

FAQ's for Women in the Battle Members

****If you are stuck and need help applying any of these instructions please reach out to your facilitator for help!**

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Questions About Your Small Group

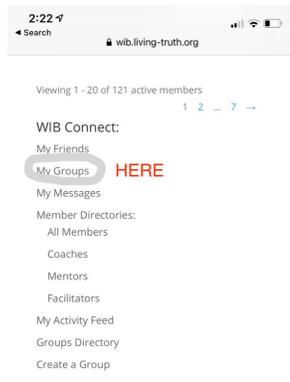
A. Which group am I in?

You can see your group in WIB Connect. Instructions:

1. Log onto your membership at wib.living-truth.org
2. Select “WIB Connect”



3. On a mobile device scroll all the way down to the bottom and select “My Groups” (On a desktop/laptop, you’ll see this menu on the right side of the screen)



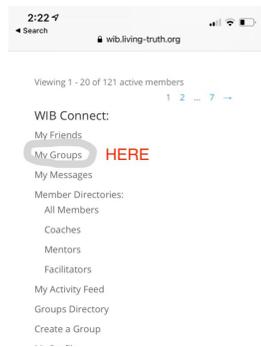
4. You’ll see your group listed on the next screen. If you don’t see a group listed please reach out to Meredith for help at meredithhargis@gmail.com

B. Where can I find the Zoom link for my group meetings?

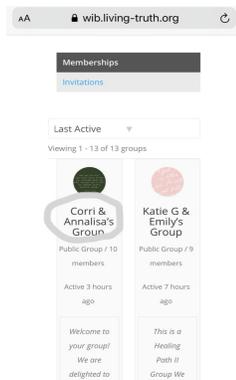
1. Log onto your membership at wib.living-truth.org
2. Select “WIB Connect”



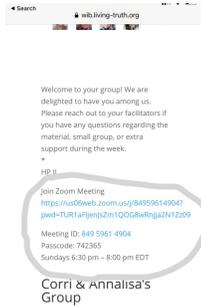
3. On a mobile device scroll all the way down to the bottom and select “My Groups” (On a desktop/laptop, you’ll see this menu on the right side of the screen)



4. You’ll see your group listed on the next screen. Click on your leader’s names.



5. Zoom link is listed in the group description. (Zoom links are also found in the WIB calendar.)



C. How can I change to a different small group? OR Who do I tell if I'm having an issue with my small group?

1. If you would like to change groups either due to a change in your schedule OR due to any issues with your facilitator/small group experience email Meredith, director of Small Group Facilitators & Placement - meredithhargis@gmail.com

Questions About WIB Connect

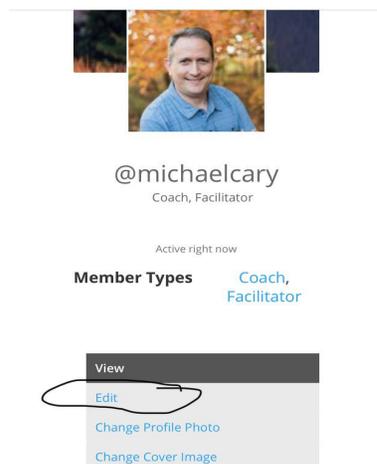
A. How do I change my name in Connect? (ie, remove my last name?)

PLEASE NOTE Men are NOT on our site. I'm using my husband's image here just for instruction on how to change your name.

1. Log onto your membership at wib.living-truth.org
2. Select "WIB Connect"



3. On a mobile device scroll all the way down to the bottom and select "My Profile" or "Profile Settings" (On a desktop/laptop, you'll see this menu on the right side of the screen) where you can change settings as you desire.



[For more detailed instructions about WIB Connect, Click Here::](#)

Questions About the Healing Path

A. How do I access the videos & print pdf materials?

1. You'll receive a link to the printable materials as a pdf in an email right after each stage unlocks.
2. You can also access the printable content inside the WIB Healing Path

[Click HERE for instructions](#)

B. Do I need to watch videos and do worksheets on my own before group meeting?

YES this will give you maximum benefit! The weekly discussion topic schedule in in your introduction module. If you have a rough week and cannot review the material before group just come as you are! We would rather have you get the support you need than skip group due to not feeling prepared.

General Questions About Access to the Website

A. What do I do if I can see some content, but not all of it?

1. You may be trying to access content that has not yet been released. Check the WIB calendar for content release dates.
2. You may not be enrolled in the course you're trying to access.
3. If you cannot see content that you know has already been released, contact support@living-truth.org
4. If you cannot log into the wib.living-truth.org website at all, it could be because your credit card has expired. Email Michaelc@living-truth.org

B. What do I do if I can log in to WIB through a computer, but not on my phone?

1. Go to Settings
2. Select Safari (or web browser)
3. Clear the History and Website Data
4. Restart your phone
5. Enable Cookies

Questions About the WIB Calendar

A. How do I use the WIB Calendar?

[Click here for instructions about using the calendar](#)

Questions about Daughters in the Battle:

A. Where can I get information about Daughters in the Battle?

1. Click: <https://living-truth.org/contact/>
2. Fill in your information and select “Daughters in the Battle Information” in the drop down menu, submit the form.
3. You can also directly contact the Daughters in the Battle facilitators:
Kirsten: kadair@butler.edu
Christine: Christineogburn3@gmail.com

Questions About Cancelling Your Membership

A. How do I cancel my membership?

You can cancel at any time with no further obligation.

I. IF you joined before June 2021:

You have to BOTH cancel yourself on paypal AND notify Michael to cancel within our system.

1. [Read these instructions](#) to cancel your payments in paypal.
2. Also, you must email michaelc@living-truth.org to let him know you are cancelling.

II. If you joined in July 2021 or later follow these instructions:

1. login to the WIB Member website.
2. Using the menu at the top of the page, click "WIB Connect"
3. Click "My Membership Info", on the right side of the screen, then click "Membership".
3. Click on the "subscriptions" tab you will see on that membership page
- .4. Click "Cancel".

B Can I get a refund?

As stated in your membership agreement and on the sign up page, all payments are non refundable. Even if you've decided to stop attending a small group, you still have access to our Healing Path through the end of your membership.

IF these FAQ's don't answer any tech support questions please contact:

Support@living-truth.org (our virtual assistant's working hours are 10am-8pm EST M-Th and 10am-2pm on Fridays).