

NCHC.tv FAQ

System/Technical Requirements

Before purchasing a subscription to NCHC.tv, please take a moment to review our system requirements:

Minimum Windows Requirements

Intel Pentium 4 2.33GHZ or equivalent processor with a minimum of 512MB of memory.

Microsoft Windows XP SP2 or Microsoft Windows Vista.

Internet Explorer 10.0, Firefox 20 or above, Safari 6 or Google Chrome:

- IE: <http://www.microsoft.com/ie>
- Firefox: <http://www.mozilla.com/firefox>
- Chrome: <http://www.google.com/chrome>
- Safari: <http://www.apple.com/safari>

Adobe Flash Player 9.0.124.0 or above: <http://www.adobe.com/products/flash/about/>

Free hard disk space: 300 MB.

Video adapter and monitor: Super VGA (1024x768) or higher.

Minimum Mac Requirements

PowerPC G3 600 MHz

Pentium III 1GHz

Mac OS X 10.4+

Macromedia Flash Player 9: <http://www.adobe.com/products/flash/about/>

Firefox v1.5+: <http://www.mozilla.com/firefox>

Free hard disk space: 300 MB.

Video adapter and monitor: Super VGA (1024x768) or higher.

Minimum Connectivity Requirements

A broadband Internet connection (DSL/cable or higher) of 750 kbps or higher is needed for viewing NCHC.tv. If you have an Internet connection speed of 3.0 Mbps or higher and your computer meets the requirements below, you will be able to enjoy NCHC.tv at its highest video quality.

Can I watch NCHC.tv on my smartphone and/or tablet devices?

YES! NCHC.tv uses adaptive html5 technology compatible with most mobile browsers, including iOS and Android operating systems.

How do I sign up for a package to watch live and on-demand games?

To sign up to any of the packages available, simply select one of the pricing boxes on the relevant pages or click on the 'Sign Up' button at the top right of any page. If you are already a registered user, simply click 'Sign In' at the top of the player or on any slide and enter your username and password.

How do I pay?

NCHC.tv accepts American Express, Discover, Visa and MasterCard credit card payments across the world. Please ensure that during the signup procedure you enter all the required details and remember your username and password (these will be emailed to you upon confirmation of payment).

How is this different from my previous subscription to my school's video service?

NCHC.tv integrates the live and on-demand video platforms of all eight schools - plus NCHC Tournament games - in one place. This allows NCHC fans to follow their favorite schools all season long, both at home and on the road, without purchasing multiple subscriptions to individual school video services.

What is the difference between the conference packages and the individual school packages?

Individual school packages provide live and on-demand content relevant to that school's teams, both *home and away*. The conference packages provide access to live and on-demand content available from *all* eight schools as well as *all* Quarterfinal NCHC Tournament games and the third-place game in the NCHC Frozen Faceoff. The conference package offers the best per-game value with an average per-game price well under \$1.00.

For Miami, North Dakota, Omaha and Western Michigan fans: My previous subscription does not expire until a date

after the hockey season starts. Do I need to purchase another new subscription?

No, for fans that already have an existing and current school subscription through NeuLion that allows access to hockey content through a member school, NeuLion will grant them access to the conference level package on NCHC.tv for the remainder of their existing subscription. An email will be sent to the fan with their username and login for NCHC.tv, along with the expiration date of their current subscription. All live content will be shown at NCHC.tv and not on the school's website. Once the current subscription expires, those fans would then have the option to select any of the packages (conference or school) available on NCHC.tv at the regular price.

My previous subscription was for an individual school package. How can I upgrade to a conference-wide package?

Fans that already had an existing subscription with an individual school will automatically be upgraded to the conference package for the remainder of the original subscription. Once a fan's original subscription expires they will be required to subscribe to a conference package on NCHC.tv to continue receiving conference-wide content.

Will I still be able to view video content on the school's website?

Each school's website will have the option to include an NCHC.tv player embedded on their website showing a limited amount of that school's on-demand hockey content (e.g. highlights, press conferences, etc...). However, live streaming of hockey games and all on-demand content across the conference will be available through NCHC.tv. For fans with subscriptions through member schools that allowed access to other sports content in addition to hockey, they will still have access to that content through the member site for the duration of their subscription.

Will my subscription auto renew?

For your convenience, annual (season) and one-month subscriptions for the school and the conference-wide packages are set for auto renewal. Your subscription will auto renew one or 12 months from your date of purchase and will be charged to the card provided in your billing information. Those customers purchasing annual packages will also receive a reminder email prior to the auto renewal process taking place. To cancel your participation in the auto-renewal program, please contact customer support via one of the methods listed under "Contact Us" below. **IMPORTANT:** If you are using a subscription purchased through a school from the past that is giving you access to conference content on NCHC.tv because your original school subscription expiration does not expire until after the hockey season commences you will NOT be auto-renewed because the subscription was originally purchased through the school. In order to continue receiving content on NCHC.tv after your subscription expires you must sign-up for a conference or school package through NCHC.tv.

Does my old username and password work on NCHC.tv?

If you had a school-based premium digital product through NeuLion in 2013-14 (Miami, North Dakota, Omaha or Western Michigan) that did not pass its subscription expiration, you will receive an email from NeuLion with your username and password, which will provide access to the conference-level package for the remainder of the subscription.

Why am I asked for my school when I sign up?

This feature helps us understand our audience better and provides an opportunity to see which fans of teams are using our new service. If you are not a student or alumnus/alumna of a particular school, please feel free to select the school with which you most closely identify to as a fan.

How come I cannot purchase a school-specific package for Denver?

Due to rights restrictions with a third party, games originating from the University of Denver's Magness Arena are not available through NCHC.tv. To watch University of Denver road games, please purchase a conference pass, which grants access to all live events available through NCHC.tv. Denver on-demand content (e.g. highlights, press conferences, etc...) will be available on NCHC.tv.

What live events will be featured?

NCHC.tv features, at a minimum, high-quality, multi-camera productions with live audio of hockey games originating from a NCHC member's venue (except games at Denver and games subject to blackout for selected television broadcasts). Over 100 live games will be available on NCHC.tv throughout the season, as well as all NCHC Tournament quarterfinal round games and the third-place game at the Frozen Faceoff. In addition, other live content from events such as NCHC Media Day, the NCHC Frozen Faceoff and the NCHC Awards Celebration may be available on the network if the event is streamed.

What does it mean that a game is "subject to blackout restrictions" due to television?

The NCHC has a television contract with CBS Sports Network that restricts games shown live on their network to be streamed on NCHC.tv simultaneously. Other NCHC games televised nationally may also be subject to restrictions on NCHC.tv, depending on the network. If a game is blacked out due to television restrictions it will not be available on NCHC.tv.

After I login and click on a game, I only get a spinning circle (or empty black screen or white screen)?

This may be related to a web browser media player plugin issue. Follow these steps to resolve:

First, uninstall Adobe Flash Plug-in.

On a PC, do this through your CONTROL PANEL > ADD/REMOVE PROGRAMS.

On a Mac, drag Adobe Flash Player from applications to your Trash; or use Finder to locate Adobe Flash Player install manager, and uninstall

Once you have removed Adobe Flash, ***restart your computer***

Finally, download/install Flash directly from Adobe's website: <http://get.adobe.com/flashplayer/>

I get 'Page Cannot Be Displayed' or similar message

If you are having difficulty accessing content on NCHC.tv, you should clear out your browser's cache. If you receive a "Page Cannot Be Displayed" or similar error message, or an incomplete page load, deleting your browser's cache may solve the problem. Here is how to clear the cache in the most popular browsers supported by NCHC.tv:

A. Internet Explorer

1. Click on the Tools menu and select Internet Options
2. In the General Tab, under the Browsing History section, click Delete
3. Click the Delete Files button next to Temporary Internet Files
4. Click Yes

B. Firefox

1. Click the "Tools" menu
2. Select "Clear Recent History"
3. Select "Everything" in the drop down menu on the top right of the new window
4. Click on the arrow next to "Details" to list more options
5. Check the box next to "Cache" and click on "Clear Now"

C. Google Chrome

1. Click the Tools menu
2. Select "Clear browsing data"
3. Check the box next to "Empty the cache"
4. Click "Clear Browsing Data"

D. Safari 5

1. Click the Safari menu and select Empty Cache
2. Click Empty

E. Safari 6

1. Click the Safari menu and select Preferences

2. In the Preferences menu click on the "Advanced" tab
3. Check the box next to "Show Develop menu in menu bar"
4. In the Develop menu that is now available, select "Empty Caches"

How do I unsubscribe?

Please contact customer support for NCHC.tv via one of the methods listed under "Contact Us" below.

Contact Us:

Our live chat and phone support are available 9 a.m. - 10 p.m. ET, daily

For phone support, call (407) 708-6088.

For email support, contact us at NCHCtv@neulion.com.