



## **Frequently Asked Questions About Healthy Roads Media Video Subscription**

### **1. Can I download these videos to my device?**

These streaming video collections are available as on-line presentations (similar to Netflix or YouTube). They are not able to be downloaded via a subscription. The videos that are available for purchase and some of the videos in the Free Media Library can be downloaded.

### **2. What is Gumroad?**

Gumroad is the video streaming subscription service that Healthy Roads Media uses to accept secure payments and to provide reliable streaming of videos. To learn more about Gumroad go to <https://help.gumroad.com/customer/portal/articles/1768798>

### **3. Will a subscription to a video collection provide access to all the computers on my network?**

The IP address of the computer and the e-mail address of the subscriber are tracked when you sign up. If you want to access your subscription videos on a different device, you just need to provide your e-mail address and password to login. With a single subscription you can be logged into five different devices. There are subscription options so that you could provide access to the video content for as many devices as you need.

### **4. Can I access the subscription videos on a mobile device?**

Yes. There are both Android (<https://help.gumroad.com/customer/portal/articles/1842663-using-gumroad-library-for-android>) and iPhone (<https://help.gumroad.com/customer/portal/articles/1684065-using-gumroad-library-for-iphone>) apps.

### **5. Can I cancel my video subscription whenever I want?**

Yes. Go here to see how to do this - <https://help.gumroad.com/customer/portal/articles/1378861>

### **6. Will updated versions of the videos be added when they are available?**

Yes. The most current video version will always be available in your subscription.

### **7. If I purchase a video will I be provided with updated versions when they are released?**

No. You need to make a new purchase when updated videos are developed.

### **8. How will I know if the videos will work in my organization's system?**

The best way to make sure that any videos you purchase will work in your system is to subscribe to the Free Trial Subscription so that you can test run a few videos.