



TV

BALLYMENA UNITED FC
**PAY PER VIEW
ACCESS**

ALL THE INFO YOU NEED

AHEAD OF THE 20/21 CAMPAIGN!

Whilst we remain hopeful of getting supporters back to Showgrounds 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 Provello and just like you we can't wait to get started!

Should you require technical support beyond the information in this document please contact support@ballymenaunitedfc.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 postmatch analysis and reactions.

TO GET STARTED

VISIT BALLYMENAUNITEDFC.TV



YOUR LOG-IN

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.



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 suppor@ballymenaunitedfc.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

Provello 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 support@ballymenaunitedfc.tv

FAQS

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.

Can I share my login details?

No. Do not share your login details. Please keep your password safe and do not share these details as it will affect your ability to view the matches.

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 be asked to sign out of the first device. Likewise, if you share your details and someone tries to login at the same time as you, they will be shown an error.

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.

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 [**support@ballymenaunitedfc.tv**](mailto:support@ballymenaunitedfc.tv)

Can I watch the Ballymena United FCTV 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.

Do I need a SKY subscription to watch the Ballymena United FCTV Broadcast?

No. The Live Broadcast is not available through SKY.

Can I screenshare the Ballymena United FCTV 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 [**support@ballymenaunitedfc.tv**](mailto:support@ballymenaunitedfc.tv)

Which devices are NOT supported?

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

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.

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 **support@ballymenaunitedfc.tv** with more information to follow ahead of the first match.

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).

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.

 **When does the Ballymena United FCTV 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.

 **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.

 **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 Ballymena United FC subscribers.