

RightNow Media FAQ's

Why do I need to create a profile?

Your profile is needed in order to register your account. This is where you add your name, email address and password. If you do not register your account, you are not able to stream the bible studies from RightNow Media nor can you complete the training posts you may have been assigned. It is also used to keep a record of any purchases you make in the RightNow Store.

How do I manage my Email Preferences?


You can indicate what emails you would like to receive and also Unsubscribe from all communications under Email Preferences. Click my profile in the top right corner, then select my profile from the drop down in the middle of the page you will find Email Preferences in the middle of the page. Or, you can unsubscribe through any RightNow Media email.

Email Preferences

Help us improve your experience through better communication. [Click here to manage your email preferences.](#)

[Manage Preferences](#)

Is there closed captioning available?

RightNow Media is working hard to add closed caption to many of their videos. You will notice the  symbol near the volume controls on the video player for the ones that have it available. You can also use the Search feature on the website or app using the keyword "Captions" to find all of the content with captions available.

Is content available in Spanish?

You can find the Spanish content available by clicking ESPAÑOL / BIBLIOTECA DIGITAL towards the bottom of the list on the left hand of the screen.

¿El contenido está disponible en español?

Puede encontrar el contenido en español disponible haciendo clic en ESPAÑOL / BIBLIOTECA DIGITAL hacia la parte inferior de la lista en la parte izquierda de la pantalla.

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What if I already have a RightNow Media login, will it still work?

Yes! Your current login still works, but now you have access to Willow recommended content within the RightNowMedia library.

What if I don't own a computer to engage in RightNow Media?

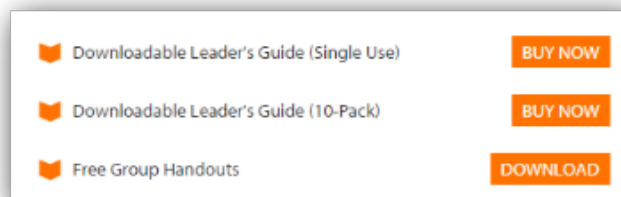
That's okay, you can download the app on IOS, Android, Roku, Apple TV or FireTV.

Can I stream RightNow Media through my TV?

Yes, with Apple TV, Android, Roku, PC, iPhone & iPad, Fire TV or Chromecast.

Are workbooks and Leader's guides included?

Workbooks and leader's guides are not automatically included. RightNow Media is a streaming video service that provides access to the best video content from publishers across the country. Each publisher makes decisions about what additional materials to offer and whether or not to charge for them. If there's a book or workbook that goes along with each study you will find convenient links on the study page to purchase or download these materials for your group.

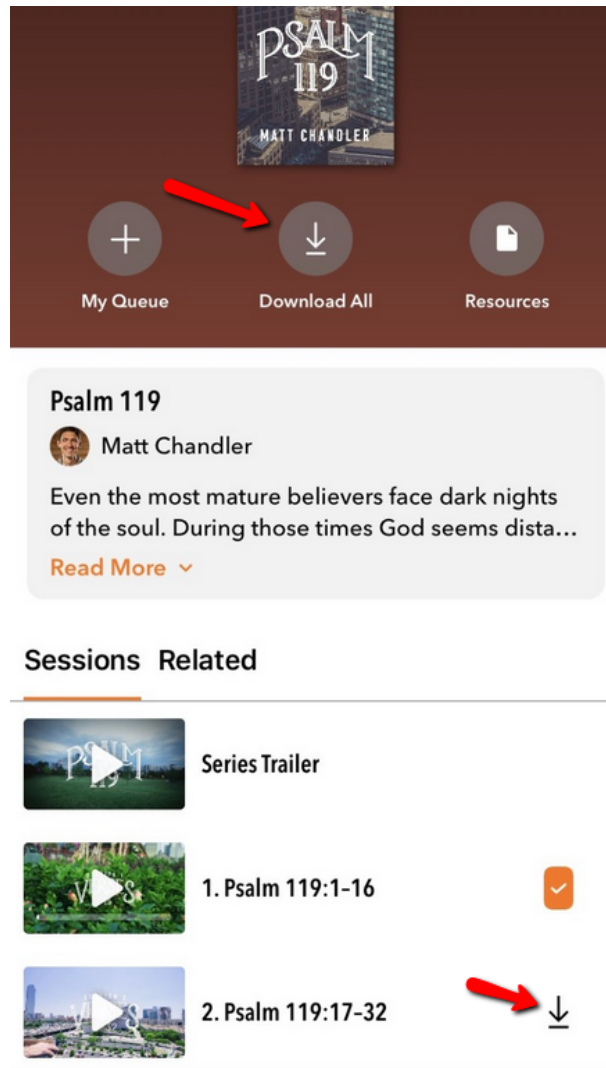


How do I Download Content for Offline Playback?

Offline Playback for RightNow Media content is now available in the iOS and Android apps! You are now able to download content to your mobile device for viewing offline.

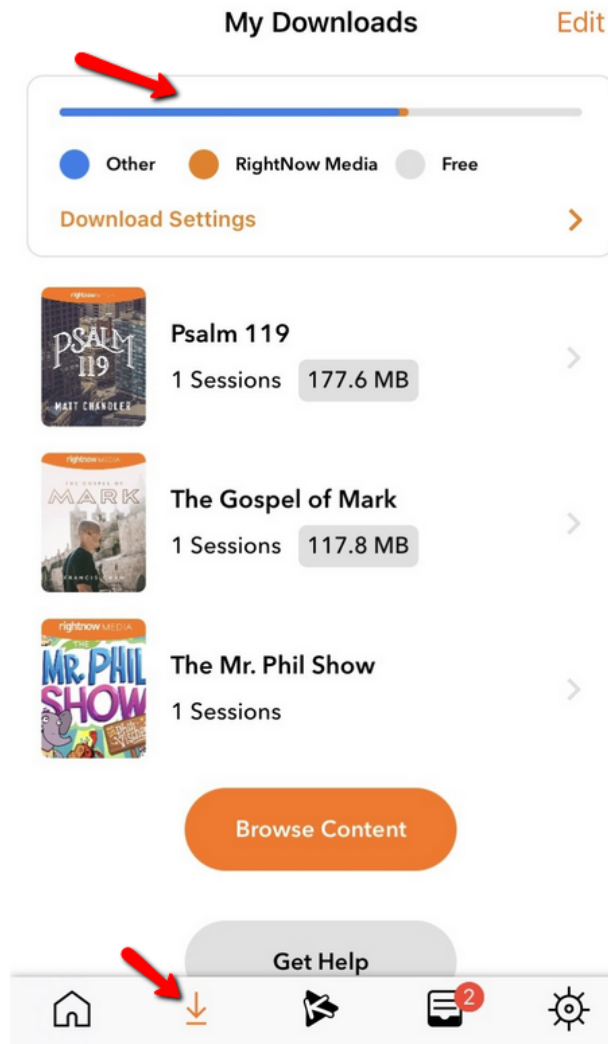
- Not all videos will be available for offline playback, however, the user can easily determine whether a Series is available when on the Series page by the presence of download buttons. A session can be downloaded individually or the entire series can be downloaded.

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- Downloaded content will be available for offline playback for 14 days. After this time, a red exclamation mark will be displayed next to downloaded videos indicating that the content has expired. At that point, the video will not be available for offline playback until the user taps that expired icon when they have internet access. **This will simply renew the access to the video, not re-download it.**
- Users can delete downloads from their device at any time, however, the app will automatically delete content that has been expired for 16 days. When videos have been deleted from the device, they will have to be re-downloaded to gain offline access again. Videos will stay on a user's phone for 30 days unless the user removes them prior to the expiration.
- Downloaded content can be viewed from the Download icon at the bottom of the app. From here, the user can determine how much content has been downloaded and how much available space is on the device.

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*****NOTE:** Downloads are limited to 20 sessions per device. In order to download more sessions, you would need to remove current downloads from the app.