



1214 Columbus Ave. Bay City, Michigan 48708

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Broadway on Demand FAQ

What is Broadway On Demand?

Broadway On Demand (BOD) is the all new subscription-based streaming service that offers an extensive and wide-ranging library of video on demand content, exclusive livestream events, interactive platforms, and educational resources. BOD is a virtual performing arts complex with a variety of scheduled programming that surpasses any theatrical streaming services currently in the marketplace. In addition to a growing list of live-captured Broadway shows and BOD original programming, BOD is partnering with individual artists, concert series, and “brick-and-mortar” performance venues to bring the best in live streaming to its viewers. By working with content partners around the world, BOD is able to continuously offer the widest array of archived and live streaming events, including everything from exclusive performances to backstage access, interactive masterclasses, and much, much more.

Thanks to BOD’s unique licensing interface, ShowShare™, approved middle school, high school, college, community and professional theatre productions can be streamed to audiences on Broadway On Demand.

How can I access Broadway On Demand?

You can access BOD anywhere! On your computer or mobile device, we recommend Google Chrome as your web browser for optimal streaming. From your tablet or smartphone, download our free app on Apple Store and Google Play(Android). Find the BOD App on your AppleTV, Roku, and in the future on Amazon Fire TV too! Airplay and Chromecast feature supported.

How do I sign-up for an account?

You can sign-up for a free account at the time of purchasing your first ticket or by visiting <https://www.broadwayondemand.com/signup>.

BOD is an exciting new platform where most content is currently free to all Basic Subscribers. By signing up with your email, birthdate, and creating a password, you are automatically a Basic Subscriber! There are paid events that will require a one-time access fee. Our premium subscription will launch in the fall, giving you access to exclusive masterclasses, live events and other exciting content. More information will be coming soon!



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How do I log in?

Click the “Sign in” button on the top right corner of the welcome page.
Enter your email and password.
Click the “Submit” button.

What if I forgot my password?

Don’t worry, it happens!
Navigate to the welcome page and click the “Forgot password” link.
Enter your email—be sure it’s the one associated with your BOD account.
You’ll receive an email with a link to reset your password. (Check your junk folder if you don’t see it right away.) Click on the link and then log in using your new password.

How do I cancel my Basic Subscription?

We’ll miss you! You can cancel your BOD subscription at any time.

Please go into the Profile page by clicking the hamburger menu (top left).
Click on the person icon (on the top of the menu with your name directly underneath) At the bottom Profile page, click “DELETE ACCOUNT”.

What payment methods are accepted?

For paid events and productions, we accept Master Card, Visa, American Express, Discover, and PayPal.

How do I pay for an event?

To make a payment, simply select the show or event you want to watch, then check out with your credit card or PayPal. You will be ready to watch your event in no time!

Can I get a refund?

It is the policy of Broadway On Demand that viewing fees and other charges are non-refundable, in whole or in part. BOD reserves any and all rights it may have regarding credits, refunds or any sum billed to your payment method as a result of the modification of the BOD service, pricing, terms of use or otherwise. Please click [here](#) for Broadway on Demand Terms of Use.

How do I reach BOD customer service?



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You can contact us by emailing info@broadwayondemand.com. You can also call (332) 255-4180 Monday through Friday from 9:00 AM to 5:00 PM Eastern Standard Time (US holidays excepted).

I have streaming issues. What can I do?

BOD is best suited to be viewed using a Google Chrome browser.

If you continue to have trouble, we suggest clearing your browser cache and cookies and restarting the website. Troubleshooting for Roku and AppleTV, please try to refresh your app.

Also, please make sure you have a strong WiFi/Internet connection: A download speed of at least 25.0Mbps per stream is recommended to receive Ultra HD (1080p or higher) and HDR content.

More info: <https://www.broadwayondemand.com/pages/faq/a/faq>