



## 2020 VIRTUAL EVENT GUIDE

Thank you for participating in a Varsity TV virtual event! We created this quick reference guide to help guide you through the basics and answer some of the most frequently asked questions, including how to:

- Create A Login/Account
- Login to an Existing Account
- Reset Password
- Invalid Email/Password Message
- Upload a Routine Video
- Help Uploading A Video
  - Make A Correction To An Uploaded Routine Video
  - Can't Upload Video Because Program/Team/Other Option Needed Isn't Listed
  - Video Is Stuck In "Transcoding"
  - Other Issues
- Search For Your Team's Performance Video
- How Long Will Videos Be Available to Watch on Varsity TV

### // CREATE A VARSITY TV LOGIN OR ACCOUNT //

A screenshot of the 'Join Now' registration form. The title 'Join Now' is at the top, followed by 'Step 1 of 4'. There are two input fields: one for an email address (example@varsity.com) and one for a password (represented by dots). Below the password field is a blue 'Join Now' button. Underneath is an 'OR' separator, followed by a blue button with the Facebook logo and the text 'Continue with Facebook'. At the bottom, there is a small disclaimer: 'By clicking "Join Now" or "Continue with Facebook", you are agreeing to our Terms of Service and Privacy Policy. Having trouble creating an account? Contact Customer Support.'

**STEP 1:** Click "Join Now" at the top right-hand corner or visit <https://tv.varsity.com/create-account>.

Enter your email address and create a password & click the "Join Now" button.

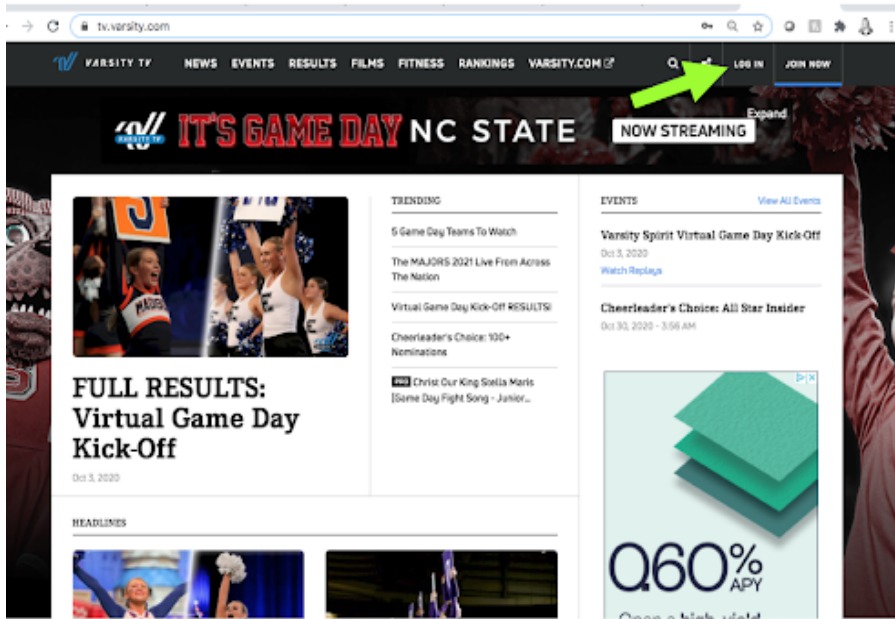
A screenshot of the 'Is this email correct?' confirmation form. The title 'Is this email correct?' is at the top, followed by 'Step 2 of 4'. Below the title is a message: 'This is where we'll send your receipt and other important account information.' There is an input field for an email address (example@varsity.com) and a blue 'Confirm Email' button below it.

**STEP 2:** Click the "Confirm Email" button, and you're done!

You DO NOT need to continue after Step 2 if you only want to create a username and password.

*It is not necessary to enter any payment information unless you want to join as a subscriber.*

## // LOGIN TO AN EXISTING ACCOUNT //



**STEP 1:** Click “Log In” at the top right-hand corner or visit <https://tv.Varsity.com/login>.

**STEP 2:** Enter your email address and password, then click the “Log In” button.

## // RESET PASSWORD OR “INVALID EMAIL/PASSWORD” MESSAGE //

**STEP 1:** Click “Forgot Password?” at the bottom of the form or visit <https://tv.Varsity.com/forgot-password>.

A screenshot of the 'Log In' form. The form has a title 'Log In' and two input fields: one for email (containing 'example@Varsity.tv') and one for password (containing '\*\*\*\*\*'). Below the password field is a red error message: 'Invalid email/password'. There is a 'Log In' button. Below the button is the text 'OR'. There is a blue button with the Facebook logo and the text 'Continue with Facebook'. At the bottom, there is a link: 'Having trouble logging in? Contact Customer Support. Forgot Password?'. A green arrow points to the 'Forgot Password?' link.

**STEP 2:** Enter your email address, and click “Submit.”

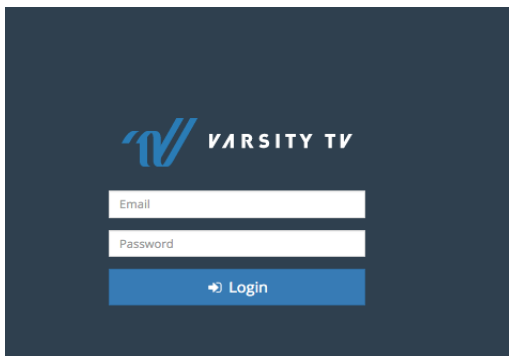
**STEP 3:** Check your inbox for a link to reset your password.

**STEP 4:** Still need help? Email [support@Varsity.tv](mailto:support@Varsity.tv)

A screenshot of the 'Forgot Password' form. The form has a title 'Forgot Password' and a sub-header: 'Enter your email address, and we'll help you reset your password.' There is an input field for 'Enter your email address' and a 'Submit' button.

Need help? [Email Support](#)

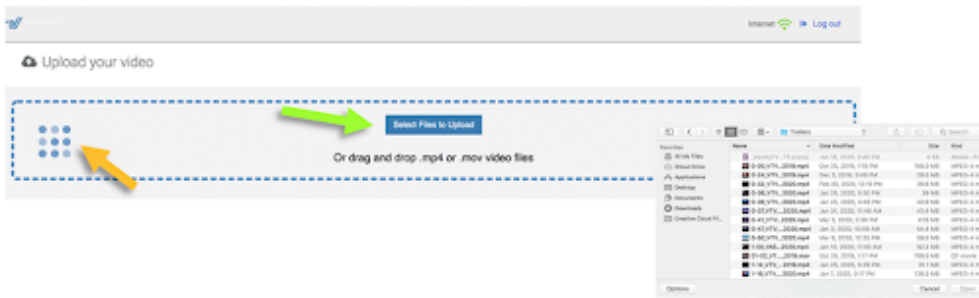
# // UPLOAD A VIDEO //



**STEP 1:** Click on the video uploader link you received in your email, you'll be prompted to log in. You can upload your video from desktop or mobile.

**STEP 2:** Enter your email address and password. Please login using the email address that you registered with, it should be the same email address where you received the upload link.

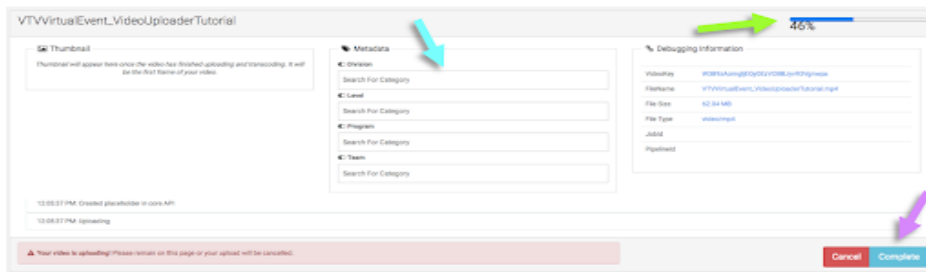
**STEP 3:** [WATCH](#) this video tutorial on how to upload a video. You can also reference the instructions below.



**STEP 4:** Click on the "Select Files To Upload" button & choose your video.

*TIP: An animated dots square will appear (noted by the yellow arrow above) to let you know that your video has begun uploading. After several seconds, a new screen will appear.*

**STEP 5:** Fill in all the fields listed under "Metadata" (noted by the blue arrow below). As you begin to type, it will narrow down the options available to select. All fields are required.



**IMPORTANT:** You may be required to fill in more, less or different information fields than what is shown in this example. The instructions and guidance at the top of each video uploader page is specific to your event, please read and follow them carefully.

**DON'T SEE YOUR PROGRAM OR TEAM LISTED?** Please choose the closest option & submit your video, then report the correction needed via the [Virtual Event Support Form](#), which is linked in this email & at the top of the video uploader.

⚠ Your video is uploading! Please remain on this page or your upload will be cancelled.

🔄 Your video is transcoding. Once transcoded, your video will be ready to be submitted, provided you have filled out all fields on the form above.

✅ Your video is ready to be submitted. Please ensure you've filled out all fields on the form above, and press the "Complete" button.

**TIP:** You can monitor the upload progress in the percentage bar (noted with the green arrow). Additionally, the red box at the bottom will turn yellow, then blue to let you know the video is ready to be submitted.

**STEP 6:** Press the "Complete" Button (noted by the purple arrow above). Your screen will refresh to display a thumbnail with the title of your video (like the example below). You will also receive a confirmation email with a link to your published video. If you do not see either of these, please let us know via the [Virtual Event Support Form](#).



## // HELP UPLOADING A VIDEO //

If you have any issues uploading your video or your video needs a correction, please fill out the [Virtual Uploader Support Form](#) with as much detail as possible.

**DON'T SEE YOUR PROGRAM OR TEAM LISTED?** Please choose the closest option & submit your video, then report the correction needed via the [Virtual Event Support Form](#), which is linked in this email & at the top of the video uploader.

## // SEARCH FOR YOUR TEAM'S PERFORMANCE VIDEO //

The screenshot shows the Varsity TV interface for the "2020 Varsity Spirit Virtual Game Day Kick-Off" event. The top navigation bar includes "Overview", "Videos", "News", "Registration", "Schedule", and "More". The "VIDEOS" tab is active. On the left, there is a "FIND VIDEOS" section with a search bar (indicated by a purple arrow) and filter options for "Division" (indicated by a green arrow) and "Program" (indicated by a green arrow). The "Division" filter shows options like "Game Day Band Chant - Large Varsity" and "Game Day Fight Song - Varsity". The "Program" filter shows options like "Mount Lebanon High School" and "Niceville High School". The main content area displays a grid of video thumbnails with titles and durations. The first row includes "Virtual Game Day Kick-Off RESULTS!" (7:35), "Watch Highlights From The Varsity Spirit Virtual Game Day Kick-Off!" (1:11), and "Kennett High School (Game Day Performance Routine/Band Chant - Varsity) 2020 Varsity..." (0:37). The second row includes "Cabral High School (Game Day Fight Song - Varsity) 2020 Varsity Spirit Virtual Game Day..." (0:42), "St. Charles Catholic High School (Game Day Fight Song - Varsity) 2020 Varsity Spirit..." (0:42), and "Rockwall Heath High School (Game Day Crowd Leading - Large Varsity) 2020 Varsity Spir..." (1:00).

All performances are available under the "Videos" tab in the event hub.

There are a few ways you can explore the routine videos:

**SEARCH:** Type in the program, team name, level, division or other identifying information about the video you're looking for in the Search bar on the left-rail (noted by the purple arrow).

**FILTER:** View a certain type of videos by filtering by division, program, team name, level, etc. in the left-rail (noted by the green arrows). The fields available to filter by will be different based on the event type.

## // HOW LONG ARE PERFORMANCES AVAILABLE ON VARSITY TV //

All routine videos are permanently added to the Varsity TV library of event archives and will always be available to watch. The virtual event routine videos are available exclusively to Varsity TV subscribers until five days following the event, then all the performance videos will be available publically to watch for free until the end of the season. Starting on July 1, they will be available to access with a Varsity TV subscription.

