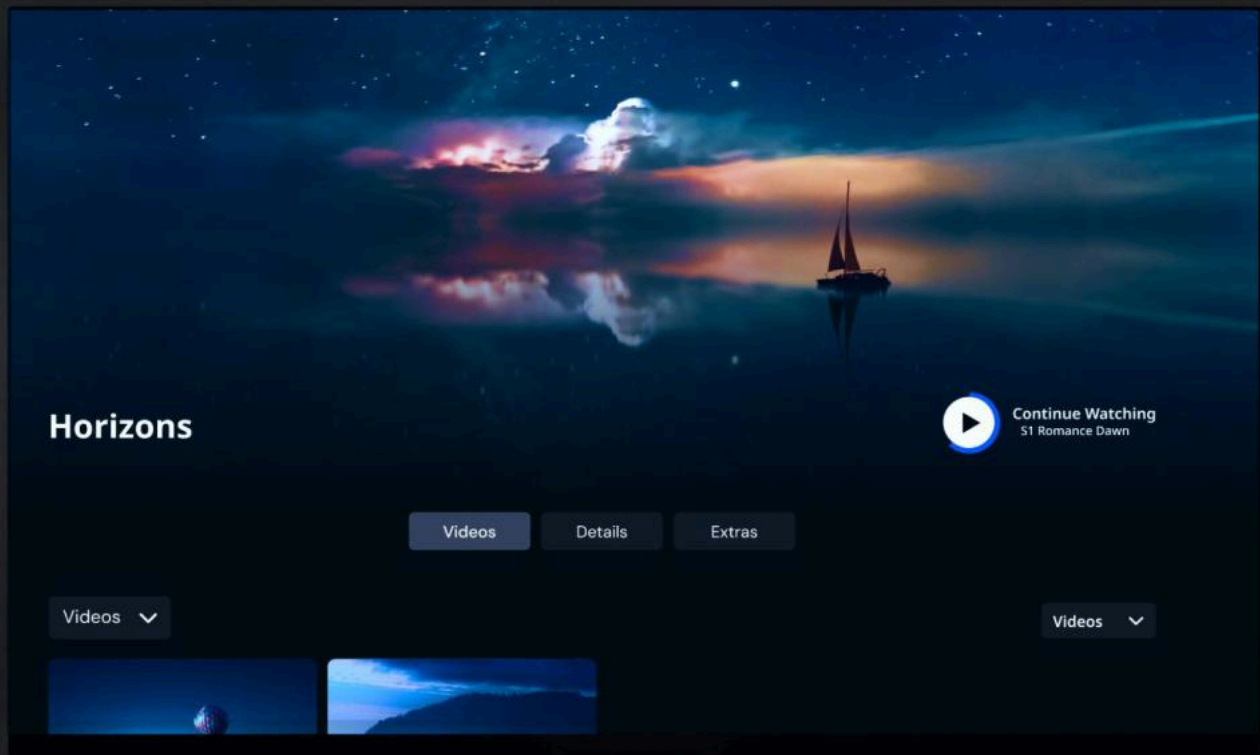


# indee. Watch Platform

## Viewer Guide

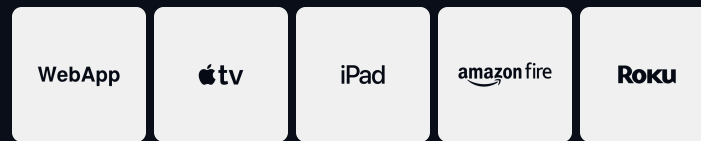


We have provided you with a secure screening platform to watch content submitted for your consideration.

This document provides step-by-step instructions on how to:

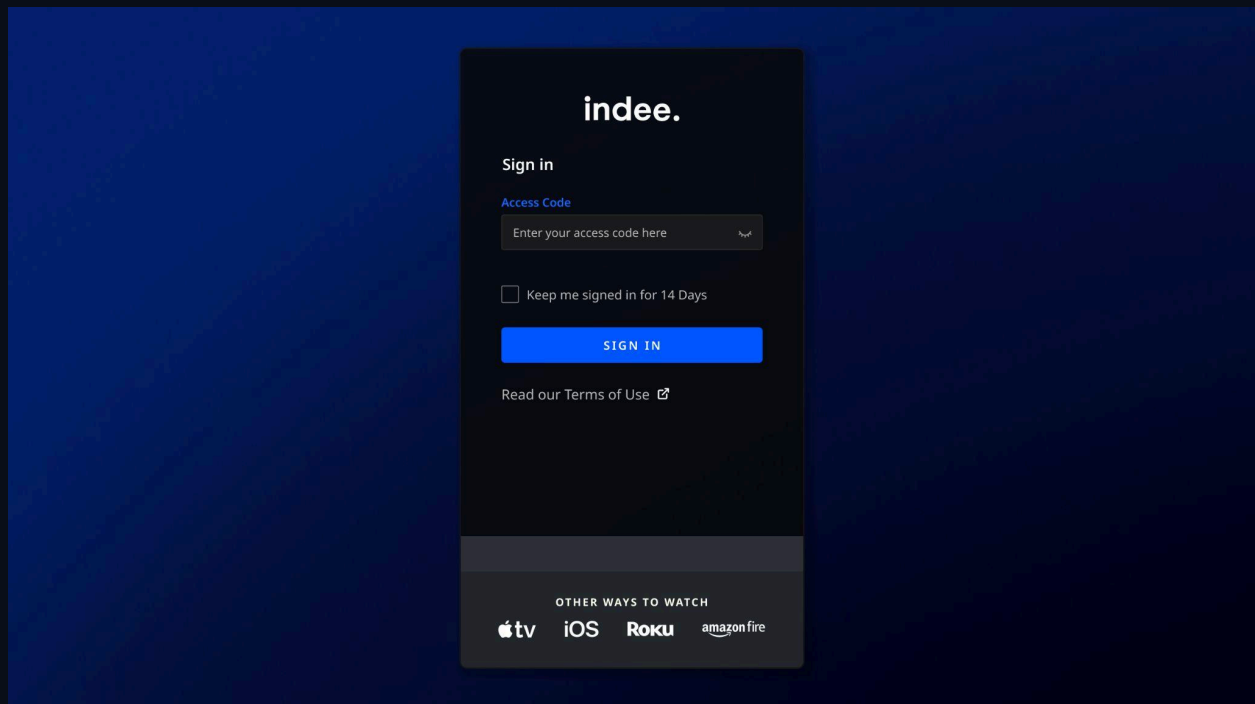
- Sign in on web browsers and TV apps
- Watch titles shared with you
- Access Help and Support

Our screening platform is available on:



## Using your Access Code to Sign In

Once you receive your **access code**, visit our platform's sign-in page. If you cannot find your access code, contact your awards organization or email [support@indee.tv](mailto:support@indee.tv) for assistance.

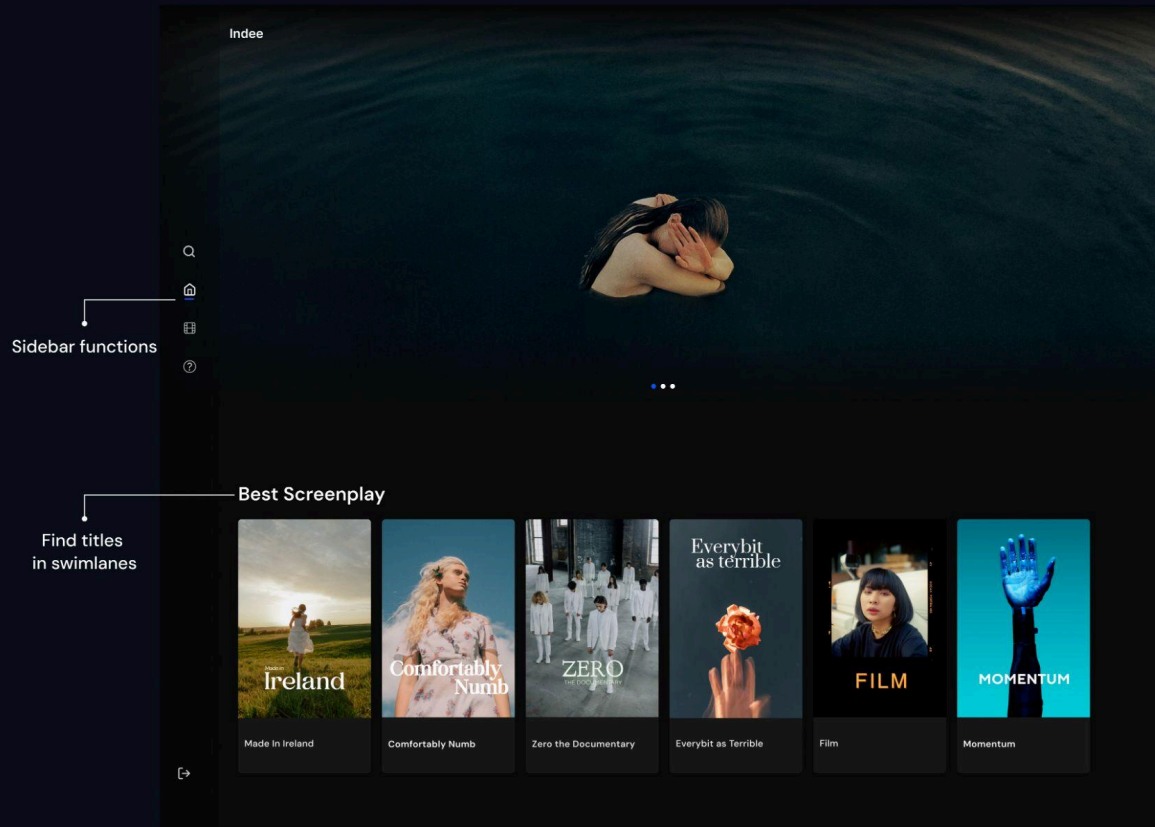


1. Enter your access code in the **Enter your access code here** text field
2. Read and agree to our Terms of Use, then select **Sign in**

*Note: You can skip repeatedly signing into our watch platform by selecting the **Keep me signed in** checkbox.*

# Navigating the Homepage

The homepage showcases all the titles shared with you, arranged in swimlanes.



## Sidebar Functions



Search for screeners



Visit the Help & Settings page



Go to the Homepage




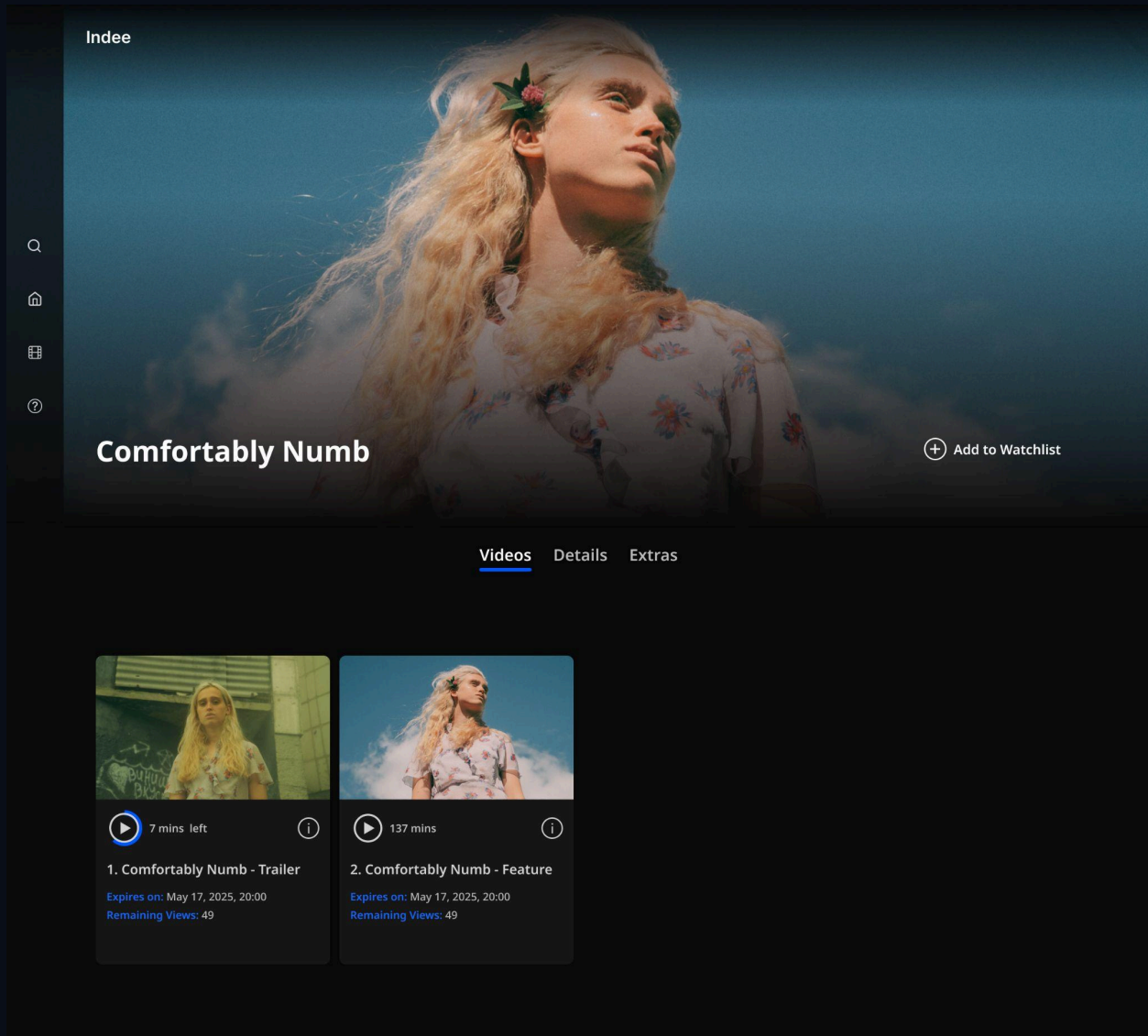
Sign out



View and Manage your Watchlist

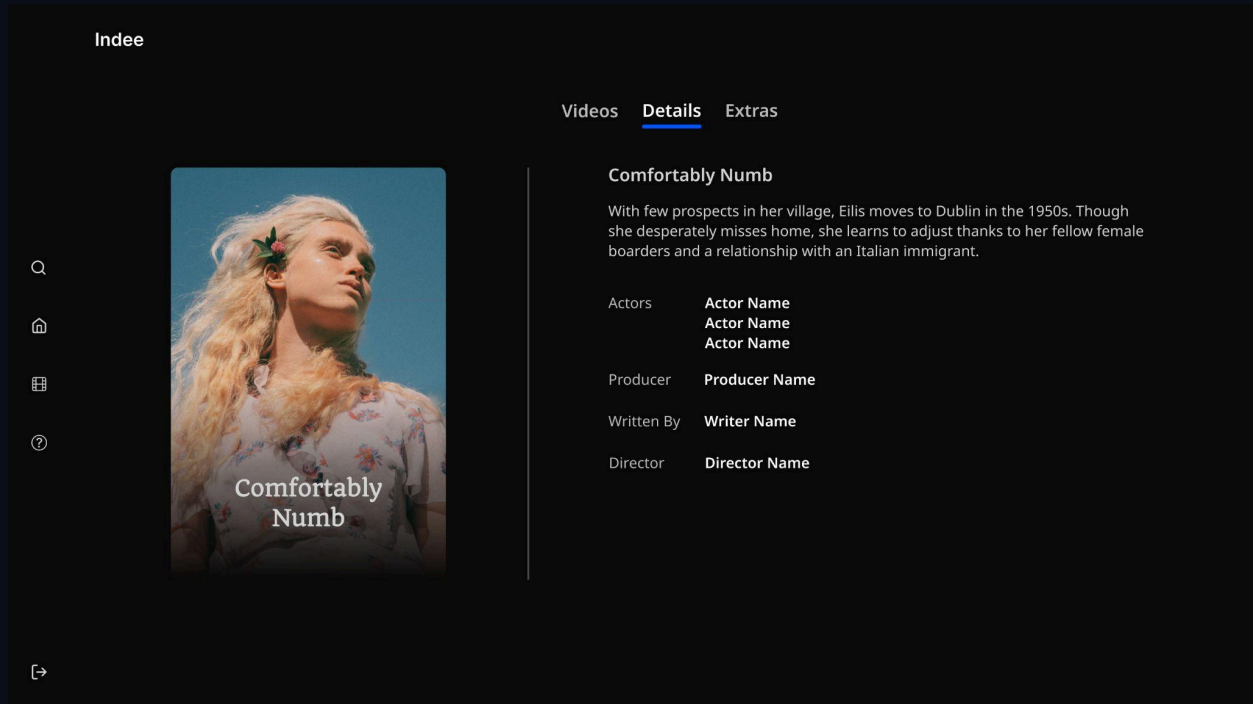
## How to Start Watching

1. Choose a title to watch and select it
2. Select  to start watching the title

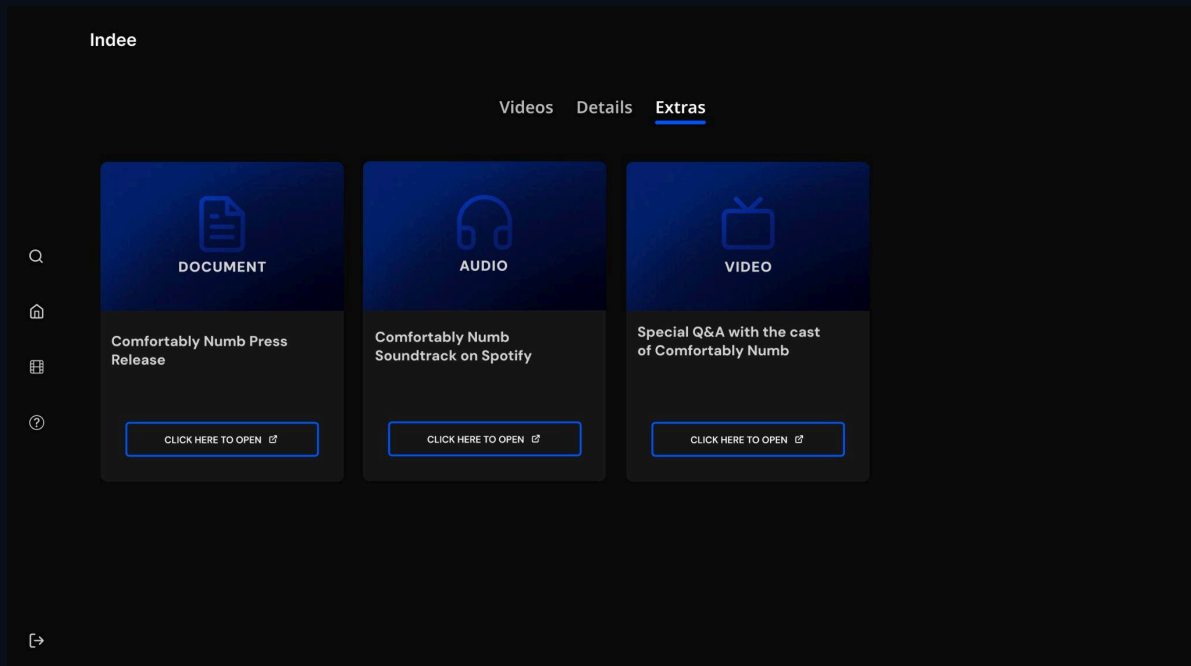


The screenshot shows a video player interface. At the top, the name 'Indee' is visible in the upper left corner. The main video area displays a woman with long blonde hair and a flower in her hair, looking upwards against a blue sky. Below the video, the title 'Comfortably Numb' is centered, with an 'Add to Watchlist' button on the right. A navigation bar below the video contains three tabs: 'Videos' (which is underlined), 'Details', and 'Extras'. Below the navigation bar, there are two video thumbnails. The first thumbnail is titled '1. Comfortably Numb - Trailer', has a duration of '7 mins left', and shows the same woman in a different setting. The second thumbnail is titled '2. Comfortably Numb - Feature', has a duration of '137 mins', and shows the woman in the same setting as the main video. Both thumbnails include an 'Expires on: May 17, 2025, 20:00' and 'Remaining Views: 49' notice.

Select the **Details** tab to view more information about the title.



Select the **Extras** tab to access all the supplementary promotional content available for the title. When viewing screeners on our TV apps, you might need to scan a QR code to access content in Extras.



*Note: Supplementary promotional content can only be accessed through a web browser and not all screeners will have this content.*

## Casting Support

Indee does not have a casting function on our watch platform, as it exposes content to critical security vulnerabilities. Casting and screen mirroring to Smart TVs are only possible by using certain functions on specific web browsers (Chrome, Safari, and Edge). You can find a detailed list of casting and screen mirroring options on our help page on [casting support](#).

*Note: For a more convenient experience, we recommend downloading our TV apps.*

## FAQs

### **I can't find the email with my access code in my inbox.**

1. If you cannot find this email, search for "Awards FYC" in your inbox
2. Try checking the SPAM folder of your inbox to see if it is there

Still can't find the email? Contact [support@indee.tv](mailto:support@indee.tv) for further assistance.

### **I can't access the sidebar on the homepage. What should I do?**

For Apple TV: You may need to use your Apple TV remote to swipe to the right to display the sidebar (an Apple TV remote 3rd generation is required).

For other devices: Contact [support@indee.tv](mailto:support@indee.tv) for assistance.

### **I'm trying to watch a title but the video is not playing. What should I do?**

Many video issues are caused by an unreliable internet connection. Try these tips to solve this problem.

Restart your WiFi router: Turn off your WiFi router for around 30 seconds and then turn it on again.

Restart your device: Turn off the device on which you're watching titles for around 30 seconds and then turn it on again.

Temporarily pause other internet activity: Try pausing the internet activity on your other connected devices.

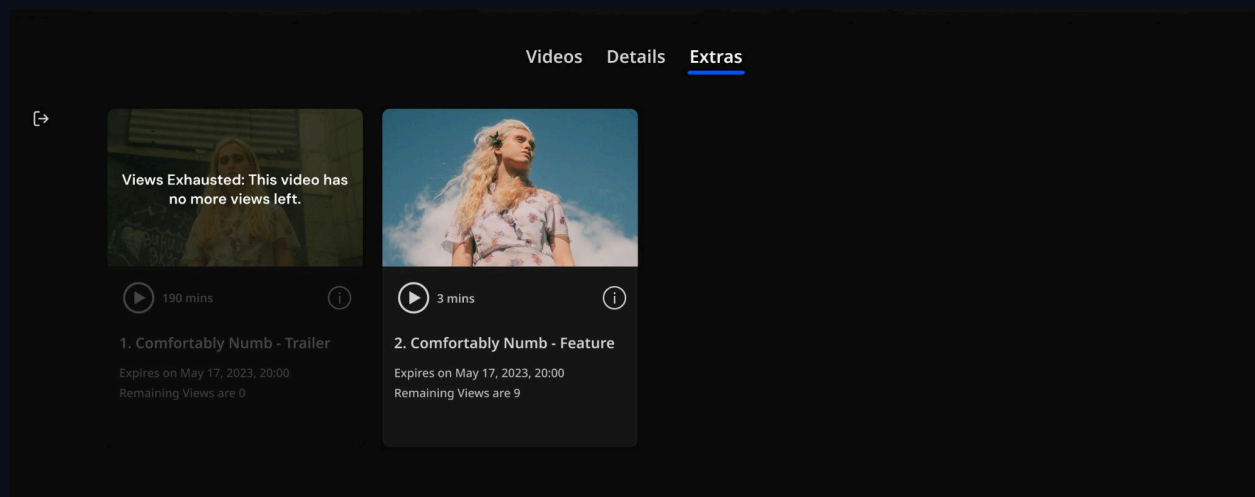
Contact your Internet Service Provider (ISP): Check if your internet speed is much slower than usual. If so, we recommend contacting your ISP for further assistance.

Switch to Private Browsing (only available on web browsers): Open **Safari/Chrome** and click **New Private Window/New Incognito Window**. [Sign in to Indee](#) on this window.

Clear your cache: This will vary from device to device but you can usually clear your cache in your device's settings menu. This will remove temporary files that might be slowing down your system.

Are you still having trouble? Contact [support@indee.tv](mailto:support@indee.tv).

**The video says, “Views Exhausted: This video has no more views left.” What does this mean?**



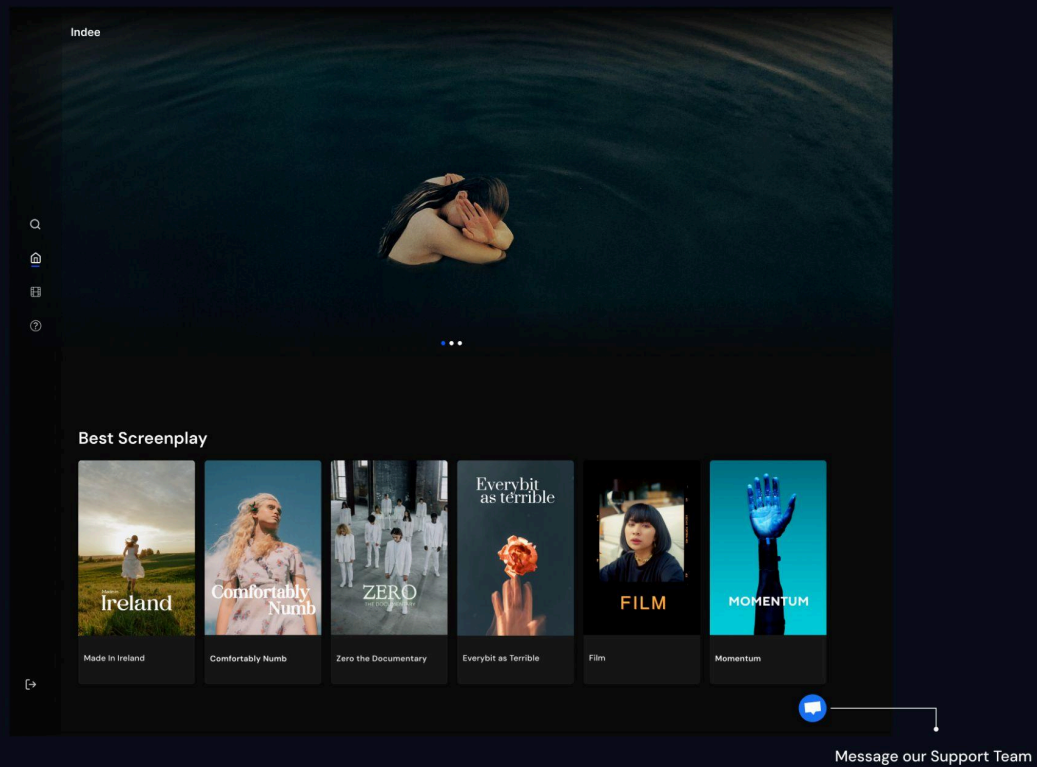
If the “Views Exhausted: This video has no more views left” message appears on a video, it means that you cannot watch it because you have already exhausted the allotted number of views for this video.

## Contact the Indee Support Team

We will promptly respond to all your requests so feel free to reach out to us by:

### Live Chat

You can message our Support team members on all our screening platforms.



### Email

You can also contact us at [support@indee.tv](mailto:support@indee.tv).

Happy watching!