



## WATCH LIVE EVENTS & SUPPORT YOUR TEAMS

### // HOW DO I FIND MY EVENT

- Visit [www.sportscopelive.com](http://www.sportscopelive.com)
- Search for your School/Team/Event in the Search Bar with "Live Events" selected
- Once the event goes live (typically 20-30 minutes before the start time), click the video player preview to purchase your ticket

### // WHERE IS MY TICKET CODE

- Once you buy your ticket, it will preview on your screen
- You received two (2) emails: a receipt and a ticket code email that may be in your SPAM FOLDER

### // WAYS VIEWERS CAN WATCH

- Mobile device (phone or tablet) with web browser (Chrome or Safari recommended)
- Computer or a Computer with HDMI connection to TV (screen share or extension)
- Fire Stick internet browser called Silk
- Samsung Smart TVs work with their built-in browser
- Not compatible with Apple TV, Roku, or when using Air Play or Screencast from a device to a TV
- *Please note that you can only watch on one (1) device at a time. Your ticket code is transferrable to other devices but will only allow one video player at a time.*

### // FAQ'S & BASIC TROUBLESHOOTING

- **I AM NOT ABLE TO BUY A TICKET FOR MY EVENT:** Your event may not have started yet. Once a camera goes live (typically 20-30 minutes prior to the scheduled start time), a "Purchase Ticket" icon will appear over the video player.
- **GAME PAUSED MESSAGE:** The team has paused their broadcast temporarily for pregame, intermission, halftime, etc. Once they restart their stream, your browser should auto-refresh. If you see a repeating video clip, please refresh your browser.
- **SCREEN FROZE, SPINNING CIRCLE, BLACK SCREEN:** Refresh your browser to re-establish your connection.
- **REFRESHED, TAKES ME BACK TO BUY TICKET:** At the top of the purchase window, click "REDEEM CODE" and enter your ticket code. Remember, the email may be in your spam folder.
- **TICKET CODE INVALID:** Email Sport Scope Live Support at [live@sportscope.com](mailto:live@sportscope.com) and we'll work on getting you a new code. If you want to purchase a second ticket to get back into the stream right away, we can refund your first ticket purchase.
- **NOTHING IS WORKING, HELP!** Email Sport Scope Live Support at [live@sportscope.com](mailto:live@sportscope.com)

## EMAIL [LIVE@SPORTSCOPE.COM](mailto:live@sportscope.com) FOR EXTRA SUPPORT

visit [www.sportscope.com/live](http://www.sportscope.com/live) for more info or visit [www.sportscopelive.com](http://www.sportscopelive.com) to watch live