



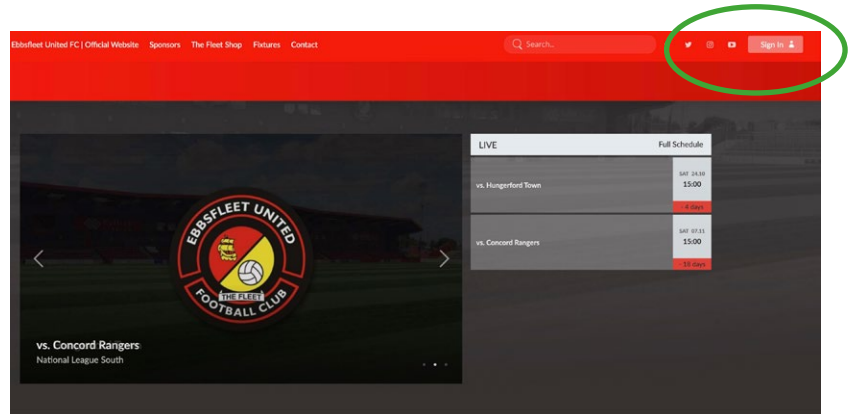
***live.ebbsfleetunited.co.uk***

### **SEASON-TICKET HOLDERS**

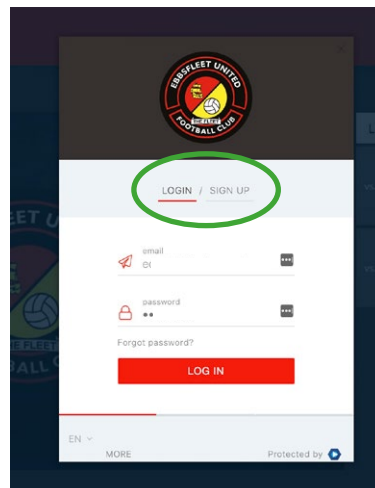
*A) Registering for the first time*

1. Visit **<https://live.ebbsfleetunited.co.uk>**

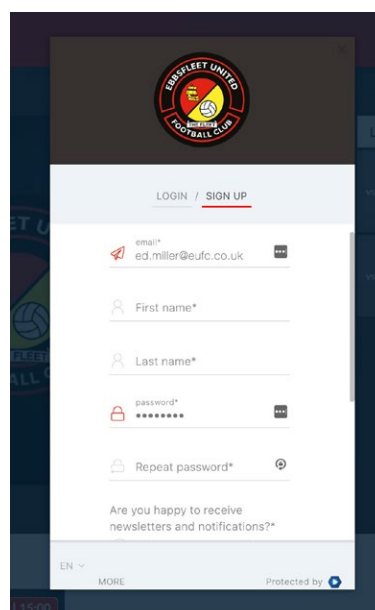
2. If you have not already done so, please sign up by clicking on the SIGN IN button in the top right of the screen.



3. A window will pop up with two options: LOGIN and SIGNUP. If you haven't already signed up, click on the latter.



4. Enter your email, your first and last names and create your own password (**NOTE: do not enter the code from the club at this point**). Continue to scroll down the popup window and complete the marketing information and then click REGISTER. You only need to do this once, on first use of the website.

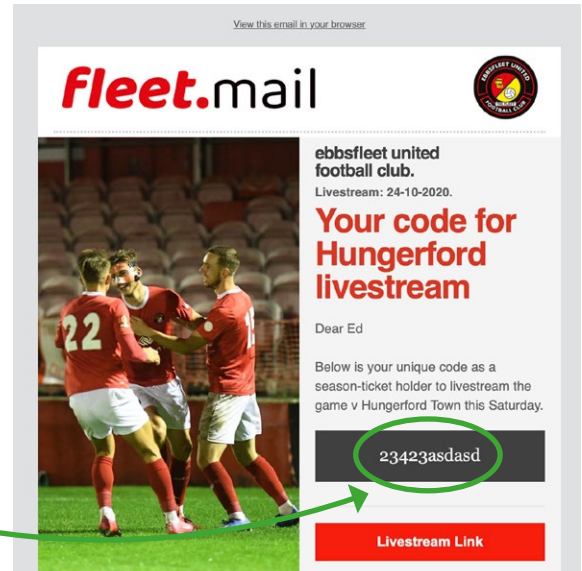




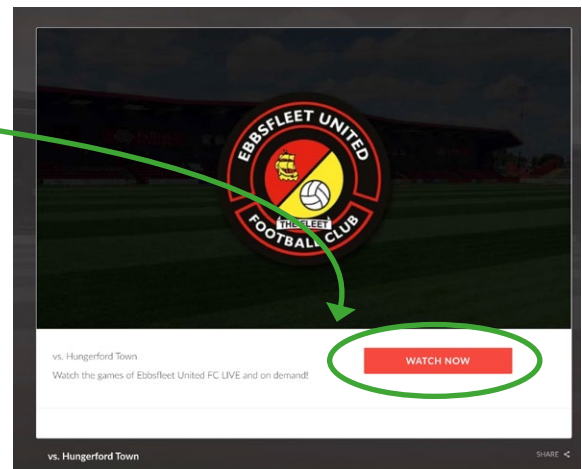
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***B) Inputting your code for free livestream***

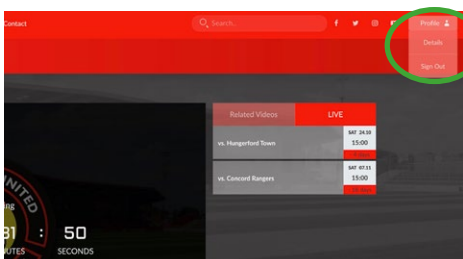
1. You will receive an email from the club to the email address stored in our records a few days prior to each league match which contains your unique code for that particular game.



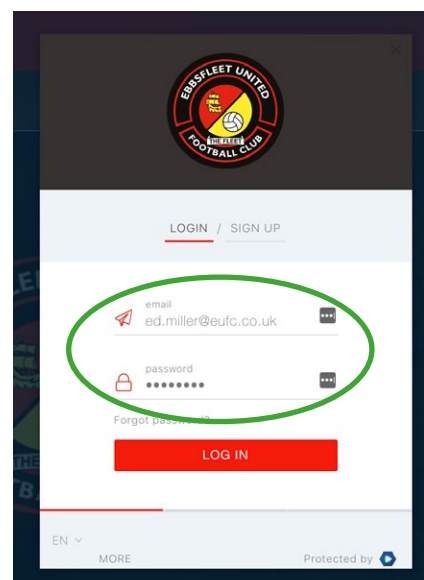
2. Visit <https://live.ebbsfleetunited.co.uk>. Click on the relevant game for which you wish to enter your code and hit the red WATCH NOW button.



*2(b). You need to be logged out to see the WATCH NOW button. If you cannot see it, click the PROFILE button in the top right and select 'Sign Out'. The WATCH NOW button should reappear.*



3. A popup window will appear asking you to LOGIN. Assuming you have already signed up as per the instructions on the first page above, login with your email address and chosen password (NOT THE CLUB PASSCODE).



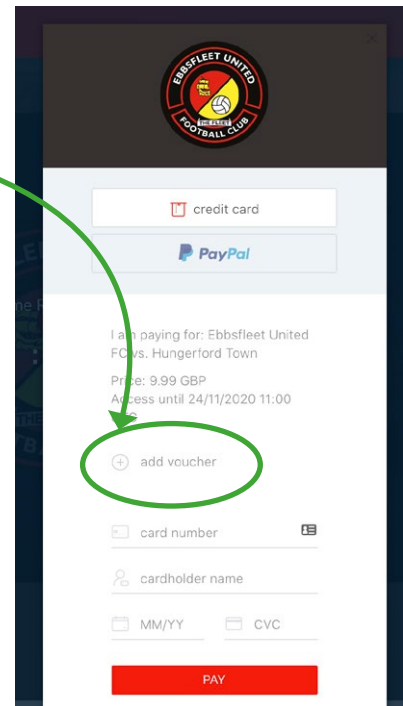
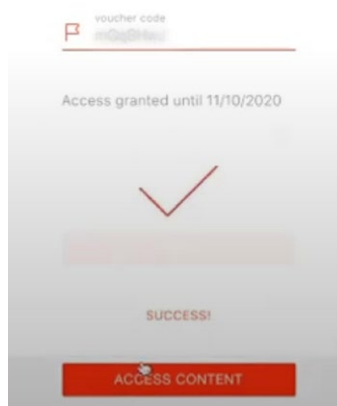


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4. Now a payment window will appear. As a season ticket holder, you can ignore this but a few lines down where it says ADD VOUCHER, this is where to paste/type in the code provided in the club's email.

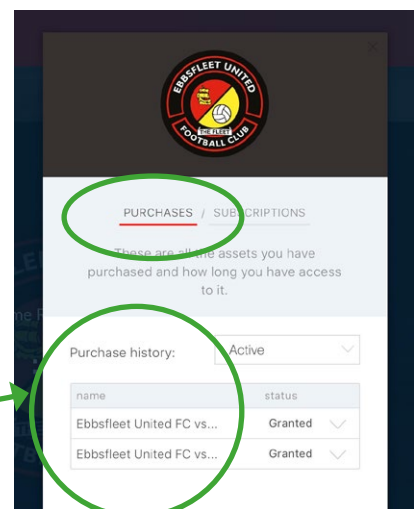
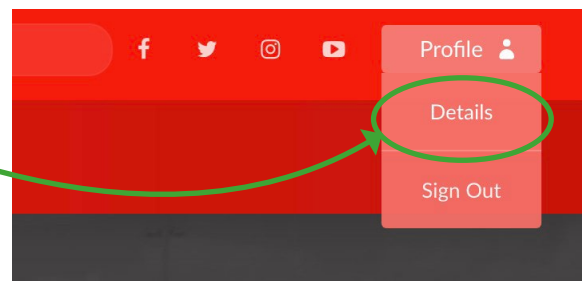
5. Your code should be recognised and a red tick mark and 'SUCCESS!' message will appear. If you click on the ACCESS CONTENT button, you will then be taken back to the livestream page.

*We advise you to input your code to the website as soon as you get it from the club, not wait until matchday. That way, you can be sure you will be up and running by kick-off on Saturday/Tuesday as it is very difficult for us to deal with code enquiries at the same time as delivering the stream.*



8. If you want to check your match code has gone through, make sure you are logged in to the website and visit the PROFILE button in the top right.

Click on 'Details' and then under 'Purchases' you can view the games you have been granted access for.





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9. To watch the livestream on the matchday, simply revisit the website, make sure you are logged in (button at top right of screen) and click on the relevant match.

The livestream will appear when the countdown has expired, usually around 2.30pm but sometimes a little before that. When live you can use the buttons in bottom right to adjust video quality, advance or reverse by 10 seconds, control the volume, expand the screen to full size or cast to another device if you are set up for this.

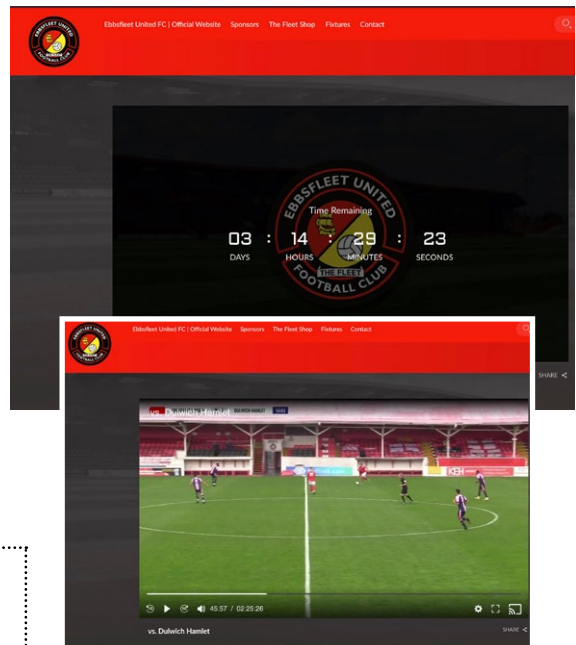
If you get no audio, this is because we mute the mics for a period before 3pm or 7.45pm to eliminate irrelevant chatter from around our video position! They will be turned back on before kick-off.

If for any reason the stream buffers or freezes you can try to refresh the page in your browser to restart it.

***To purchase a game...***

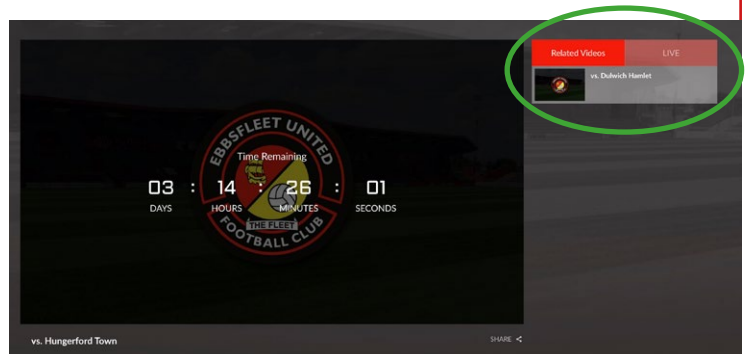
1. Non-season-ticket holders will need to purchase home livestreams. The process is much the same as described above, except for the part about inputting the codes for season-ticket holders.

Purchased games *do not require any codes*. Once registered/logged in and a game bought, the livestream will begin automatically at the due time.



***To rewatch a game...***

1. You can rewatch games from the Monday after a Saturday fixture for 30 days. Simply log back into the website and click on any of the advertised matches. You should see a RELATED VIDEOS tab which will contain all matches that are able to be watched again. Click on them to watch.



- There is an explanatory video of this entire process at <https://youtu.be/we6jgKYuUYI>
- ST holders, for any missing codes, please email [matthew.faithorn@eufc.co.uk](mailto:matthew.faithorn@eufc.co.uk) or [ed.miller@eufc.co.uk](mailto:ed.miller@eufc.co.uk) before matchday.
- For any payment problems or livestream issues, please click on the **CONTACT button on the livestream website** and fill in the contact form – a representative of Sportradar or payment provider InPlayer will get back to you.