

# BJBE Digital High Holy Days FAQ

## **1. Where do I find the link for services?**

All of the links will be posted on BJBE's Vimeo page: <https://vimeo.com/bjbe>

You can also find all of the links (including a schedule and the PDFs of the prayerbooks) on the High Holy Day page of BJBE's website: <https://www.bjbe.org/hhd20>

We recommend bookmarking or saving these links if you are able.

## **2. Why am getting an error message when I click the link for the service?**

One hour before each service, we will be sending an email with the link for the upcoming service. If you click on the link before the designated time, you will get an error message. *Don't worry! You have the right link!* Reload the page, or click the link again after the time the service is planned to begin and the video will be there.

## **3. Can I access the service on my SmartTV/AppleTV/Roku?**

Yes! Follow these instructions and let us know if you need any other assistance.

- a. Download the Vimeo App to your television.
- b. Create a free Vimeo account on your computer
- c. Go to <https://vimeo.com/bjbe> and click the box/button that says "+Follow." After you click it, you should see " ✓Following"
- d. While you have your computer, open Vimeo on your TV. It will give you an activation code which you enter on the computer.
- e. Services from BJBE should be in the "Feed" section on the TV (you may have to scroll down to see "Feed").
  - i. **\*\*NOTE:** As in Question 2, the services will not appear in your feed until they "go live" at the appointed time. You may have to reload or close out the program and reopen it for the service to appear in the Feed.

We recommend that you practice before Friday night to make sure everything is set and ready to go. You can use the S'lichot service as a test.

## **4. Can I access the service from my iPhone/iPad/Android/Tablet?**

Yes! Go to the App Store/Play Store/wherever you go to download apps. Download Vimeo. Create an account. Search for "CongregationBJBE" and click follow. Click "Watch" at the bottom and you should see the BJBE services in the "My Feed" section!

## **5. Are there other ways to access the services on my TV?**

You can also create a wired connection between your television and a laptop. Check and see what ports your laptop and television have. Some may have an HDMI port, others a USB, or with other AV cords and adapters.

## **6. Can I watch anytime?**

Yes! Once the services are posted, they will remain on the BJBE Vimeo page. If you plan to attend the Torah reading and study or the Watch Party for the Celebration for Families with Young Children, we recommend you start on time, because those moments have a set start time.

## **7. The Torah reading & study, watch party, and Yom Kippur study sessions say that they are on Zoom. How do I get on for those moments?**

Just as we will send out links for the services, we will also share links for the Zoom sessions via email. For security reasons, these links will *not* be posted publicly. If you lose the link, email [bjbe@bjbe.org](mailto:bjbe@bjbe.org).

If you have not yet used Zoom, go to <https://zoom.us/> and create a free account. You can find tutorials on how to use Zoom [here](#) or you can call or email the office and we will happily talk you through it.

\*\*Please note: these parts of the High Holy Days will be happening *LIVE*. We plan to stream the Torah reading & study and Yom Kippur study sessions to the community [BJBE Facebook Group](#). They will be archived on the page and available to watch at a later time.

## **8. How to make it full screen?**

If you are using a laptop, computer, phone or tablet: on the bottom right hand corner of the video, click the four-way arrows. That should make the video full screen. You may have to turn the phone/tablet for it to fill the screen.

## **9. What if I still need help?**

Call the office at 847.94.7575 or email [bjbe@bjbe.org](mailto:bjbe@bjbe.org) and we will be happy to help! We will also have our tech support desk open throughout the holidays.

# *Shanah Tovah!*