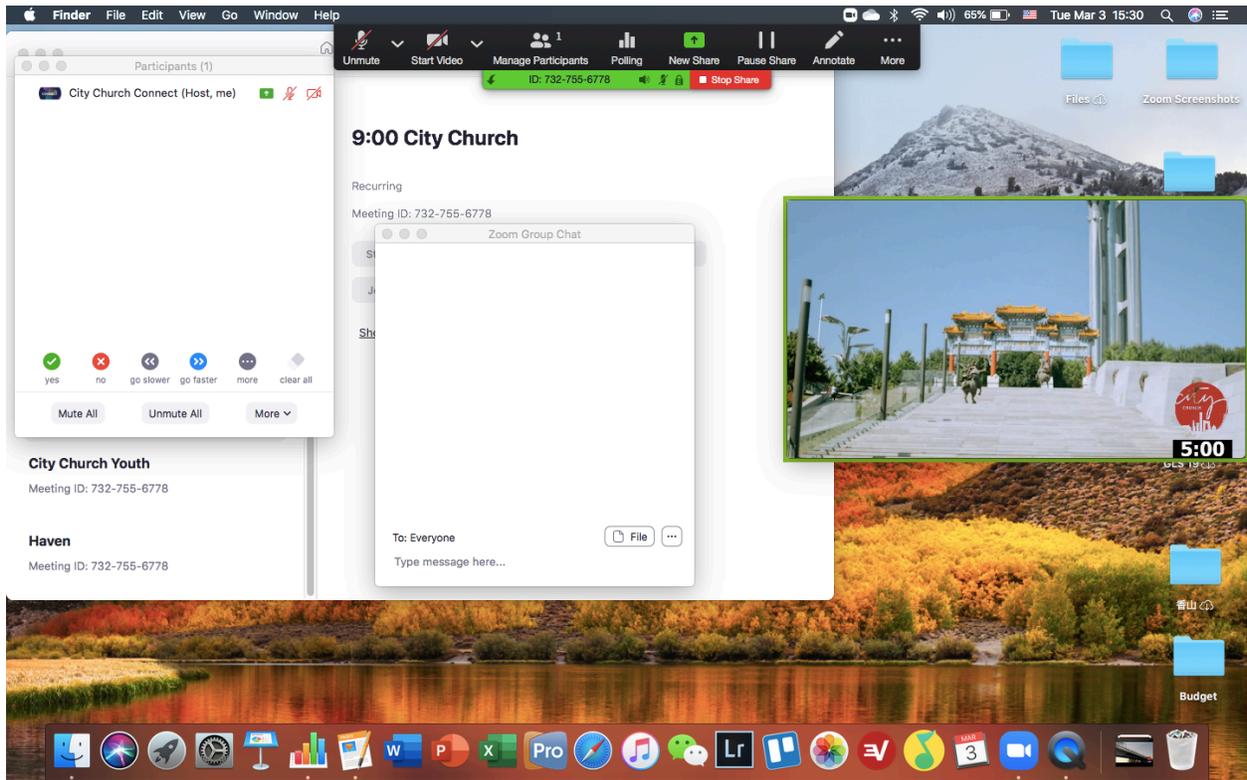
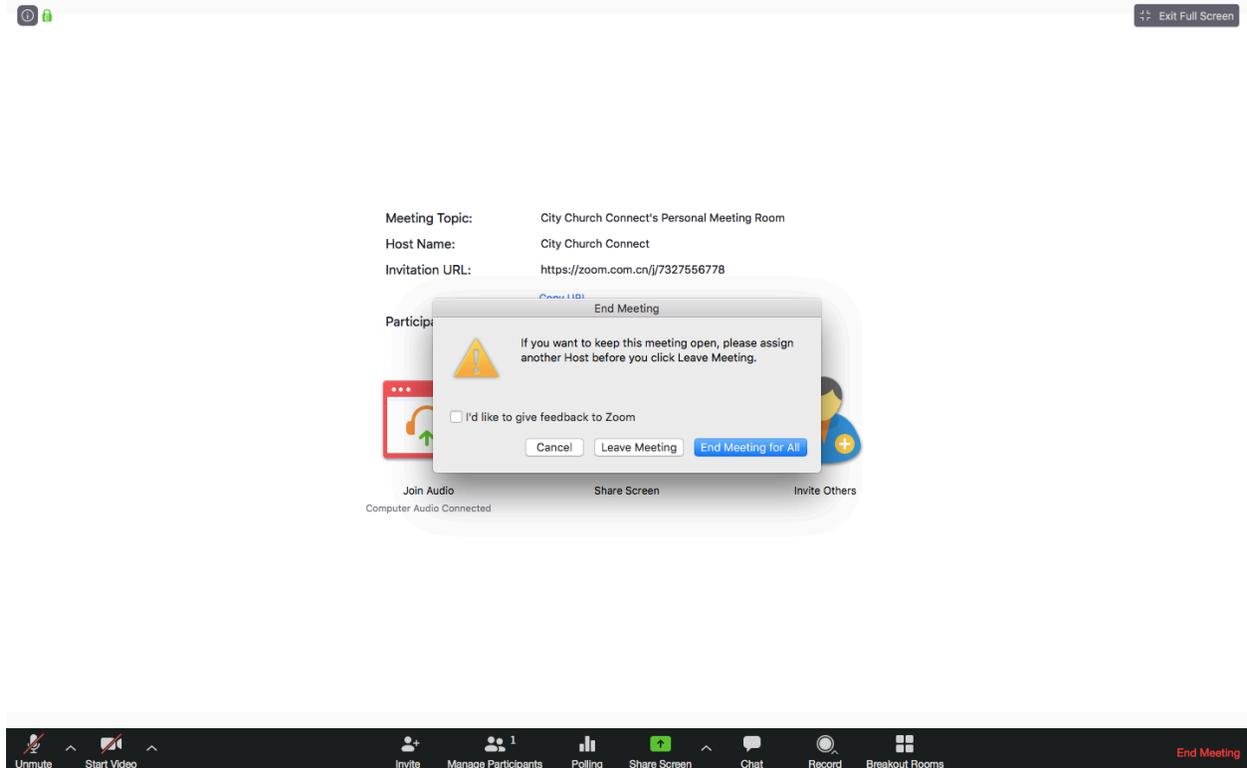


Image 7- End Meeting

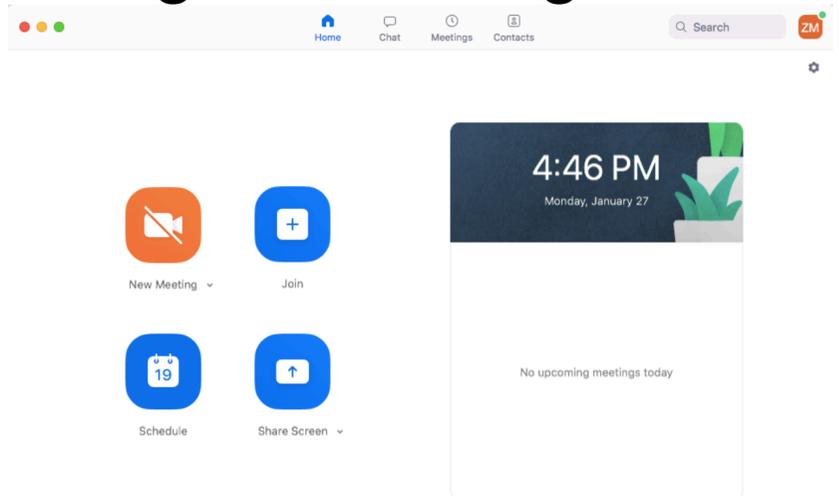


Zoom for Small Group Leaders

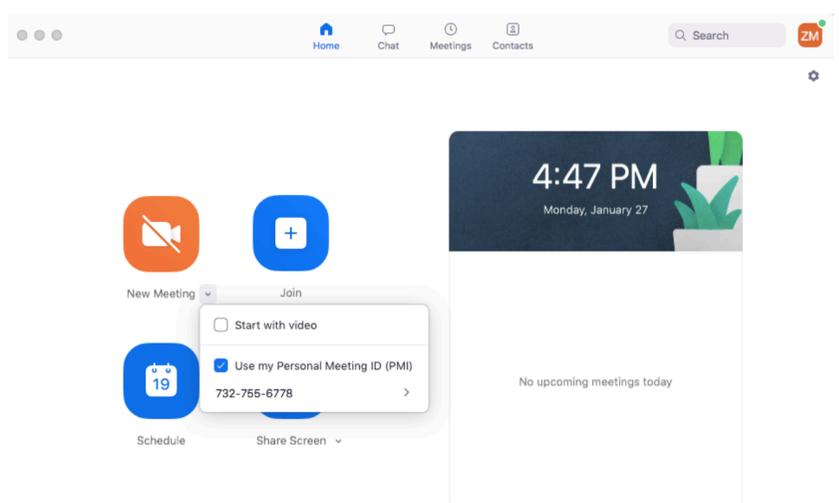
1. To download Zoom client, visit <https://zoom.us/download>
2. To create an account, visit <https://zoom.us/signup>
3. Enter your information to finish setup

Once installed, to begin a meeting

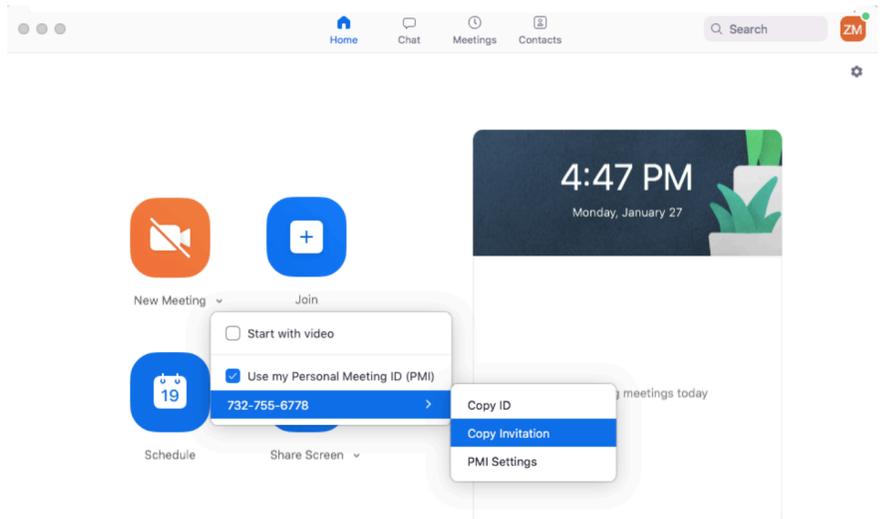
1. Open the client and find “New Meeting”



2. Select the dropdown arrow



3. Scroll over the User ID Number and select “Copy Invitation”



Send the invitation to your group members and begin a new meeting. A clickable link will be sent along with your personal meeting ID. Ensure your group members have the mobile app or desktop client downloaded first. Attendees will be able to join the meeting by clicking the link or searching the meeting leader’s personal ID under the “Join” function.

Once the meeting has begun, it is standard practice for all members to mute their audio unless they are speaking. Take note of the chat function for written messages, which available on mobile and desktop platforms.

****Joining a meeting from a mobile device may require you to verify your number****

****Meetings are limited to 40 minutes unless subscriptions are purchased****

City Church Connect Roles:

Content Editor: This person does the backend work on the website.

1. Create service events
2. Add service notes (volunteer and user)
3. Add service slides

Production Lead: This person oversees volunteers

1. Schedule volunteers on planning center for
 - a. Recordings
 - b. Services

Admin: This is a pastoral/shepherding/overseer role.

1. To ensure hosts are supported with any questions they might have.
2. To ensure that slides are pushed at appropriate times.
3. To ensure main messages are pushed at appropriate times.
4. To ensure people are getting prayer.
5. To ensure wholesome, edifying, and unified conversation is taking place in the chat.
If inappropriate conversation does take place, please do the following:
 - a. mute the user
 - b. delete the comment
 - c. follow up with the user in a private chat

Prayer Team: This team seeks to care for others through prayer

1. To ensure people receive prayer.
2. To transfer any people whose needs are greater than they are trained to meet.
3. To provide follow-up with pastoral staff so pastors are aware of the common prayer requests per week.

Host Team: This team creates a warm and vibrant environment with the hope that people will let their guard down and open their heart to receive the Gospel message.

1. Welcome
2. Spark discussion
3. Pray
4. Answer questions
5. Share important information
6. Push slides

Hubster: This team ensures connections are made and community happens.

1. To connect people with a small group.
2. To connect people with NextStop.
3. To connect people with needed resources.
4. To answer questions visitors or members might have.

Connect Group Leaders: This person oversees a small group following the service.

1. To start the meeting on time.
2. To give adequate introduction to the zoom platform and purpose of the group.

3. To facilitate discussion around the sermon and service.
4. To foster prayer for one another.
5. To provide follow-up for anyone needing community.