

FAQS

Where and when can I find my fame?

Your video will appear in “My Fame.” Depending on team or venue policies, clips may not be available until some time after the event has ended. Delivery time can also vary based on several factors, including verifying appropriate content.

What is the purpose of the selfie?

Selfies are used for identification purposes by our technology and are not publicly viewable. Selfies should be taken straight-on, in normal lighting, with only one person’s face showing. Selfies also must be taken live; we do not accept selfies taken from printed photographs or screen shots.

Are there any limitations on content I can receive?

We typically are not able to deliver any content with players or game footage due to contractual limitations. We also may be required to limit the length of a clip.

If I was on the videoboard at a past game, can I still receive my clip?

In some venues, 15SOF may be able to deliver footage from old games. Please go to the **Events** tab and “check-in” to the event you attended under **Past Events**. If your event no longer has a check-in option, you can email your request to support@15sof.com and we will do our best to deliver your clip. Please include details about when you were on camera and any other visual information (i.e. what you were wearing, whether you were holding a sign, etc.).

What is Invisible mode?

If you are at an event and would prefer to “check-out” and not have any content delivered to your account, you can go into Invisible Mode.

Will 15SOF be expanding?

15SOF will be available in additional venues soon. If your favorite team doesn’t offer 15SOF yet, please tell them about us or send us an email at info@15sof.com.

