

Turning Point App User Guide



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About the App

Did you know? The Turning Point app is available on SEVEN different platforms, from THREE different types of devices!



Online

www.turningpointplus.org



Smart TV ([OTT](#))

Roku

Samsung TV

LG TV

Apple TV



Mobile

iOS

Android

The Purpose of the App

The purpose of having a Turning Point app is to give people on-demand access to pivotal ministry content, no matter where they are or what device they use. Apps are a fundamental part of this expanding digital age, and offering the app allows us to continue our mission of *delivering the unchanging Word of God to an ever-changing world* in a big way.

Accessibility

Mobile App

The Turning Point mobile app is available on the following operating systems:

- ❖ **iOS** (Apple devices)
 - iOS is developed by Apple, exclusively for Apple devices
- ❖ **Android** (Samsung devices)
 - Android is developed by Google, customized for Samsung devices (as well as other lesser-used smartphone models)

OTT App

The Turning Point OTT app is available on:

- ❖ **Roku**
- ❖ **Samsung TV**
- ❖ **LG TV**
- ❖ **Apple TV**

Online

The Turning Point web app is available on TurningPointPlus.org.

International Accessibility

Mobile

The version of the mobile app described in this guide is not accessible to users in Canada or the UK and may also be restricted in other countries outside of the United States. Please see the [International Mobile Apps](#) section for more details.

OTT

The OTT version of the app is available anywhere that the aforementioned platforms are accessible.

Online

The web version of the app is available internationally.

App Requirements

It is important to be aware that, whether it's on mobile or OTT, older devices run the risk of being incompatible with the Turning Point app.

For minimum system requirements, please visit the associated app stores listed below:

Mobile App

- ❖ Apple (iOS): <https://apps.apple.com/us/app/turning-point-ministries/id411468853?ls=1>
- ❖ Android: https://play.google.com/store/apps/details?id=com.turningpoint.official&hl=en_US

OTT

- ❖ Roku: <https://channelstore.roku.com/details/e1e0ff5145a9fad1c6e7493156eb22e4/turning-point>
- ❖ Samsung TV: <https://www.samsung.com/us/appstore/app.do?appId=G21313018294>
- ❖ LG TV: <https://us.lgappstv.com/main/tvapp/detail?appId=1121869>
- ❖ Apple TV: <https://apps.apple.com/app/turning-point-ministries-tv/id1634845414>

Features

What's Available on the App

Available Now

- ❖ Last (30) radio broadcasts
- ❖ Last (10) weekday TV broadcasts
- ❖ Last (10) weekend TV broadcasts
- ❖ Daily devotions
- ❖ TurningPoint+

Coming Soon

- ❖ Audio daily devotions
- ❖ My Library
- ❖ Featured articles
- ❖ Passages episodes
- ❖ Airship Genesis episodes

What You Can Do on the App

- ❖ Stream media
- ❖ Download media (**mobile app only**)
- ❖ Add messages to a queue
- ❖ Create and edit playlists
- ❖ Change app settings
- ❖ Access order and donation history
- ❖ **(Coming Soon)** Browse playlists from other users
- ❖ **(Coming Soon)** Access purchased digital products.

Note: Access to the above features will depend on your user status. Please see the [Users Tiers](#) section for more information.

Navigation

There are (5) main sections on the Turning Point app:



Home



Explore



TurningPoint+



Playlists



Profile

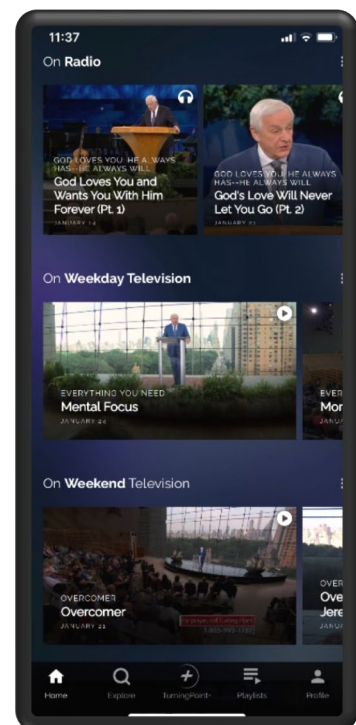
Home

The **Home** screen is the hub of the app. It serves as a central location for our most popular content, including:

- ❖ Current radio broadcasts
- ❖ Current weekday TV broadcasts
- ❖ Current radio broadcasts
- ❖ Daily devotions

Towards the top of the Home screen is a row called “For You,” which keeps all of your customized content in one easy-to-find place.

Home is the default screen when you open the app.



Explore



The **Explore** screen is where you will find the search engine for the app. Use the search bar at the top of the screen to search for video messages, audio messages, playlists, and more.

We also include links to results for trending and popular topics like Christian Living, Prophecy, and Encouragement.

Having a hard time getting the search results that you want? [Learn how to optimize your search results.](#)

TurningPoint+

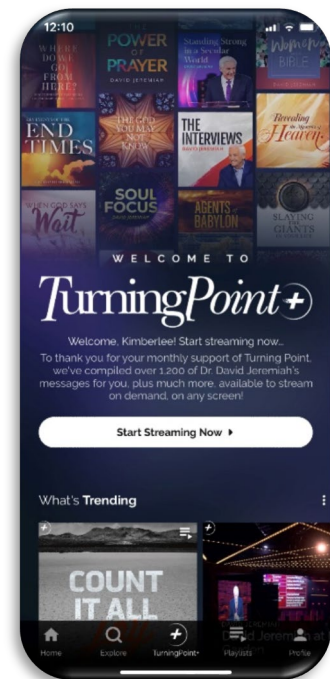
The **TurningPoint+** screen is a landing page for content that is exclusively available on TurningPoint+.

What is TurningPoint+?

TurningPoint+ is the online streaming service of Dr. David Jeremiah and Turning Point Ministries. It contains more than 1,200 of Dr. David Jeremiah's timeless, Bible-based sermons, plus more special content.

This screen does not showcase the entirety of the vast library of content available through TurningPoint+, but it does present a wide variety of series, messages, and collections—allowing you to get a glimpse of all the service has to offer.

[Learn more about TurningPoint+.](#)



Playlists



The **Playlists** screen is where users can find message collections curated by Turning Point.

These collections contain messages from different series that relate to specialized topics. Unlike broadcast series, TurningPoint+ collections can be continually updated with new messages. They are intended to help bring more visibility to the vast library of messages that are available to stream on TurningPoint+.

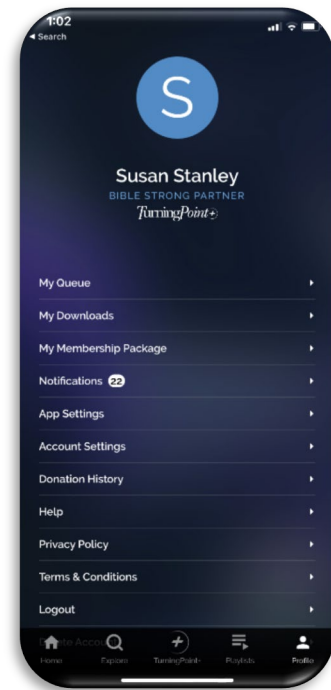
[Learn more about how to create and edit your own personal playlists.](#)

Profile

The **Profile** screen hosts much of the operational portion of the app. Here, you can modify your app settings, view Terms and Conditions, access the app Help Center, and view Notifications.

In addition, your [queue](#), downloads, donation history, and purchased digital content can also be accessed from this screen.

Note: Some of these features in the Profile screen are only available if you are logged in to your Turning Point account.



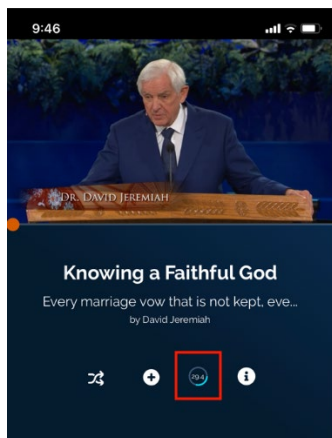
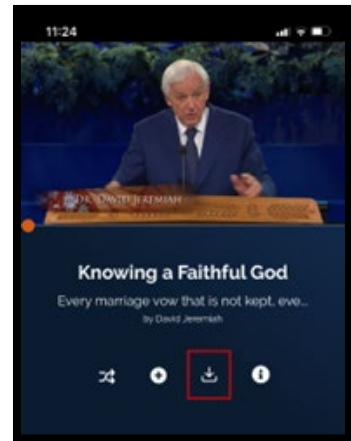
Downloads

Note: The option to download content is **only available on the mobile app**, not on OTT or web.

To download a media item, an Internet connection is required. Once you have finished downloading the item, you will not need an Internet connection to play the item.

How to Download Content

1. Select the media item you want to download. This will bring up its [intermediary screen](#), which contains a few different action options.
2. Select the Download icon (see image on the right).



3. While the content is downloading, the Download icon will change to show the download progress.

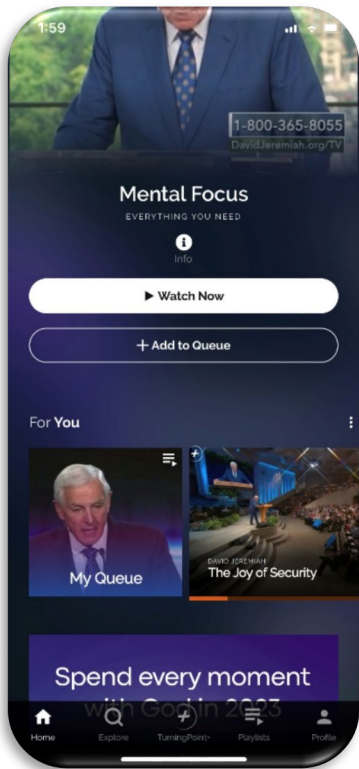
4. A checkmark indicates when the content has been fully downloaded to your device.



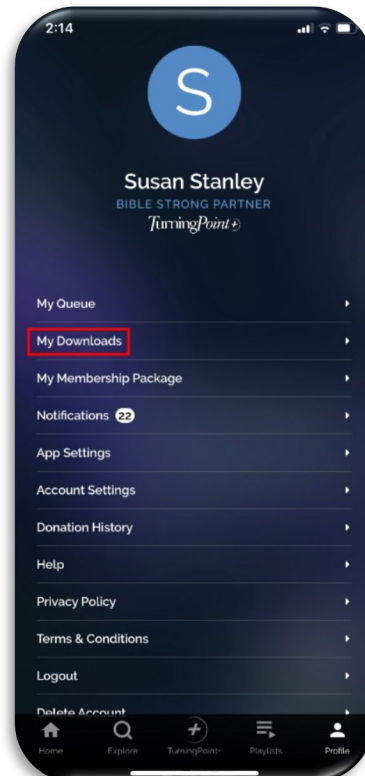
How long does it take to download a media item? The time it takes for a media item to download can depend on your device, the strength of your Internet connection, and your [video quality settings](#).

Where to Find Your Downloads

Option 1: The “For You” row on the app Home screen



Option 2: Profile screen



Delete Downloaded Items

1. Go to the Profile screen and select “My Downloads.”
2. Your list of downloaded items will appear at the bottom of the screen.
3. Select the Trash icon next to the item you wish to delete.
4. You will be asked if you are sure you want to delete the selected download. Select “Yes.”

Playlists

Queue

What is a queue?

Think of your queue as your “To Do” list of media items that you want to listen to or watch later.

A queue is more or less the same thing as a playlist, in that it’s a customized list of content you handpicked. However, your queue’s specific purpose is for storing content that you haven’t seen or listened to yet but want to bookmark for later viewing.

How to Add Items to Your Queue

1. Select the media item you want to add. This will bring up its [intermediary screen](#), which contains a few different action options.
2. Select the “Add to Queue” icon (see image on the right).



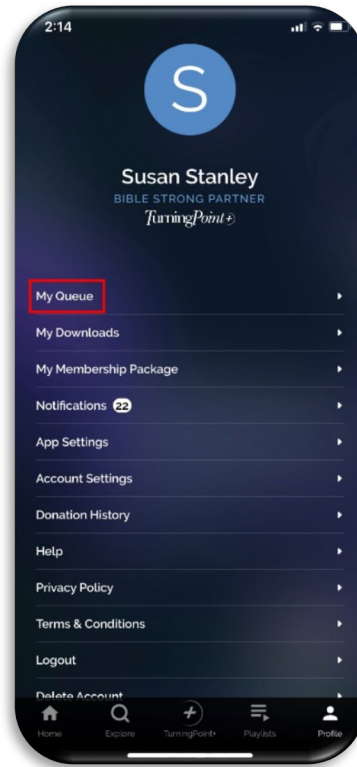
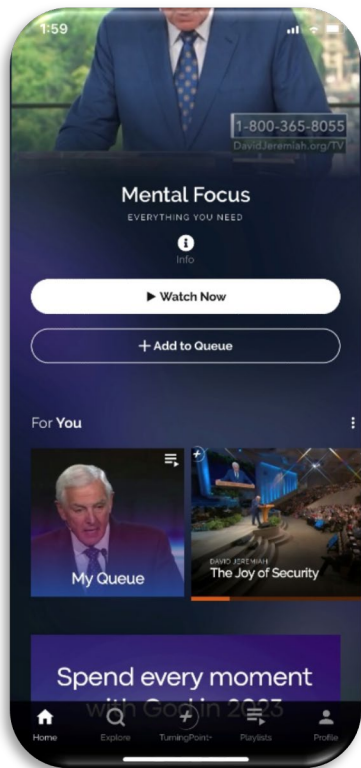
3. You will see an “Added to Queue” message once the item has successfully been added to your queue.



Where to Find Your Queue

Option 1: The “For You” row on the app Home screen

Option 2: Profile screen



Delete Items in Your Queue

Note: Once you have finished a queued item, it will be automatically removed from your queue.

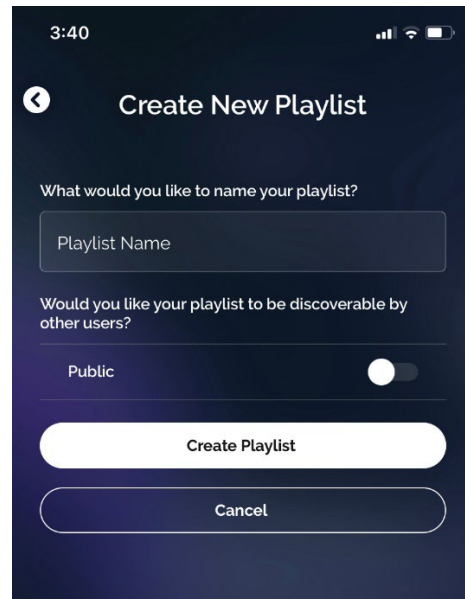
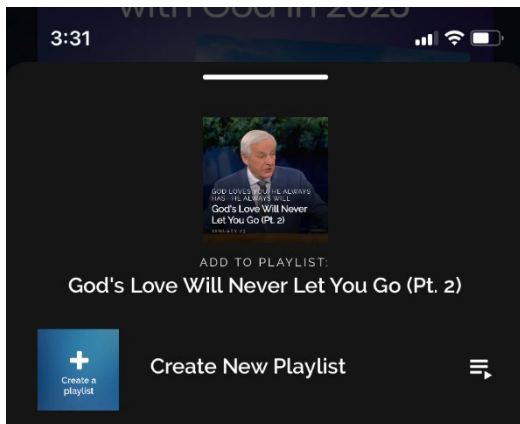
1. Go to the Profile screen and select “My Queue.”
2. Select the Edit icon located towards the center of the Queue screen.
3. Select the Trash icon next to the item you wish to delete from your queue.
4. Select “Save Queue.”

How to Create a Playlist

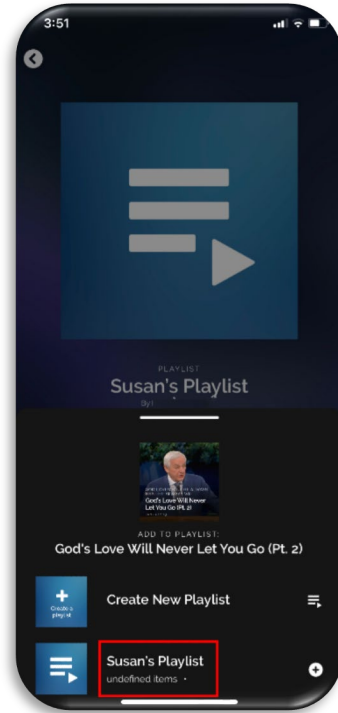
1. Select a media item you want to add to your new playlist. This will bring up the item's intermediary screen, which contains a few different action options.
2. Select the "Add to Playlist" icon (see image on the right).
3. Select "Create New Playlist."
4. Type in a name for your playlist, then indicate whether you want your playlist to be discoverable by other users.

Note: By default, your playlist is set to Private. If you want your playlist to be discoverable, toggle the Public switch to On.

5. Select "Create Playlist."



6. After you have created your playlist, you will be sent back to the “Add to Playlist” screen, where the playlist you just created will show up as an option.
7. From here, you can add the item you initially selected by tapping on the + icon next to the new playlist.

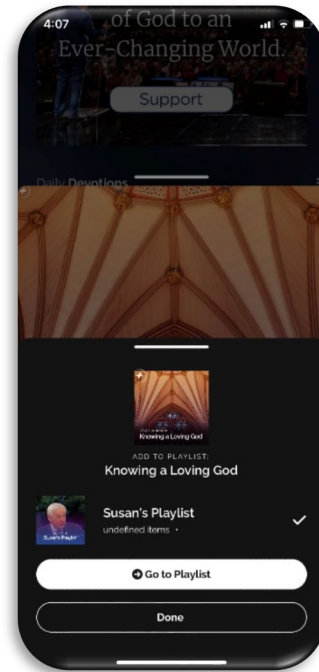


How to Add Items to a Playlist



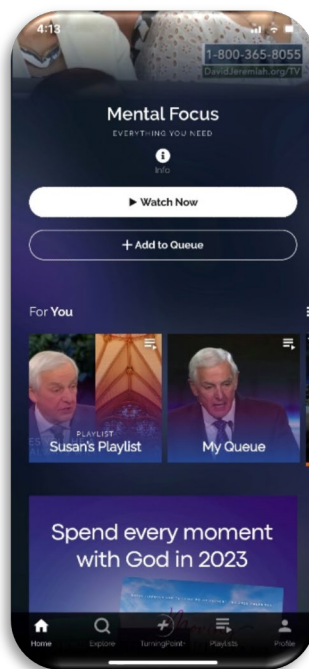
1. Select a media item you want to add to your new playlist. This will bring up the item's intermediary screen, which contains a few different action options.
2. Select the “Add to Playlist” icon (see image on the left).
3. Choose the playlist to which you want to add your media item. You can also create a new playlist for your selected item.

- Once you have added your item, you'll see a white checkmark and the option to go to the selected playlist or exit back to the previous screen.



Where to Find Your Playlists

The "For You" row on the app Home screen:

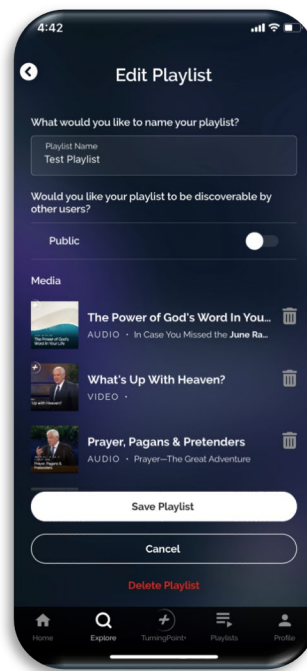


Edit or Delete a Playlist

Edit options:

- ❖ Change playlist name
- ❖ Update Public/Private status
- ❖ Remove items
- ❖ Delete playlist

1. Go to the “For You” row on the app Home screen and select the playlist to want to edit.
2. On the playlist’s screen, select the Edit icon.
3. Make the desired changes and then select “Save Playlist.”



User Tiers

The following chart shows you what features are available to you based on what type of user you are:

4 User Tiers				
	<u>Guest</u>	<u>Authenticated</u>	<u>TurningPoint+</u>	<u>BSP</u>
Radio Broadcasts	✓	✓	✓	✓
Weekday TV Broadcasts	✓	✓	✓	✓
Weekend TV Broadcasts	✓	✓	✓	✓
Daily Devotions	✓	✓	✓	✓
Download Messages		✓	✓	✓
Create Playlists		✓	✓	✓
Queue		✓	✓	✓
TurningPoint+ Entire Digital Message Library			✓	✓
<i>Bible Strong Living</i> Library				✓

Tier 1: Guest User

A guest user is interacting with the app without being logged in to a Turning Point account.

While guest users have access to the least amount of features available on the app, there is still plenty that they can enjoy. They have access to our most popular content (broadcasts and daily devotions).

Tier 2: Authenticated User

An authenticated user is someone who is logged in to a Turning Point account but is not subscribed to TurningPoint+ or enrolled in the Bible Strong program.

Authenticated users can take advantage of convenient app features such as downloading messages and creating playlists. They also have access to popular digital content including the *Home for Christmas* Channel.

It is 100% free to create a Turning Point account, and the process is fast and easy. To create a Turning Point account, please visit <https://www.DavidJeremiah.org/create-account>.

Tier 3: TurningPoint+ User

A TurningPoint+ user is someone who is logged in to a Turning Point account, subscribed to TurningPoint+, but not enrolled in our Bible Strong program.

In addition to all of the features available to guest and authenticated users, TurningPoint+ users also have access to the complete TurningPoint+ digital library.

[Learn more about TurningPoint+](#).

Tier 4: BSP User

A BSP user is someone who is logged in to a Turning Point account and enrolled in our Bible Strong program.

BSP users have access to the highest amount of features available on the app. Their Bible Strong status grants them automatic access to TurningPoint+, and they also have exclusive access to the *Bible Strong* Library.

To learn more about our Bible Strong program, please visit <https://www.DavidJeremiah.org/bsp>.

TurningPoint+

What is TurningPoint+?

TurningPoint+ is the online streaming service of Dr. David Jeremiah and Turning Point ministries. It is structured like many other streaming platforms you may be familiar with, such as Netflix, Disney+, or Apple TV+.

On TurningPoint+, you have access to more than 1,200 of Dr. David Jeremiah's timeless, Bible-based sermons. And they are available anytime, anywhere through the Turning Point app.

In today's world, online access to ministry resources is just as essential as radio or TV access. It is estimated that more than three million people stream content from notable streaming platforms—and we expect that number to only grow as time goes on. So, expanding the presence of sound Bible content online through TurningPoint+ is something we consider to be critical, and we are excited to reach even more people in this *ever-changing world with the unchanging Word of God*.

TurningPoint+ is NOT:

- **An app.**
 - TurningPoint+ is available *on* the Turning Point app but is not an app itself.
- **An account.**
 - You access TurningPoint+ content *through* your Turning Point account, but it is not a separate account.

What kind of content is on TurningPoint+?

Currently, TurningPoint+ hosts over 1,200 of Dr. David Jeremiah's audio and video messages, preached over the last 40 years.

But TurningPoint+ will not be just digital messages. You can expect other exciting, faith-based content to be added to TurningPoint+ in the future.

Who qualifies for TurningPoint+?

TurningPoint+ is available for an **automatic monthly gift of any amount**.

To sign up for our auto-giving program and gain access to TurningPoint+, please visit <https://www.TurningPointPlus.org/signup>

In addition, all of our Bible Strong Partners receive access to TurningPoint+ as a thank-you for their continued support of the ministry.

If you are interested in becoming a Bible Strong Partner, please visit <https://www.DavidJeremiah.org/bsp>

App Settings

Mobile App

Download Over Wi-Fi Only

When the “Download Over Wi-Fi Only” toggle is switched to On (orange), it means that you will only be able to download items from the mobile app if you are connected to a Wi-Fi network.

This setting is a helpful precaution when you want to conserve cellular data, since downloading content can eat up a lot of data.

Video Quality

This setting defines the quality of your downloaded content. Download time and storage space will vary based on your video quality setting.

- ❖ **High**—Slowest download time, requires the most storage.
- ❖ **Medium**—Slower download time, requires less storage than High setting.
- ❖ **Standard**—Faster download time, requires the least amount of storage.
- ❖ **Low**—Fastest download time, requires the least amount of storage.

The default video quality for the app is set to Standard.

Delete All Downloads

This setting lets you delete all of your downloaded content simultaneously.

Clear Cached Data

Clearing cached data on an app removes temporary files and frees up storage space on a device. It can also help resolve certain issues with the app, such as crashing or freezing. However, clearing the cache can also cause a loss of data such as login information, settings, and media progress.

Phone Storage

This section allows you to see how much data the Turning Point app is using in comparison to the total amount of storage used on your device.

App Version

This section shows you which version of the app is currently running on your device.

OTT App

Captions

When the Captions setting is toggled to On, it will display Closed Captions on all qualifying media items.

[Learn more about where captions are available on the app.](#)

Playback Speed

This setting allows you to increase the playback speed of media items to either 1.5x or 2x the speed of the normal audio track.

International Mobile Apps

International variations of the Turning Point mobile app are available in Canada, Mandarin, Spanish, UK, and Hindi. Please note that these apps are different from the mobile app described in this guide.

More information on these app variations can be found here:

- ❖ **Canada:** <https://www.davidjeremiah.org/mobile-app/canada>
- ❖ **Mandarin:** <https://www.davidjeremiah.org/mobile-app/mandarin>
- ❖ **Spanish:** <https://www.davidjeremiah.org/mobile-app/spanish>
- ❖ **UK:** <https://www.davidjeremiah.org/mobile-app/uk>
- ❖ **Hindi:** <https://www.davidjeremiah.org/mobile-app/hindi>

FAQs

How do I download the Turning Point app?

Mobile: Click [here](#) to be re-directed to your device's app store.

OTT:

- ❖ Roku: <https://channelstore.roku.com/details/e1e0ff5145a9fad1c6e7493156eb22e4/turning-point>
- ❖ Samsung TV: <https://www.samsung.com/us/appstore/app.do?appld=G21313018294>
- ❖ LG TV: <https://us.lgappstv.com/main/tvapp/detail?appld=1121869>
- ❖ Apple TV: <https://apps.apple.com/us/app/apple-tv/id1145272815>

How do I update the Turning Point app?

If you have turned on automatic updates on your device settings, then you will not need to manually update the Turning Point app; it will automatically update when a new version is made live.

For guidance on manually updating apps, please see the links below:

- Apple: <https://support.apple.com/en-us/HT202180>
- Android: <https://support.google.com/googleplay/answer/113412?hl=en>
- Roku: <https://rokuguru.com/how-to-update-apps-on-roku/>
 - **Note:** Usually, Roku updates apps automatically.
- Samsung TV: <https://www.samsung.com/in/support/tv-audio-video/how-to-manage-apps-on-samsung-smart-tv/>
- LG TV: <https://www.digitaltrends.com/home-theater/how-to-update-apps-on-an-lg-tv/#:~:text=When%20it's%20connected%2C%20use%20your,of%20the%20My%20Page%20section.>
- Apple TV: <https://www.businessinsider.com/guides/streaming/how-to-update-apps-on-apple-tv>

Is the Turning Point app free to download?

Yes, the Turning Point app is 100% free to download.

Where can I find the current radio and TV series on the app?

You can find the current radio and TV series on the **Home screen** of the app, and they are located near the top of the screen. Radio broadcasts are in the “On Radio” row, weekday TV broadcasts are in the “On Weekday Television” row, and weekend TV broadcasts are in the “On Weekend Television” row.

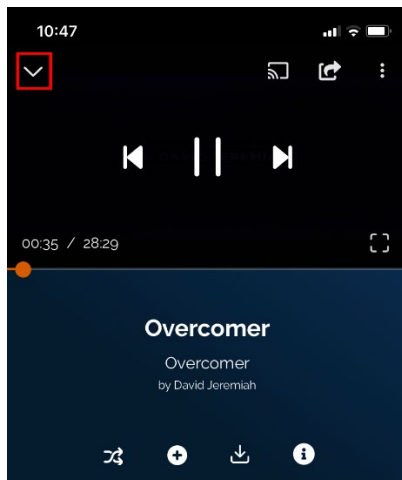
Where can I find the daily devotions on the app?

You can find the last 30 daily devotions on the **Home screen** of the app, located near the top of the screen. Look for the “Daily Devotions” row.

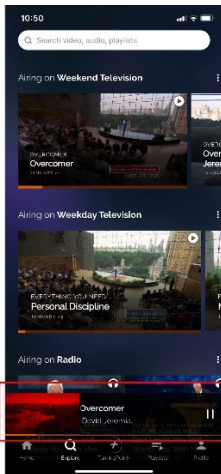
Note: Currently, the Daily Devotions are only available on the mobile app.

How do I get a media item to stop playing on the mobile app?

First, minimize the media player screen by tapping on the arrow located at the top left side of the media screen:



The media player will then move to the bottom of the app screen. Swipe down on the player to exit out of the media item completely:



Can I play a media item in the background on the mobile app?

Yes. On the media player screen, swipe up from the bottom of the app. This will minimize the Turning Point app, allowing you to access other apps on your mobile device while the media continues playing in the background.

For video items, the media player will remain open and minimized so that you can continue watching. For audio items, the media player will be hidden while the audio continues playing.

To exit out of media playing in the background, return to the Turning Point app and close the media player screen.

Are closed captions available?

Closed captions are available on mobile and OTT on video broadcast messages.

Please note that captions are not available on audio messages or on TurningPoint+ content.

To turn on captions:

Mobile

- Open the media player screen and select the 3-dots menu on the top right of the screen.
- Select the CC option.

OTT

- Go to the Profile screen and select App Settings.
- Switch the Captions option to "On."

How long will my downloaded messages be available?

Any given downloaded message will remain available for the duration that it can be streamed on the app.

For example, if you have downloaded a radio, weekend TV, or weekday TV broadcast, it will be available for approximately 30 days. This is due to our broadcast messages being streamable from the app for 30 days after the air date.

Our TurningPoint+ content does not have an expiration date for streaming. If you are subscribed to TurningPoint+ and have downloaded a TurningPoint+ message, you can anticipate it being available to you indefinitely. However, if for any reason the item you have downloaded needs to be removed from TurningPoint+, you will no longer have access to it after that time.

What is the difference between streaming and downloading?

Streaming content means playing media items using an Internet connection, whether that connection be over Wi-Fi or with cellular data.

Downloading content means locally storing a copy of the media item to play right from your device.

The advantage of downloading media content is that since it doesn't rely on Internet access, giving you much better accessibility. The disadvantage is that it can take up storage space on your device.

The advantage of streaming media content is that it does not take up any valuable storage space on your device. The disadvantage is that streaming relies on an Internet connection.

Can I adjust the playback speed on media items?

Yes, the playback speed can be adjusted on the mobile and OTT app. The playback speed options are 1.25, 1.5, or 2 times faster than the normal speed. Please note that we do not have any speed options that go *slower* than the normal speed.

To adjust playback speed:

Mobile

- Open the media player screen and select the 3-dots menu at the top right of the screen.
- Select "Playback Rate."
- Select your preferred playback speed option.

OTT

- On the media player screen, select the Settings option (the Gear icon) located at the top left of the screen.
- Select your preferred playback speed option.
- **Note:** To adjust the playback speed of all media items, go to the Profile screen and select App Settings.

What does OTT mean?

OTT stands for Over the Top streaming, and it refers to streaming (or playing) content from your television using an Internet connection (versus a cable connection).

Well-known examples of OTT streaming platforms include Roku devices and Apple TVs. Common OTT apps include Netflix and Hulu.

What is an intermediary screen?

An intermediary screen is the screen that comes up *after* you have selected a media item and *before* you play that item. On this screen, you have additional options for how you would like to interact with the media item, including adding it to your queue, adding it to a playlist, or downloading it to your device.

What is a media player screen?

The media player screen is what appears on the app while a media item is playing. On this screen, you can pause the media, make it full-screen, or skip to the next item (among other options).

Can I cast the Turning Point app to my TV?

Yes. Chromecast and AirPlay are both available on the mobile app.

To access these streaming devices, open the media player screen and select the 3-dots menu at the top right of the screen. From there, you can select Chromecast or AirPlay.

Is the app the same on every platform (mobile, OTT, web)?

The Turning Point app looks and behaves differently depending on the platform, but these differences are overall minimal.

Here are the most notable differences:

- Download capability is only available on iOS and Android.
- Daily devotions are only available on iOS and Android.
- You cannot log in to your Turning Point account directly from OTT. A QR code and 4-digit code are displayed on OTT that allow you to log in to your account on OTT using your mobile device or desktop computer.

Troubleshooting

My app isn't working properly (media won't play / load time is sluggish / app is crashing).

Here are some action steps you can take to troubleshoot this issue:

1. **Make sure your Internet connection is strong.** Try testing a couple of other apps to see if they are also running slowly or not loading, as this could indicate that the issue is with the Internet connection and not the app.
2. **Make sure you are running the latest version of the app.** The easiest way to do this is by uninstalling and reinstalling the app.
3. **Make sure you have installed the latest Operating System version on your device.** Older OS versions can potentially affect app performance.

4. **Clear your cached data. Please be advised:** Clearing your cached data can result in data loss, such as login status and media progress (specific to the Turning Point app only). Do not do this step if you are not comfortable with losing any data from the app.
 - a. To clear cached data, go to the Profile screen and select App Settings.
 - b. Go to “Clear Cached Data” and select the Trash icon.
 - c. A pop-up will ask you to confirm that you want to delete your cached data.

If the app is still not working properly after you have taken these steps, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST). To help us assist you as effectively as possible, we ask that you include as many of the following details as you can in your communication with us:

- What platform are you on? (e.g., iOS, Roku, Web, etc.)
- What is your device brand and model?
- What browser are you using? (If applicable)
- Are you getting an error message? If so, what does it say?
- A detailed explanation of the issue
- Can you send us a screenshot or video of the problem you are encountering?

Why am I not getting the right search results? I’m having trouble finding a specific message/series.

To get the most relevant search results, it is best to use **exact phrasing**, or limit your search to **one unique term**.

Avoid using apostrophes or quotation marks, as this may break the search and not yield you any results.

If you are still having troubles with the app search, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

I can’t access TurningPoint+.

As a reminder, TurningPoint+ is only available to users who give an automatic monthly gift, subscribe to TurningPoint+ from the mobile app, or are enrolled in our Bible Strong program.

- **Are you logged in to the app?** Make sure you are logged in to your Turning Point account. If you are logged in and unable to access TurningPoint+, try logging out and logging back in to trigger an update to your account.
- **Did you subscribe to TurningPoint+ from the mobile app?** To confirm you are actively subscribed from the app, please go to your device settings and open your Subscriptions. You should see a list of both Active and Inactive subscriptions. Make sure that TurningPoint+ is listed in your Active subscriptions.

If you still need assistance with accessing TurningPoint+, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST). To help us assist

you as effectively as possible, please include as many of the following details as you can in your communication with us:

- The email address associated with your Turning Point account.
- How did you initially access TurningPoint+?
 - o Automatic monthly gift,
 - o Subscribed via mobile app
 - o Bible Strong Partner
- How did you discover you don't have access to TurningPoint+?

[I can't find my downloaded content.](#)

Click [here](#) learn more about where you can find your downloaded content.

Are downloaded items still missing?

- **Make sure you are on the mobile app.** As a reminder, downloads are only available on mobile platforms, not OTT or web.
- **Are you logged in to the app?** Make sure you are logged in to your Turning Point account, as this is required before accessing downloaded items.
- **Are you on a different device?** Downloaded content will not transfer between devices. For example, if I download a radio message on my iPhone, it will not be downloaded on my iPad.
- **Was the missing item a broadcast message?** Broadcast messages are only available on the app for a limited time (approximately 30 days). Once the message is removed from the app, it will also be removed from your downloads.
- **Did you try re-downloading the message?**

If you still need assistance with your downloaded content, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

[I'm unable to download content.](#)

Click [here](#) to learn more about how to download items from the mobile app.

- **Make sure you are on the mobile app.** As a reminder, you can only download items on the mobile platforms, not OTT or web.
- **Are you logged in to the app?** A Turning Point account is required to take advantage of the Download feature. It is completely free to sign up for an account, and the process is fast and easy. [Sign up for a FREE Turning Point account.](#)

- **Make sure your Internet connection is strong.** If you are experiencing latency or timeouts when trying to download an item, the issue may be with your Internet connection.
- **Check your video quality settings.** You may be on a video quality setting that has a slower download speed. To check your video quality settings, go to the Profile screen and select App Settings. Then select Video Quality. The default video quality setting is Standard, but you can select “Low” for a faster download time.

If you still need assistance with downloading, please mail us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST). To help us assist you as effectively as possible, please include as many of the following details as you can in your communication with us:

- What is your device brand and model?
- What is the specific issue you are having with trying to download content:
 - o Are you getting an error message when trying to download an item? If so, what does it say?
 - o Is the “Download” button unresponsive?
 - o Is the Download taking too long to finish?

[An item got removed from my queue.](#)

Your queue is meant to store media items that you have bookmarked for later one-time access. Once you have finished viewing a queued item, it will be removed from your queue.

It’s also possible that a queued item is no longer available on the app, causing it to be removed from your queue.

If you still need assistance, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

[Since you launched the new app, I haven’t been able to find the content I used to play.](#)

Please be assured that with the new Turning Point app, we have not removed any content from the previous version!

The previous app offered the radio broadcasts, weekday TV broadcasts, weekend TV broadcasts, and daily devotions. All of these are available on the new app from the Home screen.

We are continually adding content and refining existing content to make your experience with the Turning Point app as easy and positive as possible.

If you need further assistance with the new Turning Point app, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

The Turning Point app is using up too much of my data.

There are two ways that you can conserve data usage on the Turning Point app:

1. **Make sure you are only downloading content when connected to Wi-Fi.** To do this, go to the Profile screen and select App Settings. From there, make sure the “Download over Wi-Fi Only” option is toggled to On (the toggle will turn orange when on).
 - a. When this setting is turned on, you will receive a warning message if you try to download an item while on your data.
2. **Turn off Cellular Data for the Turning Point app on your device settings.** To do this, open your device’s settings and select the Turning Point Ministries app. Make sure “Cellular Data” is set to Off.
 - a. When this setting is turned on, media content on the Turning Point app will not work unless you are connected to Wi-Fi.

If you still need assistance with this, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

The Turning Point app is using too much of my phone storage.

You can verify how much storage the Turning Point app uses by going to the Profile screen and selecting App Settings. There, it will show you your total device storage and compare it to how much of that used storage is from the Turning Point app.

1. **Clear out your Downloads.** If you are experiencing a high volume of storage space being taken up by the Turning Point app, it is likely due to the number of items you have downloaded. Deleting downloaded items will help free up storage space. Click [here](#) for instructions on deleting items you have downloaded.
2. **Clear your cached data.** Please be advised: Clearing your cached data can result in data loss, such as login status and media progress (specific to the Turning Point app only). Do not do this step if you are not comfortable with losing any data from the app.
 - a. To clear cached data, go to the Profile screen and select App Settings.
 - b. Go to “Clear Cached Data” and select the Trash icon.
 - c. A pop-up will ask you to confirm that you want to delete your cached data.

If you still need assistance with this, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

I’m getting a message on the app saying, “You are not connected to the Internet.”

This message appears if you are not connected to any Internet source, neither Wi-Fi nor cellular data. Check your device to see if the connectivity issue is affecting other apps, as this indicates a problem with your Internet connection.

Check your device settings to see if Cellular Data is enabled for the Turning Point app. If it is disabled and you are not connected to Wi-Fi, then the app will not have the Internet connection needed to work properly on your device.

If you still need assistance with this, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

The app is forcing me to subscribe to TurningPoint+ when I try to create an account.

Please be assured that you are in no way obligated to subscribe to TurningPoint+.

When creating an account from the Turning Point app, you will be asked if you want to subscribe to TurningPoint+ for a monthly gift of any amount. Beneath the blue “Subscribe Now” button is an option that says, “No Thanks,” which allows you to opt out of the TurningPoint+ subscription and continue on with your account creation:

If you still need assistance with this, please email us at info@davidjeremiah.org or call Customer Service at 1-877-998-0222 (Monday – Friday, 6 a.m. to 3:30 p.m. PST).

