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SCOREVISION

TRAINING SESSION DESCRIPTIONS

SCOREVISION TRAINING TEAM | 2026

Fundamental Sessions

The fundamental training sessions are intended to help customers start utilizing ScoreVision software in their venue(s). Below is a brief summary of the sessions:

Fundamentals of Advanced Scoring

This session helps customers become familiar with Scorekeeper apps. We will demonstrate use of the scorekeeper apps including turning displays on, connecting to your server, and scoring a game. We will also show how to leverage the ScoreVision Cloud to prepare seasons, teams, and games in advance. This includes uploading logos and player photos, as well inputting team rosters.

Fundamentals of Production Suite

This session is focused around using ScoreVision's Producer app. We explain connecting to your server and utilizing menu functions to adjust audio and video controls. After a quick tour of the Dashboard screen, we explore available layouts and content, discuss how to change from one layout to another, and how to play on-demand media before/during/after games. This session also includes working in the ScoreVision Cloud to complete the 3-step process of uploading, organizing, and assigning On-Demand content so that it becomes available in Producer. Hype videos, player motion graphics, Quix animations, and playlists are all discussed during this session.

Fundamentals of Programmatic Advertising

The focus of this session is to help customers identify Automated Sequences associated to their account and learn how to manage media shown in these advertising spaces. We will demonstrate the 3-step process of uploading, organizing, and assigning Automated Sequences for different advertising spaces (Cinema, Panorama, Brand, Wrappers, etc.) that will rotate automatically during specific events within a game. Ad Reports and other resources will also be explored.

(Please note: customers should register for sessions based on the software subscription packages purchased for their organization. Not all sessions are applicable to all customers. Not sure what is relevant to your subscription? Reach out to customersuccess@scorevision.com***)***

For more information on these fundamental webinar sessions, go to scorevision.com/training Webinars can be attended as often as desired as long as the participant is a ScoreVision user and registers for the event. A recording will be emailed after the session to all registrants regardless of attendance during the live webinar.

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Advanced Sessions

The advanced training sessions are intended to help customers dive deeper into using ScoreVision to elevate their game day experiences. Having knowledge of or attending the fundamental level of the same content is a prerequisite of these sessions (i.e. Fundamentals of Production is a prerequisite for Advanced Production). Below is a brief summary of the courses:

Advanced Production Features

After previously experiencing use of Producer, this session focuses on advanced uses such as adding favorites or setting default media for specific layouts (such as video scoreboard + live video feed). We explain media overrides at the season and game levels as a way to customize the look and feel of each season/game. This session will also demonstrate the use of Configurations (specifically Multi-Game Setup), Independent Display Controls (to show different layouts on different displays within the same ecosystem), and Macros (to trigger different media simultaneously).

Advanced Advertising: Digital Media Sales Support and Strategy

This session is focused around strategizing for selling sponsorship packages that include showing ads or commercials on your displays. A ScoreVision Specialist will explain some helpful documents that may be used to aide your decision making and answer questions or give examples of what other customers have done. Pricing, packages, contracts, etc. are ultimately left up to your organization but this session will give you things to think about and we will support you throughout your decision making journey.

Implementing SVCapture

The focus of this session is to encourage the use of SVCapture. We demonstrate how easy it is to collect Highlights and Moments that can be utilized in venue through Producer or as clips embedded in the game feed of Fan App. We discuss user permissions (contributors), media moderation, SVC Manager in the Cloud, and saving clips for other uses.

Using SV Publisher

This session introduces the newest addition to the ScoreVision software features - ScoreVision Publisher. Publisher allows users to generate a variety of layouts that deliver leaderboard information, team standings, event rankings/results, and even scores for multi-match competitions. With Publisher, clients now have the ability to utilize their displays for even more kinds of competitions and events.

*(If your subscription includes ongoing online training, **use this link** to view availability and schedule a convenient time to meet with a training specialist.)*

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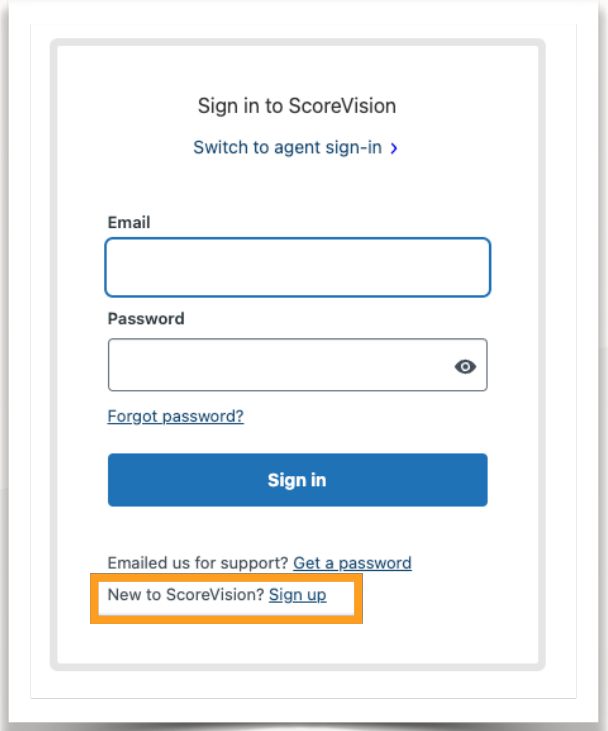
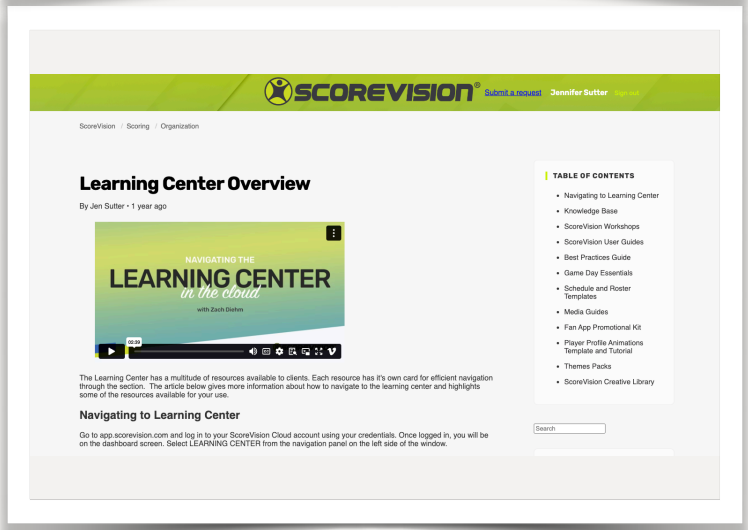
Knowledge Base Information

Our Knowledge Base resource is a searchable database full of articles and videos related to various features of your ScoreVision software. Although this resource is housed on a separate online platform, you can easily link to the site from the navigation panel when logged into the ScoreVision Cloud.

To access our Knowledge Base, register as a user by visiting scorevision.zendesk.com *(see image below on the left)*. Once logged in, you can search or browse by category. Articles will often have a video at the top and step-by-step instructions with screenshots below. Click here for a quick tutorial of navigating our Knowledge Base resource.





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Customer Service

Training

- Onboarding webinars: register at scorevision.com/training
- One-On-One Training Sessions: **Click here to view availability and schedule a session**
- Email: training@scorevision.com

Support

- Number: 866-213-8680 - immediate help 8am CTS- last game of the evening
- Email: support@scorevision.com - response within 24 hours

Customer Success

If you have any questions about your account (such as what is included in your subscription, recommended training sessions, available resources, etc.), please reach out to your customer success representative. If you are not sure who that is, just ask.

- Email: customersuccess@scorevision.com

Knowledge Base

For access to our online Knowledge Base, register as a user by visiting scorevision.zendesk.com. Click here for a quick tutorial of navigating our Knowledge Base resource.

Marketing

Please sign-up to receive emails from our support & marketing teams regarding new feature releases and holiday support hours. Opt in by filling out the form here.

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