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Ordering and Installation

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Answers:

Q1: I am unable to log in or reset my password. What could be the issue?

A1: Stat Crew opened the new store site in August 2018. Please note that this new site is not connected to the old site or to a school cloud account. Therefore, your login will not work automatically at the new store. To continue, you will have to create a new account using the "My Account" button on our website (top right hand corner). To set up a new account, you can use your old login information or use new credentials. Once your order is paid, you will be able to download from the My Account page anytime (activation runs July-July).

Please note that the new store allows you to order one sport at a time, not all sports on one transaction. To order multiple sports, stay logged in and complete subsequent orders.

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Q2: We would like to order new software. What is the procedure?

A2: To place an order, visit our online store here: <http://statcrew.cbssports.com/store/>

For assistance with the online store, or to request invoice for check order, please contact our office:

Stat Crew Software Inc.

8721 Colerain Avenue Box 531520

Cincinnati, OH 45253

Phone: 513-771-4195

Email: order@statcrew.com

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Q3: What kind of payment do you accept?

A3: Prepayment is required, either check or credit card (we cannot release software from a school purchase order, PO). We accept Visa, Mastercard, and American Express. Due to PCI compliance requirements, we cannot take credit card information by phone, email, fax. Please note, there are no refunds on software orders.

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Q4: Is software available for download?

A4: All software is downloadable, and will be available for download as soon as the order is paid. For check payments, we will send information for logging in to your cloud site once the payment arrives.

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Q5: Is there a high school version of your software?

A5: Yes, the legacy and NextGen versions include venue settings for high school.

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Q6: Are there demo versions of your software?

A6: While we do not have trial versions of our products, we do offer a tutorial video series. Visit Stat Crew's YouTube Channel [HERE](#) for more information.

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Q7: Are customers required to purchase the license each year?

A7: The license and XML activation for live stats run July to July of each year and is included with the software purchase online. Legacy software from previous years can be used, but not for live stats with XML.

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Q8: When installing the renewal, do I need to uninstall the prior version?

A8: No. We recommend making a backup of your data before installing.

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Q9: Where can I find the serial number for legacy software installation?

A9: The serial number is located on the My Account button. If you do not have or are unable to locate the serial number, call 513-771-4195 or email our office at order@statcrew.com.

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Q10: How many times can I install the software?

A10: The [license agreement](#) indicates, "You shall not use the Stat Crew Application and/or Web Services on more than two (2) (measured in the aggregate) devices (e.g. computers, tablets, etc.) concurrently." By this statement, we intend that the software can be installed and running on no more than two devices at any one time. Therefore, you could have the software installed on more than two computers, as long as no more than two are running the software at any one time. Essentially, the intent is to ensure that the licensed organization/your school maintains control of the license and the software is used for the purpose of your teams only.

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