

# Live Virtual Event Support

## Are you having trouble accessing our Live Virtual Event?

We strongly recommend beginning the registration process a half-hour prior to the start of the event to allow for any troubleshooting.

We recommend using Chrome or Firefox. Some browsers, such as Safari, do not support features like full-screen mode.

Remember, to access the video stream you will first need to claim your account using the registration link you should have received via email.

Using that link you will be prompted to enter your name, email, and create a password. Once you've done that, click on the blue "Register" button. This will lead you to a dashboard of screening rooms. Select your host or location from the list and enter that screening room by clicking on "Enter Screening Room". A screen that invites you to enter the event code. This code should have been sent to you in the same email where you accessed the link to the stream. Once in the screening room, all you have to do is hit play and engage in the chat! The stream will start automatically when showtime comes. If for some reason it does not begin at the set time, please refresh the page.

### Possible Issues:

- **Scenario 1:** You already logged on, then clicked the registration link again around the time of the event, expecting it to work as it did previously. You are then presented with a screen that says 'you are already registered'.
  - *There should be a link on the page to sign in. If so, click that link and use the credentials you used previously.*
- **Scenario 2:** You are already logged on, then click the direct link to the stream around the time of the event. Now you're presented with a screen with two options: log out, and your account.
  - *First try to **clear your cache** and repeat the login process.*
  - *If you still encounter a screen with the options: 'Your account' and 'Log out', immediately contact the host for the event you are trying to access (whoever you purchased the ticket from) and ask for the direct link to the stream.*
- **Other issues:**
  - If the stream is lagging or stalled, or if you seeing the "spinning circle" please try refreshing the page.
  - If you encounter a message that reads 'quota exceeded', you may have used your allotted bandwidth and might have to find a new internet connection.

- **Watching on a TV** – there are a couple of options to view the program on a TV:
  - You can connect your computer to your TV via HDMI cord
  - If you have a SmartTV you can use the internet browser and enter the video stream link into the browser.
  - If your device supports “Mirroring” or “Casting” you can use this feature (think Apple Air Play, Google ChromeCast, etc)
- **AirPlay**
  - Check out this *step-by-step guide on how to use AirPlay.*
- **Chromecast**
  - Here is a *guide on how to use Chromecast from your computer.*
  - At this time *Chromecast is not available to cast from Apple devices like the iPhone or iPad.*
- **Using with Roku:**
  - There is an Apple app that allows the ability to cast to your Roku. The iOS app is called iWebTV
  - ( <https://apps.apple.com/us/app/iwebtv-cast-web-videos-to-tv/id999462129>)
  - Install app on phone
  - Turn on your Roku and search for the app on Roku (iWebTV) and add it to your Roku
  - Open the app on your tv and your phone. The two will guide through a quick set up to connect them.
  - To watch the event, simply put the screening link into the browser section of iWebTV (on your phone) and then click go. It will pop up and ask where you want to view it.. be sure to choose the name you gave on the tv set up and it will then cast beautifully.
  - If you don't have an Apple device you can reference some of the apps in this article:
    - <https://support.roku.com/article/208754928-how-do-i-use-screen-mirroring-with-my-android-or-windows-device->
- **Connecting to the chat:**
  - By default you should be automatically connected to the chat when you log in.
  - If you are not able to engage in the chat, first try refreshing the page.
  - If you are prompted to log in to the chat, use the credentials you used when you registered on [livestreamfest.com](http://livestreamfest.com).

### **Still having trouble?**

- email [info@wildandscenicfilmfestival.org](mailto:info@wildandscenicfilmfestival.org)
- Or call: 415-630-7933
- support hours for live events: 8am to 8pm Pacific Monday – Friday. Saturday and Sunday 9am to 7pm Pacific
- Support hours on Non-live event days: Monday-Friday 9am-5pm PST