

SportScope Live – Frequently Asked Questions

HOW DO I FIND MY TEAM/EVENT

- Visit the [PA USAG Level 5 State Meet Gymnastics](#)
- OR visit www.sportscopelive.com
 - Search for your School/Team/Event in the Search Bar with "Live Events" selected
 - Select the School/Team/Event to be directed to their Page
- 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 will also receive 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.*

WATCHING THE GAME, STOPPED WORKING

- **GAME PAUSED MESSAGE:** The team has shut stopped the broadcast temporarily. Refresh your browser periodically.
- **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 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