



FAQ: How to Watch the 2020 Shop! Awards

Subject Line: Shop! Virtual Awards Registration Confirmation and Access

Thank you for registering for the Shop! 2020 Virtual Awards Celebration. Please take a moment to review some key information below for today's event. We look forward to celebrating with you soon!

How do I view the 2020 Virtual Shop! Awards?

- You must be registered to receive the email which includes the user login information.
 - [Register HERE!](#)
- Once you have received the confirmation email with user login information, you will click the link provided within the email. This link will direct you to the Shop! Awards Live Page where the Awards Show will begin streaming when it is time, 4:30pm – 5:30pm EST.
- Make sure the devices you are using to stream with connected through a reliable WiFi network.

How do I stream the 2020 virtual Shop! Awards on my devices?

Personal laptop, mobile device or tablet

Simply click the link provided provided in your confirmation email and follow the login information. The video will automatically play in your browser (WiFi connection is required)

Stream the event on your Smart TV or Apple TV

- Check that your Smart TV is connected to the same WiFi as your smart device you are using to stream – smartphone or tablet.
- Also check your smartphone/tablet settings that screen mirroring is available and turned on (Ex. Android users may need to select Smart View, Samsung users select Quick Connect)
- If you do not have a Smart TV, you may have a plug in digital media player, such as Chromecast, Roku or Amazon Firestick, that would show up as a screen casting option as well.
- Once you have clicked on the above link and logged on to the Shop! Awards viewing website, there should be an option in the video feed to allow your device to mirror your screen with a Smart TV, such as a Cast Screen icon or Airplay icon.

- Click on this screen sharing icon, select your device to connect with, and you should be able to stream the live event!

Here are some useful resources on how to stream on your Smart Devices

[How to AirPlay video and mirror your device's screen](#)

[How to Mirror Your Screen from your Samsung device to your TV](#)

[How to Connect your Android Phone to your TV](#)

[Youtube Video: 5 Ways to Screen Mirror Android Phone to TV for Free](#)

[Youtube Video: How to Connect iPhone to TV + Screen Mirror](#)

[Youtube Video: Connect iPhone to LG Smart TV](#)

Who do I contact if I am having technical difficulties logging on or viewing the show?

Please email shop@shopassociation.org and staff will get back to you promptly to resolve your concerns.

You can also utilize the Chat feature on the Live event page where our technical team will be able to assist.

How can I chat with other attendees during the celebration?

Once you log in via the live event link (above), there will be a chat feature you can access that will be viewed by the public and run throughout the show. You can access this feature as a “guest” or through your own Vimeo account.

What is the hashtag for the Shop Awards so I can follow along and promote my colleagues, industry and peers on social media?

Be sure to tweet, post and follow the awards during and after the show at #ShopAwards2020 You can find us at Twitter, Facebook, Instagram and LinkedIn.

Will I be able to pause the show during the event?

No. The Virtual Shop! Awards will begin promptly at 4:30 p.m. ET and there is no pause feature. You will not want to miss a moment!

Will I be able to view the show after June 25?

Yes, the show will be recorded and available to view afterwards on shopawards.org.