

Guide to having the videos/audios in Streaming/Online format

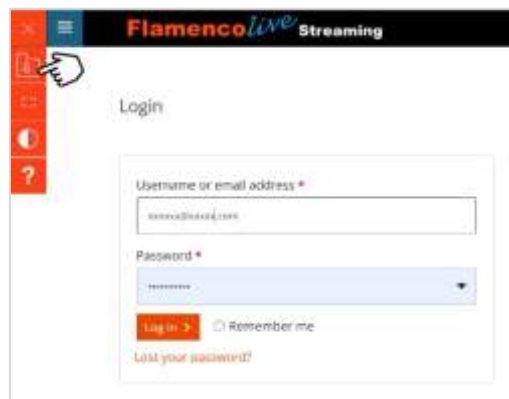
You have purchased a book together with the Streaming/Online viewing service that you can use on the portal flamencolive.com/online/en/

WHERE DID YOU BUY YOUR BOOK?

1. CUSTOMERS WHO PURCHASED AT

Storemusic-*live*

If you bought the book at Storemusic-live.com, or you are already registered on the Streaming platform, you can go directly to your [Library](#).

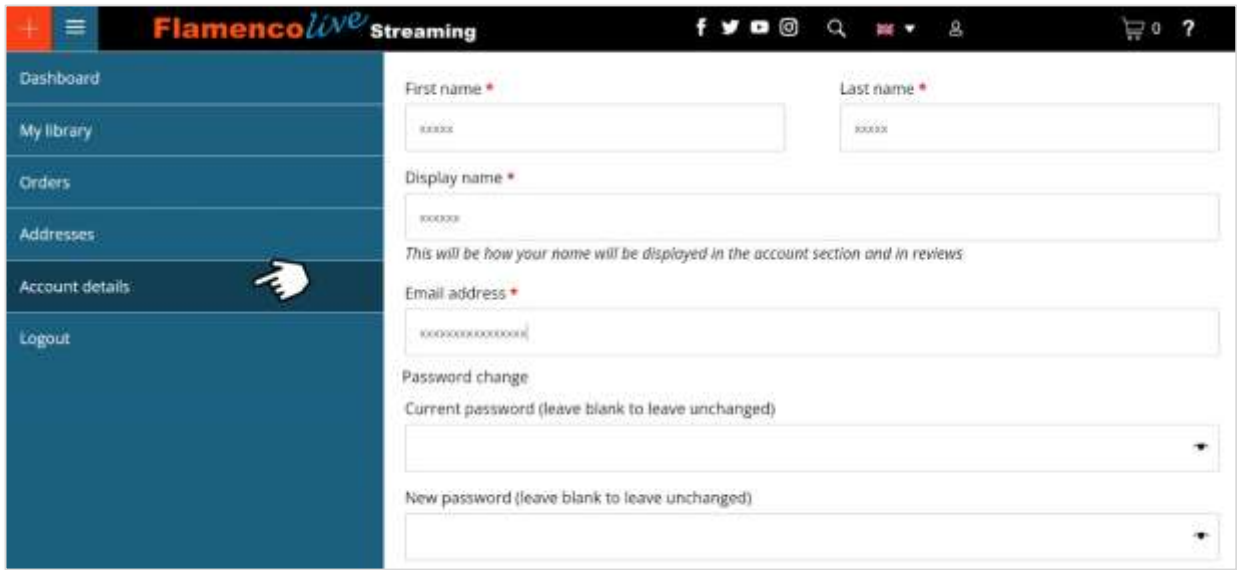


If you are not registered, to enter the portal for the first time, you must enter your email and you will receive the password to that email when you click on [Lost your password?](#)



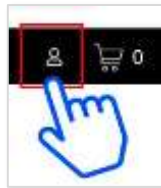
You will receive the password by email. If you have not received the email please review the spam or non-priority folders. We recommend that you add **orders@flamencolive.com** to your address book, to ensure that you always receive our emails correctly.

Once you have entered the password received by email, you are already identified, and if you wish, you can change your password at [“Account details”](#)



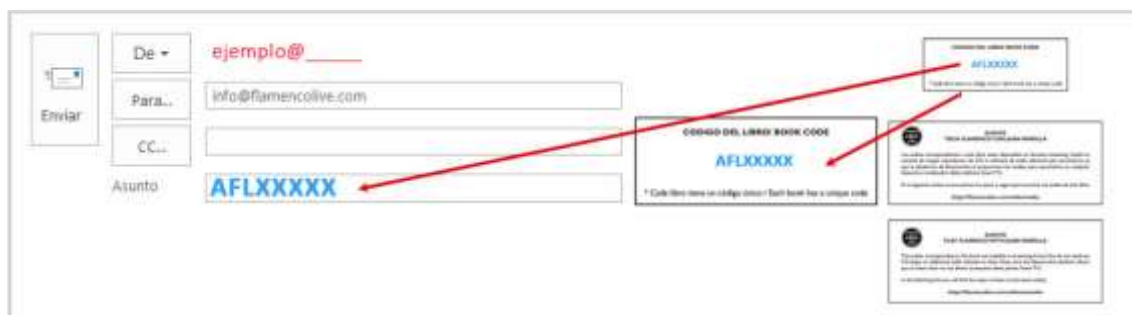
The screenshot shows the 'Account details' page of the FlamencoLive Streaming website. On the left is a dark blue sidebar with navigation options: Dashboard, My library, Orders, Addresses, Account details (highlighted with a white hand cursor), and Logout. The main content area is white and contains several form fields: 'First name *' and 'Last name *' (both with masked input), 'Display name *' (with masked input and a note: 'This will be how your name will be displayed in the account section and in reviews'), 'Email address *' (with masked input), and a 'Password change' section with 'Current password (leave blank to leave unchanged)' and 'New password (leave blank to leave unchanged)' (both with masked input).

Next time you want to enter the Streaming platform to see your products in your library, you must identify yourself by clicking on the icon [“User Identification”](#)



2. CUSTOMERS WHO PURCHASED AT A DISTRIBUTION POINT

Send an email to info@flamencolive.com, writing in the subject the code of your book and the name of the book you have purchased.



IMPORTANT:

- The email address from which you send the email will be the same one that you will use to access the Streaming platform.
- Your book code is unique, please write it correctly. The code is on the page before the index.

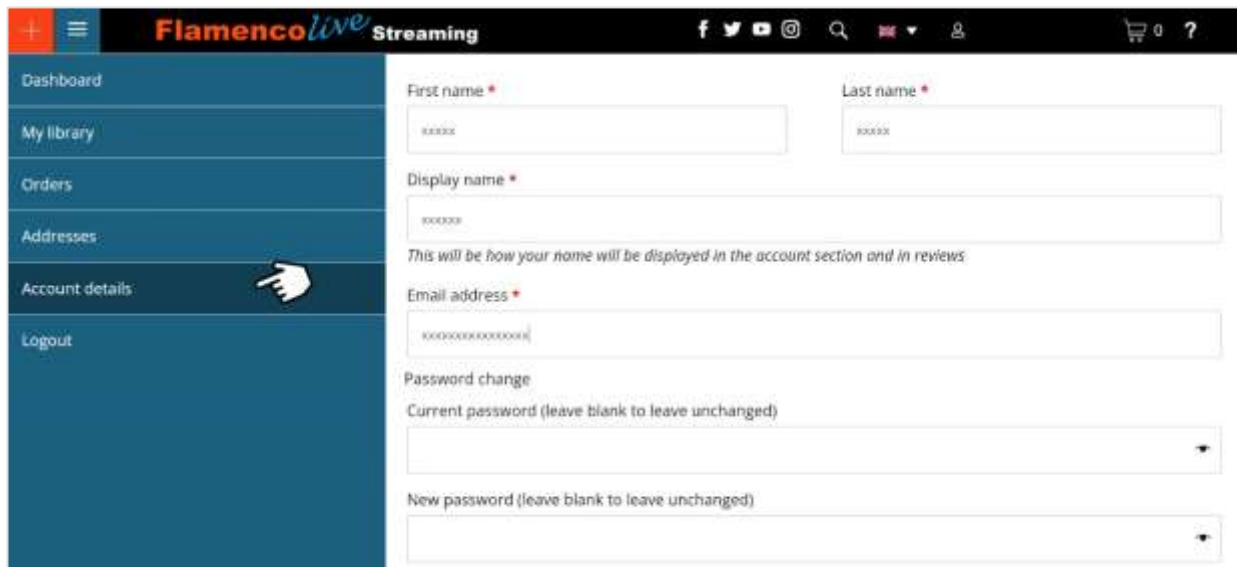
If you are not registered, as this is the first time you access the Streaming platform, you will receive an email from **orders@flamencolive.com** informing you that you have been registered on the platform.

If you don't see the email in your inbox folder, please review the spam or non-priority folders. We recommend that you add **orders@flamencolive.com** to your address book, to ensure that you always receive our emails correctly.

To enter the portal for the first time, you must enter your email and you will receive the password to that email when you click on [Lost your password?](#)



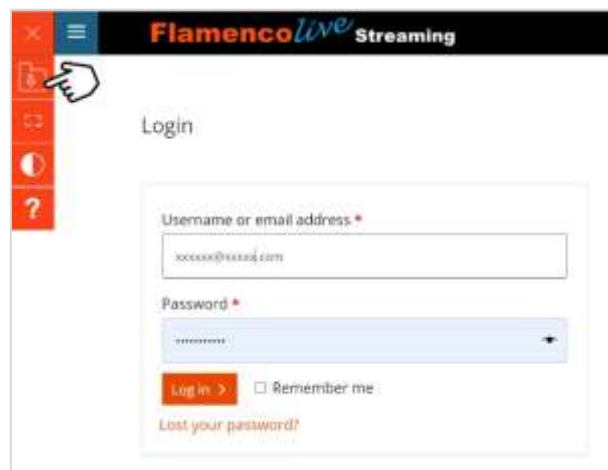
Once you have entered the password received by email, you are already identified, and if you wish, you can change your password at [“Account details”](#)



The screenshot shows the 'Account details' page in the FlamencoLive Streaming interface. The left sidebar contains a menu with items: Dashboard, My library, Orders, Addresses, Account details (highlighted with a hand icon), and Logout. The main content area includes the following fields and sections:

- First name * (text input)
- Last name * (text input)
- Display name * (text input)
- This will be how your name will be displayed in the account section and in reviews*
- Email address * (text input)
- Password change section:
 - Current password (leave blank to leave unchanged) (password input)
 - New password (leave blank to leave unchanged) (password input)

You will receive a second email informing you that you have the product in your [Library](#).



The screenshot shows the 'Login' page in the FlamencoLive Streaming interface. The left sidebar contains a menu with items: a red 'X' icon, a hand icon (highlighted), a gear icon, a moon icon, and a question mark icon. The main content area includes the following fields and sections:

- Username or email address * (text input)
- Password * (password input)
- Log in > button
- Remember me checkbox
- Lost your password? link

In the case you are already registered, you will only receive the second email notifying you that the product is in your [Library](#).

Next time you want to enter the Streaming platform to see your products in your library, you must identify yourself by clicking on the icon [“User Identification”](#)



For any questions or inquiries send an email to info@flamencolive.com