



([HTTPS://WWW.FLOSPORTS.TV/](https://www.floports.tv/))



Frequently Asked Questions for PRO Users

What are my PRO subscription options?

YEARLY: With a yearly subscription, you gain access to premium content on the site you joined and across **all** FloSports sites. You'll be billed once per year on the date that you originally signed up for your PRO account. For example, if you join on April 8th, you'll be billed the yearly fee again on April 8th each year afterward.

MONTHLY: This option grants you access to all premium content on the site you join and across **all** FloSports sites. You'll be billed once per month on the date that you originally signed up for your PRO subscription. For example, if you join on April 8th, you'll be billed the monthly fee on May 8th, June 8th, and so on.

Note: As of 01/31/18, we no longer offer a monthly subscription for FloWrestling. If you would like to cancel your yearly subscription to ensure it does not automatically renew, you can do so through your Account Settings. For additional assistance, please reach out to support@floports.tv (<mailto:support@floports.tv>).

You can cancel your PRO subscription at any time. Simply log in to your account, select "account settings" on desktop or mobile, and choose the "my subscription" option. If you purchase a PRO subscription on iOS, Apple TV 4, Roku, you'll manage your subscription in the app store on those devices.

Is there a universal subscription to access premium content across all FloSports sites?

Both annual and monthly subscribers have access to premium content across the

entire FloSports network. To view all of the sites in the FloSports network, please visit [FloSports.tv](http://www.floports.tv)

What do I do if I sign up for a yearly PRO subscription but meant to sign up for a monthly PRO subscription?

If you accidentally sign up for a yearly subscription instead of a monthly subscription, we can convert you to a monthly plan and credit you the difference between your first month and a full year. If you need to make this change, please [contact FloSports Customer Service \(http://www.floports.tv/contact/\)](http://www.floports.tv/contact/) within 30-days of signing up.

Can I share my PRO subscription with other people?

We do not permit subscribers to share their accounts with anyone, and we reserve the right to terminate a PRO subscription if there is evidence of account sharing.

Can I watch live events from multiple devices simultaneously?

Only one mobile device or computer at a time can be used to watch live events. If you start watching a live event from one device, you'll need to logout of your account on that device before attempting to watch the same event from a different device.

What is the refund policy?

You can review our refund policy in the [Terms of Service \(http://www.floports.tv/terms-and-conditions/\)](http://www.floports.tv/terms-and-conditions/).

How can I get in contact with Customer Support?

Use the [contact form \(http://www.floports.tv/contact/\)](http://www.floports.tv/contact/) to reach out to us with your questions and comments.

Live Stream Frequently Asked Questions

Which devices support live events?

Our live events are supported on all devices. Please make sure that if you are trying to access via your mobile device, that you have a strong signal and the latest software updates.

What web browsers do you recommend?

For the best viewing experience, we recommend using the most recent versions of Google Chrome or Mozilla Firefox.

I am getting bumped when I try to watch the stream, why is this happening?

Make sure that you have not shared your password. Only one mobile device or computer can be used to watch live events at a time. If a viewer begins watching a live event from one device, he/she must first log out of that device before attempting to watch the same event from a different device.

Is archive footage available for the live events?

Yes*, we upload the majority of our live streaming events as archived footage on our respective sites. This content is accessible via PRO subscription.

*Due to music rights, archives are currently not included on FloMarching.

The live stream player isn't loading, what could be the problem?

- Please ensure that you have JavaScript and cookies enabled. Also, be sure that you have no security settings or ad-blockers that could be preventing you from loading the stream. If you do have an ad-blocker installed, uninstalling this should resolve the issue.
- Ensure that you have an updated version of Adobe Flash.
- Ensure that you don't have a Firewall or network security setting in place, which could be blocking Flash playback
- Older versions of browsers may not support current technology and videos may not play. We recommend viewing live streams on an up-to-date version of Mozilla Firefox or Google Chrome
- Clear your cache in your web browser.

The player loads but the video is stuttering or choppy, what could be the problem?

Video clips will play better with faster Internet connections. Users with a high-speed connection (DSL or cable) should experience high-quality video. Users with a dial-up modems may experience longer loading times while the video buffers before playing, and may experience buffering as the video play

If you are on a wireless connection try switching to a wired connection, or move closer to the wireless router for a stronger signal. Also, if you are running other bandwidth intensive programs you may want to quit out of these as they could be taking away from your available bandwidth.

Apple TV Frequently Asked Questions

How do I watch live events and videos on my Apple TV?

To enjoy FloSports on an Apple TV, you'll need:

- A fourth generation Apple TV (sometimes referred to as Apple TV 4) running tvOS 10.1 or higher
- A PRO subscription for live events and premium videos

You can purchase a PRO subscription via an in-app purchase.

To get the app on your Apple TV:

1. Download the FloSports app from the App Store on Apple TV.
2. Open the app and find something you want to watch.
3. If you are an existing PRO subscriber, login with your email address and password when prompted. (NOTE: you cannot use your username to login on the Apple TV.)
4. If you wish to watch a PRO video and you are not currently a PRO subscriber, you can purchase a PRO subscription from within the app. (Please enter your email address when prompted to do so.)
5. Sit back and enjoy your livestreaming event or video.

If I purchase a membership in the Apple TV app, how do I access PRO content online?

If you purchase a PRO subscription from within the app and you want to enjoy live events and premium videos on your computer and mobile phone, you'll need to enter your email address when prompted to do so in the app.

After providing your email address, visit your sport's site from any browser and click any Join Now link or button. You will be prompted to create a username and password which will allow you to access PRO content on the web.

How do I cancel a subscription that I purchased in the Apple TV app?

To cancel a PRO subscription that you purchased via the Apple TV app, you will need to use the Apple TV's Manage Subscriptions option.

Please note that FloSports Customer Service cannot cancel or modify subscriptions purchased via an Apple TV, nor can we issue refunds for subscriptions purchased in this manner.

To cancel from the Apple TV, follow these steps:

1. Go to Settings.
2. Under Settings, find Accounts.
3. In Accounts, go to Subscriptions and select Manage Subscriptions.
4. Choose FloSports from the list of subscriptions.
5. Use the options to manage your subscription. Choose **Cancel Subscription** to cancel your subscription.

If you cancel your FloSports subscription, your subscription will stop at the end of the current billing cycle.

For more information on canceling an Apple TV subscription, visit Apple

Support: <https://support.apple.com/en-us/HT202039> (<https://support.apple.com/en-us/HT202039>)

Roku Frequently Asked Questions

How do I watch live events and videos on my Roku?

To enjoy FloSports on a Roku, you'll need:

- A Roku 3 or later model
- A PRO subscription for live events and premium videos

You can purchase a PRO subscription via an in-app purchase.

Follow these steps to get the app and start watching live events and videos on your Roku:

1. Download the FloSports app from the Roku Channel Store.
2. Go to the channel and find something you want to watch.
3. If you are an existing PRO subscriber, login with your email address and password when prompted. (NOTE: you cannot use your username to login on the Roku.)
4. If you wish to watch a PRO video and you are not currently a PRO subscriber, you can purchase a PRO subscription from within the app.
5. Sit back and enjoy your livestreaming event or video.

If I purchase a subscription via the Roku app, how do I access PRO content online?

If you purchase a subscription from within the app, you'll also be able to enjoy live events and premium videos on your computer and mobile phone. All you need to do is visit your sport's site from any browser and click any Join Now link or button. You will be prompted to create a username and password which will allow you to access PRO content on the web.

How do I cancel a subscription I purchased via the Roku app?

To cancel a PRO subscription that you purchased via the Roku Channel Store, use the method below. Please note that FloSports Customer Service cannot cancel or modify subscriptions purchased via a Roku, nor can we issue refunds for subscriptions purchased in this manner.

For accounts created through Roku, all billing and account issues must be handled through <https://www.roku.com/>.

- 1) Login and go to My Account
- 2) Scroll down and click on Manage Your Subscriptions

From here, you can cancel your auto-renewal and manage other aspects of your account.

If you have any problems, please visit <http://support.roku.com/home> for further information.

For more information on cancelling your subscription on a Roku, see Roku customer support: <https://support.roku.com/article/208756478-how-do-i-manage-or-cancel-a-subscription> (<https://support.roku.com/article/208756478-how-do-i-manage-or-cancel-a-subscription>)