



## **SUPERSPORT SCHOOLS(PTY) LIMITED – FREQUENTLY ASKED QUESTIONS**

*LAST UPDATED: 22 APRIL 2021*

### **1. What is SuperSport Schools?**

SuperSport Schools has been established through the acquisition of Schools Sport Live and the augmentation of a partnership and distribution license with Pixellot who are specialists in the automatic production of sports broadcast content for multiple channels.

### **2. When do new episodes become available on demand?**

Episodes typically become available on demand the day after airing on the SuperSport Schools Channel. Broadcasts of live episodes can sometimes take several hours longer to become available for streaming.

### **3. Can I download an episode from SuperSport Schools?**

No, SuperSport Schools is a streaming service. Live Stream and the VOD content is owned by or licensed to us and your rights to such content shall be limited to the viewing of files for non-commercial private viewing.

### **4. Can I use SuperSport Schools when traveling to other countries?**

SuperSport Schools is free to viewers from any country.

## **REGISTRATION**

### **1. Why should I register to SuperSport Schools?**

Registration provides free access to the SuperSport Schools LIVE and VOD content.

### **2. How do I become a member of SuperSport Schools?**

To become a member of SuperSport Schools you simply need to register at SuperSport Schools.

If you forgot your password, you can recover it by following these steps:

- i. Go to SuperSport Schools from a Web browser.
- ii. Click "SIGN IN" in the upper right part of the page.
- iii. Click "Forgot Your Password".
- iv. Enter the email address you used to create your SuperSport Schools account.
- v. Click "Send".

### **3. I have not received a confirmation email. What do I do?**

Please send indication to the site staff using the support email available on the site [contact@supersportschools.com](mailto:contact@supersportschools.com).

### **4. I can't log in at all. What should I do?**

Please check again your user-name and password. - If still not able to Login, please send indication to the site staff using the support email available on the site [contact@supersportschools.com](mailto:contact@supersportschools.com).

**5. I reset my password and it still does not work?**

Ensure that the email address used is the same email used to register.

**6. The live show I am supposed to be watching is showing the same content and does not match the program I want to watch?**

This is usually an issue with content replacement and/or EPG. If this occurs please contact [contact@supersportschools.com](mailto:contact@supersportschools.com).

**TECHNICAL**

**1. Which browser does SuperSport Schools support?**

SuperSport Schools supports all major browsers: Chrome, Firefox, Explorer version 10 and up.

**2. SuperSport Schools minimum system requirements.**

SuperSport Schools runs on Dual-core PC or better.

**3. Minimum Internet speed requirement.**

3 Mbps.

**APP**

**1. Does SuperSport Schools have an app for IOS?**

Yes. SuperSport Schools has a free iOS app that can be downloaded to your iPad, iPhone or iPod Touch via the App Store. You cannot create an account on the SuperSport Schools app. First, you will need to visit SuperSport Schools to register for a free account. Use the email address and password from your newly created SuperSport Schools account to login to the SuperSport Schools app.

**2. Does SuperSport Schools have an app for Android?**

Yes. SuperSport Schools has a free Android app that can be downloaded to your Android phone or Android tablet via Google Play. You cannot create an account on the SuperSport Schools app. First, you will need to visit SuperSport Schools to register for a free account. Use the email address and password from your newly created SuperSport Schools account to login to the SuperSport Schools app.

**3. For which IOS device is the SuperSport Schools App supported? iPhone 4s and later.**

**4. On which Android device is the SuperSport Schools App supported?**

Android 4.0 and later.

**5. Can I create a SuperSport Schools account on my app?**

No. You must visit SuperSport Schools to register or subscribe. Then, use the email address and password from your newly created SuperSport Schools account to login to the SuperSport Schools app.

**6. I'm getting the following error when I tried to login: 'You already have 3 devices registered for this account' What should I do?**

You are getting this error because your account already has three (3) registered devices. If you want to remove, or change your already registered devices, please send us your request to [contact@supersportschools.com](mailto:contact@supersportschools.com) and we will be glad to help you.

**7. I am having trouble with the SuperSport Schools App. Where can I get help?**

Please send an email to the address detailed on the web site [contact@supersportschools.com](mailto:contact@supersportschools.com)