



January 11, 2020 | 2 pm ET

Super Saturday Live FAQs

What is Super Saturday Live?

It's Plexus' annual get-together, where Ambassadors come together to prepare for the new year ahead, receive incredible training, recognize success, share tips, and MAKE THINGS HAPPEN!

When is Super Saturday Live?

Saturday, January 11, 2020 from 2 pm to 6 pm ET.

Will there be a Health & Happiness Meeting (formerly Opportunity Meeting) before Super Saturday Live?

Health & Happiness Meetings will NOT be taking place this year in conjunction with Super Saturday Live.

How can I attend Super Saturday Live?

There are two ways to see Super Saturday Live: You can attend in-person at one of the 23 locations, or you can watch the Live Stream Event that will be streamed from Scottsdale, Arizona on January 11, 2020.

Where do I register for Super Saturday Live?

To register, go to: plexusworldwide.com/Super-Saturday-Live

What is the cost to attend or watch Super Saturday Live?

The cost to register is \$19.95 USD for access to exclusive training, materials, and announcements.

What is the difference between attending in-person and watching the Live Stream Event?

Those attending the in-person events will view the live stream of the Scottsdale, Arizona event for the first hour, followed by 3-hours of in-person training by the Trainers at that location. Anyone registered to watch the Live Stream Event will view the full 4-hour live stream from the Scottsdale, Arizona event.

When will I receive the Super Saturday Live Stream Event link if I registered for the live stream option?

You will receive the live stream link 3-days prior to Super Saturday Live.

When does registration close?

Registration ends for all the in-person events on December 20, 2019 at 11:59 pm ET or until they are sold out.

Registration ends for the Live Stream Event on January 11, 2020, at 1:30 pm ET.

What communication will be provided regarding Super Saturday Live?

Registration confirmation, event email reminders 2-3 days prior, 90 minutes prior, and a text message 60 minutes prior (if applicable).

I registered for Super Saturday Live but have not received any email communication confirming my registration. What can I do?

If you registered for Super Saturday Live and haven't received your confirmation, please check your spam or junk mail. If you still don't have your registration confirmation, then contact us at events@plexusworldwide.com.

What if I can't attend or watch Super Saturday Live?

We've got you covered! There will be a recording of the Live Stream Event provided to those who register. For access to watch the recording of Super Saturday Live, you will need to register at plexusworldwide.com/Super-Saturday-Live

Oh no! When I tested my connection and audio on my computer, I couldn't hear/see the video. What do I do?

Make sure you have: • A high-speed Internet connection • Operating system of Windows Vista/Windows 7 or 8 (or) Apple Mac OS X 10.7+ • Desktop browsers of Internet Explorer 9+, Firefox 15+ or Chrome 20+. Mac operating systems, you must have Mozilla Firefox 15+ or Chrome 20+ or Safari 10.1

I have the right stuff, but I'm still experiencing technical issues testing my connection. What do I do?

You should also check that you have: • Cookies enabled. • Javascript enabled. • Pop-up blockers may need to be disabled depending on the event you are watching.

Oh no! When I tested my connection and audio on my mobile phone, I couldn't hear/see the test video. What do I do?

On your mobile phone, make sure you have: An operating system of Safari for iOS 4.0, Android 3.0 (Honeycomb) and later, or Windows Phone 7.

What if I followed the suggested steps and continue to have issues with the live stream?

For assistance with the live stream during the event, please contact events@plexusworldwide.com.

What communication will I receive after Super Saturday Live?

Check your email following Super Saturday Live for further instructions and additional materials.

Will the recording of the live stream of Super Saturday Live be available afterwards?

For registered Ambassadors, it will be in the Training section in the Virtual Office. For all other registrants, we will email a link to access the recorded Live Stream Event.

Can I host my own party to watch the Live Stream Event together?

Yes, you can host a party! Anyone can watch the Live Stream Event at your party.

I am hearing impaired, will there be closed captioning for the Live Stream Event?

Yes, closed captioning will be on the live stream video.

Will there be ASL (American Sign Language) interpretation at the in-person events?

If you require ASL interpretation, please indicate this during your registration. Designated seating will be reserved. Please visit the registration desk for direction on site.

What do I need to bring to the meetings?

Please bring a pen as there will be worksheets for the in-person training portion.

I can no longer attend. Will I be able to receive a refund?

Refunds will not be processed for this event. All sales are final. You will still have access to the live stream recording of the Scottsdale, Arizona event once it is available.

Can I transfer my Super Saturday ticket?

Tickets are non-transferable for this event. Plexus will not be processing any ticket name changes.

SUPERSATURDAY LIVE!

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Is parking for the event covered by Plexus®?

Parking is NOT covered by Plexus. Parking fees vary from location to location. Please visit the hotel website or contact the hotel directly for parking fee information.

How do I reserve a hotel room?

Plexus does NOT have a room block or discounted room rate at the hotel. You will need to reserve your hotel room on your own. To book a room at the hotel where the meeting you are attending will be held, please visit the hotel website or contact the hotel directly.

Does Plexus cover or reimburse for hotel accommodations?

Plexus will NOT be covering or reimbursing attendees for any travel arrangements.

What do I do when I arrive at Super Saturday Live?

After arriving at the venue, please check in at the Plexus registration table. There will be on-site helpers to assist you in checking in for the event.

Do you have to be an Ambassador to attend Super Saturday Live?

No, anyone is welcome to attend Super Saturday Live as long as they register and pay the \$19.95 USD fee by the registration deadline.

Are we allowed to bring guests to Super Saturday Live?

Yes, as long as they register and pay the \$19.95 USD fee. There is no option to add a guest to your registration, each attendee must register the same way and use their own unique email address.

Will meals be provided by Plexus?

No, meals will not be provided by Plexus for Super Saturday. Please feel free to bring a small snack.

Are children allowed to attend?

Because seating is limited, and this is an educational training session for business, we ask attendees to not bring children. As a reminder, all attendees must be registered, which includes children.

Will there be Plexus merchandise or product sold at the meetings?

No, Plexus merchandise and product will not be for sale at any meeting.

What is the dress code for Super Saturday Live?

Please dress business casual for Super Saturday Live.

Will walk-ins be accepted for Super Saturday Live?

Attendees will be able to register on-site only if there is still space available. We strongly recommend anyone who wishes to attend Super Saturday Live pre-register online prior to December 20, 2019, to guarantee their seat.

Can I video tape the in-person event?

No videotaping or live streaming will be allowed during the in-person events. Anyone who violates this rule will be referred to Plexus Compliance.