



# MySigningTime.com User Guide

## New? Create Your Account

Before you can sign in at [mysigningtime.com](http://mysigningtime.com) or on the MYSigningTime app, you must first purchase digital items or an all-access digital subscription. Your account is created at checkout.

- **Get Digital Products**  
<http://mysigningtime.com>
- **Get Digital Subscription Offers**  
<http://mysigningtime.com/subscribe>

## How to Watch Your Videos

### 1. SigningTime.com

If you are connected to the internet through a desktop computer, phone, tablet, or even a game system, simply open a browser window and type in <http://mysigningtime.com>

Sign in (upper right) to see your videos:



**2. MySigningTime Mobile App** With the MySigningTime app, you can stream your videos when you're online, or you can download videos for offline viewing! Get the Signing Time TV at the app store (iOS, Android). For Kindle Fire, visit [www.signingtime.com/watch/#app](http://www.signingtime.com/watch/#app)



## Need Help?

Support is provided by Platform Purple

Chat  
<https://mysigningtime.com/support>

Email [support@platformpurple.com](mailto:support@platformpurple.com)

Forgot account login?  
<https://auth.platformpurple.com/forgot>

### Quick Tips:

- On your computer or smart TV, it works like Netflix, so you must be online
- When you are logged in, you will see your products
- To see all products, including those not owned or subscribed to, click "Show All Products"
- To give a gift or buy new products, click on the Shop button.
- Go to My Account to see past purchases or to manage your All-Access Subscription
- **Videos** and **eBooks** can be viewed, but not downloaded (see app info below)
- **Music** files and **PDFs** can be downloaded

### Quick Tip:

To download videos and songs to your devices:



**Can't hear sound?** Check to see if your device is in silent mode