



Hosting a Livestream Service

City on a Hill Church, Brookline

Responsibility

When you serve as a livestream host on Facebook, your job is to help people feel welcomed and cared for by posting and responding to comments.

Instructions

Before the service

Planning Center

Before the service, take a look at [the service order on Planning Center](#). Make sure you know what the scripture reading is as well as any announcements that have an accompanying link or email you can share. It's sometimes helpful to have a note or document on your computer with some comments planned out ahead of time.

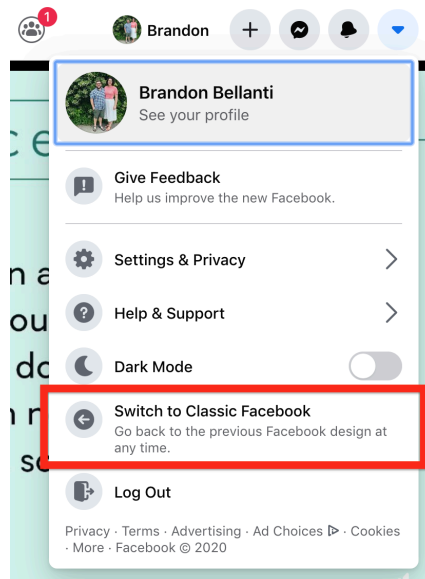
In Planning Center, you can enable example comments in the notes section (see screenshot below). These comments are only meant to give you an idea of what and when to comment; feel free modify them to fit your voice!

The screenshot shows the Planning Center software interface. The top navigation bar includes 'services', 'My Schedule', 'Plans', 'Songs', 'Media', and 'People'. The left sidebar has tabs for 'Songs', 'Media', and 'People'. The main content area is titled 'Brookline Worship Gatherings' and shows a service order for May 17, 2020. The service order includes items like 'Philippians: Joy in the Journey', 'Kids lesson video', and 'Closing'. A red box highlights the 'Note Categories' and 'Song Options' settings, which include checkboxes for 'Example Comments', 'Soundtech', 'Band', 'ProPresenter', 'Scripture Reader', 'Person', 'Song Sequence', 'BPM', and 'CCLI#'. The 'Example Comments' checkbox is checked.

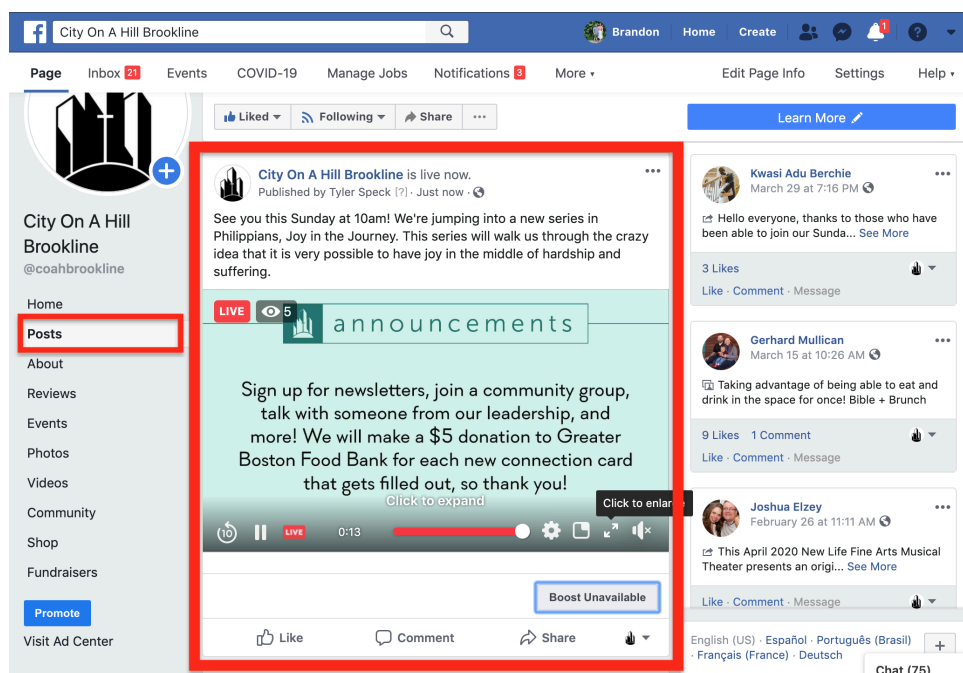
Faceboook

Be on the [CoaH Brookline Facebook](#) page 10 minutes before the service starts. (If you need moderator access to the CoaH Brookline Facebook page, email brandon@coahchurch.org.)

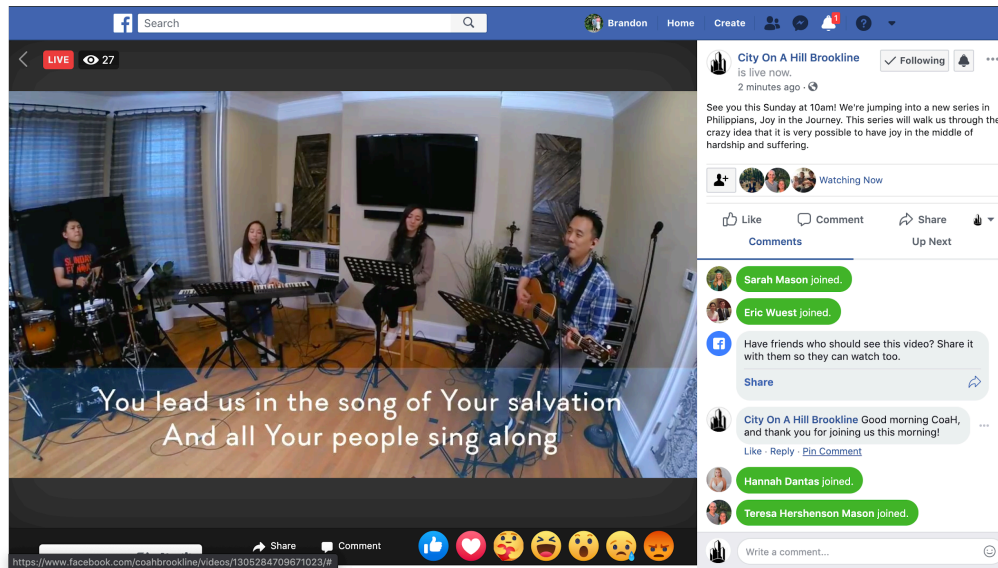
Note: Facebook is constantly updating their layout. If you have trouble finding any of the settings or features in this guide, try [switching back to the Classic Facebook](#) in the upper right hand menu (see screenshot below).



To find the livestream, click on **Posts** in the left sidebar menu, and scroll down the page until you see the scheduled post for the correct date (see screenshot below). *Note: You will not be able to see the video until the livestream actually begins, but you will be able to see the scheduled post.*



When the video goes live, enlarge it by clicking on the icon in the bottom right of the controls. This view will allow you to see the comments scrolling on the right side of the livestream as it plays (see screenshot below).

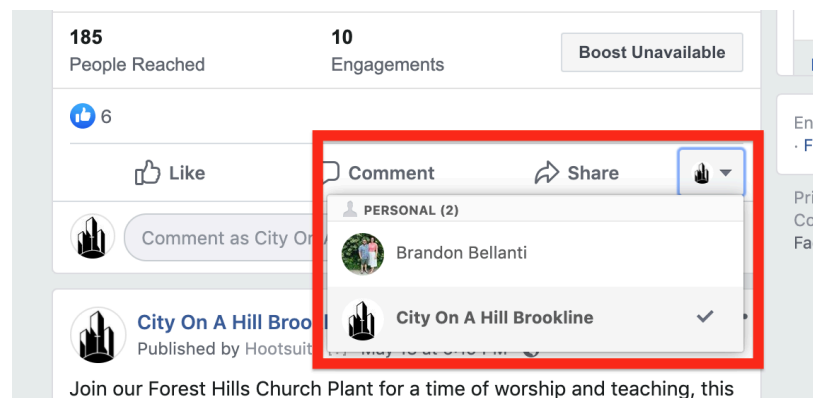


During the service

Your most important role during a livestream service is making sure that people feel welcomed. You can do that by reacting or responding to individual comments, posting links or email addresses that are mentioned by whoever is speaking, and posting quotes from the sermon.

Commenting as the CoaH Brookline page

When you are a page moderator, you can choose to react or comment from your personal profile or [comment as the page](#). Feel free to switch back and forth between accounts if you want to comment something specific as yourself (see screenshot below), but your host comments should be made as the CoaH Brookline page!



Introducing yourself

At the start of the service, you can comment with a quick hello and introduction if you'd like. This helps to make people feel more connected with you as the host. You can write something like, *"Good morning! I'm _____, and I'll be hosting today's gathering here in the comments. Excited to worship with you!"* You can add how long you've attended CoaH, other ministries where you serve, or anything that you think would help people connect with you!



City On A Hill Brookline My name is Josh Kim, and I'll be hosting today's gathering here in the comments. I've attended CoaH for around 4 years now and am currently serving as one of the CG leaders. Excited to worship with you!

Like · Reply · Pin Comment



Commenting, reacting, and responding to comments

As the host, you can comment, react, or respond to any comments. You can mention someone by name, especially if they're a visitor or someone who has moved away. You can comment and react as often as you'd like – the more the better! – but remember that you are representing both CoaH and more importantly the body of Christ.

Pinning comments

When you post a comment, you can [pin it](#) so it will stay on everyone's screen instead of scrolling with the rest of the comments (see screenshots below). You don't need to pin every comment, but it's especially useful for greeting comments or comments with emails, links, or the main point of the sermon. The longer a comment is pinned, the longer people will have to read and interact with it!



City On A Hill Brookline Good morning CoaH, and thank you for joining us this morning! ...

Like · Reply · **Pin Comment**



★ Pinned Comment

City On A Hill Brookline Joy is not found in the right circumstances but in the right person, Jesus

Like · Reply · Unpin Comment

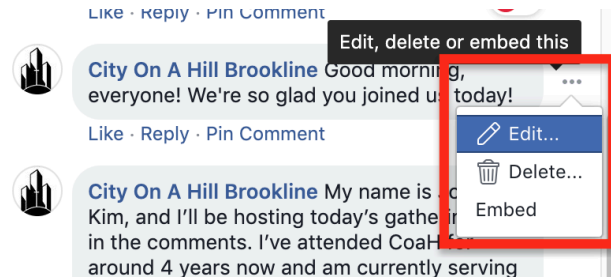


Write a comment...



Editing comments

You edit a comment you've posted, or [hide any unwanted comments](#) in the comment menu (see screenshot below). While it's unlikely that you will need to address spam or abusive comments, you can also [ban a user from the page](#). *Note: If you do experience spam or block someone from the page, be sure to let someone on staff know.*



Example comments

View the *Example Comment* notes in the [Planning Center service order](#) notes.

After the service

If there are any comments that need extra follow-up, please let someone on CoaH staff know.