



1. What is Joymo.tv?

Joymo.tv is a streaming platform specially developed for sports of all levels. We think that every league club, team, player, from any sport, deserves a professional platform for broadcasting, so we made one. One that puts safeguarding, safe-data management, an individual's rights, and the joy of sport at the top of agenda. Joymo is a ticketed-platform meaning you can sell tickets to your games and tournaments to fans.

2. Who should sign up for Joymo?

If you are someone that wants to broadcast sport – if you're representing a team, or a club, or an event, or a federation – then you should sign up for Joymo. In Scandinavia, Ireland and the UK, we have teams that broadcast from sports such as basketball, football, swimming, hockey, rowing, handball, gymnastics. We even have personal trainers.

If you have content that you want to send to fans safely and securely, and you want to sell tickets, then Joymo is perfect for you.

3. What about GDPR and Privacy?

Safeguarding is super important when you are thinking about broadcasting something live or creating video for later viewing. We take this very seriously at Joymo. You can [read more here](#).

4. Where can fans watch content when you livestream with Joymo?

Fans can watch all your streams on Joymo's streaming platform - [The Joymo Arena](#).

When you sign up with Joymo you will get a dedicated channel on the Joymo Arena. On your channel you can schedule and manage livestreams, and fans can visit your channel to watch your content.

With Joymo you can also embed your scheduled livestreams onto your club website. This makes it possible for fans to watch your games live and on demand directly on your website.

5. Who can watch content on Joymo?

We have no restrictions on the location of viewers, your streams are accessible from everywhere.



6. How do you make money by livestreaming with Joymo?

When you livestream with Joymo you can sell Pay-Per-View tickets or Pay-Per-Season tickets. You can set ticket prices and there is a minimum pay-per-view ticket price for a game of £3.99. Family, fans and scouts can then choose the ticket they want to buy in order to watch your livestreams.

We are offering all county clubs in Lancashire a 55/45 share of gross profits from ticket sales between the club and Joymo. The gross profit equals: Total income of ticket sales minus payment commission to the payment provider, minus VAT, and other taxes, minus streaming data costs. The streaming data costs vary depending on the length of the stream and the total number of viewers.

With Joymo, your sponsors can also advertise on your content. The advertising placement we have available at the moment is a 5-10 sec long video advert before the viewer starts watching the livestream. You can sell this advertising opportunity to your sponsor and you own 100% of that revenue.

There will be more advertising placements available later this year, including banner advertising during the livestream and half-time advertising.

7. Do the players and coaches involved in games need to pay to watch their own games?

No. We have a feature on our platform called Athlete Access. With Athlete Access you can give players and coaches free access to the content. This gives them the ability to watch historical games so they can learn and develop their game.

8. Does Joymo offer both livestreaming and video-on-demand?

Yes. Fans can watch content live and by video on demand in case they want to watch content again or they missed the time of the livestream.

9. What type of customer support does Joymo provide?

We have a highly skilled and experienced customer support team that is available to our customers as you start using our platform. We help our customers with onboarding and provide ongoing technical support to ensure that you get the best experience with our platform.

If there are any issues during the stream, the viewers can get in touch with us at support@joymo.tv. This information is listed under every livestream. We handle all refund situations on a case-by-case basis and will do so in dialogue with the clubs/teams. It is important to us that your viewers are happy, so their needs come first.

10. Do you have any examples of livestreams from Joymo?

Yes, you can watch examples of livestreams that have been filmed with the Joymo App here: joymo.tv/watch-now

11. How do I schedule a stream?

1. Go to [Joymo Arena](#)
 2. Click Log in on the top right side of your screen, and log in with your registered user account. Not registered yet? Click here and register, or contact Joymo at support@joymo.no for assistance.
 3. Click on the menu icon in the top left side of your screen, marked with three yellow stripes 
 4. Click 'Streams', and then 'New Livestream' (on the right side of your screen)*
 5. Add relevant information regarding your livestream through a step-by-step process. Make sure to add all relevant information and share with the opposition (if any). Also make sure to make the stream searchable in step 1, to have the stream available on Joymo Arena and on your own club site.
 6. Confirm stream by clicking on 'create livestream'
 7. Share with friends, family, fans, opposition etc.
- All livestreams can be found on Joymo Arena if you have made your event "searchable"

12. How does Joymo help clubs with GDPR related questions and concerns?

1. Joymo will provide training on GDPR-routines and information, and can provide the sports club/team with templates for collecting consent and tailored documentation.
2. Limitation of access to the system. Only the people defined by the sports club/team can manage and start the Joymo Share App
3. The service delivered by Joymo will only show overview images and is not zooming in on participants.
4. Information. The service is being delivered with free signage and posters for the sports venue. Everyone will be able to see that filming might occur in your venue. Proper information is an important GDPR-principle.



5. Opposing athletes will also automatically be informed. When scheduling an event on [the Joymo Arena](#), a message will automatically be sent to the opposing athletes.