

# Live Stream Frequently Asked Questions:

## How does it work?

Simple! Just find the show you want to watch, click on the “Buy Now” button, follow the prompts with your credit card information and put in your email address (email address is very important as it is how you will receive your passcode). You will receive an email with a passcode. Use the passcode on the paywall prompt on the video the day and time of the stream on the device you want to watch the show, and you’re ready to rock!

## Can I start the show on my phone and switch to my laptop or smart tv?

Yes! Your passcode will work on up to 5 devices.

## If I buy the stream before or during the early show, can I watch the later show?

Yes! A passcode bought for a 12pm show is also valid on a 3pm show with the same artist.

## Can I watch the show after the live show has aired?

No. This is just like a ticket to a live concert or a movie. If you miss the show, we are not putting the shows up for future viewing for copyright reasons.

## If I buy the show after it’s begun, can I watch from the beginning?

No. Though once watching you can pause, but you cannot go back to before you logged in and started watching. BUT if you buy for an early show and there is a later show with the same artist, you CAN watch the second show live using the same passcode.

## Does the passcode for one show work for other shows if I didn’t use it on 5 devices.

No. The code you purchased is specific for the show you bought it for and will not work on other shows.

## Should I use the code immediately upon purchase?

Only if you are buying a show that is currently happening or is happening that day. If you’re buying the live stream in advance, it’s strongly suggested that you wait until you show’s date to use the code. Using it early may count toward your device limit.

## The show shows as offline. Why?

The live stream goes live about 5 minutes before show time, The Video window will show as offline until then.

## Can I share my code with others?

This is strongly discouraged as once the 5 device limit is hit, your code will no longer work, and you will be prompted to buy a new code. *We will NOT extend use of a code.*

## I bought a code very late in a show. Can I get a refund?

No. Refunds will not be issued under any circumstances.

## What if a show is rained out?

Your code will be useable on the rain date, and we will reset the device limit.