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Crystal Fieldhouse

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Saturday, February 13, 2021 weekend. Crystal Fieldhouse received complaints about Livebarn feed going in and out throughout the day. As we work to provide the best customer service from Livebarn, we are instructed to email them when we have issues. Our management team Emailed TechSupport@livebarn.com and this was their response:

We found a bug that prevented the autoplay feature from working correctly. Has since been resolved. If any end users reach out to the rink directly it is best practice to direct them to our website . We have contact buttons throughout the website, including on the header and footer of every page. Our agents are on standby waiting to assist and have tools to help do so. It also helps us track issues and quantify and qualify the data to help find and resolve bigger issues, etc.

*Sincerely,
Livebarn*

During Michigan's Government restrictions for ice rinks and smaller capacity allowed, it is **vitaly** important that your livebarn feed is available all the times! We apologize for any inconvenience caused and encourage everyone who has a livebarn subscription to contact livebarn as instructed above by the LiveBarn team.

Sincerely,
Michelle Wisenbaugh
2/18/21