



2 Big 2 Miss FAQs

General

What is 2 Big 2 Miss?

2 Big 2 Miss is a live streaming event for Plexus® Ambassadors. You'll want to watch because, aside from all the fun, we're making a huge Plexus announcement that will help grow your business! And, everyone who registers to watch unlocks an exclusive VIP offer available only to them.

I am not a Plexus Ambassador. Can I still attend 2 Big 2 Miss?

2 Big 2 Miss is an exclusive event for Plexus Ambassadors. If you aren't a Plexus Ambassador yet, connect with yours to be filled in on all the exciting announcements. Still curious? We'll have more to share in the coming months and leading up to our annual convention in June. Follow us on Facebook to stay up to date on future announcements!

I love a mystery as much as the next person, but what's with all the secrecy?

We're working hard to finalize everything, down to the smallest detail. We promise, this will be worth the wait!

Registration & Attendance

When can I register for 2 Big 2 Miss?

Registration for the livestream event begins Monday, April 2, and ends at 9:30 a.m. PT on Saturday, May 5.

Can I attend 2 Big 2 Miss in person?

Our company's Founders, Jewel Ambassadors, and those who reside near the live event have been invited to attend in 2 Big 2 Miss in person. As of now, the event has sold out, but all Plexus Ambassadors are welcome—and encouraged—to watch via live online streaming. Even better, grab a few members of your team and watch together! Check out our Party Hosting Tips page for tips and tricks!

What if I can't watch the livestream event?

We've got you covered! If you know you can't watch live, it's still important that you register on plexusworldwide.com/2Big2Miss, as this unlocks your access to the 2 Big 2 Miss special offer. As soon as the video of the event is ready, we'll send it your way!

I want to watch! But looks like registration has closed. What can I do?

Registration for the replay opens at noon PT on Saturday, May 5. Go to plexusworldwide.com/2Big2Miss to complete your registration and get the latest details. The event replay may take up to five days to be available, but your access to the special offer will be immediate.

How much does it cost to register for the livestream or the replay?

Absolutely nothing! Registration for both the livestream and the replay are free.

I'm not a US or Canadian Ambassador. Can I still register to watch 2 Big 2 Miss?

Yes! 2 Big 2 Miss is a special US and Canadian event, but all Plexus Ambassadors are invited to watch. Just be sure you share the event appropriately using approved materials for your specific country.

Special Offer

What is the 2 Big 2 Miss special offer?

Ambassadors who register to watch the livestream, as well as those who watch the replay, will receive access to a special offer. We'll announce this offer during the event so stay tuned! The special offer will be available while supplies last—so registrants are encouraged to take advantage of their access as soon as possible.

Communication

What communication will be provided regarding 2 Big 2 Miss?

Currently, everyone who registers for 2 Big 2 Miss is scheduled to receive the following emails:

- Registration confirmation
- Event reminder 3 days prior (with test connection information)
- Event reminder 90 minutes prior
- Text reminder 60 minutes prior (if applicable)
- Other emails as needed

Emails will be sent to the email address associated with your Plexus account. If you registered for 2 Big 2 Miss and haven't received these communications, please check your spam or junk mail.

What communication will I receive after 2 Big 2 Miss?

Check your email following 2 Big 2 Miss for further instructions and materials on the special offer as well as event follow-ups.

How can I share this excitement with my team and fellow Ambassadors?

Share the event using [#plexus2big2miss](#) and—even better—host a launch party! We've made it easy with our 2 Big 2 Miss Launch Party Guide and Party Checklist. These are also available in your Virtual Office. Remember that even though you might all be watching together, it's important that all Ambassadors register to watch at plexusworldwide.com/2Big2Miss, as this unlocks access to an exclusive offer. Let's plan thousands of 2 Big 2 Miss viewing parties all over the US and Canada!

Technical Support

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

On your computer, make sure you have:

- A good Internet connection (click [here](#) for speed test, a good connection is higher than 10 mbps)
- Operating system of Windows XP/Vista/Windows 7, 8, or 10, (or) Apple Mac OS X 10.3+
- Desktop browsers of Internet Explorer 7+, Firefox 15+ or Chrome 15+. Mac operating systems, you must have Mozilla Firefox 15+ or Chrome 14+ or Safari 10.1
- Ensure mute isn't enabled by default

I have the right stuff, and 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 enabled depending on the event you are watching.
- Try disabling flash, the webcast is HTML5
- Ensure mute isn't enabled by default

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 systems of Safari for iOS 4.0, Android 3.0 (Honeycomb) and later and Windows Phone 7
- Ensure mute isn't enabled by default