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## FAQs

### **How do I sign in to my subscription account on other devices?**

Aside from the designated Roku Channel, we may have other apps available for you to sign in to in order to access the content. These may include, but are not be limited to FireTV, AppleTV or mobile apps. New apps may be under constructions and about to be released in the near future. Please contact us to find out which apps you can already use with your subscription.

### **How can I get in touch with the provider of my TV App Membership?**

You can either fill out the contact form by clicking on “Questions about your Membership” link, or you can call the number provided on the registration page.

Please do not call or email Lightcast.com regarding your TV App Membership, as Lightcast can not answer on any questions related to your TV App Membership. Lightcast is the streaming service provider. Only the owner of the content and provider of your subscription is authorized to speak on his own behalf.

Lightcast EasyPay is a service of Lightcast.com – the streaming service provider for the content you subscribed to. Please let us know if you experience technical difficulties or if you need assistance with linking your Roku box, or authorizing a different set-top-box. Click here to submit feedback.

### **How can I cancel my Membership?**

1. Login in to your Lightcast EasyPay Subscriber Account by clicking on “Sign in” on [chippingram.lightcast.com](http://chippingram.lightcast.com) (you received the Username and Password via email)
2. Once logged in, please click on “Invoices”.
3. On the “Invoices” page you will find all your Memberships on the very top of the page. Click on “Cancel” next to your Membership you would like to cancel.
4. Confirm the cancellation.

### **I paid for the subscription but I cannot access it on my Roku device. What can I do?**

1. Login in to your Lightcast EasyPay Subscriber Account by clicking on “Sign in” on [chippingram.lightcast.com](http://chippingram.lightcast.com). Enter your Lightcast.com Username and Password (you received them via email)
2. After you logged in you will see the “Link your Roku player to the Chip Ingram Bible Studies Membership” form (not the payment form). If you do not see this, please contact Lightcast.com.
3. Start your ROKU box and click the “Subscribe” button again. If the button is not available, but you see the “Membership status”, you should uninstall the app and install it again.

4. You will get a new code which you should add to the [chippingram.lightcast.com](http://chippingram.lightcast.com) form.

### **Do I receive a refund of my Membership?**

Refunds of previously processed payments cannot be granted. Each monthly Membership payment covers the following thirty day period and grants access to the subscribed content until the next payment is due. Please make sure to update your credit card information with the provider of your TV App Membership ([chippingram.lightcast.com](http://chippingram.lightcast.com)).

### **I would like to unlink my existing Roku box and link another Roku Box to my Roku subscription. How can I do that?**

1. Login in to your Lightcast EasyPay Subscriber Account by clicking on “Sign in” on [Lightcast.com](http://Lightcast.com) (you received the Username and Password via email)
2. Go to “Invoices” page <http://www.lightcast.com/invoices> and click on “unlink Roku” next to your TV App Membership. Please be aware that this will reset the connection between your Membership and your Roku SetTop Box.
3. Go to [chippingram.lightcast.com](http://chippingram.lightcast.com) and you will see the “Link your Roku player to the Focus Broadcasting Network Membership” form (not the payment form).
4. Connect your new Roku box, open the Roku Channel and click the “Subscribe” button.
5. Once you clicked the “Subscribe” button, you should see a new code which you will need to add to the [chippingram.lightcast.com](http://chippingram.lightcast.com) form.

### **What is Lightcast EasyPay?**

Lightcast EasyPay is a service of [Lightcast.com](http://Lightcast.com) – the streaming service provider for the content you subscribed to. Please let us know if you experience technical difficulties or if you need assistance with linking your Roku box, or authorizing a different set-top-box. [Click here to submit feedback.](#)