

Frequently Asked Questions (FAQ)

2020 Fall Women's Bible Study

Q: Why won't my online registration complete?

A: Issues with advancing through the registration process are almost always due to incomplete answers for required questions. Some fields are required so please try to provide an answer for all the questions.

Q: Does everyone in my discussion group have to register?

A: Yes, each participant in the study must register online with Good Shepherd. We want to be able to communicate with everyone who is doing the study, and most importantly, you will need access to the teaching videos from Jen Wilkin each week. Lifeway normally charges for watching these videos, but your registration provides pre-paid access to the videos for all study participants.

Q: Can I register and log in from my mobile phone?

A: Yes, all parts of registration, login to the Online Group and Lifeway, and watching the teaching videos should all work from your phone. (We have tested this with a few different mobile phone types, but your own experience may vary depending on the age and operating system of your phone.) Please note though, that some pages may be trickier to navigate on a small phone screen, menus may be in different places, etc. We recommend your initial login processes to be done on a computer or tablet with larger screen formatting.

Q: I registered online and bought the book. Is there anything else that I need to do?

A: Yes, there are two more important things to do! The next step is to access the large "Online Group" by responding to the email that you receive that says, "You've been added to the group." This is the large group of ALL the women doing our study this fall, not your small group for discussion. Your final step is to locate the resource document titled "How to access the teaching videos" in the group resource list. Follow the instructions to set up your account with Lifeway so that you can watch the videos each week.

Q. How come the code that I received for registration isn't working for me? I've tried several codes in the last hour.

A: The verification code is how our database verifies your identity based on the phone number or email address you enter. Verification codes are time sensitive and you must use it right after you receive it. It may take a minute or two to send once you click to request it, so be patient. If you delay the process, you will need to request a new code and use the most recent code you have received to complete registration. The verification code is only for the purpose of registration or login to the Online Group. This is not the redemption code for videos.

Q: Will I have to log in to everything every week?

A: The Online Group (Resources from GSCC) will keep you logged in, and only require logging in again after two weeks of inactivity. The Lifeway site (teaching videos from Jen Wilkin) will automatically log out after you leave the site, but when you return for next week's video and click "log in", our experience has been that it will remember your password and take you straight to the video page.

Q. Why can't I find my small group online?

A: The "Online Group" that you are signing into is the whole large community of women who are doing the study together this fall. Each small group will decide how to connect members.

Q. What does the registration fee cover?

A: The \$10 registration fee covers group resources provided by Good Shepherd, which includes pre-paid access to the videos (a corporate subscription was purchased for participants). The video redemption code is found in the "Online Group" resources, which you can access after you register. In addition, you will find resources to help you study the Bible, Individual help and support and other resources for your small group time.

Q: I don't have a study group pre-arranged. How will I know my small group?

A: If you indicated on your registration that you needed help finding a group, we will work with facilitators to get you into a group. A discussion group facilitator will contact you.

Q: If I get the videos at no additional cost, why it is asking me to rent them?

A: Once you have set up your login with Lifeway and entered the Redemption Code to access the videos, your access to all of the videos is paid by using the code. When watching the videos each week, be sure to click the blue "Play Now" button for each video and not the clickable title.

Q: How much time should I set aside to do the study each week?

A: Give yourself approximately two hours total each week to do the written lesson "homework" as Jen calls it, and about 45 minutes for viewing the week's teaching video. We highly recommend following the book's format of doing part of the lesson each day for 5 days, rather than trying to rush through by waiting to do it all at once.

Q: I am having technical issues navigating the setup process, is there someone that can help me?

A: Debbie Felzien (Ministry to Women) and Brenda Abelein (Database Manager) are available. You can reach them at the church office @ (503) 663-5050 or by email at debbie.felzien@goodshepherdcc.org or Brenda.abelein@goodshepherdcc.org.