

Frequently Asked Questions About Online Worship



MATTHEWS UNITED METHODIST

Q: Where do I go for more information on viewing online worship?

You can get information and the service times on our website at www.MatthewsUMC.org/Worship-Experiences

Q: How can I watch worship online?

View worship online from your computer web browser, smart phone, tablet, or smart television by visiting www.MatthewsUMC.org/Live. The stream will only appear when services are live on Sundays at 9:30 and 11:00 am. The video stream originates on [Vimeo](https://www.vimeo.com) and is pushed to [YouTube](https://www.youtube.com) and [Facebook LIVE](https://www.facebook.com).

Q: Where do I go if I have technical difficulties?

If you experience a problem loading the stream during the Contemporary or Traditional services, please visit [Vimeo.com/MatthewsUMC](https://www.vimeo.com/MatthewsUMC) or wait until the service ends, then access worship on each of the platforms.

Q: How do I worship online from the website?

Scroll over the Worship tab then click "Live" and our Church Online Platform interface will launch. You can sign in with any email to chat and connect with others for a more meaningful experience. From the top right menu options, you will see the bulletin, check in and homepage links.

Q: How do I find the service on YouTube if I do not have the links from the website?

While on the YouTube.com website or in the YouTube app use the search bar and search for the following term: matthewsumc OR key in the website address: [YouTube.com/matthewsumc](https://www.youtube.com/matthewsumc)

Q: How do I find the service on Facebook if I do not have the links from the website?

While on the Facebook website or in the Facebook app use the search bar and search for the following term: matthewsumc

Q: Do I need a YouTube or Facebook account to watch?

No, you do not need an account.

Q: How do I know if I'm watching the stream LIVE in actual real time?

When the stream is live on the website and Facebook, you will see the "LIVE" indicator text within the video image to notify you that we are live. Facebook shows "Recorded Live" if you are watching a previous stream.

Q: How can I check in to let our pastors and staff know I'm watching?

It is important for us to know you are here! You can: 1) Share a comment on the Facebook live post or within the YouTube chat 2) Check in anytime right from our homepage at www.MatthewsUMC.org 3) Email your name with "Watching Live" in the subject line to communications@matthewsumc.org. (We make this simple for you from the "Worship Check In" link in our Friday Celebration email! Subscribe to that email [here](#).)

Q: Can I still give an offering or tithe if we are watching online?

Yes, you can give from a smart phone or device by sending a TEXT to 73256 and typing in the message line: Matthews. Hit send, then Follow the Link to give online. From a desktop, visit give.matthewsumc.org

Q: Where can I watch previous worship messages?

Message archives are stored on Vimeo under our [Contemporary Showcase](#) & [Traditional Showcase](#). Messages prior to 2021 can be found under our Vimeo worship channel at [Vimeo.com/MatthewsUMC](https://www.vimeo.com/MatthewsUMC).