

YOUR VIRTUAL SEASON TICKET ACCESS



ALL THE INFO YOU NEED AHEAD OF THE 20/21 CAMPAIGN!

Whilst we remain hopeful of getting supporters back to Pittodrie sooner than anticipated we are pleased to be able to share more information on how your virtual access will work in the meantime.

Over the past few months, we have been working hard to put this in place alongside our streaming partners Stream Digital and just like you we can't wait to get started!

Should you require technical support beyond the information in this document please contact redtv@streamdigital.tv

ENHANCED COVERAGE

For the 20/21 season we are enhancing our matchday coverage. The stream will be accessible **60 minutes before kick-off** with our **brand-new pre-match programme** set to begin 30 minutes before the match.

Our matchday coverage will not only be longer- it will also offer **exclusive interviews** and **features pre-match**, with **half-time and post-match analysis and reaction** from Rob and guests.

VIRTUAL SEASON TICKET ACCESS KEY INFORMATION

Your Virtual Season Ticket will provide access for **ALL** home league matches which are played at Pittodrie whilst matches are played behind closed doors or partial crowds should you not be granted access.

- In the event that you are granted access to Pittodrie for a match with partial crowds, you **will not receive virtual access**.
- Virtual access **will cease** when we can accommodate all season ticket holders inside Pittodrie again safely.
- A **unique log-in will be issued around 48 hours before kick-off** in the first match. You will also receive a **weblink to access the action at this time**. At this time you will be required to sign up to the Terms and Conditions for this service.
- Your **unique log-in will remain the same for all matches** so please keep it safe, this must **not under any circumstance be shared** with others and will only provide access to **one device at a time**.

GETTING STARTED

The screenshot shows the RedTV website header with navigation links: HOME, VIDEOS, FREEVIEW, ARCHIVE, CONTACT US, DELIVERED BY GAC, a lightbulb icon, SIGN IN, and REGISTER. The main content area features a video player with the title "Interview" and "ROB MACLEAN JOINS THE REDTV TEAM FOR 20-21". Below the title is the text "Our new matchday presenter, Rob Maclean speaks to RedTV via Zoom" and the hashtag "#rob maclean". The video player shows a man with a grey beard and hair, wearing a light blue shirt, against a background of a green landscape with hills and trees. Navigation arrows are visible on either side of the video player.

→ YOUR LOG-IN

Virtual Season Ticket access will be delivered to you via a newly created platform. Your virtual season ticket will be accessible via a **unique log-in** and **weblink** provided **at least 48 hours before each match**.

Ahead of the first match against Rangers, we will be running some **test streams** so that you can login and check everything is working. These will take place on **Thursday 30th July from 6pm - 9pm** and **Friday 31st July from 6pm - 9pm**. We would recommend that anyone who intends to watch the Rangers match, takes advantage of the test streams to ensure everything is working ok.

On matchday we recommend that all supporters get set-up well in advance of kick off. Demand will be high, so the earlier you can login the better.

When you first log-in you will be asked to accept the terms and conditions associated with the virtual part of your season ticket, these will also be issued to you via e-mail.

📺 YOUR DEVICE

Desktop computers & laptops: You can watch the Live Broadcast on an up to date desktop or laptop computer (PC or Mac). You must make sure your browser is up to date and has JavaScript enabled too (most browsers update automatically). Safari, Google Chrome, Microsoft Edge or Firefox are recommended although other browsers may work but are unsupported.



Apple iPads and iPhones: You must have **iOS 11.3 or higher installed** and you must use **Safari** to watch the Live Broadcast on Apple devices.



Android devices: The live broadcast also works on most modern and up to date Android devices, including tablets, smartphones and Smart TVs.



Smart TV: You should be able to screenshare the Live Broadcast to compatible Smart TVs using an app such as Chromecast or Apple Airplay.



PlayStation or Xbox: These are **not supported** along with *all other* gaming devices.

For more specific information **please contact** redtv@streamdigital.tv

YOUR CONNECTION

The quality of the Live Broadcast stream will be dependent on the bandwidth and speed of your internet connection. For the best possible experience, we would recommend using an internet speed of least 5Mbps (please check with your internet provider).



5MB RECOMMENDED SPEED



DISABLE YOUR VPN OR PROXY



STOP RUNNING OTHER TABS, BROWSERS & PROGRAMMES WHILE STREAMING

TOP TIPS

- Close other **tabs, browsers, and programmes** while streaming your content.
- Try **hardwiring your Internet connection**, instead of using a wireless network connection.
- Switch **off or disable** your **VPN or Proxy** if you want to watch the live match. If you have logged on with it switched on **please switch it off** and click retry.
- Some corporate networks, firewalls and ad-blocking software may prevent the Live Broadcast from displaying. **Please check with your Network Administrator.**
- Disable any **ad-blocking software** and you may need to configure your anti-virus software.
- You must be using a browser that has **JavaScript enabled** (most have this as a default)

GETTING SUPPORT

Stream Digital will have extra staff on the support desk in the build up to the first match. If you are experiencing issues which are not covered in the FAQ's below, please contact the team via redtv@streamdigital.tv.

FAQ'S

Q. What games will I be able to watch through my virtual season ticket?

Your virtual season ticket will provide access to the Live Broadcast of Scottish Premiership matches included within your Season Ticket for which your Season Ticket is not valid for access to the stadium as a result of such match(es) being played 'behind closed doors' or with a reduced capacity as a consequence of the Coronavirus pandemic.

Q. How will I access the Live Broadcast on a matchday?

Ahead of the season starting you will receive a username and password via email from the club depending on the contact information we have for you. At this time we will also provide you with a weblink to access the Live Broadcast. Please take a moment to visit afc.co.uk/eTickets to make sure your contact details are up to date.

Q. Will my login details stay the same for every match?

Yes. Your details will remain the same throughout the season and cannot be changed, so make sure you keep them safe and private.

Q. Can I share my login details?

No. Do not share your login details. Your virtual season ticket access is the virtual services element of your Season Ticket and, just like your normal Season Ticket, is non-transferable. Please keep your password safe and do not share these details as it will affect your ability to view the matches.

Q. Will there be login details for every individual Season Ticket, even if there are more than one registered to the same address?

Yes. Individual login details will be issued to each Season Ticket holder in respect of every individual Dons ID.

Q. Can I access the Live Broadcast on more than one device at the same time?

No. You cannot watch the Live Broadcast on more than one device at any one time. If you sign into an additional device while logged in on another, you will automatically be logged out of the first device. Likewise, if you share your details and someone tries to login at the same time as you, it will end your Live Broadcast.

If you want to watch the match uninterrupted, please keep your password safe and do not share these details as it will affect your ability to view the matches.

Q. What devices will this work on?

Desktop computers & laptops: You can watch the Live Broadcast on an up to date desktop or laptop computer (PC or Mac). You must make sure your browser is up to date and has JavaScript enabled too (most browsers update automatically). Safari, Google Chrome, Microsoft Edge or Firefox are recommended although other browsers may work but are unsupported.

Apple iPads and iPhones: You must have iOS 11.3 or higher installed and you must use Safari to watch the Live Broadcast on Apple devices.

Android devices: The live broadcast also works on most modern and up to date Android devices, including tablets, smartphones and Smart TVs.

For more specific information please contact redtv@streamdigital.tv

Q. Can I watch the RedTV coverage on a TV channel?

No. The Live Broadcast will not be available through any Freeview, cable or satellite TV channel in the UK or any other country.

Q. Do I need a SKY subscription to watch the RedTV Broadcast?

No. The Live Broadcast is not available through SKY.

Q. Can I screenshare the RedTV Broadcast to my Smart TV?

Yes, you should be able to screenshare the Live Broadcast to compatible Smart TVs using an app such as Chromecast or Apple Airplay. For more specific information please contact redtv@streamdigital.tv

Q. Which devices are NOT supported?

We do not support gaming consoles, including X-Boxes and PlayStations.

Q. Can I watch the Live Broadcast if my Internet connection is slow?

The quality of the Live Broadcast stream will be dependent on the bandwidth and speed of your internet connection. For the best possible experience, we would recommend using an internet speed of least 5Mbps (please check with your internet provider).

It can help to close other tabs, browsers, and programmes while streaming your content. It may also help to hardwire your Internet connection, instead of using a wireless network connection.

Q. What do I do if I am having problems with my Live Broadcast Stream on a matchday?

A support team will be in place on a match day to help with any enquiries. The primary point of contact will be via e-mail redtv@streamdigital.tv with more information to follow ahead of the first match.

Q. How can I make sure my device/connection is adequate for streaming?

Some corporate networks, firewalls and ad-blocking software may prevent the Live Broadcast from displaying. Please check with your Network Administrator.

Disable any ad-blocking software and you may need to configure your anti-virus software.

You must be using a browser that has JavaScript enabled (most have this as a default).

Q. Can I use a Virtual Private Network (VPN) or proxies to stream the Live Broadcast?

No. Please ensure that you are not using a Virtual Private Network (VPN) or proxies as this can cause the Live Broadcast stream not to function.

Q. Will this work outside the UK & Ireland?

No. Due to the contractual restrictions placed on the Club by the relevant rights holders, your virtual season ticket will be geo-blocked and only accessible within the UK & Ireland. If you live outside of the UK & Ireland the best way to watch the games is to subscribe to RedTV International.

Q. When does the RedTV Broadcast start on a matchday?

The broadcast will become available 60 minutes before kick-off and our new matchday show, will start 30 minutes before kick-off, so for comfort and ease we strongly recommend you login and connect to the Live Broadcast as early as possible during this period.

Q. If I miss kick-off, can I login at any point after the game has started?

Yes. You can login at any point after the game has started. However, as the game is live, you can only watch from the time you have logged in and will not be able to rewind to the start of the game.

Q. Will I be able to watch a replay of the match after the final whistle?

No. Due to broadcasting restrictions there will be no replay of the matches after the final whistle. This content will only be accessible for RedTV subscribers.

Q: Does the Virtual Season Ticket include access to RedTV?

Your Virtual Season Ticket does not include access to RedTV itself- only the live stream of our Scottish Premiership matches played behind closed doors.

Q: I am already a RedTV subscriber in GB & Ireland, can I watch the match through my RedTV account?

For contractual reasons, the live streams will not be available to RedTV subscribers in GB & Ireland who will instead receive an audio feed of the programme. To watch the live stream you must have purchased a 2020-21 Season Ticket.