



FAQ for A Flat Rock Playhouse Christmas 2020

When can I watch *A Flat Rock Playhouse Christmas*?

When you purchase your ticket you select the date on which you want to view the performance. The concert will be available to watch any time between 10:00 AM and 11:59 PM on that date.

If you need to change your viewing date, contact the Box Office at 828.693.0731 no later than 24 hours before your scheduled date. Or email us at: ChristmasHelp@flatrockplayhouse.org. Box Office hours are Monday - Thursday, 10:00 AM - 5:00 PM

I bought my ticket...how do I now watch the performance?

- You will receive an email from tickets@flatrockplayhouse.org on the Monday before your selected viewing date.
- This email contains a test link/video. We encourage you to try out accessing the video and testing the device on which you will watch the show. This gives you time to experiment with the best viewing configuration.
- On your selected viewing date, you will receive another email at 10:00 AM that has a link to the show and a unique password. After clicking on the link, you will

be asked to provide the unique password you were sent. You'll then be able to watch the performance.

- If you don't receive your reminder or day-of link, make sure to check your junk/spam folder.

- If you haven't received your link by shortly after 10:00 AM on your selected viewing date, please contact the Box Office at 828.693.0731 or ChristmasHelp@flatrockplayhouse.org.

How long will the *A Flat Rock Playhouse Christmas* be available for viewing?

On your selected viewing date, the concert will be available at any time between 10:00 AM to 11:59 PM.

What browsers do you recommend for watching *A Flat Rock Playhouse Christmas*?

- The recommended browsers for viewing are Chrome, Firefox, Microsoft Edge, or Safari.
- Internet Explorer does not work well with the video stream.
- In order to watch on your television, we recommend researching and testing ahead of time the best method for connecting your computer to your television. This may be through an HDMI cable, screen mirroring, etc.
- You may also watch on a laptop or desktop computer, a tablet or smartphone.

Is there a way I can test this before my selected viewing date?

Yes! We encourage you to try out accessing the test video included in your confirmation email that was sent after you purchased your ticket. This will enable you to experiment with the best viewing option for you (e.g., TV, tablet, etc.).

Can I watch *A Flat Rock Playhouse Christmas* on any site other than through the link provided?

No, the show is only available through the link emailed to you with your unique password.

Can I watch *A Flat Rock Playhouse Christmas* on my television?

The show is accessible only through an internet browser. However, if you have a television that allows you to stream, cast, mirror, or use an HDMI cable, you may use that method to watch our performances on your television. We recommend checking your television model, reviewing its capabilities, and testing using the test video link before your selected viewing date.

Do you offer technical support?

We are happy to provide some useful tips on how to watch *A Flat Rock Playhouse Christmas* on devices like your computer, tablet, or smartphone. For technical assistance, please email us at ChristmasHelp@flatrockplayhouse.org.

We are unable to provide any customer service or technical support for TV streaming.

Can I control the video quality?

Yes, there is a button that looks like a gear  in the lower right corner of the video frame that allows you to control your video resolution. This is set to "AUTO" by default, but if you choose to control this more manually, that option is available. If the video is continually starting and stopping, you may want to try reducing video quality.

Here is an article with a thorough explanation of internet speed as matched to the video player quality, as well as the ability to test your internet speed: <https://vimeo.zendesk.com/hc/en-us/articles/224968848-Playback-quality-and-buffering-issues>

Can I make the video full screen?

Yes, there is an option to view the video in full screen mode. That button, which looks like four arrows pointing outward  is located in the lower right corner of the video frame. To exit full screen mode at any time, you can press the "ESC" button on your keyboard or press the four-arrows button again.