

Frequently Asked Questions About The NFHS Network

What is the NFHS Network?

The NFHS Network delivers high school sports and events to family members and fans, wherever they are and whenever they want, by streaming videos live and on-demand through a variety of Internet-enabled devices.

Our school is now a member of the NFHS Network School Broadcast Program and we have our own NFHS Network channel where you can watch all of our broadcasts – live or on-demand.

All access passes are required to watch *sporting* events when they air live and then for 72 hours after the live broadcast (if the event is available on-demand). After 72 hours, sporting events are free of charge to watch on-demand. Daily, Monthly, 6 Month, or Annual passes give you immediate access to all content at NFHSnetwork.com, including thousands of playoff, tournament, and championship events. Pass holders also get access to an exclusive NFHS Network app available on iPhone and Android. A share of the proceeds from your purchase will be given back to our school.

What does the all access pass to the NFHS Network include?

Purchasing a pass to the NFHS Network gives you immediate access to all of our school's regular-season and post-season broadcasts. You will also have access to **all content on the NFHS Network**, including thousands of playoff, tournament, and championship events. Pass holders also get access to an exclusive **NFHS Network app** available on iPhone and Android. A share of the proceeds from your purchase will be given back to our school.

How do I purchase a pass?

You can purchase a pass by going to the IHSAA profile page - www.NFHSnetwork.com/associations/IHSAA-IA > click on the **Join Now** tab > choose the subscription option of your choice.

You will also be given the option to purchase a pass when you are trying to watch one of our live playoff events.

Can I watch all Tournament, Playoff, and Championship games with my pass?

Yes, you can watch any and all available content during the time period of your chosen pass (day, month, six months, and year). This includes playoff, tournament, and championship events.

Can I watch archived games?

Yes. You have unlimited access to all content, live or on-demand, on the NFHS Network with a pass.

Are there broadcasts I can watch that don't require a pass?

All sporting events are available after 72 hours of the event's initial broadcast for **free**. All highlights and non-sporting events are free for viewers, though we may decide to put special events behind a pay wall (i.e. graduation).

Can I watch games on a mobile device?

Yes, NFHSnetwork.com is an adaptive website meaning that the site specifications conform to any device. With your purchase of a pass, you also get access to content through the exclusive NFHS Network mobile app. You can find this app by searching for "**NFHS Network**" in your iPhone or Android App Store.

How much does a pass cost?

You can purchase discounted annual passes directly from the school. Contact us for more information.

There are currently four retail pass options. All pass options are time-based, not specific event-based. Once viewers purchase a pass, they will have access to all video content available on the NFHS Network for the duration of that pass.

- The Monthly (Recurring) Pass offers 30 days of full access to users for \$9.95*
- The 6 Month Pass offers 180 days of full access to users for \$59.95*†
- The Annual Pass offers 365 days of full access to users for \$119.95*†

*Prices subject to change.

†Pricing starts fall 2014.

Why isn't the game I'm looking for being broadcast?

If the game is scheduled to start playing but is not appearing on the site, **check the date and time** the game is scheduled to begin (all games are scheduled in Eastern Standard Time).

If it is scheduled to begin at the time you are trying to watch, please **contact NFHS Network customer support**, memberadmin@nfhsnetwork.com. Let them know which game you're trying to watch, and the NFHS Network will try and get in touch with our broadcasting team.

There is a chance **we were unable to produce the event** due to weather, logistics, etc. Our student-run broadcasting team is trying their best to cover all games on our schedule, and every now and then, we may not be able to produce one of those games.

If you are looking for a game scheduled sometime in the future and it does not appear on the schedule, it is possible that we have decided **not to produce that particular game**, or we have **not had the chance to schedule** that event just yet.

What if I cannot view the live broadcast I have selected to watch?

Due to the nature of broadcasting high school events, the start of a game may be delayed. We suggest checking back on the event after a few minutes. If you are still having trouble, you may need to enable cookies in your browser (you can find instructions for doing so at <https://accounts.nfhsnetwork.com/cookies>). If that does not solve the issue, please contact NFHS Network customer support at memberadmin@nfhsnetwork.com and they will try and get in touch with our broadcasting team.

The broadcast I'm watching keeps buffering. What can I do?

Our school may occasionally have network connectivity issues during broadcasts, especially when we're streaming an away game. Most of the time we are aware of this and will do whatever we can do to fix it.

Since Internet bandwidth continually fluctuates (especially with a wireless connection), you may want to test your Internet's download speed at www.speedtest.net. The suggested download speed needed to view live events on the NFHS Network is 2 Mbps or higher.

Will I be able to cancel my pass?

You may cancel your pass at any time by logging into your NFHS Network **account** and choosing the "Cancel Account" option.

Who can I contact when I need help with my pass?

If you have any questions or issues with your pass purchase, please contact the NFHS Network customer support at memberadmin@playonsports.com.