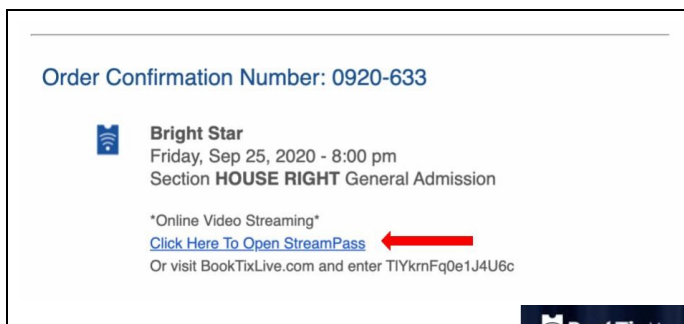


Patron Guide to BookTix Live

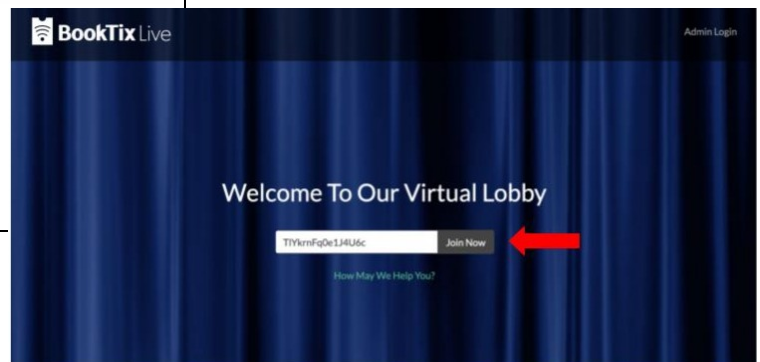
You purchased tickets to a livestream on BookTix Live - what's next? This guide explains what a StreamPass is, how to access the stream, and commonly asked questions.

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!

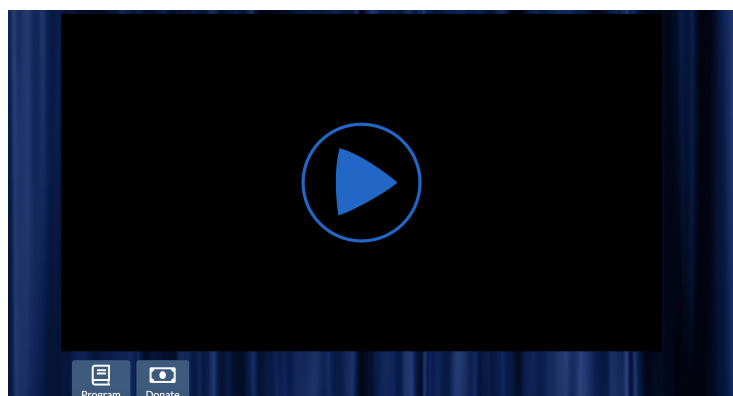


Remember: you may also copy & paste the series of unique letters & numbers onto BookTixLive.com to access the livestream.



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!



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).

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.
- **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, please try refreshing your page (clicking the reload/refresh icon in your browser) or try a different browser before contacting customer support.
- **CDM Error Message:** For a Mac/Safari user, you are most likely improperly "airplaying" your device - do not airplay your whole screen, but rather airplay from within the player. Streams on BookTix Live are DRM protected, so you cannot record or share the livestream.
- **Audio/Video:** If you have an audio (sound) or video issue or delay, please try refreshing your browser.

Please reach out to our team if you have any questions or an issue not addressed here.