



You have questions, we have answers!

Thank you for choosing Spot TV! We understand you and your customers are going to have plenty of questions... and this is GREAT! See below for a quick FAQ guide. If you have any questions or need any clarification, please do not hesitate to reach out to our support team!

How do parents register for an account?

Following your Spot TV announcement, be sure to supply your families with the provided Enrollment Brochures. These brochures will provide a brief introduction and direct them to www.spottv.pro to or our FREE mobile apps to register an account.

*Please note, accounts will remain in a Holding/Pending state until you approve them!

Camera View Points

During your onboarding, Spot TV will thoroughly go over the supplied floor plan to help determine best camera vantage points. Typically, we want to avoid any bathrooms and changing areas and make sure the most active (and fun!) parts of the floor/room are covered. We will work very closely on this!

Will it record video and audio?

Video will be recording during business hours and be set to motion detection after hours. Audio from the lobby will be recorded for training and management purposes only and DOES NOT get streamed to parents.

Will parents be viewing ALL day?

No. Viewing schedules will be created in your admin dashboard so parents who only come on Mondays and Wednesday can only login those days! You can isolate it even further to assign a class specific schedule, for example: Little Tumblers 5:30PM Tuesday. Then mom can only view on Tuesday at 5:30 (for the class length), via the assigned camera for that class.

Will parents have building wide access?

Only if you want! But in most cases, admin will create class groups that include the one or two views needed. If mom has a cheer kid enrolled, she would only view the cheer floor. However, if she has a rec kid enrolled as well, you can add this view as an additional option on her account and any other commonly used areas. Many locations opt to allow mom and dad to view as if they are in the viewing area (all floor camera views during that class time). This allows for additional marketing for the gym of other classes taking place.

What if my coaches are a little nervous about the cameras?

From a management perspective, rest assured floor performance will sky rocket – this is the Hawthorne Effect. Whether you, or mom or dad are logged in or not, the staff will feel the presence of a camera and begin performing at a higher level of efficiency. As for coaches being a little nervous, assure them the cameras are in the building to protect them. There will be no more false claims! If they are doing what they are supposed to be doing, they have nothing to be concerned about!

What about security?

Simply put, no body has access to Spot TV that wouldn't have access to your front door. In addition, our security protocol meet that of online banking standards. We believe the online security of Spot TV families, their children, and staff are our highest priority. We will always strive to deliver a comprehensive, high-performance online viewing solution with an acute focus on keeping our customers' data safe, their interactions secure, and their businesses protected.

Contact Us Today!

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