

ONE: IT WORKS! CONFERENCE 2016 PAY PER VIEW - F.A.Q. EFFECTIVE JANUARY 17, 2016

WHAT PAY PER VIEW IS AND HOW TO PURCHASE A [VIRTUAL] TICKET

Q. What is Pay Per View?

A. Pay Per View is the next best thing if you are an It Works! Distributor who wants to experience ONE: It Works! Conference 2016 and don't have a ticket! We are streaming main events and behind the scenes LIVE to you from ONE: It Works! Conference 2016!

Q. What am I getting if I purchase the Pay Per View of ONE: It Works! Conference 2016?

A. Your Pay Per View virtual ticket gives you access to watch main events and special behind the scenes footage LIVE from February 4 – 6. You can watch Pay Per View from any device, PC, Mac[®], tablet, or smartphone.

Q. How much is the Pay Per View?

A. The Pay Per View is \$50 USD.

Q. What is the difference between watching Pay Per View and attending the Tampa Theatre or the Tampa Convention Center?

A. There are a some differences between Pay Per View and attending Tampa Theatre or the Tampa Conventions Center; here are the differences:

Pay Per View - Available Now for Purchase!

1. Watch and experience main events and behind the scenes footage LIVE from any device! If you cannot be in Tampa for Conference, this is THE next best thing!

Tampa Theatre - [SOLD OUT]

2. Watch a Live Simulcast of the ENTIRE Event where you will experience everything that happens on stage! Plus, get the complete It Works! Conference experience: access to the 20,000 square foot It Works! Store, attending the first-ever It Works! Tailgate, and partying at the BEST. PARTY. EVER! on Friday night!

Tampa Convention Center - [SOLD OUT]

3. Attend the LIVE show! Plus, get the complete Conference experience: shopping 'til you drop at the 20,000 square foot It Works! Store, attending the first-ever It Works! Tailgate, and of course partying at the BEST. PARTY. EVER! on Friday night!

Q. Is Pay Per View what I will be seeing at the Tampa Theatre Overflow?

A. No. If you have your ticket for the Tampa Theatre, you will be viewing a Live Simulcast of everything happening at ONE: It Works! Conference 2016. Plus, you get access to the It Works! Store and parties!

Q. I have already purchased a ticket to ONE: It Works! Conference 2016, do I get free Pay Per View as part of it?

A. No, you will not have access to Pay Per View as a ONE: It Works! Conference 2016 attendee. You already have the best seat in the house!

Q. Can I purchase a Pay Per View Virtual Ticket to watch the online live stream while I am in the audience at ONE: It Works! Conference 2016?

A. Yes, you are able to purchase the Pay Per View virtual ticket while at ONE: It Works! Conference 2016. Please note that internet service at the Convention Center and Tampa Theatre cannot be guaranteed.

Q. Is Pay Per View available in different languages?

A. The entire Pay Per View experience is offered in English only.

Q. Does the Pay Per View virtual ticket have BV?

A. No, there is no BV offered with the Pay Per View virtual ticket.

Q. I am a Distributor and I don't have eSuite access, can I still watch?

A. No. Unfortunately, only Distributors who have active eSuite accounts will be able to watch Pay Per View after purchasing the Pay Per View virtual ticket.

Q. How can I get eSuite access so that I can purchase and watch the Pay Per View stream?

A. You must be an active It Works! Distributor with an eSuite account. Access will not be given to Loyal Customers.

Q. I clicked on the Pay Per View banner located at the top of events.itworks.com/conference, and it is asking me to login to eSuite. Do I need to do this in order to purchase a Pay Per View virtual ticket?

A. Yes, you will need to login to your eSuite to verify that you are an It Works! Distributor. Once you login, you will be automatically directed to the Pay Per View page to purchase your virtual ticket.

Q. Do I have to pay \$50.00 USD each time I login to view the Pay Per View?

A. No. The \$50.00 USD virtual ticket price is a one-time fee. After purchasing your virtual ticket, you can login and logout anytime during the Pay Per View for ONE: It Works! Conference 2016 February 4-6, 2016.

Q. Last year (2015) It Works! Conference had a free live stream option. How is Pay Per View different?

A. Last year's Conference offered a short live stream to view conference kick-off and launch of It Works! ENERGY. With your Pay Per View virtual ticket of ONE: It Works! Conference 2016, you will be able to watch main events LIVE as they happen and special behind the scenes footage for the three-day event, February 4 – 6. It is THE next best thing to being in Tampa for the conference! We will not be offering any free streaming of this year's conference.

Q. What is Cleeng?

A. Cleeng is the website that is hosting Pay Per View ONE: It Works! Conference 2016.

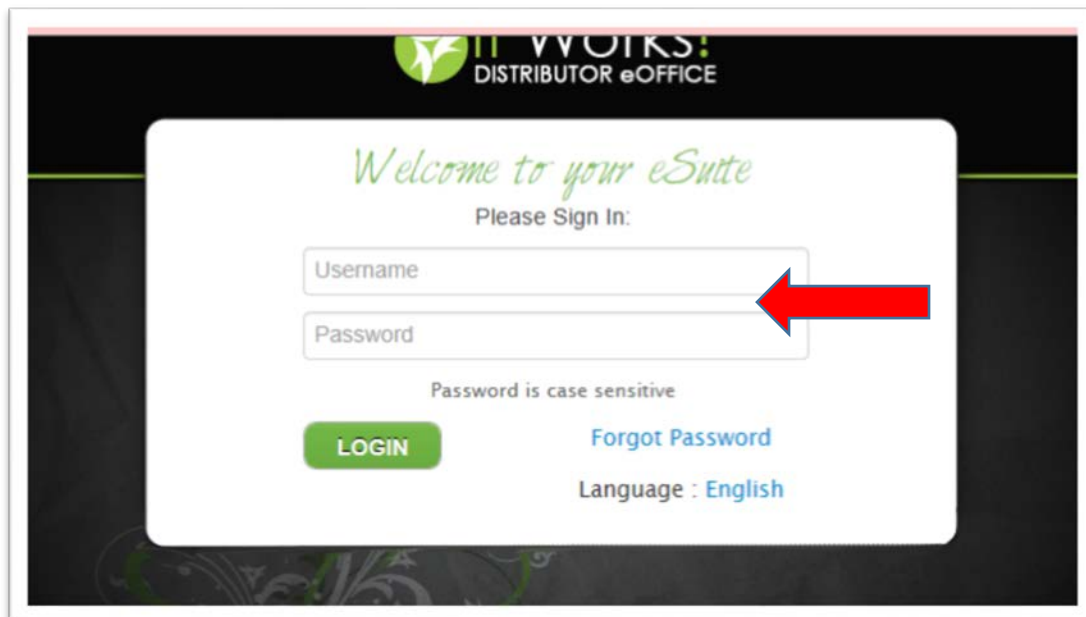
Q. How do I purchase a Pay Per View virtual ticket?

A. It's easy! Just follow the simple steps outlined below:

1. Go to events.itworks.com/conference
2. Look for the banner that says "DIDN'T GET A TICKET?" and click on "GET YOUR TICKET"

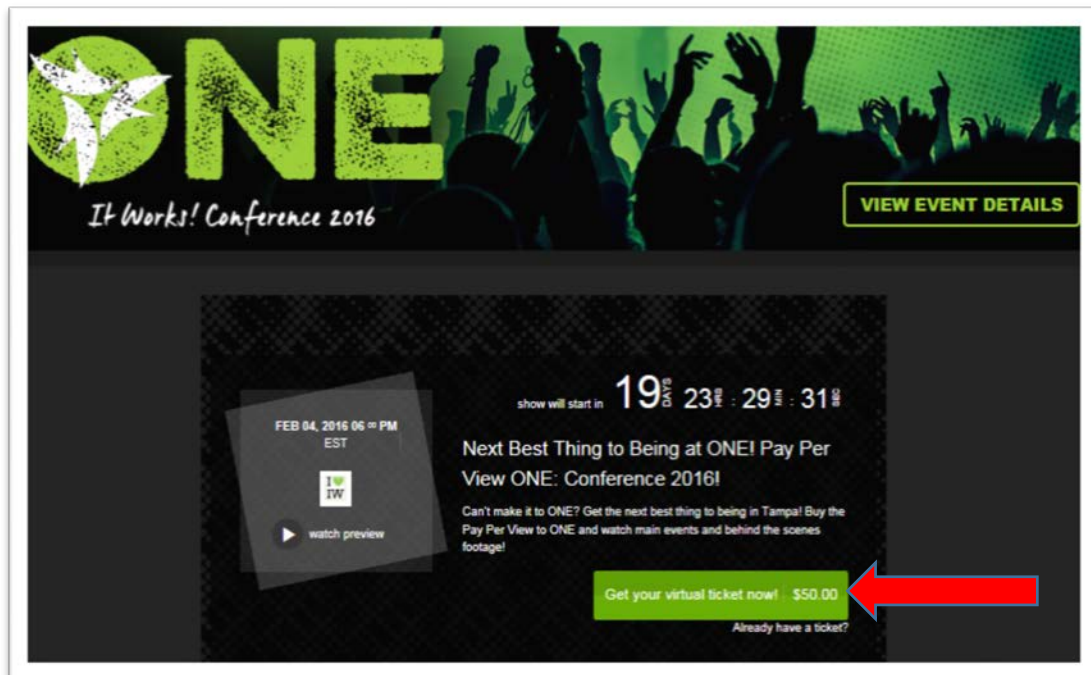


3. After clicking "GET YOUR TICKET," you will be prompted to log into your eSuite with your Username and Password. If you do not have an eSuite account, you will not be able to log in.

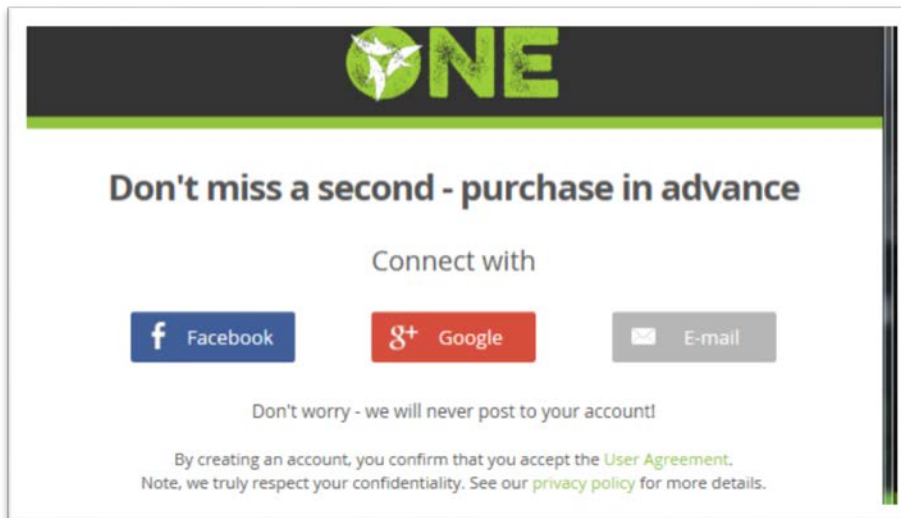


The screenshot shows the "IT WORKS! DISTRIBUTOR eOFFICE" logo at the top. Below it, the text "Welcome to your eSuite" is displayed in a green script font, followed by "Please Sign In:". There are two input fields: "Username" and "Password". A red arrow points to the "Username" field. Below the "Password" field, it says "Password is case sensitive". There is a green "LOGIN" button and a blue "Forgot Password" link. At the bottom, it says "Language : English".

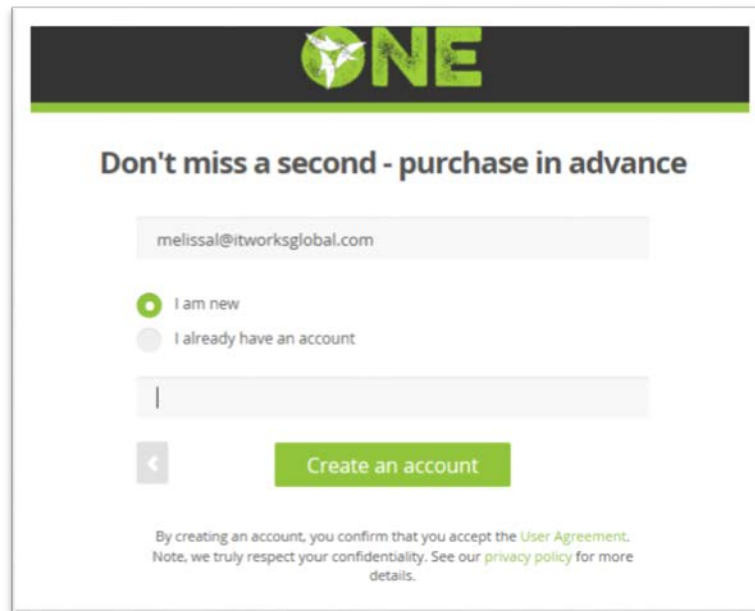
- After logging into your eSuite account, click “Get your virtual ticket now!”



- After clicking “Get your virtual ticket now,” you will be prompted to connect with the service [CLEENG] using either your Facebook account, Google account or Email.



6. You will then be prompted to create an account with Cleeng.



ONE

Don't miss a second - purchase in advance

melissal@itworksglobal.com

I am new

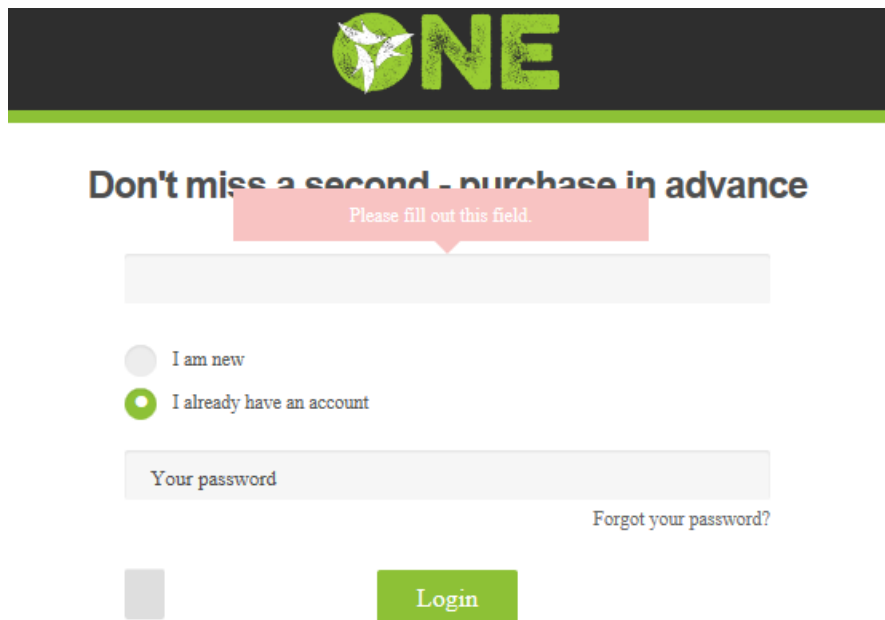
I already have an account

|

< Create an account

By creating an account, you confirm that you accept the [User Agreement](#).
Note, we truly respect your confidentiality. See our [privacy policy](#) for more details.

7. If you already have an existing CLEENG account you can login with your email:



ONE

Don't miss a second - purchase in advance

Please fill out this field.

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I am new

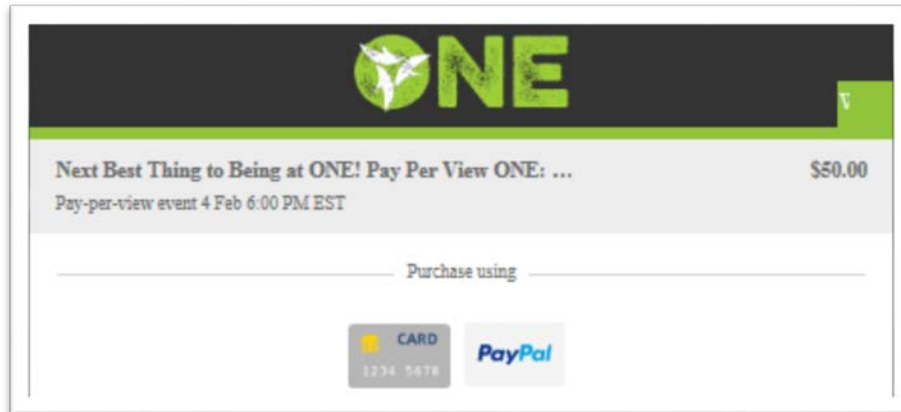
I already have an account

Your password

[Forgot your password?](#)

Login

8. Choose if you want to pay for your ticket via Credit Card or PayPal.

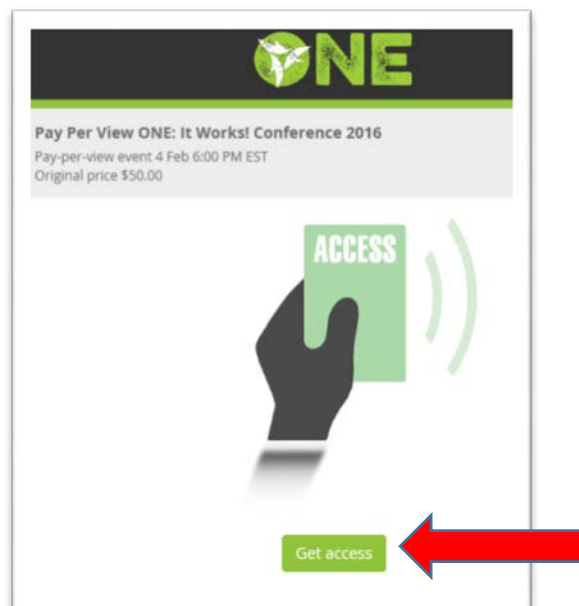


- If you choose to pay via Credit Card, you will need to enter your credit card information.
- If you choose to pay via PayPal, you will be redirected to the PayPal site to login. You can log in using your existing PayPal account or choose to create a PayPal account. If you choose to create a PayPal account, please follow the steps as directed by PayPal.

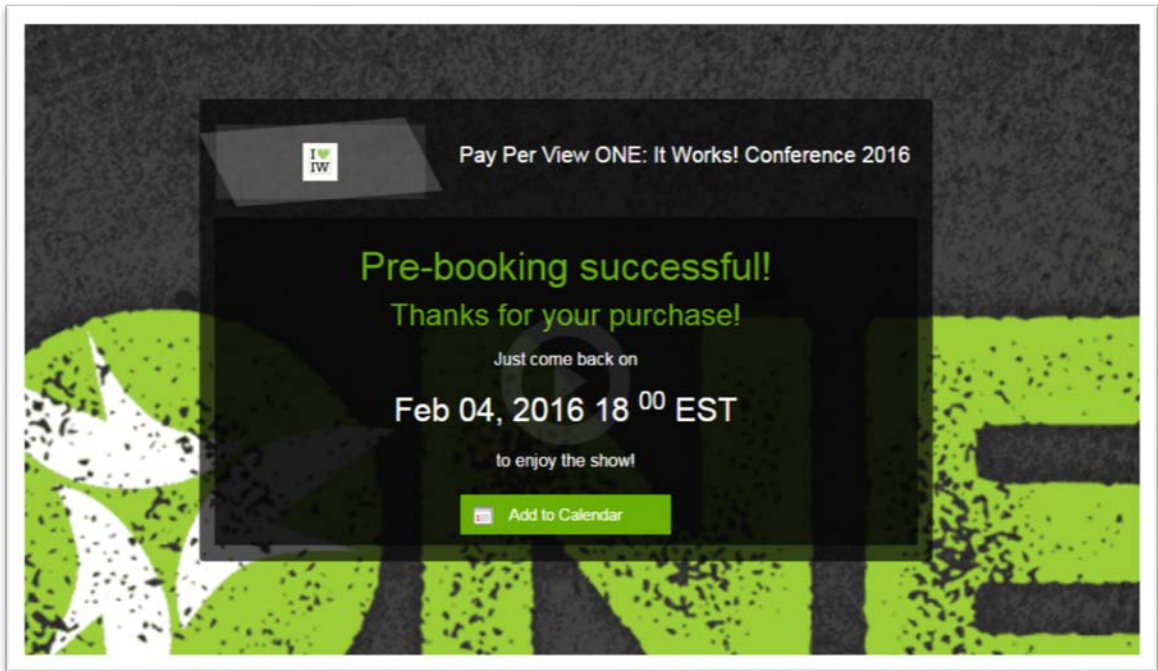
Please Note: PayPal charges a \$4.00 USD processing fee.

9. After your payment is processed by [Credit Card or PayPal], you will see the Payment Confirmation page.

10. Once you land on the Payment Confirmation page, click "Get access".



11. After clicking “Get Access” You will be taken to the Pay Per View Confirmation page.



12. After receiving the Confirmation Page, your receipt [from Cleeng] will be emailed to you.

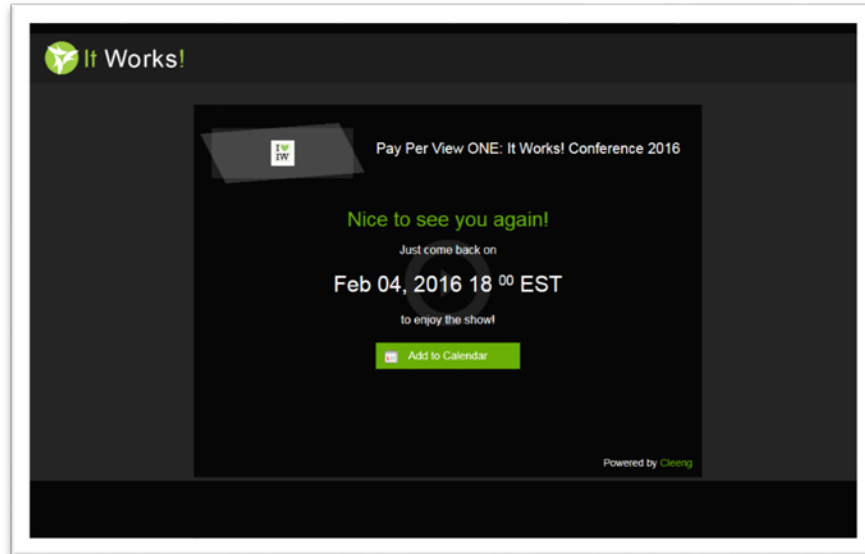
Q. I already have my Pay Per View virtual ticket. How do I get access February 4 – 6, 2016?

A. Please follow the directions below:

1. Log into your eSuite using your Username and Password.
2. After you are logged into eSuite, look for a banner at the top of the homepage that says “DIDN’T GET A TICKET?” and click on it.



3. After you click on the banner in eSuite, you will be redirected to a page that says “Pay Per View ONE: It Works! Conference 2016. Nice to see you again! ...” where it will show you what day and time the Pay Per View live streaming will begin. When the Pay Per View live stream is LIVE, the viewer will pop up automatically!



Q. I'm having streaming issues, who can help?

A. You can email It Works! at PayPerViewSupport@itworksglobal.com for support or contact Cleeng directly at <https://support.cleeng.com/hc/en-us/requests/new>.

Q. I purchased a Pay Per View virtual ticket but I'm having trouble accessing the live stream. What do I do?

A. If you encounter difficulties accessing the live stream of ONE: It Works! Conference 2016, locate the receipt sent to you via email after you purchased your virtual ticket. You'll notice that there's a link to the event on the receipt. Simply click on the link within the email and log into the event with the credentials you created during the purchase process.

NOTE: *If you didn't receive an emailed receipt, then it's very likely that you might have **mistyped your email address** when you registered.*

If you suspect that you might have registered with an email address that contained a typo, you can contact the Cleeng support team at <https://support.cleeng.com/hc/en-us/requests/new>. Please provide the last 4 digits of your credit card that was used for your purchase along with your full name and surname. Using that information, Cleeng can try to find you in their system and resolve the issue for you.

If you have registered and purchased with a correct email, but you're still experiencing difficulties trying to log in, please try using another browser or clear the cache and cookies of the browser you've been using.

Here's a tutorial that will guide you through the process, depending on the browser type and device that you're using: <https://support.cleeng.com/hc/en-us/articles/200440776-Why-how-to-clear-cache-cookies-.htm>.

Q. How many devices can I watch Pay Per View of ONE: It Works! Conference 2016?

A. Using your account (created during the purchasing process), you are able to view Pay Per View through as many as three devices.

Q. Do I need to download anything to use or view Pay Per View?

A. No. Once you have purchased your virtual ticket you have instant access to the online live stream.

Q. What devices can I stream Pay Per View on?

A. The devices you are able to stream from are on PC, Mac®, tablet or smartphone. Please ensure that you have the proper broadband connection for your live stream.

Q. Can I stream a live stream through my iPhone/iPad to my AppleTV?

A. Yes. Pay Per View works no matter where you are - all you need is an internet connection! Though, if you'd like to stream a live stream to your AppleTV to watch it on the big screen, you can use AirPlay directly from your iOS devices.

What you need:

- iPhone, iPad, iPad mini, or iPod touch
- Apple TV

Note: Your iOS device and Apple TV need to be connected to the same Wi-Fi network.

Check out more information on AirPlay usage directly on Apple.com at <https://support.apple.com/en-us/HT204289>.

Q. Am I able to view the live stream on a big screen using Chromecast?

A. Yes, cast your favorite entertainment from your phone or tablet straight to the TV. Use Chrome browser and follow the steps as explained on the official Chromecast pages: <http://www.google.com/chrome/devices/chromecast/learn.html>

Q. What can I do if the quality of Pay Per View is poor?

A. Please visit <http://www.speedtest.net/> to control your internet connection. For a reliable viewing experience at medium quality, you need a minimum of 1.5Mb download Internet speed. Try reloading the page a few times or see if you can access the event from another browser and/or device.

Q. I have paid \$50.00 USD but I'm unable to log into the live stream, what should I do?

A. Locate and open the emailed receipt sent to you right after you purchased Pay Per View. You'll see a link to the live stream - simply click on it and log in with your credentials created during the purchasing process.

If you're still experiencing issues: please try using another browser or clear the cache and cookies of the browser you've been using. Here's a tutorial that will guide you through the process

<https://support.cleeng.com/hc/en-us/articles/200440776-Why-how-to-clear-cache-cookies-.htm>, depending on the browser type and device you're using.

Q. My payment is refused. What can I do?

A. **Cleeng accepts the following Credit Cards: Master Card, Visa, American Express, as well as PayPal.** If you have registered, but your payment didn't go through and was rejected by the bank:

1. Please also double-check if you filled in the correct billing details, including expiration date or your CVC code.
2. If your information is correct, you might need to contact your bank and ask for more details. Due to Cleeng's privacy policy they don't receive any details on the reason payment is refused or rejected from banks. You can find your credit card or banks contact details on the back of your card.
3. To get access immediately, you can try using another payment method.

Q. I had login issues that I was unable to resolve and couldn't watch the stream. Can I get a refund?

A. No. Pay Per View virtual tickets are non-transferable and non-refundable.

Q. Will Pay Per View be recorded for viewing later?

A. No, this is a live event and only available to view from February 4 – 6, 2016.

Q. Can I record the screen with my phone and then post the live stream on Social Media?

A. The event is meant to be exclusive to active It Works! Distributors. We ask that you not post clips of the event via social media.

Q. Do I need a fast internet speed to watch events on Cleeng?

A. You need a minimum of 1.5Mb download Internet speed for our best quality. You can check your Internet speed at www.speedtest.net.

Cleeng supports most devices and operating systems: Microsoft[®] Windows[®], Apple[®] Mac[®] or Linux OS with Adobe[®] Flash[®] or tablets including Google[®] Android[™] devices and Apple[®] iPad[®] or iPhone[®] devices will work. They stream a lower bitrate feed that works over most 3G and 4G services. Please consult



with your local access carrier for rules and regulations. Please be aware that we are not responsible for data connection charges to view the stream on any platform or service.