

## Event FAQ's

### **Q: When is the latest I can sign up for an event?**

A: Sign up for *The Mum Show* will be available until 4.00 pm on the 30 April.

Sign up for any of the catch-up events (*Free to Be*, *The Wisdom House* and *Primary Parenting*) will be available until 4.00 pm on the last day of the event.

Sign up for *The Heart of Communication* and *A Mind of Their Own* will be available until 4.00 pm on the day of the event.

Sign up for *Date Night in a Box* will close on the following dates based on the date of the online event to allow for posting:

- Event night 6th May 2021: Last purchase / posting date 26th April 2021
- Event night 11th June 2021: Last purchase / posting date 1st June 2021
- Event night 7th July 2021: Last purchase / posting date 28th June 2021

### **Q: Am I able to watch the event anytime (on demand)?**

A: *The Mum Show* is available to watch from 9.00 am Monday 8 February until midnight on Friday 30 April. Following this you can watch all episodes anytime on our YouTube channel.

Any of the catch-up events (*Free to Be*, *The Wisdom House* and *Primary Parenting*) will be available to watch anytime from 9.00 am on the Monday of the event week, until midnight on the Sunday of the event week.

For *The Heart of Communication*, *A Mind of Their Own* and *Date Night in a Box*, you can click on the link anytime between 8.00 pm and midnight on the day of the event and it will start at the beginning. It will not be available to watch after that date.

### **Q: What if I have any technical issues?**

A: For *The Mum Show* or our catch-up events simply click the blue 'Contact us' box at the bottom of the web page, describe the issue you're having and one of our team will be in touch as soon as possible. Alternatively call us between 9.00 am and 5.00 pm on 029 2081 0800 or email via [mail@cff.org.uk](mailto:mail@cff.org.uk).

For *The Heart of Communication*, *A Mind of Their Own* and *Date Night in a Box*, there is a live chat available, on the viewing page, where one of the team will be ready to help from 7.00 pm to 9.00 pm or email us at [mail@cff.org.uk](mailto:mail@cff.org.uk).

### **Q: Can I chat with other people watching the episode or event?**

A: No, but you might want to arrange a watch party with friends, and then have a Zoom call afterwards to discuss what you've heard instead.



**Q: What happens when I click on the event link that was in my confirmation email?**

A: That link takes you to a countdown page for the event. For *The Heart of Communication*, *A Mind of Their Own* and *Date Night in a Box*, this will then go live 15 minutes before the event starts.

For all other events that link will take you directly to the page to watch your episode or event after the start date and time.

**Q: My video isn't playing. What should I do?**

A: Press play on the video. If this does not work try refreshing your webpage and pressing play again. If using a tablet or mobile device press the centre of the video to play. If the video is still not playing after that, please contact our support team.

**Q: My video isn't playing in Internet Explorer. What should I do?**

A: The videos will not work in Internet Explorer. Please try using Chrome, Safari or Firefox. We recommend the following website browsers:

Browser	Operating System	Version
Google Chrome	OSX, Windows, Android	69+
Mozilla Firefox	OSX, Windows	58+
Safari	OSX, iOS	10+
Microsoft Edge	Windows	15+

**Q: How long are the episodes or events?**

A: *The Mum Show* episodes last around 30 minutes each. All other events are between 1 hour and 1 hour 30 minutes each.

**Q: How do I give monthly or increase my monthly giving to Care for the Family?**

A: Visit <https://www.careforthefamily.org.uk/get-involved/give-monthly> or call us on 029 2081 0800 Monday – Friday, 9.00 am – 5.00 pm.

