



Priscilla
SHIRER
SIMULCAST

4.23.16

FAQs

lifeway.com/PSLsimulcast

LifeWay Women | events

WHAT IS PRISCILLA SHIRER LIVE?

Priscilla Shirer Live, formerly the Going Beyond event, is an intimate and inspiring women's conference like no other. Priscilla's ministry to women across the country and around the world is focused on the expository teaching of the Word of God. Her desire is to see women come to a full understanding of who they are in Christ by hearing the uncompromising truth of Scripture.

WHAT IS A SIMULCAST OR STREAMING EVENT?

A simulcast or streaming event is an event that is broadcast simultaneously to various locations through the internet. We will stream the Priscilla Shirer Live event using HD internet technology. The event will be broadcast worldwide, live from Reading, PA.

IF WE HAVE A CONFLICT ON THE DAY OF THE SIMULCAST, CAN WE STILL PARTICIPATE?

Yes! All participants have access to the simulcast for up to 30 days after the live event occurs. You can choose to host the event on an alternate date within the 30 day time frame. The simulcast will not be available after May 23, 2016. Please note that technical support may not be available during your delayed simulcast. Support hours are Monday - Friday from 7:30am - 6:00pm CT.

WHAT IS THE COST FOR HOSTING THE SIMULCAST?

Visit lifeway.com/pslsimulcast to see our pricing structure. If you are a small group, you will need to purchase multiple individual simulcasts. If you are a church, you will need to purchase based on your church's active membership. Church tiers can have an unlimited number of participants by purchasing a Small or Large church license.

WILL THERE BE LIVE MUSIC DURING THE EVENT?

Yes, Anthony Evans and the Praise Team will lead worship. Lyrics will be projected on the screen in order for everyone to join in worship.

WHAT IS THE SCHEDULE FOR THE EVENT?

The schedule for the simulcast is listed at lifeway.com/pslsimulcast. If you need to start your event at a time that is more reasonable for your time zone, you can pause and rewind the simulcast once it is started. It works similar to DVR technology. Multiple opportunities are given to practice using the DVR; such as during the monthly Hostcasts and Mandatory Testing time.

WE LIVE IN ANOTHER TIMEZONE; DO WE HAVE TO START OUR EVENT AT THE SAME TIME AS IT OCCURS?

No! We utilize DVR technology that allows you to join us at a time more convenient for you. You'll be able to join us and rewind the feed back to the beginning when you are ready to begin your event.

WHAT IS THE TOPIC OF STUDY?

We do not know in advance what the topic is for this event, but the content will be a unique message for simulcast participants. If topic information is given beforehand, we will inform simulcast hosts.

This event features two special prayer times led by Priscilla. Many participants often describe as one of their favorite parts of the event. Information will be shared with hosts so they will know how to prepare for these special prayer times.

IS THE PRISCILLA SHIRER SIMULCAST REFUNDABLE & TRANSFERRABLE?

The Priscilla Shirer Simulcast is non-refundable. You may not transfer the cost of your simulcast to another simulcast provided by LifeWay.

HOW DO I TEST MY INTERNET CONNECTION BEFORE I REGISTER?

LifeWay Christian Resources has provided a link for your church to test your internet capability. You may conduct this test located at www.lifeway.com/pslsimulcast. Look for the “What You Need” section and click on the “Test Your Connection” button to begin. For your convenience, we have also scheduled weekly tests that you will have access to on the host website after registration.

IS CLOSED CAPTIONING AVAILABLE DURING THE SIMULCAST?

Yes. Information about how to utilize this feature can be found on the host website.

WILL I RECEIVE PROGRAMS WITH MY ORDER?

Yes. All hosts will receive a downloadable file of the program. In addition to the downloadable file, Small & Large Church hosts will also receive 100 printed programs with their registration. The program is not an outline of the content covered during the simulcast, but rather a place for participants to take notes.

Only churches in the U.S. & Canada will receive printed programs and can order additional quantities on the host website. **All other international hosts will receive a free pdf download on the host site.**

WHAT HELP CAN I EXPECT FROM LIFEWAY?

Each church will gain access to our host website that contains many planning and promotional tools to help host a successful simulcast! You'll have access to our Host Coordinator Facebook page where you'll be able to interact with others hosting the event and swap ideas! You'll also have your own Regional Simulcast Specialist who can help you along the way! In addition, you can also choose to be listed on our simulcast map so others in your area will know you are hosting!

WILL HOST CHURCHES BE REQUIRED TO SET THEIR OWN TICKET PRICES?

Host Churches may choose if they want to sell tickets or offer their simulcast for free or a minimal price. Host churches have the freedom to determine their event ticket price. We do suggest no churches charge more than \$30 admission (including lunch.)

We encourage host churches to notify other area churches and let them know your church will be hosting the simulcast event. Invite them to join your church in providing this event to your community. If multiple churches in your area are registered to host, work with the Women's Ministry Leaders to determine a set price for all events so that you are not competing with one another.

WHERE WILL I GET TECHNICAL SUPPORT BEFORE AND DURING THE STREAMING EVENT?

Hosts receive ongoing support via the Digital Pass Support phone number. Additional information about support on event day will be given to hosts after registration.

Digital Pass Support Phone Number : 1.866.713.3512

Digital Pass Support E-mail Address: DigitalPassSupport@lifeway.com

International hosts have access to Technical Support during normal Customer Support hours which are Monday - Friday from 7:30am - 6:00pm CT.

WILL LIFEWAY PROVIDE DOWNLOADS OF THE EVENT?

Per our Terms & Conditions, we will not send DVDs, flashdrives, or downloadable files to any of our locations. All hosts must be able to stream the event through the Internet.

WILL AN OFFERING BE TAKEN DURING THE EVENT?

Yes, there will be a giving opportunity during the simulcast to support a ministry Priscilla feels led to bless through this event. We will post more information about the giving opportunity on the host website.

CAN I PAY FOR THE SIMULCAST ON MY CHURCH ACCOUNT?

Yes! You will be required to log-in to a pre-existing account or create an account in order to purchase the simulcast. Log-in with your LifeWay Church Account email address and select your church account when selecting your payment method.

WHAT IS A LIFEWAY CHURCH ACCOUNT? CAN MY CHURCH SIGN UP?

LifeWay offers billing accounts with 30 day payment terms upon credit approval, for churches and organizations who purchase products or services from any of our sales channels. Having a LifeWay account enables you to:

- apply tax exemption to your order, if applicable for your church and in accordance with your state tax exemption laws
- view your church or organization's invoices and purchase history

If you would like to set up a LifeWay account, call 1-800-458-2772.

MY CHURCH IS TAX EXEMPT. HOW DO I MAKE SURE WE ARE NOT CHARGED SALES TAX?

To avoid Sales Tax, we must have your State Sales Tax I.D. Exempt Certificate on file. Your Tax I.D. number is attached to your LifeWay 10- digit account number. If you have an established LifeWay 10-digit account number and need to verify that we have your State Tax I.D. number on file, please email ray.baggett@lifeway.com or call him at 615-251-5912. If your Tax I.D. number is not on file, you may email it to taxexemption@lifeway.com or fax it to 615-251-3773.

HOW DO I PUT IN TAX EXEMPTION INFORMATION WHEN I PLACE AN ORDER OVER THE INTERNET?

Your State Sales Tax I.D. Number is attached to your LifeWay 10-digit account number. You will need a PIN so that others do not have access to your account. To sign-up for a PIN number, please visit www.lifeway.com/signup. You can still use credit cards or debit cards along with your LifeWay 10-digit account number. Please make sure your tax exemption is on file with LifeWay.

WHY DOES MY SALES TAX SAY “ ESTIMATED ” ?

Order totals listed on your screen reflect estimated sales tax. The actual charge to your credit card will reflect the applicable state and local sales taxes and will be calculated at the time your order is invoiced. Your actual tax total will include the correct local sales tax (if applicable) and will be reflected on your invoice. If you have any questions about the tax rate on your receipt, you can contact our Tax Office at: 615-251-2832 or feel free to fax the information to: 615-251-3773.