

PAY-PER-VIEW BROADCAST FAQ

Q: Can I purchase the event in advance of the actual broadcast?

A: Yes! We encourage fans to complete the registration & purchase in advance of the actual broadcast. This way, if you have any issues or questions you can be prepared and not miss a minute of the live action.

Q: I paid for the PASS broadcast in March, do I still have an account?

A: No, the PASS TV broadcast in March was set up using a different provider. To watch this Pay-Per-View broadcast you will need to complete the registration process & purchase inside the video player. For help, see the step-by-step walkthrough.

Q: I have registered before on www.motorsportsbroadcasting.com. Do I still have an account?

A: Yes, you can log in using your username (email) and password from before. If you do not remember your password, you can retrieve your password. Begin by clicking "Click to view" then click "Click to log in". Next click the "Retrieve Password" button & enter your email address. Click the "Send" button & then check your email for your password.

Q: I have watched broadcasts on www.motorsportsbroadcasting.com without registering. Why do I have to register this time?

A: PASSTV broadcasts are "Pay-Per-View" broadcasts. You need to register to be able to purchase this broadcast via PayPal.

Q: Do I have to purchase again if I leave the broadcast page & come back later?

A: No. Once you have completed the registration & purchased through the PayPal page, you will automatically have access to the broadcast anytime you log in to the video player. If you return & see the box saying "Click to view" over the video player, you simply need to log in again & the video will play when the broadcast is live.

Q: Can I register and not purchase the broadcast?

A: Of course, you can change your mind about purchasing the broadcast at any time up until you complete the PayPal transaction.

Q: I registered before but didn't complete the purchase. Can I still do that?

A: Yes, simply log in again with your information from before. You will be prompted to purchase the event. At that point you can complete the transaction through PayPal & view the event. If you need more help, please see the Walkthrough guide for more assistance.

Q: Why do I have to register?

A: PASS TV broadcasts are Pay-Per-View events. In order to purchase the event via PayPal, you must first complete registration so that you can log in to view the broadcast.

Q: Is my information safe?

A: Absolutely. All registration information is stored in secure servers & no one has access it except you. To change or delete any of your registration information, click the “Log In” button (or if you are already logged in) click the “Profile” button in the top right corner of the video player. You can then modify all of your registration information. Credit card purchases are handled securely and separately by PayPal.

Q: What is PayPal?

A: PayPal is the world’s largest online secure payment system, home to 143 million online accounts since 1998. To learn more, visit www.paypal.com.

Q: Does MSB, PASS or RACE22 keep any of my billing or credit card information?

A: No, all billing and credit card information is handled securely through PayPal.

Q: Can I change my “temporary password”?

A: Absolutely. Once you have completed your registration, log in with your temporary password. Then click the “Profile” button in the top right of the video player. A box will pop up & you can modify any of your information. When you are done, make sure to click the “Save Profile” button to save your changes.

Q: Will I use this log in information for future PASS/RACE22/MSB broadcasts?

A: Yes. Once you have registered for a PASS/RACE22/MSB broadcast, you can use your log in information for any future broadcasts. You will have the option to purchase events via PayPal at that time.

Q: What if the event is cancelled or postponed?

A: In the event PASS has to cancel the events at the racetrack prior to the broadcast, anyone who purchased the event will be given a full refund. If the event is postponed or rescheduled until a later date, anyone who purchased the event will be able to log in & watch the rescheduled broadcast. If the events at the racetrack have begun and PASS is forced to end the events early due to weather or other circumstances (and it will not be postponed or rescheduled), the broadcast will be complete at that point.

Q: Why is the broadcast “Pay-Per-View”?

A: PASS wants to be able to share their event with fans that cannot make it to the racetrack. Unfortunately, it is costly to put on a full, high quality broadcast & the price to view helps to offset the cost.

Q: What is a Pay-Per-View Broadcast?

A: Pay-Per-View means you must pay a price (or “purchase”) to gain access to the broadcast.

Q: What will be shown during the “Broadcast”?

A: Check the PASS schedule for events at the racetrack. The live broadcast will begin with Qualifying & end at the completion of the last race of the night. Scheduled to also be included in the live broadcast are: Qualifying, coverage of the Autograph Session, 2013 Awards and live racing!

Q: What time will the broadcast begin?

A: No, The broadcast will begin Saturday with Qualifying. Originally scheduled for 3:30pm. Check the official schedule & social media posts for updates.

Q: I left the broadcast page, and when I came back the video isn't playing?

A: If you see the original message with the "Click to view" button, you simply need to log in again to view the broadcast.

Q: The video isn't playing, why not?

A: Have you completed the registration & purchased the event? If so, make sure it is currently within the "live broadcast" schedule. Then check the live chat & social media posts to verify there was no change to the schedule or broadcast. If you are still having problems, contact us directly at support@motorsportsbroadcasting.com for immediate assistance.

Q: All I see is a black screen & spinning circle?

A: You are registered & have completed the purchase to view the broadcast. Check to make sure it is currently within the "live broadcast" schedule. Also check the live chat & social media posts to verify there was no change to the schedule or broadcast. If you are still having problems, contact us directly at support@motorsportsbroadcasting.com for immediate assistance.

Q: Why is the quality choppy?

A: Some factors out of our control may affect the video quality at times. As any racefan knows, weather can be a factor, and it can also affect the broadcast. Also, check to make sure that the internet you are currently connected to is strong enough to support high quality video streaming.

Q: How can I participate in the "interactive" part of the broadcast?

A: Interact live with RACE22 staff at the racetrack via the live coverage chat next to the video player! Chat with other fans, staff & send in requests for the broadcast!

Q: Can I watch the broadcast on my iPhone or iPad?

A: Yes! All MSB events are fully compatible with Apple products & most Android products as well. To view, just log in like you would on a computer & the stream will automatically begin playing on your device.

Q: Can I watch the race again later?

A: Check the announcement to see if the broadcast will be available "OnDemand" for replay viewing. Anyone who purchased a live PASS/MSB/RACE22 broadcast offering an included OnDemand Replay will be able to watch it again beginning the next day for a limited time. If the replay is offered, simply log back into the video player & the replay will begin playing. Check the official PASS website for information on OnDemand availability and announcements.

Q: Question I didn't watch the race live, can I still purchase the replay?

A: If the broadcast is made available for "OnDemand" viewing, you can purchase & view the replay the same way as you would a live event. For help, please see the Walkthrough guide.

Q: My problem isn't here, who can I contact?

A: For immediate response, send an email to support@motorsportsbroadcasting.com.