

Remote Programming Supplement:

A Guide for Expanded Participation

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OVERVIEW AND PURPOSE:

*"I have become all things to all men, that I might by all means save some.
I do it all for the sake of the gospel, that I may share in its blessings." 1 Cor. 9:22-23*

As the lay faithful, we are called to bring Christ into the world and to make Him known in and through all that we do. Your council activity should always seek new ways to fulfill this mission. The Faith in Action program guidelines allow for each council to mold the programs to meet the unique needs and interests of Knights and the community. There are many within your community who may not be able to participate in these programs and activities physically but could do so digitally or online. This presents an opportunity for your council to enhance existing and future programming by adding a digital/remote programming component. This resource and style of programming **does not** replace the current model or guidelines for Faith in Action programs. All program guide sheets and specifications should still be followed. **While In-person programming is and should always be the preference and norm**, remote programming is meant to add on to and enhance current program guidelines and requirements. The "Steps and Best Practices" listed below are intended to help your council think creatively and plan proactively as you work to enhance your programs through remote access. **It is 100% up to the council if they choose to implement some or all of the programs remotely.**

This tool is laid out as a check list. Not every box is required but should be helpful to the process of adding remote enhancements to every council program. The Supreme Council is happy to provide this tool to enhance your council's capacity to fulfill the mission of the Order and the vision of Blessed Michael McGivney as we work together to build the Kingdom of God.

(You can also find more information about recommendations and program safety, by clicking [here](#).)

Steps and Best Practices for Developing Remote Programming

PRE-PLANNING STEPS:

1. Identify a Council Technology Expert – [Quick Tip Link](#)

- ☐ Consult roster and council officers to identify best candidate
- ☐ Extend Invitation to: _____
- ☐ Share Remote Programming document with Technology Expert
- ☐ Set meeting with Program Director and Council Technology Expert

Date:_____ **Time:** _____

NOTE: The supplementation of programs should be conducted by the Program Director with the expertise and assistance of the Council Technology Expert. *This applies to all steps and procedures.* Any additional assistance and oversight should be determined by the Grand Knight as necessary.

2. Identify possible programs to add a remote enhancement – [Quick Tip Link](#)

- ☐ Review program guide sheets for program guidelines and requirements
- ☐ Review below program examples – [Quick Link to Programs](#)
- ☐ Determine which programs the council would like to enhance
- ☐ Reference available council resources
 - ☐ **Review link: “[Tools for Member Communication](#)”**
 - ☐ **Review link: “[Tools for Remote Meetings](#)”**
- ☐ Prepare list of programs and possible solutions for meeting with the pastor

NOTE: All programs can benefit from digital/online supplementation

3. Meet with your pastor – [Quick Tip Link](#)**BEFORE:**

- ☐ Grand Knight to email pastor
- ☐ Confirm meeting date/time with all parties
 - Date:** _____ **Time:** _____
- ☐ Consult additional KofC resources for meeting with your pastor
 - ☐ **Review link: “[Working with your Pastor](#)”**

DURING:

- ☐ Discuss parish and council needs
- ☐ Review program list as they address identified needs/opportunities/interests
- ☐ Review possible technological solutions, confirm any existing parish and/or council resources

AFTER:

- ☐ Follow-up with confirmation email – confirmed programs and shared resources
- ☐ Cooperation and collaboration – schedule follow-up meetings to keep all involved up to speed – no more than 1 month following initial meeting
 - Date:** _____ **Time:** _____

NOTE: Many remote programs will be done best in collaboration with the pastor, his staff and any existing infrastructure of the parish. For additional questions and preparation strategies [click here](#) for the document Addendum.

4. Confirm Program Schedule – [Quick Tip Link](#)

- ☐ Program Director - confirm dates and times for programs
- ☐ Council Technology Expert - confirm necessary timeline for development and rollout of new online toolkit
- ☐ Share schedule with pastor and necessary parish staff

NOTE: Ensure program have extra planning space for testing of new online components and variables.

PLANNING PER PROGRAM:

1. Establish your digital/online tool kit

- ☐ Continue researching appropriate tools as needed
 - ☐ Consider video conferencing, livestreaming, online giving, communication and social media – [Quick Tip Link](#)
 - ☐ **Review: Link for “[Tools for Remote Meetings](#)”**
 - ☐ **Review: Link for “[Tools for Member Communication](#)”**
- ☐ Review all selected program [guide sheets](#)
 - ☐ Confirm necessary requirements for featured program
 - ☐ **Review: Link for “[Minimum Requirements](#)”**
 - ☐ Confirm program goals and design

NOTE: It is important to be familiar with all tools at your disposal and all unique requirements of the program before putting everything together. Some steps may need to be altered depending on dynamic of supplementation e.g. part in person and part remote or completely remote. You will want to make sure that the supplementation does not compromise the program but enhances it. *Remember, online supplementing does **NOT** change program requirements.*

2. Put it all together

- ☐ Set planning meeting (Program Director, Council Technology Expert and additional officers as needed)
Date: _____ **Time:** _____
- ☐ Review and schedule all components
 - ☐ Set deadlines for all listed action items
 - ☐ Plan test-run of program and links
 - ☐ Confirm date for each program
 - ☐ Communicate and advertise
- ☐ Select online tools necessary to supplement your programs – [Quick Tip Link](#)
- ☐ Double check process, roles and responsibilities – [Quick Tip Link](#)

NOTE: Consider joining programs if technology allows for it. e.g. Combine Family Prayer Night and Rosary

3. Test run your program

- ☐ Test all links
- ☐ Practice using online components e.g. “GoToMeeting”

NOTE: When adding digital/online supplementation to any program, planning will have to begin well in advance so that systems can be set up, tested, and shared for maximum participation and program success. Delegation of these areas will drastically increase the council capacity to run these programs well. This will also ensure that council and parish events/programs/initiatives will not compete but enhance each other.

ADVERTISING AND COMMUNICATION:

1. Confirm all means of program distribution and advertisement

- ☐ Email
- ☐ Phone: call and text
- ☐ Website
- ☐ Pulpit announcement - especially if livestreamed
- ☐ Bulletin – council and parish, printed and electronic
- ☐ Social Media – council and parish

2. Strategize with your parish's communication team

- ☐ Advertise events together. This helps avoid competition with online parish events
- ☐ Be sure to obtain your pastor's approval on communication via parish channels.
- ☐ Be consistent with advertising. Multiple announcements per program will be needed to generate awareness and interest.

3. Advanced communication

- ☐ Confirm recipient email list
- ☐ Send invitations well in advance of program date
 - ☐ Includes directions
 - ☐ Includes tested links
 - ☐ Includes dates and times

RUNNING THE PROGRAM: – [Quick Tip Link](#)

1. Start your program/online session
 - ☐ “Start” the online portion 5 minutes early so that people joining online can log in before the start and so that there is time to trouble shoot.
2. Practice hospitality
 - ☐ Greet individuals as they show up in person and online
 - ☐ Share and practice video etiquette
3. End with an invitation
 - ☐ Share the date of next scheduled program or council activity
 - ☐ Always know what is coming next so they know what to look for and when. This will help continue program growth and participation.

EVALUATION AND FOLLOW-UP:

1. Gather feedback – always looking to improve
 - ☐ Planning evaluation
 - Did we plan enough in advance?
 - Did we adequately test everything?
 - Was our communication and participation process clear?
 - ☐ Participant evaluation
 - How was the overall experience?
 - Would you participate again?
 - Was the process easy to follow?
2. Follow-up
 - ☐ Email participants with survey and invitation to next program/event
 - ☐ Share with pastor and appropriate parish staff the impact and success of your program – participation and specifics
 - ☐ Share best practices for remote programming with State Program leadership
 - ☐ Continue sharing notable program success with Supreme Program Team so we can share success and best practices across the Order. Email to fraternalmission@kofc.org

REPORTING:

1. Report as normal
 - ☐ **Review: Link for “[Minimum Requirements](#)”** (Found on Programs Resource Page)
 - ☐ **Review: Link for “[Fraternal Program Report form \(#10784\)](#)”**
 - ☐ Determine who will report council program activity
2. “What counts”
 - ☐ Review program guide sheet – all requirements are the same
 - ☐ Confirm featured program requirements

EXAMPLES OF ONLINE PROGRAM ENHANCEMENTS

FAITH PROGRAMS

SPIRITUAL REFLECTION

- Plan a digital retreat similarly to a standard, in-person event – but take advantage of the ability to host speakers or play videos that may not have been able to attend an in-person event.
- Make sure that a digital retreat doesn't just become a video-watching event – run virtual small group discussions throughout the day to help ensure that participants remain engaged.
- Make sure to also include prayer, whether that be group praying of the Rosary, a livestreamed holy hour or a video prayer service.

RSVP

- Use digital fundraising to provide greater financial support to seminarians
- Try to schedule a monthly video call with your sponsored seminarian(s), learning more about their formation and prayer requests.
- Pay attention also to opportunities to livestream prayer from his seminary and invite the council and parish to tune-in and pray with your sponsored seminarian(s) whenever the opportunity arises.

HOLY HOUR

- Whenever your council or parish hosts a holy hour, work with your pastor to make sure the prayer can be livestreamed.
- In the invitation to join the livestream, include a copy of the prayers you will use, such as the [*Service Guide*](#) (#10708), so that participants can follow along from home.
- Consider offering some time after the livestream for participants to socialize via a video conference, so they can share their prayer intentions and any powerful moments of prayer that they experienced

INTO THE BREACH

- Establish digital small groups to go through the *Into the Breach Video Series* and discuss each episode.
- Take advantage of the time flexibility of digital discussions by scheduling events at times that fit everyone's schedules.
- For this program to count, you must run discussion groups – it is not enough just to stream the videos

PILGRIM ICON PROGRAM

- Remember, a Pilgrim Icon prayer service can be held anywhere, not just inside a church.
- Combine the Pilgrim Icon Program with a Family Prayer Night, whether in person or over video conference.
- Be sure to livestream your prayer service so that it is more accessible for those who are unable to attend.

ROSARY

- Consider scheduling a Rosary program where different council and parish members and their families lead the Rosary.
- Use digital conferencing technologies so that families can lead these prayers from the comfort of their home, allowing more families the opportunity to participate in this powerful program of family prayer.

SACRAMENTAL GIFTS

- Work with your pastor and your parish director of sacramental formation to ensure that your council is aware of upcoming sacramental celebrations in the parish, such as baptisms, first communions and marriages.
- Store your Sacramental Gifts somewhere in the parish where parish staff can access them, so that they can be given even when a member of the council is not present.
- Be sure to bundle the gifts with information about the Knights of Columbus and card from your council.

BUILDING THE DOMESTIC CHURCH KIOSK

- Advertise the Kiosk on multiple online platforms to increase parish awareness. Work with your pastor to announce the location and titles of the books so parishioners know what content is available to them.
- Encourage small group discussion that utilizes online platforms to discuss material, fostering community.
- If it is not possible for an individual to pick up a physical copy from your Kiosk, remind parishioners that the booklets are available online through the [Catholic Information Service](#).

FAMILY PROGRAMS

CONSECRATION TO THE HOLY FAMILY

- Ideal to have the pastor lead the consecration. Provide him with resources and text to help with the consecration.
- When you celebrate your Consecration, make sure that you livestream those Masses so that all people can join.
- If you are planning a talk or mini retreat in preparation for the Consecration, livestream or record the talk(s) and make other resources available online.

FOOD FOR FAMILIES

- Consider conducting a drive-through food drive with a designated drop-off location.
- Consider collecting funds online. Collected funds can then be donated direct to the food pantry and more easily reported for the refund.
- Help families bring the experience and awareness home with them by offering information on the needs within your community and prayer/meditation guides on the corporal works of mercy. Make these available online as well.

FAMILY FULLY ALIVE

- Offer the Family Fully Alive Booklet in digital format on your parish website, through social media and through other means of communication with parishioners and Knights.
- Use social media and email to send out monthly reminders of each month's theme, the Supreme Chaplain's Monthly Challenge, and other ways to use the Family Fully Alive Booklet
- Have families "opt-in" to the program through an online form to track participation. Ask for monthly feedback from these families on how they are living the monthly theme
- Couple Family Fully Alive with your Family Prayer Nights each month using the prayers and reflections in the booklet.

FAMILY OF THE MONTH/YEAR

- Use video conferencing for your Family of the Month committee to meet and select each month's winner.
- Consider consulting other parish ministries to gather suggestions and stories of families who should be nominated for the award.
- Highlight monthly winners using social media and/or livestreamed Masses or events.

FAMILY PRAYER NIGHT

- Use video conferencing to run an abridged Family Prayer Night. Plan to have brief introductions, communal prayer, and a brief discussion giving each family a chance to answer questions such as *What has been the best part of the past week? The hardest part? What is one way that you have seen God working in your life this week? Where did you experience Jesus this week?* Allow for parents and children to respond.

- Invite families who are unable to attend an in-person Family Prayer Night to join the prayer portion of the evening through video conferencing.
- Family Prayer Night is ideal for coupling with other Faith in Action programs such as Family Fully Alive or Rosary.

FAMILY WEEK

- Livestream as many of your Family Week events as possible including Masses, talks, concerts etc. There is no minimum required number of events but consider doing more than one to constitute a schedule of events. Have fun and be creative with the events, i.e. have different families host and 'livestream' from their house.
- Encourage families to develop their at-home plan for Family Week and offer prayers and activities for families to do as a family at home.
- Couple Family Week with other Faith in Action Programs.

GOOD FRIDAY FAMILY PROMOTION

- Ideally your parish has the capacity to livestream all Holy Week liturgies. If not, work with the pastor to determine if your council can help set up this livestream capacity.
- Provide online resources for Knights and parishioners to help them prepare for and prayerfully enter into Holy Week.
- If your parish has the capacity for online giving, encourage Knights and parishioners to donate in support of the Pontifical Good Friday Collection which supports Christians living in the Holy Land. If online giving is not yet established, work with your pastor to see if your council can support setting this up.

KEEP CHRIST IN CHRISTMAS

- Provide all material for the Poster Contest online. Collect entries electronically by having students scan their posters and email them to your KCIC Poster Contest chairman. *NB: The winners of the state-level competition will need to send the original, hard copy of the poster to Supreme, so remind participants to hold on to their posters after online submission.*
- If scanning the image, suggest that the "poster" be a standard 8½ x 11 piece of paper so that it is easier to scan. "Scanning" can also be a photograph of the original.
- Distribute and make available online the [*Journey to the Inn Booklet*](#) (#9898) and encourage families to conduct the prayers as a family at home.

COMMUNITY PROGRAMS

COATS FOR KIDS

- After working to assess the need for coats in your community, work with corresponding leaders to schedule a shipment, drop off or a local pick-up of coats.
- There are many creative ways to distribute coats to those in need and councils are encouraged to be creative in assessing and meeting the presented needs.
- Ask your pastor if communication may be sent to the parish community encouraging them to donate online. Include a link to the [*Coats for Kids brochure*](#) (#10503) to explain the program which in turn will encourage donations.

GLOBAL WHEELCHAIR MISSION

- Offer council members and the parish community the option to donate online, either through a council donation page or direct on American Wheelchair Mission or Canadian Wheelchair Foundation websites.
- Links for these online pages should be emailed or made available online.
- Speak with your pastor about allowing the council to hold a second collection at Mass or setting up a collection box at the parish for people to donate.

HABITAT FOR HUMANITY

- Reach out to your local Habitat for Humanity branch to speak to them about assisting or donating. Inquire how councils may assist them remotely.
- Encourage individuals to volunteer at and/or donate to your local Habitat for Humanity Restore. For more information on volunteer or needs please contact your local Habitat for Humanity Restore.
- Create an online giving page or donate directly on the Habitat for Humanity page. If you are doing a community wide fundraising initiative, and individuals donate directly on the Habitat webpage, make sure they forward their confirmation emails of their gifts to a provided council email for an accurate report of council activity.

FREE THROW & SOCCER/HOCKEY CHALLENGE

- Allow and encourage parents to record their child's attempt for any of these programs and submit the video recording to the council.
- Encourage participants to practice beforehand, but to ensure fairness, ask that parents record and submit only one official attempt
- When promoting the event, provide a council email to be used for questions and submission. Provide to those participating digital copies of the scoresheet and guidebook so they participate according to program guidelines. A copy of the scoresheet can either be submitted by the parents or tallied by the council when reviewing the recording.

ESSAY CONTEST

- Reach out to your local schools by phone or email and ask the principal if they would like to add the essay program as an activity. This could be added to any classroom dynamic, in person or in home.
- Speak with your local pastor about having it added into Religious Education classes.

HELPING HANDS

- Work with your parish and community to assess local needs.
- Speak to your local shelters about needs and encourage council members and community members to donate or provide financial support.
- Purchase care package supplies that council members can pick up and build on their own to be provided to the homeless members of the community.

DISASTER PREPAREDNESS

- Host a webinar or video meeting with your local law enforcement to teach the council and community about safety during a disaster.
- Host virtual training classes with a local trained CPR certified professional. Additional in-person training and testing may be necessary to count for full certification.
- Share the links for these live or recorded events with the council and parish.

LEAVE NO NEIGHBOR BEHIND

- **Support your brothers Knights:** Through calls, texts, emails or in person, check in on brother knights and their family to assess any unmet needs and ways the council can support them. Create a phone tree that ensures that everyone in the council is contacted and connected. Consider an online meeting room in addition to council meetings for some fraternal time.
- **Support your parish:** Speak with your local pastor to see if there is any need at the church.
- **Support your community: Reach out by phone or email to leaders and organizations within your community to assess needs and coordinate a council response accordingly.**
- **Feed the hungry:** Reach out to your local food pantry to find out the need and encourage members of the council and parish community to assist with donation, by providing a box outside the parish for drop off.
- **Participate in blood drives:** Consult the Leave No Neighbor Behind guidebook for supporting blood drives.

LIFE PROGRAMS

CHRISTIAN REFUGEE RELIEF

- Raise awareness of the suffering of persecuted Christians by offering members and the parish community the option to pray and donate online.
- Consider praying a virtual novena or a rosary with special intentions for persecuted Christians, along with the [*Prayer for Persecuted Christians*](#) (#10340).
- At the end of the prayer campaign, ask participants to donate by purchasing [Solidary Crosses](#) or contributing to the [Christians Refugee Relief Fund](#).
- The prayer and fundraising campaigns can be hosted using video platforms and shared through email and social media.

MARCH FOR LIFE

- Stay up to date with March for Life events by visiting www.marchforlife.org. Become aware of any ways that people can participate digitally if unable to attend in person.
- Visit the [March for Life Blog](#) for ideas on how you can stay engaged in the fight to build the culture of life from home.
- Organize your own event and invite speakers to present on pro-life topics relevant to your council and parish community using online video platforms or social media.
- Coordinate your council and community's participation in webinars and virtual programs offered by your diocese, state Right to Life organizations, and/or pro-life advocacy groups.

NOVENA FOR LIFE

- Select a specific day/time for everyone to participate whether it's live on an online meeting page or individually at home. Ask your pastor if he would be willing to lead the novena prayer live and online for everyone participating.
- Invite your parish community, and especially families, to meet online each day of the novena to pray.
- Consider asking a different Knight, family, or member of your parish community to lead each day's prayers. Before the novena, ask if anyone has any special intentions they would like to pray for.
- You can also host a novena or a 9-day rosary outside, for example in front of abortion business. No matter where the event is located, be sure to livestream the event and invite others to pray with you.

SPECIAL OLYMPICS

- In addition to in-person sports and programs, Special Olympics organizations promote and run events virtually. Visit www.specialolympics.org and contact your local Special Olympics to see how your council can get involved with social media fundraisers and coaching athletes online.
- Look online for contact information for your local Special Olympics committee or work with your State Life Director to help in setting up this communication.
- If available, volunteering online counts the same as volunteering in person.

SILVER ROSE

- Remember, a Silver Rose prayer service can be held anywhere, not just inside a church.
- Combine the Silver Rose Program with a Family Prayer Night, whether in person or over video conference.
- Be sure to livestream your prayer service so that it is more accessible for those who are unable to attend.
- When a Silver Rose or live service is unavailable, use the pre-recorded [Silver Rose Prayer Service](#) as a digital alternative.

PREGNANCY CENTER SUPPORT AND ULTRASOUND

- Be sure to ask the center to get involved in your efforts. For example, the center can provide a virtual tour of the facility or produce a video or written testimony featuring its staff or clients. Use this content to run an online fundraiser to request donations for the center.
- Coordinate the delivery of items to the center by individual members and families themselves, rather than getting together in-person to do so.
- Support the center through prayer by meeting outside the pregnancy center and livestreamed the event for others to participate remotely. You can also coordinate and host regular video opportunities for prayer online in support of a mother or unborn child from the center.

MASS FOR PEOPLE WITH SPECIAL NEEDS

- Consider how you can accommodate those with special needs when planning for livestreamed Masses and virtual prayer services, events, or meetings with your parish or council.
- Provide a survey to request specific accommodations to make, such as the addition of captioning or sign language to virtual content.
- To the extent possible, include people with special needs in prayer services and Mass options that utilize digital platforms.

REMOTE PROGRAMMING ADDENDUM: NOTES AND HELPFUL TIPS

Steps and Best Practices

PRE-PLANNING STEPS:

1. Council Technology Expert:

- This position should be filled by the most able and competent individual in the council.
- He should understand how to identify and use appropriate digital tools, setup online meetings, manage multiple online systems, troubleshoot possible issues, identify technological solutions to meet the program need and design solutions to help satisfy the design and goals of any given program. e.g. if you are running an online [*Into the Breach Video Series*](#) program, the Technology Expert would select which computer software/program to use and know how to implement it.
- If necessary, this could be a group of experts, not just one person. Also, this individual does not have to be a council member.

2. Identify possible programs for remote enhancement

- Program Director and Technology Expert should be a part of this process if not leading it.
- It is very important to have a list to programs prepared prior to your meeting with your pastor

3. Meet with your pastor

- Encourage the pastor to invite any relevant parish staff who could support this conversation and initiative.
 - Be prepared for this first meeting to be shorter and follow-up meetings to occur between your program director, technology expert and necessary parish staff.
- Come with list of potential programs and questions
- For example:
 - Is your parish able to livestream Masses and/or other events?
 - Does your parish have an active social media presence? Facebook, Instagram, Twitter, website, etc.?
 - Does your parish have an email distribution list and/or additional means of mass communication? If so, ask the pastor and/or his staff to send out communication on your behalf.
 - Does your parish have an updated and user-friendly website?
- Discuss parish needs and programs to help meet those needs.
- Determine what digital/online resources the parish has available.
- Discuss any digital/online events already being run by the parish.
- **NOTE:** Many remote programs that you will run as a council will be done best in collaboration with the infrastructure of the parish.
- Offer council support and aid.
- Offer as much technical and financial support as your council can.

4. Confirm Program Schedule

- Identify programs that could be coupled together in an online event to help bolster your remote impact – see program specifics for additions suggestions on how to think outside the box.

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PLANNING PER PROGRAM

1. Establish your digital tool kit

- You can use digital tools to bring in additional content and/or speakers that otherwise may not have been able to attend.
 - Digital resources might include the *Into the Breach Video Series*, Everyday Heroes, Catholic Information Service digital booklets, FORMED, St. Paul Center Bible Studies, etc.
- Consider means of fundraising online. Consult with your pastor on existing tools that the council could utilize.

2. Put it all together

- Select online tools – Items to Consider
 - Develop online means of program sign-up
 - If your program requires small groups, you need to provide a means for people to sign up, provide you contact info, so you can assign them to a small group and communicate accordingly
 - This will also help with reporting – this way you know how many participated and when, especially for programs such as *Into the Breach* or *Family Fully Alive*.
 - Consider an online software or platforms as possible avenues for participation sign-ups. (e.g. “Sign-up Genius”, “Google Forms”, “Survey Gizmo”)
- Double check process – Examples
 - For the [Into the Breach Video Series](#), which is designed for multiple small groups, it may require two different online “rooms”, one to watch as a group, and one to come together as a breakout group. This will require two separate links. Multiple small groups will require multiple unique “rooms”. Have you identified small group leaders who will then oversee those “rooms” and trained them on how to use the online platform and send out respective links? You could also preset the groups and assign a links in advance. Some online tools have this functionality built in.
 - For programs that require distributing physical items – like winter coats, Building the Domestic Church kiosk booklets, or Sacramental Gifts – continue to work creatively to distribute and make these items available.
 - If gifts or items must be distributed by someone other than members of the council, bundle the item give-away with some information about the Knights and why your council chose to participate in the program.

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RUNNING THE PROGRAM

1. Starting your program/online session

- Remember to start early

2. Practice Hospitality – Quick Tip

- Run everything as you normally would, but make sure not to forget those joining online. As people show up in the online room, be sure to welcome them and address them directly.
- Be prepared to be flexible. This will be a new experience for many. If things aren't working entirely right, don't get frustrated "in front" of everyone online, acknowledge the difficulty and thank everyone for their patience.
- Explain how the software works and help people trouble shoot if necessary.
- Share video conferencing etiquette
 - e.g. "Everyone please mute yourselves to prevent feedback, unmute when you want to speak."

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