

## Livestreaming FAQ

### How will I receive access after purchasing or signing up?

- An email will not come automatically after live stream registration. We send it manually within one business day to the email provided. If it isn't in your inbox, check your spam/junk folder. If the email provided is invalid, we won't be able to get that information to you.
- We also send an additional email the day before the performance to make sure you have the necessary information.
- Pre-show slides begin approximately 30 minutes prior to the event. Before that, the livestream will show that it is "Offline" in the bottom left corner.

### What browser can I use?

Some web browsers do not work because they don't automatically support Adobe Flash Player. Browsers with proven success are **Google Chrome, Microsoft Edge, Internet Explorer, and Safari**. \*Safari might need Adobe Flash Player to be enabled.

### How can I stream from my television?

- To stream directly from your Smart TV, the device must have its own web browser that supports Adobe Flash Player (like the ones listed above).
- If your TV doesn't have one of those browsers built in, the easiest way to watch the show may be to hook your laptop up to the TV using an HDMI cable.
- Our streaming software does not block screen casting, screen mirroring, or air play. If you can normally cast from your tablet/phone to your TV, our system won't stop that.

### What do I do the broadcast freezes?

If your screen freezes, there are multiple things you can check to see what interrupted the streaming experience.

- First, refresh your browser.
- Second, check your Wi-Fi connection. If your connection has been lost, try reconnecting or restarting your Wi-Fi Router.
- If you are connected to Wi-Fi and you can't get the page to unfreeze, close the page completely and go back into the link.
- If none of those worked, restart your device and/or Wi-Fi Router and try going back into the event.

\*If you still need help with the livestream, we are here for you. Our **tech helpline is available at (920) 267-7554** the night of each show livestreamed from The Grand Oshkosh stage.