

Wesley Media: Instructions for viewing a webcast

1. Go to the Wesley Media home page: www.wesleymedia.co.uk
2. On the left hand side of the home page click 'Webcasts'.
3. You will be presented with the Terms & Conditions page. At the top of this page is a test video which should start playing automatically. If you are unable to view the test video then you may need to install the latest version of Microsoft Silverlight which is freely available via Microsoft's official website.
4. If the test was successful then you can proceed. At the bottom of the Terms & Conditions page is a tickbox; if you agree with the Terms & Conditions tick this box then click view webcast.
5. You will now be presented with the login page; enter your username and password as provided to you by either the funeral director or a family member (the username/order ID will be 5 numbers and the password will be 8 lowercase letters).
6. You will now see the webcast page; a black screen will be visible until the broadcast has started. We advise that you periodically refresh this page while waiting for the service to begin (this can be achieved by pressing ctrl and F5 together)
7. Once the service has concluded it will be made available to view On Demand for a period of 7 days. The On Demand stream is accessed in the same way as a live broadcast using the same login details.

Please be aware that due to the nature of the Internet, no guarantee is given that delivery of audio/visual data will be uninterrupted or error free. Wesley Media shall not be liable for any corruption to, delay in receiving or any other defect relating to data dispatched over the Internet.