

## RightNow Media FAQ

### **How do I get access to RightNow Media?**

Crossroads is happy to be able to offer access to RightNow Media to anyone who is part of Crossroads Bible Church. To request a log-in, please email: [rightnowmedia@crossroads-bible.org](mailto:rightnowmedia@crossroads-bible.org). After we receive your email, a staff member at Crossroads will add you to our membership and you will receive an email from RightNow Media with log-in instructions.

### **Troubleshooting**

#### [Why Can't I Log In?](#)

### **Where do I learn how to navigate RightNow Media?**

Watch this 3-minute video to learn more about how to use this incredible resource! This is the same video that was included in your **Welcome to RightNow Media** e-mail, and it walks you through the basics.

#### [How to Use the RightNow Media App](#)

### **Does this subscription cost me anything? Is it only good for a limited time?**

Crossroads Bible Church pays for the subscription. There is no limited time frame for your access.

### **Can I watch RightNow Media on my other electronic devices?**

Yes. These include Apple TV, Roku, Amazon Fire Stick, Apple, and Android devices. Click [here](#) for a full list of supported devices and instructions for set up.

### **Can I use this with my Life Group or Bible study, especially during this time that we can't meet together?**

#### [Facilitating Online Small Groups Using RightNow Media](#)

**Are there leader's guides, workbooks, or handouts available for any of these videos?** Many of the studies do have these options available. When you click on the video link, the next screen will indicate what resources are available and how they can be accessed. Some resources are downloadable, some can be purchased directly through RightNow, and others will link you to a third-party portal where you can purchase them. (When you are being redirected to a third-party portal that is clearly indicated.)

#### [Where do I find the Leader's Guide I purchased from RightNow?](#)

[How do I open my Leader's Guide?](#) – Some larger files will be available as Zip files. Instructions on how to access those are included.

### **How do I know the video is part of a series?**

When you click on the video link, the next screen indicates if the video is part of a series, the # of videos in the series, and the length of each video, which is very helpful for planning purposes.

### **How do I know about new content?**

RightNow Media is always in the process of working with new and current publishers to add new content. Since the beginning of 2018, over 300 videos have been added to RightNow Media! Currently, there are over 20,000 Bible study, Training, Conference, and Kids videos available and the number continues to grow. RightNow Media sends out insider emails that provide users information on new releases, new app features, and upcoming events. These are also featured on their home page. If you

prefer not to receive these e-mails, you can click on the unsubscribe link at the top or bottom of any e-mail from them.

### **Do you have any studies available in other languages?**

There are options available in Spanish. You can find the Spanish content available by using the search feature and typing in the word "Spanish." **You can also follow this link.**

### **Do you offer any videos with closed captioning?**

RightNow Media is excited to begin adding 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.

[How to Access Closed Captions for Videos](#) – Article also lists studies currently available with closed captions.

### **How does RightNow Media decide what videos to include?**

[Selecting Content](#)

### **How can I share a video in RightNow Media?**

You may want to share some of these great videos with friends. Many of the short video illustrations and funny video clips are available for download, but you are not permitted to share the Bible study series or sessions on social media Facebook or download directly to your computer; there is no download option available on your screen. Trailers and downloadable illustrations do have the download/embed option in the lower right, and you are free to share them. Share a trailer with a friend, and then encourage them to set up an account. Individual accounts are not available, but they can contact Crossroads Bible Church at [rightnowmedia@crossroad-bible.org](mailto:rightnowmedia@crossroad-bible.org) if they are interested.

[Downloadable Illustrations](#)

### **Can I download content to watch offline? How can I know which ones are downloadable?**

Content can be downloaded to a mobile device for temporary offline viewing.

[Downloadable content for offline playback](#)