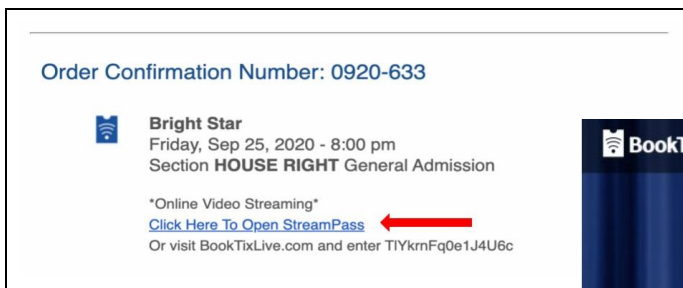


## Watching a Livestream on BookTix Live

You purchased tickets to a livestream on BookTix Live - what's next? This guide explains what a StreamPass is, how to access the stream, and commonly asked questions.

### StreamPass: Your ticket to stream

A StreamPass is your one-click ticket (no printing necessary!). Simply click on the StreamPass Code in the email you received to take you straight to BookTix Live and your show!

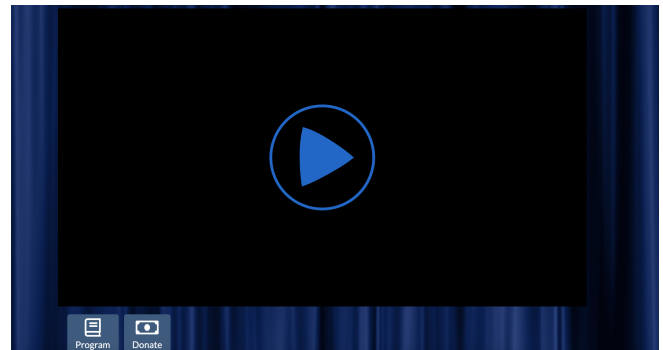
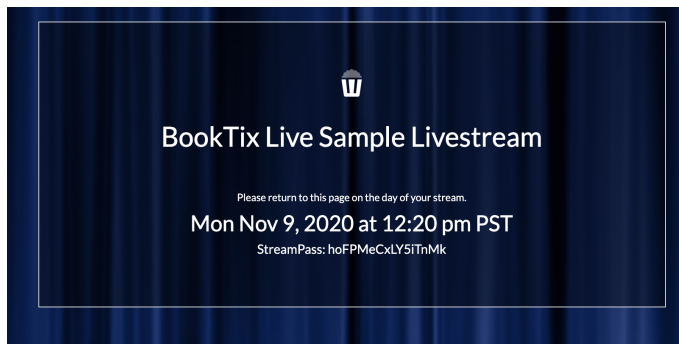


Remember: you may also copy & paste the series of unique letters & numbers onto BookTixLive.com to access the livestream.



### Joining the livestream

Once you click **Join Now** you have entered the livestream "lobby." Once the show begins, you will see a player on your screen. Remember to join ahead of the scheduled show time - just like live theater, you don't want to miss the start of the show!



The screen on the left means you're early! Refresh closer to showtime. If you see the screen on the right, hit the play button to play the stream!

## Player Controls

Play/Pause button:  
(if you pause, the stream does NOT pick up where you left off).



Expand to full screen view

Volume Control - remember to check your device volume also

This will appear if your device can stream content to your TV through Chromecast or Apple TV. You cannot mirror your entire screen to a TV.

Use this setting to change the quality of the picture if needed

## StreamPass Use

- Do not share your StreamPass! Your StreamPass is unique and exclusive, and can only be accessed by one device. If you share your StreamPass with someone else, you will get knocked off of the stream.
- Only use your StreamPass on one device in one internet browser. Otherwise, the StreamPass code becomes invalid. (Example: If you open up your StreamPass in one browser tab, lose your place and then try to open it in another browser at the same time, you will get knocked off of the stream).
- If you received a "Replacement ticket email," the link to your StreamPass is not in the body of the email, it is in the PDF ticket attached to the email. The StreamPass is still an active link, and if you click on it you will be redirected to booktixlive.com where the StreamPass code will auto-populate into the Join Now field. Example:

North Valley High School  
ABC Theatre

Online Streaming Only

<small>EVENT TITLE</small> <b>BRIGHT STAR</b>	
<small>EVENT DATE &amp; TIME</small> <b>MONDAY, SEP 14, 2020 - 4:00 PM</b>	
<small>PURCHASED BY</small> Guest, Your help@booktix.com	<small>TICKET TYPE</small> <b>STREAMPASS</b>
<small>ORDER NUMBER</small> 1120-662	<small>BOOKTIX LIVE STREAMPASS</small> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <b>sginSdKVG4bCKYhx</b> </div> <small>Click To Open StreamPass</small>

## Devices to Watch On:

Streaming an event on BookTix Live is browser based (no apps). To watch the stream on a television, you can try using Airplay, Chromecast, or accessing a browser like Firefox on your Amazon Fire Stick or Smart TV to connect. Whichever method you choose, we suggest joining the stream early if possible on your mobile phone, tablet, or laptop before you start Airplaying or Casting it to your TV. Not all TV's support modern full digital encryption, and the stream might work perfectly on your device and not work when it reaches your TV. You can always watch from your original device.

## Common Issues

- **StreamPass Link Not Working:** If you are having trouble using the StreamPass link in your email, you can copy and paste the StreamPass code (the mix of unique letters & numbers) from your email directly into the field on [booktixlive.com](http://booktixlive.com). Do not use spaces at the end.
- **Cannot Find StreamPass:** If you cannot find your email with your unique StreamPass, you can reach out to our customer support team via email, chat, or phone. We will need to verify your identity and order information prior to releasing your StreamPass code.
- **Error Messages:** If you receive any type of error when attempting to join a livestream, including Native Playback error, please try refreshing your page (clicking the reload/refresh icon in your browser) or try a different browser before contacting customer support. We recommend Chrome, Firefox, or Safari.
- **CDM Error Message:** For a Mac/Safari user, you're most likely improperly casting to your TV - do not mirror your whole screen, but rather Airplay from within the player (using the icon pictured above). You can cast to TV with different devices, but can't mirror your entire screen. Our streams are DRM protected, so you cannot record or share the livestream.
- **StreamPass already in use error:** You may have your StreamPass open on another device, or have shared your StreamPass with someone else. The StreamPass will only permit one device to view at a time. Close any other browsers or devices that have the stream open.
- **Audio/Video:** If you have an audio or video issue or delay, please refresh your browser.
- **Stream Stopping/Starting:** Please check your internet connection.  
Please reach out to our team if you have any questions or an issue not addressed here.