

- **What time should I log on August 27th?**
 - The event officially begins at noon, but you are welcome to log on early to enjoy music DJed by Rayon Brown beginning at 11:45 a.m. Logging on early also ensures time to address any technical issues.
- **What type of device can I use to watch?**
 - Any device that can connect to internet and access YouTube or Facebook will work: desktop, laptop, tablet, smartphone, T.V., etc.
- **Will I need an internet connection?**
 - Yes, you will need to connect to internet via Ethernet (cable) or WiFi (wireless).
- **How do I view the event?**
 - Two platforms will live-stream the event (both will be showing the same content):
 - **YouTube:** <https://youtu.be/hI3zQeWvtVE>
Note: You don't need a YouTube account.
 - **Facebook Live:** <https://www.facebook.com/UnitedWayFoxCities/live/>
Note: You don't need a Facebook account. If you experience issues, please use the YouTube link.
- **What if I have technical issues?**
 - Here are a few suggestions if you experience technical issues:
 - Check your internet connection prior to the event to ensure it is working
 - Keep *both links* handy (YouTube and Facebook Live), so you can switch platforms if one doesn't work well for you
 - If you experience excess buffering, adjust your video quality settings to a lower resolution (i.e. 720p or lower)
 - Click on the Settings button (highlighted below) and choose 'Auto' or a lower setting.



- If you still experience issues, type your question(s) in the chat on either YouTube or Facebook for technical support. United Way staff will be monitoring chat during the event.

The virtual event is made possible thanks to the generosity of:

