



Viewer Frequently Asked Questions

1. How do I adjust volume while watching and event? Volume can be adjusted by clicking on the 7 vertical sound bars. Volume increases to the right and decreases to the left. You can use a mouse on a computer or finger on a mobile device.
2. How do I adjust view event in full screen? Screen can be adjusted by clicking on the two triangle bars. Click to expand or reduce viewer. You can use a mouse on a computer or finger on a mobile device.
3. Event is not starting or you're not seeing an event in your browser? Check your browser settings and or try using the browser primary to your operating system. For example, from an iPhone try using Safari as your browser to watch event. Also, be sure your device software updates are current.
4. What do the social buttons do? You can share the event with others by clicking on the social buttons.
5. How can I use chat? Viewers need to sign up for HowLive, it's free, you can then use chat. Currently, viewers must sign in with a Google or Facebook email. Other email access is under development and will be available with our next release. Chat allows viewers to engage with others during the event. Following the event, users can log out of chat. Users can also create chat nicknames if preferred.
6. What's in Cool Stuff?. Cool stuff will feature event promotional, educational and donation links. Event holders define what is featured there.
7. Can I invite others to watch an event? Public events are available to share. Private event access is determined by the event holder. Please contact your event holder.
8. Will events be available later to watch at a later date? Event holders determine if the stream will be re streamed for later viewing. If available, HowLive will make available.
9. Is HowLive free to join? Yes. Currently, HowLive is free to join. HowLive features both free and paid events. Pay per view events are set by the event holder and require paid access. Free events are typically with donation. Support artists by making a donation.
10. Are donations secure? HowLive uses Stripe, established industry leader for payment processing. Receipts are available following donations. In some situations,

event holders will use a third party donation service and provide a link to viewers to donate. In this situation, the event holder is responsible for payment processing.

11. How to reach HowLive support? Go to www.howliveinc.com/techsupport

Sample Viewer Screen

HOWLIVE TV

Gino



44:28

1:33:07

INFO

COOL STUFF

Vintage Goes Virtual

Santa Clara University

Saturday 12 Sep 4:00 PM



LG

Lorenzo Gamboa 03
Agree. Amazing place and amazing people at L
una Mx Kitchen

LG

Lorenzo Gamboa 03
Thank you to all the sponsors of this event

LG

Lorenzo Gamboa 03
Go Checko dancing with my wife in the living r
oom now

AT

Anny Tedeschi
Thanks for bringing Vintage to us on the east c
oast!! Go Broncos!!!

LG

Lorenzo Gamboa 03
Thanks Comm Dept as well for all your suppor
t

VP

Vicki Pope
Thank you to everyone - I love the music

VT

Vino Tinto
Great production and stream!!!

SA

SarahMZ99
Thank you for a fun day!

Gino ETT, type a message





TESTAROSSA
WINERY