

# STREAMING FAQ

## Logging In

Where do I find my username and password?

Your shopmyexchange.com username and password provide access to stream.

Visit <https://www.shopmyexchange.com/account/register> for new login credentials,

<https://www.shopmyexchange.com/account/forgot-username> for username,

<https://www.shopmyexchange.com/account/forgot-password> for password.

## Viewing Movies Virtually

How do I know the movies will play on my computer?

Please refer to the System Requirements below.

Can I play the movies on a phone or tablet?

Yes, there is a mobile app (Swank Media Player) you can download in Apple iTunes or Google Play Store. Step-by-step instructions may be found below.

Do the movies have closed captions?

In web-based platforms like the Swank streaming server, subtitles are utilized in the same way as closed captions are used on television. To view subtitles, click the three dots on the bottom, right-hand corner of the player.

How long do I have access to the movie?

Each movie will appear in the portal for a specific 48 hour window. The movie will be removed from the portal promptly at end time. Ensure movie is started with enough time to finish before cut-off for best experience.

**Toy Story 4** Sept 25, 2020 3pm CST to Sept 27, 2020 3pm CST

**Incredibles 2** Oct 23, 2020 3pm CST to Oct 25, 2020 3pm CST

**Frozen 2** Nov 25, 2020 3pm CST to Nov 27, 2020 3pm CST

## Troubleshooting

Why does the movie freeze while playing?

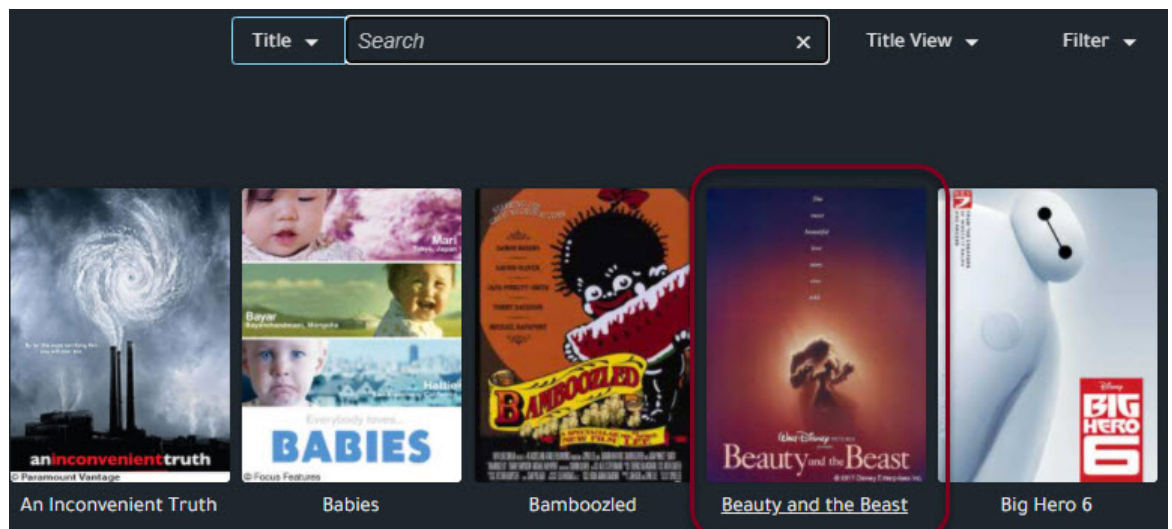
There may be a poor network connection. Try playing the movie in a different internet browser, computer or try a mobile device.

# How to Watch

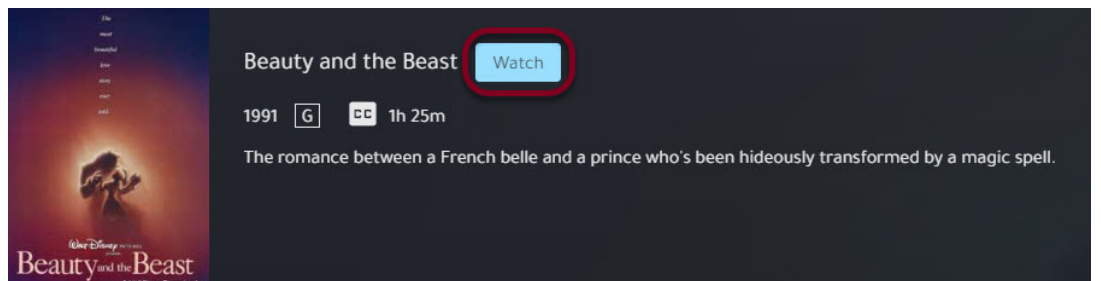
## View Movies on a Computer

### Watching a Title

1. Select a title by clicking on the **poster** or the **title** under the poster art



2. After clicking on a title, a preview screen appears at the bottom of the page - click **Watch**:

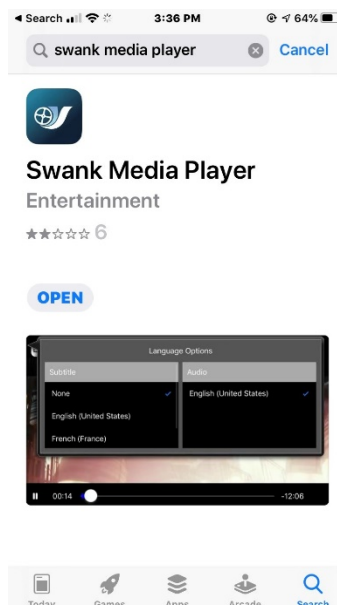


3. Use the following video controls as needed

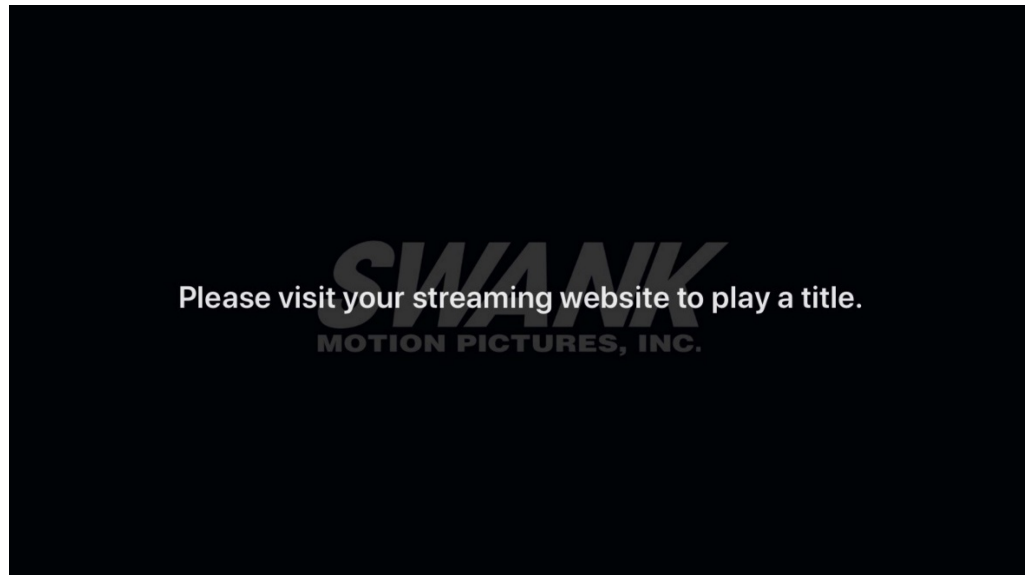


## View Movies on a Mobile Device

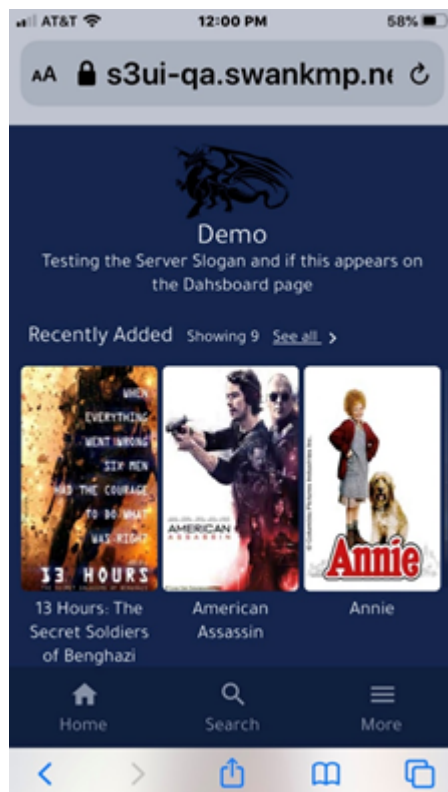
1. Download the "Swank Media Player" app in Apple iTunes or Google Play Store



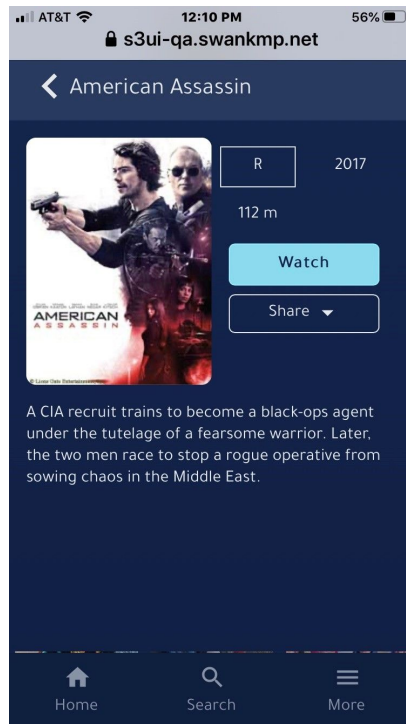
2. When you see this message, use the internet browser on your mobile device to navigate to your organization's Swank URL. For a list of supported browsers see below.



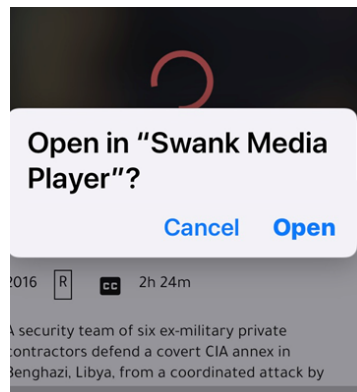
3. When the Content Catalog appears, you may search or browse available titles



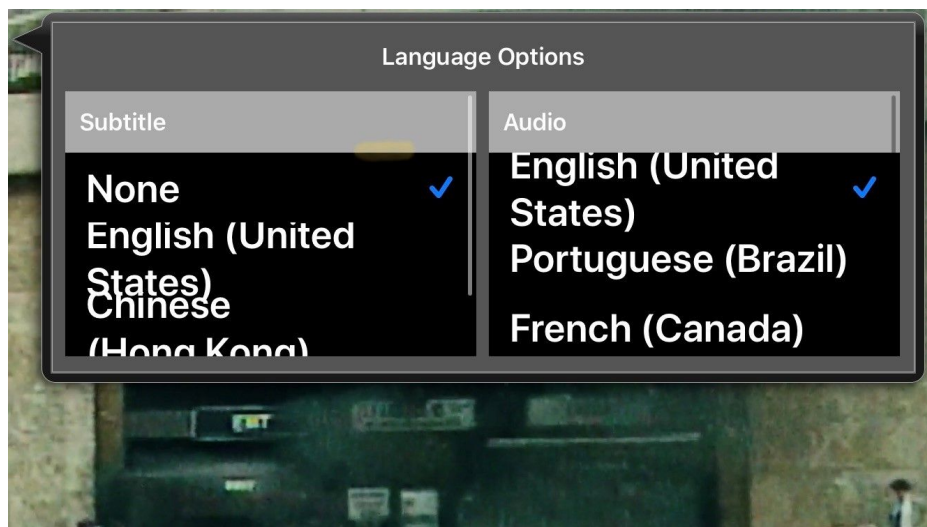
4. To watch a title, click **Watch**



5. Click **Open** to launch the video player



6. On the Watch page, click the icon shown below to change audio tracks or add subtitles



7. Click **Done** when you are finished viewing a title

# System Requirements

## Computer System Requirements

The recommended computer system requirements include:

NetWork Connection	RAM	CPU
1.5 Mbps minimum 3.0 Mbps recommended	1 GB minimum	Intel Core Duo 2.4 GHz minimum

## Supported Internet Browsers

A web browser is required to play titles on a computer. Find your computer operating system from the list below to see which browsers may be used to view titles.

### Apple Mac

Browser	Operating System	Supported?
Latest Chrome	All supported	Yes
Latest Firefox	All supported	Yes (v47+)
Safari	macOS Sierra	No

**Chromebook** - Chromebooks are supported

### Linux

Browser	Supported?
Latest Chrome	Yes
Latest Firefox	No
Microsoft Opera	No
Chromium Browser	No

### Microsoft Windows

Browser	Operating System	Supported?
Latest Chrome	All supported	Yes (v62+)
Latest Firefox	All supported	Yes (v47+)

Browser	Operating System	Supported?
Microsoft Edge	Windows 10	Yes

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### Mobile Device Requirements

Operating System	Browser	Supported?
iOS8	Safari	Yes
iPadOS	Safari	Yes, except for desktop mode
Android 4.2	Stock Browser	Yes
Android 3.x+	Chrome	Yes