

Pilgrims Outreach App FAQ

1. How do I log in?

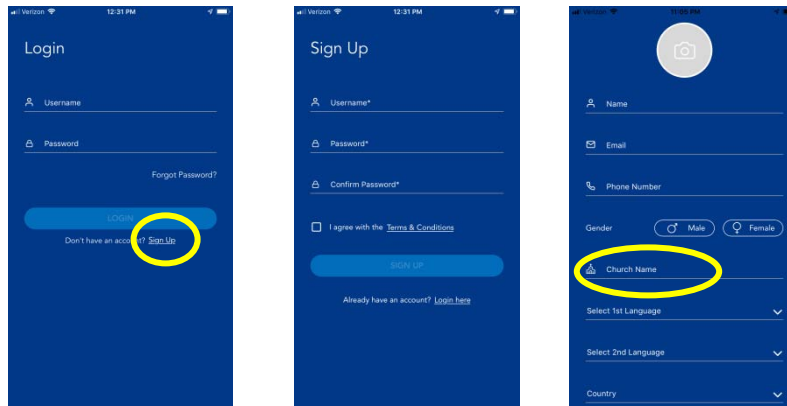
You must be signed up (sign up is completely FREE and very quick) with Pilgrims Outreach first then you will be able to log in using your username and password. Once logged in, you will stay logged in even if you close or shutdown the app.

2. How do I Sign up?

On the Login page of the app, please click on **Sign Up**.

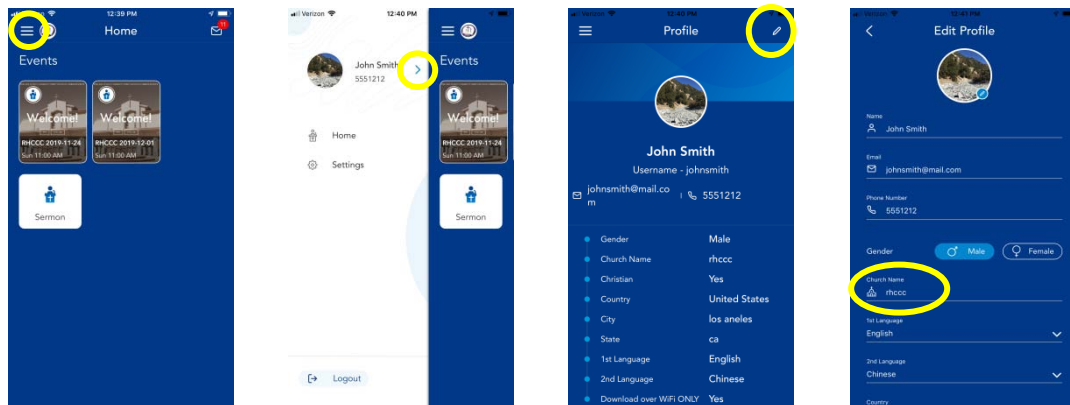
On the Sign Up page, enter your desired **Username** and **Password** (enter the same password in the **Confirm Password** field) and **click** on the checkbox. Finally, click **SIGN UP**.

On the optional second Sign Up page, for **Church Name**, please make sure you enter your church's name.



3. How do I enter a church name?

You can enter your church's name during the sign up process or by edit your **Profile**. To edit your profile, click on the **menu** (upper left of the Home page) then click on the > sign next to your name then click on the edit symbol on the upper right of the Profile page. On Edit Profile page, you can change your **Church Name**.

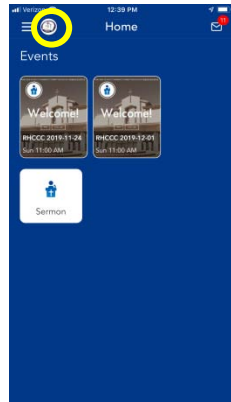


4. I made a mistake with church name, how can I correct it?

You can Edit your Profile and enter the correct Church Name.

5. How do I know which church I am connected to?

On your Home page, click on the logo next to the menu.



Or you can click on the menu (upper left of the Home page) then click on the > sign next to your name to see your Profile. Church Name is the church you are connected to.

6. Can I change my church?

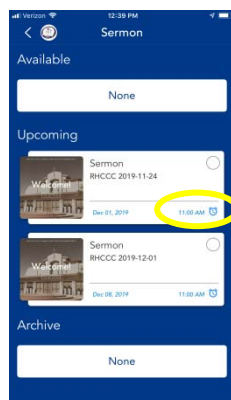
You can Edit your Profile and enter the new Church Name.

7. How come I can't view the sermon video?

All sermon videos are downloaded couple of days ahead of your scheduled sermon time. However, it is not available for viewing until 15 minutes before your scheduled time. The app will send you a notification 15 minutes before and at your sermon time. Only videos in the Available and Archive sections of your Sermon page are viewable. Videos in the Upcoming section are not viewable.

8. How do I change my sermon schedule?

Click the time or the small alarm clock on the Upcoming video then you will be able to change your sermon day and time.



9. Where do I find sermon notes?

On the play sermon video page, the document is located under the video. You can view sermon notes at any time whether the video is playing or not.



10. Can I download in WIFI ONLY?

By default all videos are downloaded in WIFI only mode. You can confirm the setting in user Profile.

11. How can I download at any time (WIFI and Cellular mode)?

By default all videos are downloaded in WIFI only mode. However, you can change to download in both WIFI and Cellular modes in user Profile. At the bottom of **Edit Profile**, you can set **Download over WIFI Only** to **No** then you will download over WIFI and Cellular.



12. How do I switch to a different language?

When your phone's default language is changed, Pilgrims Outreach app will automatically switch over to that language. We currently support English, Traditional Chinese and Simplified Chinese.

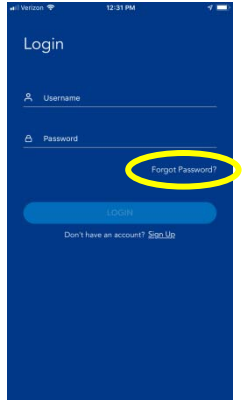
There is no in app language setting. We use the language setting of your phone.

13. Will downloads take a lot of space on my phone?

All videos are downloaded your smooth viewing experience. However, unless you mark a video as favorite, all videos will be deleted from your phone within one week so they won't take up that much space.

14. What if I forget my username and password?

If you forget your password, you can click on the **Forgot Password?** on the Login page. You will be prompted to enter your **username** and a **verification number** will be sent to your email address on file. After successfully enter your **verification number**, you will be prompted to enter a **new password**.



If you forgot your username, please contact your church or support@pilgrimsoutreach.org with your email address on file so we can identify your username for you.