

PORCHLIGHT MUSIC THEATRE ONLINE - FREQUENTLY ASKED QUESTIONS

How will I receive the video link?

If you have purchased tickets before the streaming start date, you will receive the viewable link and password by 12PM Central. If you have purchased tickets past this date, you will receive your viewable link and password immediately following your purchase. Once you have received your confirmation email with your link and password, you will have **72 hours** to watch the performance. The video link and password will be sent to the email address used to purchase the event. If you have not received your video link and password, please check your Spam folder.

When will I be able to watch the program?

Your viewable link and password will be sent to the email you used to register for this event immediately following your purchase, or by 12pm if purchased early. Once you receive your link and password, you will have **72 hours** to watch the performance.

What if I experience technical difficulties or am unable to view “New Faces Sing Broadway 1947?”

We are not responsible for technical difficulties on your home devices or any issues with your local broadband or WiFi. However, there is online support available to help you as best we can. Contact boxoffice@porchlightmusictheatre.org for online support, or call us at 773.777.9884. The box office is open Tuesday-Friday from 12-5PM. Please remember that your video link and password will be available for **72 hours** from the time it was sent.

What's the refund policy?

There are no refunds for this event.

Is my order or ticket transferrable?

There are no transfers or sharing for this event.

May I give this as a gift or purchase access for multiple viewers?

Yes, you may gift access to friends and family! To do so, you will need to make a separate purchase for each person and provide a different name and email address associated with that viewer. The confirmation email will go directly to them, and they will have 72 hours from the time of purchase to watch the performance.

How do I contact the box office if I have questions?

You can email boxoffice@porchlightmusictheatre.org with questions, or call us at 773.777.9884. The box office is open Tuesday-Friday from 12PM-5PM. We will get back to you as soon as possible and thank you for your patience.

TROUBLESHOOTING TIPS

1. When entering the access password, please remember that it is **case sensitive**.
2. Make sure your computer volume is up and not muted.
3. We recommend using Google Chrome or Safari as your viewing browser.
4. If you are experiencing any buffering, close unnecessary applications, turn off any downloads that might be happening in the background, and ensure that you have a stable WiFi connection.
5. We recommend giving yourself twenty minutes to ensure that your device is set up and ready to go before watching the program.

ADDITIONAL WATCHING TIPS

The video link is viewable on your computer, tablet, or smartphone. If you are interested, you may also be able to watch via your Smart TV, depending on the age and model.

- To screen mirror to an Apple TV, please follow these instructions:
<https://support.apple.com/en-us/HT204289>
- To screen mirror to a Roku TV, please follow these instructions:
<https://support.roku.com/article/208754928>
- To screen mirror to an Amazon Fire TV, please follow these instructions:
<https://www.amazon.com/gp/help/customer/display.html?nodeId=GA7K5AML6222YDEW>
- To Google Cast, please follow these instructions:
https://support.google.com/chromecast/answer/3228332?hl=en&ref_topic=4602553

Please note that Apple/iOS devices are not compatible with Roku or Amazon Fire.