

From the Desk of

# *Santa Claus*

## How to Get the Most from Your Virtual Visit

Ready for your virtual visit? You've made a good decision. Virtual Visits give a far superior experience to the typical mall visit at a comparable price. The focus will be on the children and entertaining them, something that other types of visits cannot provide.

However, there are certain things you can do to ensure the best experience possible:

1. Talk to your child or children before hand  
Help them decide in advance what they want to ask Santa about the reindeer, the workshops, the elves or Mrs Claus or anything else that may interest them. Also help them identify what they want for Christmas. They'll be less tongue tied if they are prepared.
2. Use a computer with a wired connection not a phone or WIFI.  
Computers provide a larger screen and often are faster, which enhances the experience. Phone and WIFI connections are subject to atmospheric conditions. Sometimes they just don't work or are forced to self-correct slowing the connection down.
3. Consider attaching a television  
Most modern computers have an HDMI output and most modern televisions have an HDMI input. Connecting them together enlarges the screen size and improves the experience.
4. Stop unnecessary background Apps  
Some operating systems are notorious for loading communications applications in the background. Skype, notifications, and Microsoft Teams all use internet and CPU resources. They can effectively throttle your ability to use ZOOM and make a great experience, frustrating. Turn them off before starting.
5. Use a high speed internet  
Although you can't control the actual internet, by using a high speed internet connection you'll reduce the chances that connections will be lost or interrupted.
6. Turn up the microphone  
Little voices can be difficult to hear especially when there are many children, and they are standing several feet beyond the recommended microphone distance. You'll have to judge this yourself but your microphone needs to be several stops beyond what you might use. Note that even with the microphone turned up, you need an adult for those times when little voices just aren't loud enough for the equipment.
7. Check before  
Check your connection and computer set up before to ensure that nothing goes wrong. There will be a short introduction screen when you join the meeting with Santa. Please talk and move while it is on. This will allow Santa to make sure you aren't having problems. This is a final check before you go live with Santa.
8. Have everyone present  
People wandering in and out of the room disrupts the visit. And no one wants to miss their time with Santa.

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9. You will receive an email invite with a link  
If you click on the link at the proper time you will be taken directly to the visit area.
10. Better early than late  
All visits are scheduled for both start and finish. If you are early you may have to wait before being admitted. If you are late, you are reducing the time with Santa.
11. If possible have a plain background  
It helps Santa to see the children
12. Have an adult present in the room  
Santa's hearing isn't always the best. And sometimes, little voices need amplification. Also Santa doesn't know your child. All the little physical signs of boredom may be missed or misinterpreted. Feel free to cut the meeting off if you feel the child has gotten all they can from the visit.
13. Don't let the children run around  
In their excitement, children may want to show Santa their room or toys or any number of things. While Santa is interested, time and other issues make it a problem.
14. Don't forget to download the video  
You'll receive an email with a link to a video of the visit. These are time limited so please download them as fast as you can.
15. Please don't forget to review your visit  
This helps other to know what to expect, and it also helps Santa improve.
16. Enjoy yourself  
A visit with Santa is a wonderful thing that will be a memory forever.

Thank you for the opportunity to work with you. I look forward to visiting with you in the future.

Have a very Merry Christmas and Happy Holidays and a very Prosperous New Year!

*Santa Glen Ford*