



STREAMING GUIDE 2020/21

For Season Ticket Holders and casual viewers

ACCESSING THE SITE

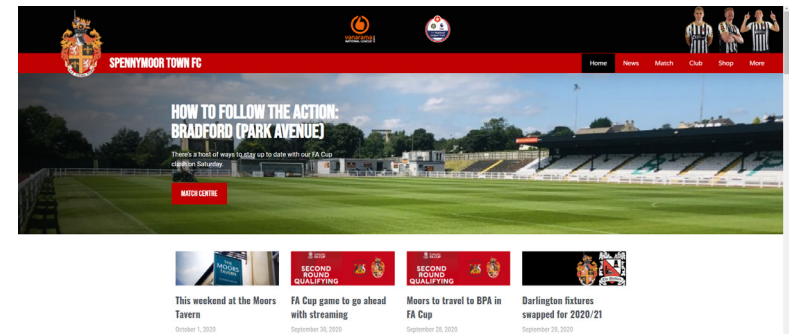
Each week, Spennymoor Town FC will promote the streams that are available to view via the website and social media channels. There will be a visible section on the website's homepage with a large button showing the stream.

STEP 1

Open your web browser and go to www.spennymoortownfc.co.uk. Or, if you're viewing this document on-line, just click the website link.

STEP 2

Look for the link on the homepage of the website. It will be near the top of the page and will be named "WATCH STREAM HERE".



i4 - THE STREAMING PLATFORM



The link from the club's website will take you to the i4 player, which is where the stream is held.

This website will ask your log-in details. If you don't have an account yet, you need to click "register" in blue.

Once you have created an account, **Keep your username & password safe - STFC is not in control of the i4 website and is not able to fix logon queries. You will need these details to log in and watch a match from the second viewing onwards.**

A screenshot of the i4 login page. At the top, it says 'Login' and 'Please login to watch the game or'. Below this is a blue link 'Register'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember My Login'. At the bottom are two buttons: 'Login' (green) and 'Cancel' (grey). A red arrow points from the text 'click "register" in blue' to the 'Register' link.

SEASON TICKET HOLDERS

You will receive an email from i4 with your login details and your streaming key before the first game of the season. You will input this during the registration/log-in process.

CASUAL/ONE-OFF STREAM VIEWERS

You will still need to create an i4 account to access a stream (see instructions above). You will not have a streaming key to input, so will just set up a username and password. You will then be prompted to make payment.

i4 - PURCHASING A MATCH (CASUAL VIEWER)

The sequence of steps is as follows:

- Register An Account**: A form with fields for First Name, Last Name, Email Address, Username, and Password. A green 'Register' button and a grey 'Cancel' button are at the bottom.
- Confirm You're Ready To Pay**: A page with the i4 INSIGHT4 logo and a blue link 'Click here to Pay'.
- Payment Page**: A page with the i4 INSIGHT4 logo and a green button 'Pay £1.00 to watch'.
- Final Check**: A page for Spennymoor Town FC Ltd LiveStream, showing a fee of £1.00. It includes fields for Email, Card information (number, MM/YY, CVC), Name on card, Country or region (United Kingdom), and Postal code. A blue 'Pay £1.00' button is at the bottom.

REGISTER AN ACCOUNT

After clicking the blue “Register” button, you must create your account.

Only do this if you’ve never watched a match before.

CONFIRM YOU’RE READY TO PAY

After creating your account, it will ask you to log on using your new details. You’ll then be presented with the above. Click “click here to pay”.

FINAL CHECK

Click the green “pay £1 to watch” button. You will then be sent to a “Stripe” screen to pay.

MAKE PAYMENT

Pay through this screen. Once confirmed, **you will be directed to the stream to watch the match!**

Skip 2 pages for tips on watching the match!

i4 - ACCESSING A HOME MATCH

SEASON TICKET/STREAMING PASS HOLDER

All streaming pass holders will receive an email by the morning of Tuesday 06/10/2020 containing a username and password to access their stream.

The username will be their Attendee Reference (starting SPT) and the password will be a unique combination of letters and numbers supplied via the email.

Use these details to sign into home game streams without being charged. **DO NOT LOSE THESE TWO DETAILS.** Keep them somewhere safe. The club cannot tell you your password if you lose/forget it. This is kept by i4 for data protection and we cannot supply it for you.

Your email will look like this and be from “Future Lions”.

HAVEN'T RECEIVED THE EMAIL?

Check your JUNK and SPAM mailboxes. If you still have not received your email by 1pm 06/10/2020, please email info@insightfour.com



Welcome!

Thank you for supporting your club by purchasing a season ticket.

While numbers of fans are limited in grounds, your club is going to stream games to enable you to watch the games.

While it will not be the same game day experience, the club is doing everything they can to get you close to the action.

The club is using the i4 streaming platform which is accessible on mobiles, tablets and computers using any web browser.

The club will issue you the stream address prior to games, you will need a user name and password to access the stream.

Your username is: SPT.....

Your password is: *****

Once again thank you for supporting the club during these challenging times .

Happy viewing!

TOP TIPS & TROUBLESHOOTING



Don't access the stream and pay your viewing fee until you are ready to watch the match. Signing up/paying is very quick and easy.



Streams begin 10-15 minutes before kick off and include short introductions and content ahead of the match. If it is less than 10 minutes until kick off and your player is still black, refresh your web browser page.



The stream can be watched on any device with a web browser: your laptop, your desktop PC, your iPad or your smartphone!



The stream player itself does not support casting to TVs. To watch the stream on your TV you should either "Chromecast" or link your laptop to your TV with a HDMI cable.



Any major issues with the stream during the match will be broadcast via the club's live Twitter feed. If you are experiencing problems with accessing the stream and there are no notifications on our Twitter feed, you need to assess your own internet connection.



Please be aware, this is the first time in the club's history live matches have been broadcast over the internet in a commercial manner. We have thoroughly tested the solution and are confident we can deliver one of the finest stream offerings in non-league football. The stream will improve each match until perfected.

AWAY STREAMING GUIDANCE



COMING THIS WEEK!

HERE TO HELP

We can help you with:

- Finding your Attendee Reference
- Answering general streaming questions up to 12 hours before kick off

info@spennymoortownfc.co.uk

