

Live streaming help...Please read.

(Try the following steps before sending an email.)

Firstly, try clearing your browser and cookies. Here's a little tutorial that will guide you through the process, depending on the browser type you're using:

<https://support.cleeng.com/hc/en-us/articles/218436957>

You may also want to try another browser and/or device. Then login to your Cleeng account – this account was automatically created when you purchased the video – use the same email and password to log in. Alternatively you can click the "Access this event" button on your receipt.

Once you have logged in you will see your library with your purchased video. Click on this link and you will be able to stream the video without any issues.

Once again if there is anything else we can help with please don't hesitate to contact us.

<http://www.ccacuniversal.org/contact-us/>