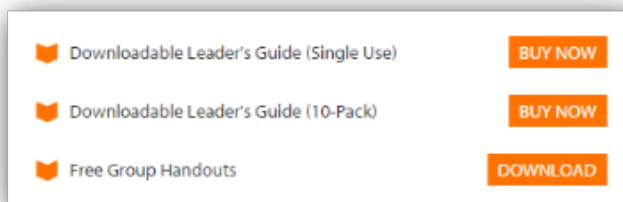


RightNow Media Leader Guide FAQ's

Are workbooks and Leader's guides included?

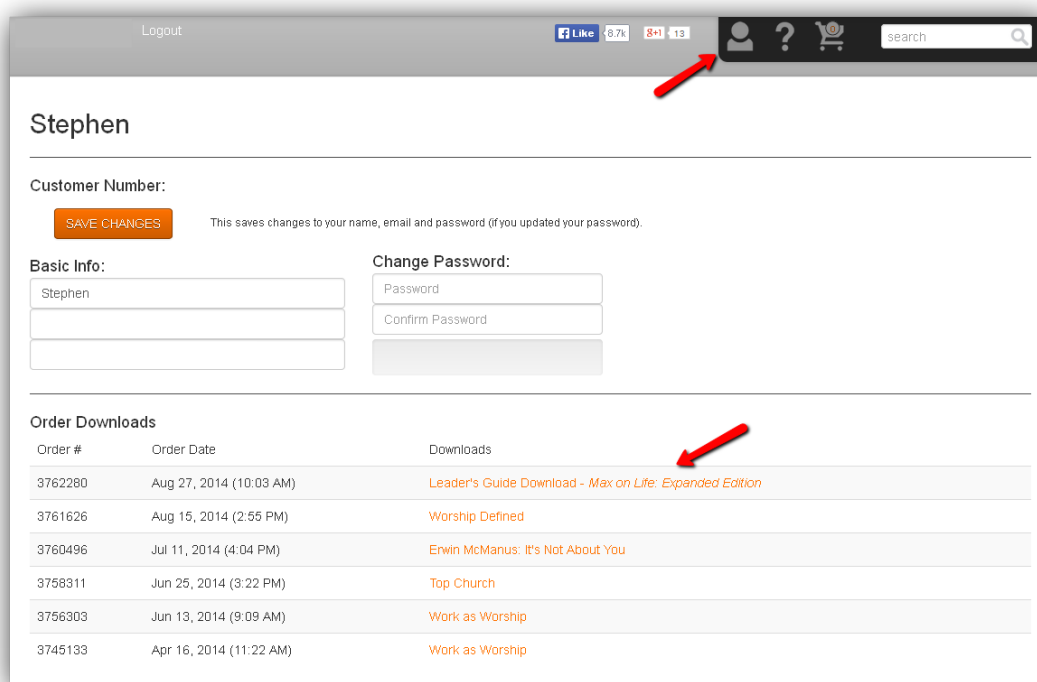
Workbooks and leader's guides are not automatically included. RightNow Media is a streaming video service that provides access to the best video content from publishers across the country. Each publisher makes decisions about what additional materials to offer and whether or not to charge for them. If 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.



Where can I find my Leader's Guide/Workbook?

If you ordered a downloadable Leader's Guide/Workbook from RightNow, you can access this file from your "My Account" page in the RightNow Store.

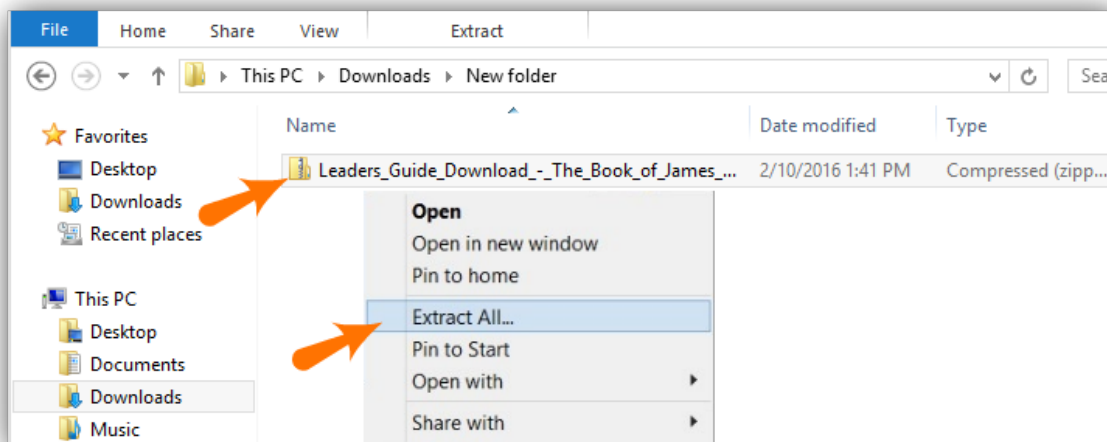
Simply visit <https://store.rightnow.org/>, log in and then click on the "My Account" icon in the upper right and you will see a section titled "Order Downloads," which will include all the Leader's Guides and Workbooks that you have purchased. Locate the item you wish to download, then click on the orange link to begin the download.



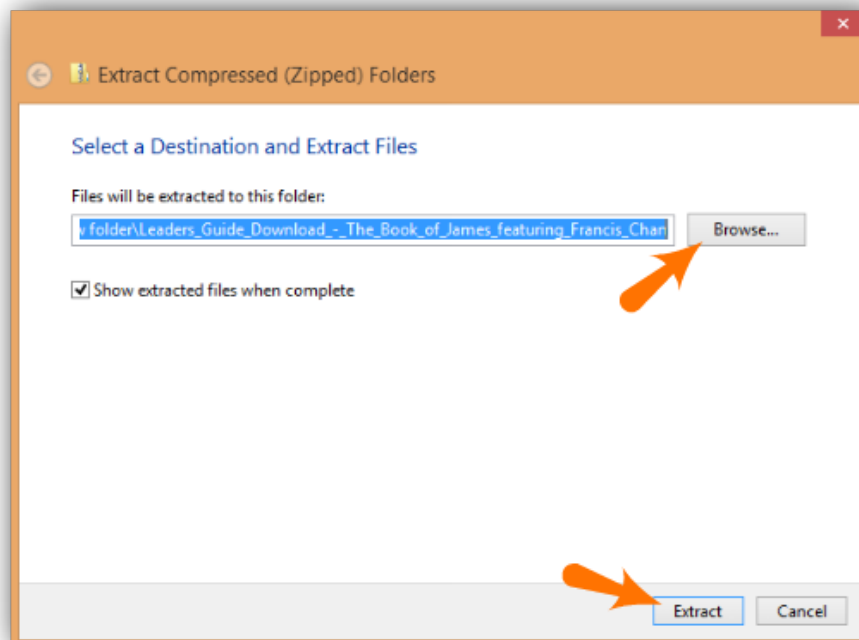
RightNow Media Leader Guide FAQ's

How do I open my leader's guide?

Due to the size of the files for the leader's guides and many of the supplemental resources, they are often compressed into a zip file format. Once you download your leader's guide, the first thing you would need to do is "unzip" the file so that you can view it. You can do this by right-clicking the file and choosing "Extract All." The downloaded file can be found in your Downloads folder.



From the "Extract Compressed (Zipped) Folders" window, you can select the "Browse" button to choose a location to save the extracted files and then click the "Extract" button at the bottom.



RightNow Media Leader Guide FAQ's

Once you have extracted the files, you will need a PDF viewer. If you do not already have one available on your computer or if the one you have isn't working properly for printing your leader's guide, you can download the free Adobe PDF reader here:

<http://www.acrobat-reader.net/>

To access the extracted files, return to your Downloads folder and select the "unzipped" Leader's Guide file.

***If you don't see the Extract option then you can download a free trial of WinZip here:

<http://www.winzip.com/win/en/index.htm>