

WLCC Frequently Asked Technical Questions

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GIVING

I don't have the app, how do I text to give?

1. Begin a new text in your phones text messaging area.
2. At the top in the "to" box type the number **77977**.
3. At the bottom in the text box type the keyword **wordlv** and then hit send (or it might look like an arrow on your phone but that is the send button).
 1. You will be sent a reply message with a link that will take you directly to the desired payment page on the internet.
4. At the top of the screen where you see \$0.00 Enter the amount that you want to give.
5. Under Gift Type, select **Give one-time**.
6. Complete all fields on the page, and select **Next**.
 1. If you do not have a Pushpay account yet, you will be prompted to create one by verifying your mobile number and entering your name and email address. If you already have a Pushpay account, you will be prompted to verify your mobile number after confirming your recurring payment details and payment method.

7. Enter your card details or bank account details to use ACH. Click **Next**.

I tried to enter my giving amount but it said “Your session has expired”

Every time you use our push pay giving platform, you are redirected to our unique web giving page. It is possible that, if you have visited this page before and didn't close it, that could be causing the error message to appear.

If you are on your phone: In your browser, take a look at all your open pages (would look like open tabs if you are on a computer). Close any page that says “give to word of life” or “donate online” or “pushpay”. Then try giving again. That error message should not appear.

Where is the verification code it's asking me for in order to give?

The verification code is sent to you in the form of a text message. You will need to copy and paste that code from your text message into the box on the giving page you were just on.

How do I give in the App?

When you open the app there will always be a navigation bar at the bottom of the screen. The bottom right corner has an icon with a heart and the word give. Click on that button. Here you might see several options but the easiest one is simply pressing on the button that says give. (This button is a link to a website form for giving which means that when you click this button you are leaving the app and being directed to an internet webpage.)

USING THE CHURCH APP

How to download the App

To download the App you will have to locate the app that is on your phone where you would download new apps. For Apple products that would be the App Store. For Androids that is most likely the Google Play Store.

iOS Devices:

We support all iOS devices with an operating system of 10 or newer. To check the operating system on a device, go to **Settings > General > About**.

Or you can go to **Settings > General > Software Update**. This will show users if there is a Software Update available. If not, it will display the current operation system version.

Android:

We support all Android devices with an operating system of 5 or newer. Because of the range of devices in the Android market, these instructions may vary from device to device.

To check the operating system, go to **Settings > About Device > Android Version**

Things to remember:

8. Our App **does not** support Windows phones or certain Android tablets.
9. We support operating systems 10 and above iOS, & 5 and above for Android.
10. If you are having trouble downloading or launching the app, have them check their OS Version number as the first step in troubleshooting.

I Just Got The App. What Am I Looking At?

First thing after you download the app you should locate where it is stored on your phone. Some phones download new apps on the main screen but others file them away for a cleaner look. The App Icon will be a White Square with our church logo in Black.

Home Screen Main Features

1. Access To Your Personal App Profile
2. Featured News Section
3. Navigation Bar

1. Access To Your Personal App Profile
 1. update notifications, bookmark sermons, change profile picture and personal settings/information.
2. Featured News Section
 1. The things you see here will change through the week depending on what is most current or important.
3. Navigation Bar (as long as you are in the app you will see this bar at the bottom of your screen. unless you are in your personal profile page.) Things you will find on this bar are generally as follows:
 1. **Home**
 2. **Connect**
 1. ministries, services, get connected, life groups, prayer requests
 3. **Media**
 1. Videos, Podcasts (audio of the sermons each week), watch live, products
 4. **Events**
 1. upcoming events and calendar links
 5. **Give**
 1. quick access to giving digitally, updates on Arise and Build

It keeps asking me to sign into my profile

You're in luck! Signing into your profile is actually very beneficial to you. Everything you do in Push Pay is connected by your phone number. So any time you are asked to sign in it will ask for your phone number.

Signing In

Go to the home page of our church app. In the top right hand corner you will see a yellow outline that resembles the shape of a persons upper body. Click on that symbol. This will be your profile page. Click sign in to edit your profile. Enter in your phone number (and any other information asked like name and email) and you will be sent a text message with a security code. Go to your text messages and copy that code. Return to the app and paste that code in the provided box. Congratulations you are now signed into your profile!

Things You Can Do In Your Profile

Adding a Profile Picture

Click on the circle with a pencil the top of your screen. Now you are on the "Edit Your Profile" screen. Click on the image of a camera to choose or take your profile photo. Readjust the image to fit inside the circle and hit choose to finalize your selection. Hit save at the top right hand of your screen. Now you have a profile picture. Follow the same steps for your cover photo (profiles background image).

Choosing Your Notifications

In the middle, right hand side of the screen you will see an icon that looks like a stack of papers. When you click on this icon you will see a list of all the categories to choose. If it is gray that means you aren't currently getting those notifications. You can tap on it and make that category one that you get notifications about. If it is yellow you are currently set up to get notifications

from that category. when you choose all the categories you would like to receive notification for, hit done to save your selections.

My List

This is where you will find any of our podcasts or videos that you bookmarked. Any time you listen to a message either in the podcasts or videos section of the app, you have the option to bookmark that message so you can easily find it later.

When you open the app, at the bottom of your screen you will always see a navigation bar with 5 buttons (Home, Connect, Media, Events, Give). Click on Media and then Videos or Podcasts (depending on if you want to see a visual of the sermons or just listen to the audio). Choose the message you want to listen to. In the top right hand corner of that screen you will see an icon that looks like a ribbon. Clicking on that ribbon icon will save that video or podcast to “My List” in your personal profile.

How do I watch Service in the App?

1. On your home screen navigation bar, tap the media button.
2. Next hit the Watch live tab.
3. Tap the cloud icon to join the live stream. That will take you out of the app and onto our church website for the live stream of service.

When I click on Media or Give the screen goes white and nothing ever shows up.

Try deleting the app from your phone and reinstalling it.

WATCHING SERVICE DIGITALLY

please note if you are having streaming issues you can check with your phone service provider to ensure you have enough bandwidth in your service plan to watch videos digitally.

On our Website

Visit www.wordoflifelv.com. At the top of the page there will a button in the top navigation bar that says "Watch". Hover over that and then click on the drop down that say "Watch Live".

If you are in the app on your phone just hit the Media button at the bottom of the app. They hit Watch Live and then one more click on the cloud icon to view the livestream on your phone.

Facebook

You'll want to create an account on facebook in order to be able to fully interact with the service online and let pastor know that you are watching.

Go to facebook.com. On the right hand side of the screen, fill out all the requested information and then hit the sign up button at the bottom. Facebook is going to ask you some questions like do you want to add friends and some preferences. Make sure you create your account before a scheduled service time that way you have time to read all the questions. Most of them have the option to skip those until later and you are welcome to do that.

At the top of your news feed (main facebook page) there is a search bar. In that bar type in "Word of Life Christian Center". You should see a circle profile picture with our church logo in it. If its not that picture at the time you are searching, look to see the location of the church (should say our address 3520 N Buffalo Dr Las Vegas NV 89129 or just near Las Vegas, NV). Click on the church name to go to our page. In the center of the page click

these buttons to make sure you see all our posts, updates and live videos every time you log on.

1. Like our page
2. Click following and choose see first and under notifications click on

Now on the left hand side of that screen click Watch live to see every time we go live for service on facebook.

Youtube

If you are interested in commenting on our youtube videos as you watch, you will need to have an account. If you are ok with just watching then no account is necessary

Creating an account

Visit www.youtube.com

on the far right hand side hit the sign in button. If you already have a google account you can sign into youtube with that. If you don't have a google account, (a gmail email is a sign you have one) you will have to create an account. Click on create an account and follow the prompts. You can use an email address you already have or you can choose to make a gmail email address. After confirming your email your account will be set up and you can return to youtube.

Watching the service

On youtube at the top in the search bar type in "Word of Life Christian Center Las Vegas"

Click subscribe and then click on the name next to our logo to get on our page.

Click on the videos tab to see all our uploaded videos

If we are live there will be a red tab on the bottom of the live video to let you know its happening right now. Click on that video and you can watch and comment live.

On Your Smart TV

NOTE: If you are on Youtube On Your Smart TV you will not be able to leave comments. Also we recommend that you first set up your youtube account on your phone, tablet or a computer before going to your TV. Make sure you subscribe to our channel so you can easily locate our videos on your TV when we go live.

Sign in to use YouTube features

To start, open the YouTube app on your TV, go to the left-hand navigation, and then select Sign in.

You can sign in a few different ways.

Note that sign in on TV and phone are on select devices.

Option 1- Sign in with your mobile device (on select devices)

1. Make sure your mobile device is on the same Wi-Fi network as your TV.
2. Select Sign in with your mobile device.
3. Open the YouTube app on your phone.
4. Follow the instructions to sign in to your TV.

Option 2- Sign in directly on your TV (on select devices)

1. Select Sign in on your TV.
2. Use the keyboard to enter your email/phone for your Google account.
3. Click Next.
4. Verify your account.

Option 3- Sign in with a web browser

1. Select Sign in with a web browser.
2. On a phone, tablet, or computer, open a browser and go to youtube.com/activate.
3. Enter the code shown on your TV.
4. Sign in with your Google account.

Finding Our Word of Life Page

NOTE: if you are on our page before the time set for the live stream you will not see the live stream. It will appear once we start the stream which typically happens within 2 minutes before the start time of the service.

If you already subscribed to our channel

1. Go to the navigation bar on the left hand side and hit "Subscriptions"
2. If the live stream has begun it should be the first video on this page. Click on it to view
3. If we haven't gone live yet, find our channel (you should see our logo in a circle) and click on it.
4. Once our stream goes live that video will be at the top of this page. You might need to go back and refresh the page if you were on it before we started the live stream. Then it should pop up and you can click on it to watch.

If you HAVE NOT already subscribed to our channel

1. Find the search bar (should be in the navigation bar on the left of your screen)
2. in the search bar type in **Word of Life Christian Center Las Vegas** (using that exact wording is the best way to easily locate our channel)
3. Click on the circle with our logo
4. You are now on our YouTube Channel.
5. Hit the videos tab to view our most recent video and to watch the live stream