

## SAI Region 15 - Albany NY April 24-25, 2026

### Competition Webcast Instructions

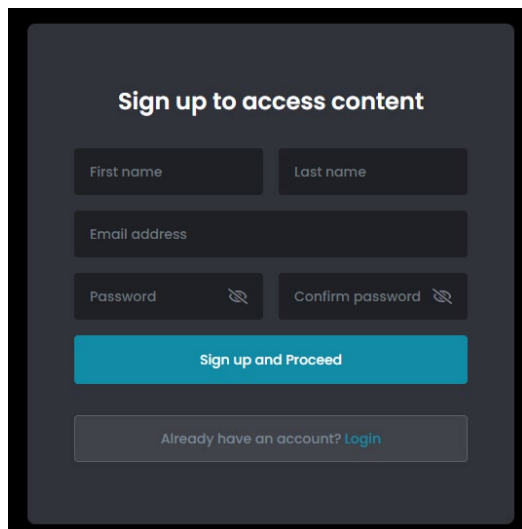
There are **2 webcasts**, one at 1:30pm April 24 for the quartet competition and another at 12pm Saturday April 25 for the chorus competition, each with a **unique link**. Reminder: this is a slimmed down webcast with no interviews, etc. – just the performances.

#### **FRIDAY, APRIL 24 - QUARTET COMPETITION – 1:30PM**

You will need a browser - **Google Chrome** or **Firefox** have been tested and are recommended. You'll also need a high-speed internet connection. (Slower speeds could cause lag, jumpy or frozen video, sync issues or disconnects)

The Webcast will be turned on at 12:30pm to an introduction image.

1. Launch your browser and enter this URL:  
<https://live.muvi.com/v2/play/2e8c2381ZpaV>
2. **This link will only work for the Friday event**
3. Click 'Proceed'
4. Create an account by entering your email address and a password of your choosing (this will allow you to rejoin the stream without repaying should you drop out)
  - a. **SAVE YOUR PASSWORD FOR SATURDAY**



The image shows a dark-themed sign-up form with the following fields and elements:

- Title: **Sign up to access content**
- Input fields: First name, Last name, Email address, Password, and Confirm password.
- Buttons: A teal button labeled "Sign up and Proceed" and a grey button labeled "Already have an account? Login".

5. Click 'Sign up and Proceed'
  - a. This brings you to the STRIPE page to process your donation
6. Provide your billing information - \$15 per session
  - a. Click 'Proceed'

You will now enter the Webcast page. See the bottom of the document for further information.

\*Uncheck the X over the volume control, lower left corner

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### **SATURDAY, APRIL 25 - CHORUS COMPETITION – 12:00PM**

You will need a browser - **Google Chrome** or **Firefox** are tested and recommended. You'll also need a high-speed internet connection. (Slower speeds could cause lag, jumpy or frozen video, sync issues or disconnects)

The Webcast will be turned on at 11:00am to an introduction image.

1. Launch your browser and enter this URL into your browser  
<https://live.muvi.com/v2/play/556189a7ZpaV>
2. **This link will only work for the Saturday event**
3. If you watched the Friday event, you've already created your Muvi account - login with the email and password you used on Friday
4. If you are logging in for the first time on Saturday, follow the Friday instructions above, starting at # 3  
\*Uncheck the X over the volume control, lower left corner

### **Troubleshooting Guidance**

#### **Frozen Image**

- Lower your display from AUTO or 1080p to a lower speed (I.E., 720) and click 'Refresh' or 'Reload This Page.' (on your task bar)
- Close anything else running on your device.
  - No difference? Close and reopen your browser and login again. You will bypass the paywall this time.
- If that fails, open another browser tab and run a speed test (Google 'speed test' and select one) – you'll need a download speed of at least 30mps to enjoy the best image.

#### **Image is Choppy or Blurry**

- Lower your display from AUTO or 1080p to a lower speed. (i.e., 720)
- Close anything else running on your device
- If no change, close your browser and re-login using your MUVI account (your email) and the password you created on your initial log in
- If that fails, open another browser tab and run a speed test (Google 'speed test' and select one) – you'll need a download speed of at least 30mps to enjoy the best image

#### **Closed Browser in Error or Lost Power AFTER reaching webcast**

- Open a browser and renavigate to the links provided above
- Log in using your MUVI account (your email) and the password you created on your initial log in
  - If you have previously connected, you will bypass the paywall

#### **Sound and Image are OUT of SYNC**

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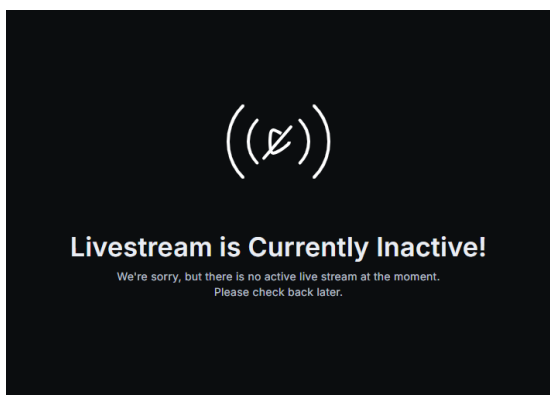
- Close your browser and re-login using your MUVI account (your email) and the password you created on your initial log in.
- If that fails, open another browser tab and run a speed test (Google 'speed test' and select one) – you'll need a download speed of at least 30mps to enjoy the best image

### The webcast appears to be later than posted times

- **There is a delay of anywhere between 30 and 150 seconds between the live action and the webcast.** This depends on the greater network traffic and your provider's network speed availability. Some providers slow your download speeds during heavy traffic periods.

*NOTE: As we're using a vendor to host the webcast, problems with logging in or processing your payment are beyond our control. Please contact MUVI support: [support@muvi.com](mailto:support@muvi.com)*

This is the screen you'll see if you attempt to login to the webcast too early or late. Also, if you attempt to log on using the Friday event URL on Saturday.



Support email – there will be a brief delay in responding as we're also running the A/V at the convention. Please be patient.

**Region 15 webcast support: [2025Reg15AV@gmail.com](mailto:2025Reg15AV@gmail.com)**

*Thank you! Chris & Team*