



Edgar Cayce's Association for Research and Enlightenment Virginia Beach Conferences FAQs

Frequently Asked Questions About Live-Stream/On-Demand Events

Q: I can't watch the live event, can I watch it later?

A: Yes, the lecture or lectures you have chosen will be available live at the day and time stated. After that, they will be available for viewing at any time, on demand, up to the end date stated.

Q: I am attending the conference in Virginia Beach; can I also get the on-demand version?

A: The on-demand version of our lectures are available for a separate purchase, they are not included with attendance. However, paid attendees at our conference in Virginia Beach can purchase DVD's or CD's of these presentations, if available.

Q: I didn't know about the live streaming/on-demand option, why wasn't it on the brochure?

A: We don't always know that an event will be live-streamed at the time we print the brochure. Therefore, we send out notices via email and advertise the event(s) on our website. To view future events, be sure to sign up to receive Conference emails here: <http://www.arecatalog.com/enewspref.aspx> and check for updates here: <http://www.edgarcayce.org/are/events.aspx?id=8301>

Q: I didn't know I could see these presentations live or on-demand online. I am signed up for the conference in Virginia Beach, can I get a refund for my conference tuition and sign up for the live/on demand event instead?

A: The online live/on-demand event features only the speaker(s) indicated. We would encourage you to attend the entire event in person, enjoy the full program, and meet all the speakers and enjoy the fellowship of like-minded attendees. However, if you contact Customer Service in advance, they can refund your conference tuition and sign you up just for the live/on-demand event.

Q: What are the minimal system requirements for viewing on my computer, cell phone, or mobile device?

A: If you can view YouTube videos, you should be able to view this program. Minimum System Requirements for viewing, from YouTube:

https://support.google.com/youtube/answer/78358?hl=en&ref_topic=3014328

Troubleshooting for Mobile Devices:

https://support.google.com/youtube/answer/3008117?hl=en&ref_topic=29378

Viewing video on iPhone, iPod Touch, and iPad (minimum system requirements and link to free App):

<https://support.google.com/youtube/answer/3227623?hl=en>

Q: I am having trouble with the live feed/on-demand download. How can I get help?

A: Our video is being aired as a private video stream from our YouTube Channel. If you have any issues seeing YouTube videos, please go to YouTube Help at <https://support.google.com/youtube/#topic=2676319>, or call A.R.E. Customer Service Monday-Friday 8:00 a.m. to 5:00 p.m. EDT.

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Q: What if I have trouble with the live feed? Who can I call?

A: Our video is being aired as a private video stream from our YouTube Channel. If you have any issues seeing YouTube videos, please go to YouTube Help at <https://support.google.com/youtube/#topic=2676319>, or call A.R.E. Customer Service Friday 8:00 a.m. to 5:00 p.m. EDT.

Q: Can I view the whole conference online?

A: You will be able to view the speaker or speakers as indicated in the description.

Q: Can I view the lecture(s) more than once?

A: If you purchased the on-demand version, you can view the lecture(s) as often as you like.

Q: I can't find the link to view the event. Where can I find the link?

A: Check your email inbox; it will be in the confirmation email that we sent after your purchase. If you can't find it, be sure to check your SPAM/Junk folder. If it was deleted by accident, check for it in your deleted email folder. If you are still unable to locate it, then please call Customer Service, Monday-Friday 8 a.m. – 5 p.m. EDT, at 800-333-4499.

Q: I didn't know about the event before the live registration closing, can I still purchase access?

A: Yes, you can purchase the on-demand version and view it as often as you like, until the indicated end date (if any).

Please note: All A.R.E. Online Conferences are presented online in HD quality. Due to the live nature, on occasion it is possible that the video stream may be interrupted due to circumstances beyond our control. If that happens, you may need to refresh your browser to reconnect to the video player. You will also have access to the on-demand version should you have any technical issues during the live presentation; a refund will not be offered after the presentation has broadcast.