



PURSuing CHRIST TOGETHER
APRIL 17, 2021

SIMULCAST DETAILS

What is the LifeWay Women Live Simulcast?

LifeWay Women Live Simulcast is a global event for women to pursue Christ together! It is a full day of Bible teaching from some of your favorite LifeWay Women authors.

What is a simulcast?

A simulcast is an event that is broadcast simultaneously to various locations through the Internet. We will stream the LifeWay Women Live event using HD technology. The simulcast will be broadcast worldwide, live from Tampa, Florida.

What is the topic of study?

In general, the theme of the simulcast is Women Pursuing Christ Together.

Will there be live music during the simulcast?

Yes, Austin Stone will lead worship. Lyrics will be projected on the screen in order for everyone to join in worship.

What is the schedule for the simulcast?

You can find the simulcast schedule on [LifeWay.com/LWLSimulcast](https://www.lifeway.com/LWLSimulcast).

If you need to start your simulcast 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 our online training Hostcast and Live Technical Testing time.

Will American Sign Language, Captioning, and Spanish interpretation be available during the simulcast?

Yes! These services are available at no additional cost. Information about how to utilize these features can be found on the Host Website after registration.

As a host, what help can I expect from LifeWay?

Each host 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 Facebook page where you'll be able to interact with others hosting the simulcast and swap ideas. You'll also have your own Regional Simulcast Specialist who can help you along the way! In addition, church hosts can also choose to be listed on our simulcast map so others in your area will know you are hosting.

Will LifeWay provide downloads of the simulcast?

The simulcast is only available via streaming over the Internet. Per our Terms & Conditions, we will not send DVDs, flash drives, or downloadable files to any of our locations.

Will an offering be taken during the simulcast?

There will be a time to pool our collective resources to make an impact for the Kingdom through a ministry opportunity. You can find out more about this on the Host Website.

PURCHASING THE SIMULCAST

What is the cost for hosting the simulcast?

If you are a small group or individual, you will pay \$25 per person watching. If you are a church, you will purchase our church tier for \$600 which gives you an unlimited number of in-person participants as well as 30 digital attendees. Church hosts also have the option to purchase additional digital attendees in bulk at a discount of up to 80%!

How can I register my small group?

First, please be sure you have purchased a Small Group Host registration for yourself and an Individual registration for each of your attendees. Small Group Hosts may purchase group attendees' registrations or each attendee may purchase their own. If you decide to register your group, follow these instructions to share access with your group attendees after purchasing:

1. Log in to <https://my.lifeway.com/manage-access/simulcasts>
2. Click the blue "Manage Access" button next to your simulcast with open seats.
3. Click the blue "Copy" button under the "Share a redemption code" section.
4. Share this link with your group attendees.
5. They will click the link to redeem their code and get a confirmation email.

You will be able to see who has redeemed a code and keep up with your "seat" count. Registration will stay open until June 17, 2021, for any last minute additions.

Can I pay for the simulcast on my LifeWay Church Account?

Yes! All simulcast registrations are processed online at LifeWay.com. You can pay with a credit/debit card or with a LifeWay Church Account. You will be required to log in to a pre-existing account or create an account (free) 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 extended billing terms on church simulcast registrations in the U.S. with 90 day payment terms upon credit approval. This only applies to your church registration fee and does not include related products. 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 ID Exempt Certificate on file. Your Tax ID 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 ID number on file, please email jayson.byrd@lifeway.com or call him at 615-251-2832. If your Tax ID 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 ID 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.

Is the LifeWay Women Live Simulcast refundable & transferable?

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

WATCHING THE SIMULCAST

Where do I go after registration?

After you register for the simulcast, you can use your email address and password you used during registration to log in to Live.LifeWay.com. This is where you will find all of the helpful tools LifeWay provides to plan and promote a simulcast. It is also where you will view the simulcast itself!

What do I need to watch the simulcast?

You need a reliable internet source, a device to access the internet or Digital Pass app (computer, Roku, Apple TV, etc.), and a place to watch. You may also want to have a pen and paper, and of course a Bible!

How do I watch the simulcast?

Go to Live.LifeWay.com to watch the simulcast. You can watch on almost any device that can access the internet. You can also watch via our free Digital Pass app on a Roku, Apple TV, or Amazon Fire Stick. Only live streaming and on-demand works through our app. This means you will not be able to rewind or fast-forward. If you are watching on our web-based platform on Live.LifeWay.com, you will be able to pause, rewind and fast-forward. You can also use screen mirroring/casting to watch it on an AppleTV or Chromecast.

What if I'm not available on April 17th? Can I host/watch the simulcast later?

You do not have to watch the simulcast live with us if you are not available on April 17th. All participants have access to the simulcast for up to 60 days after the live event occurs. You can choose to host the simulcast on an alternate date within the 60 day time frame. The simulcast will not be available after June 17, 2021. Please note that technical support may not be available during your delayed simulcast. Support hours are Monday - Friday from 7:30am - 6:00pm CT.

We live in another timezone; do we have to start our simulcast at the same time as it occurs?

We utilize DVR technology that allows you to join us at a later time that is more convenient for you. Please make note that you will not be able to start your simulcast before we begin at the live site. Those participating in Pacific, Mountain or Central time may choose to participate along with the live broadcast, or join us at a later time. You'll be able to join us and rewind the feed back to the beginning when you are ready to begin your simulcast.

How do I test my internet connection before I register?

We recommend that the minimum connection be 700kbps (1 Mbps for good quality; 5 Mbps for best quality) download speed. You may test your connection's speed by going to [speedtest.net](https://www.speedtest.net).

If your download speed is less than the suggested minimum, then you have some options:

1. Connect at the lowest speed we broadcast with (500k) and understand that the quality of the stream may be a bit less than you are used to;
2. Contact your Internet Service Provider (ISP) and request a faster connection. In some cases, your current provider may offer higher rates of speed for the same rate you are already paying.

Can I watch the simulcast with others via Zoom?

Yes, but please make sure an Individual simulcast is purchased for each attendee viewing the simulcast. You will first need to set up a Zoom meeting and invite your members to it. Then one person can log in to [Live.LifeWay.com](https://www.LiveLifeWay.com) (or [DigitalPass.LifeWay.com](https://www.DigitalPass.LifeWay.com) after April 21), and share their screen so everyone can watch together. Please keep in mind that, depending on the internet connection of everyone participating, the picture may not be clear or in sync with the streaming feed. There is an option in Zoom to "Optimize for Video" that you will want to select.

What do I do if my stream starts freezing up or is glitchy?

This is what we call buffering, and is usually a result of the internet connection at your location. A few things to try: First, give it a couple minutes to work itself out. If it does not correct itself, try refreshing the page. Another option would be lowering the bitrate. This will lower the visual quality some, but will help with buffering. You should also clear out all other programs so that the simulcast is the only one running. Finally, ask others to not use the WiFi or internet while you are watching.

Where do I download the program?

Our beautiful program will be available for free on the Event Day Tools tab of [Live.LifeWay.com](https://www.LiveLifeWay.com). Our program includes fun information about our speakers, interactive pages, digital freebies, information about resources and upcoming events, note pages, and more! It does not include an outline of the speakers' messages, but provides fun a keepsake for ladies. You can download and print it or you can view it in an easy-to-read format online.

What do I do if I can't hear anything?

The video will automatically start muted. To unmute, click the volume icon either on the video screen or on the bottom left of the video screen.

I'm hearing a clicking sound. How do I get rid of it?

The clicking sound is coming from the chat room. To mute, click on the volume icon on the bottom right of the chat room box.

Where will I get technical support during the simulcast?

Customer Support regular business hours are Monday - Friday, 7:30 a.m.—6:00 p.m. CT

Extended hours on Saturday, April 17, 2021

Phone Number : 866.713.3512

Email Address: DigitalPassSupport@LifeWay.com

Chat Support: <https://www.lifeway.com/#help>