

# VIRTUAL FREEP FILM FESTIVAL: A STEP-BY-STEP GUIDE

## HOW TO BUY TICKETS

- Tickets are on sale now, and will be on sale through Dec. 6. Individual screenings are \$8.
- Tickets to individual films are available at the individual film pages. The individual film pages are all accessible here: <https://freepfilmfestival.com/2020-virtual-festival-lineup/>. Just click on the film title to get to the purchase page, which will include this **Reserve Tickets** button.

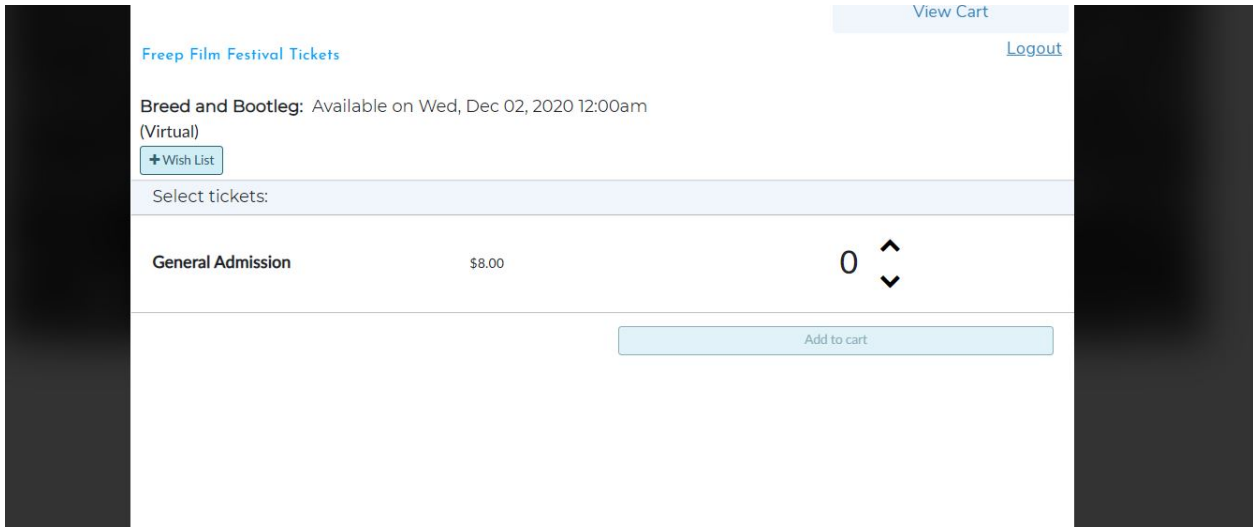
### FILM AVAILABLE THESE DATES

Dec. 2-6

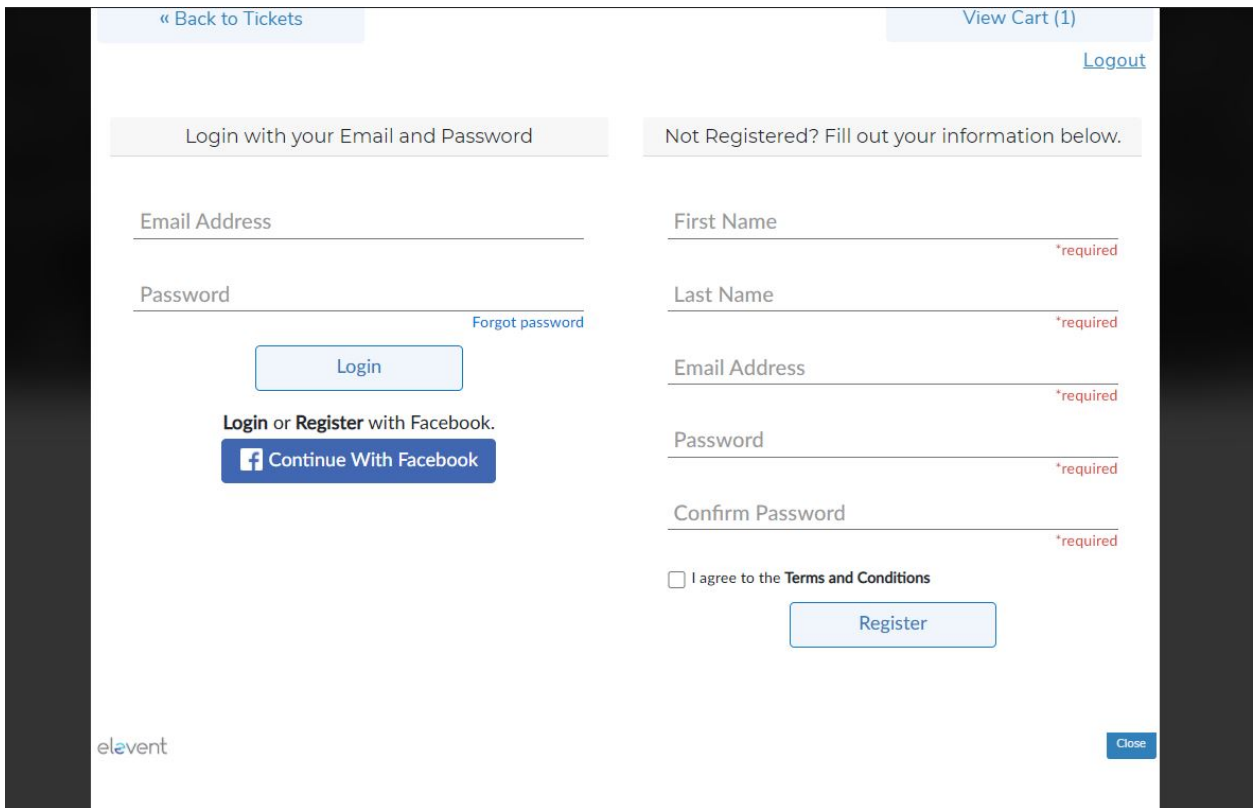
RESERVE TICKETS

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- After clicking on **Reserve Tickets**, you'll see this pop-up.



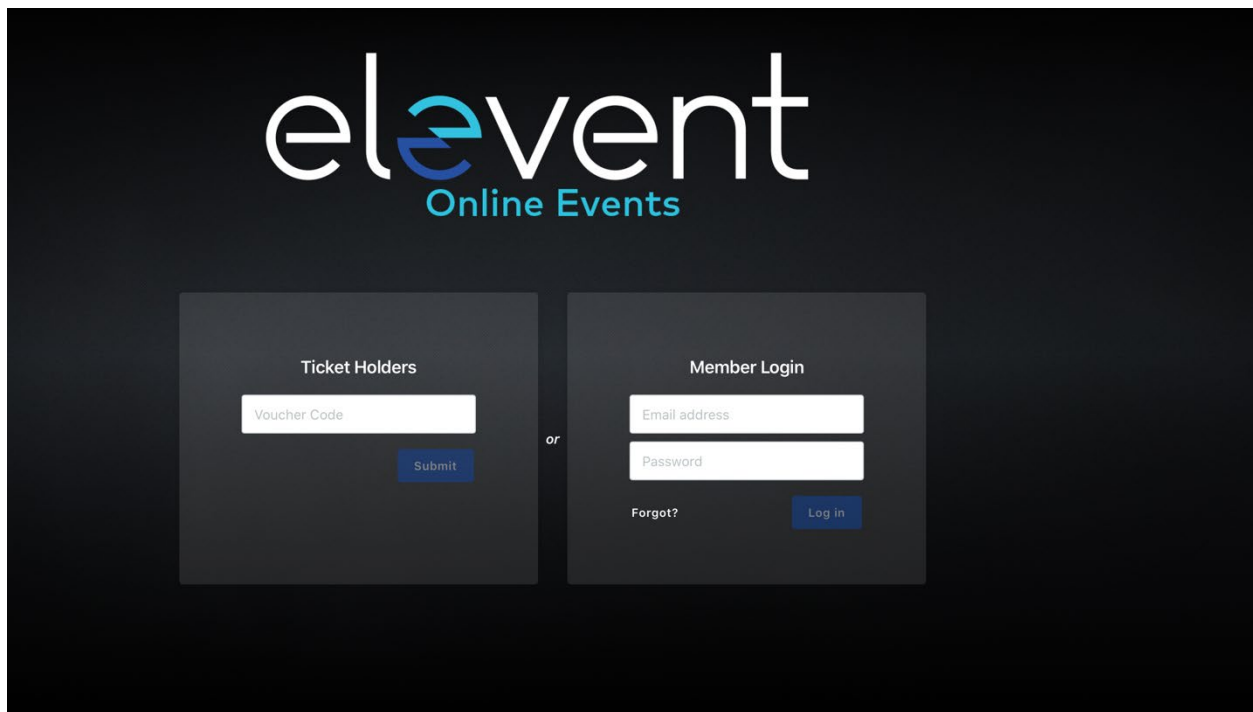
- Choose your number of tickets with the ^ button. Then hit the **Add to Cart** button and then **Continue to Checkout**.
- Then you'll be prompted to sign in (if you've bought through Freep Film Festival or Eevent before) or create a new account (if you are a first-time buyer).



- Next, you'll be prompted to pay for your films by credit card.
- That completes the purchase process. Now, let's watch the film!

## HOW TO WATCH THE FILM

- If you buy the tickets in advance of the festival, you will receive an email one hour before the film becomes available for screening. In this case, the films become available Dec. 2.
- If you buy your tickets at any point during the festival dates (Dec. 2-6), you will immediately receive the email that will allow you to watch the film.
- The email will arrive from **Elevent** <[donotreply@mail.goelevent.com](mailto:donotreply@mail.goelevent.com)> with a direct link to watch the film. There also will be a voucher code for that film or event. Use the instructions below to walk through the watch process.
  - **Note: If you purchased tickets to multiple films, you will receive a separate email for each film.**
- You can also go to [virtual.goelevent.com](http://virtual.goelevent.com). From there you will see:



- Enter your individual film voucher code to watch your film! All films will be available Dec. 2-6, 2020. You can watch anytime on those dates. Once you click the play button, you will have 48 hours to complete the film you have selected. If you purchase tickets on Dec. 6, you will still have 48 hours to watch your film – meaning until Dec. 8.

## HOW TO WATCH AS A PASS HOLDER

- Purchase a pass at <https://freepilmfestival.com/passes/>. Click on the **Buy Virtual Pass** button. Virtual passes are \$32 and provide access to all five films and conversations.
- The purchasing steps will be the same as for ticket holders (in the example above).
- After you purchase your pass, you will receive an email from **CineSend** <hello@cinesend.com>, inviting you to join the Freep Film Festival Online Portal, which will look like this:

Hi

Elevent invited you to join their On Demand portal.



Powered by  
**CineSend**

- Click the **JOIN** button and you will see the following screen:

**Welcome**  
Fill out the fields below to finish setting up your account.

Name

Email

Create a password

[Create Account](#)

- **Create a password** and then click **Create Account**. Don't forget to write down your password for later.
- If you need to get back to the online portal, just use this link: [virtual.goelevent.com](https://virtual.goelevent.com).
- All films will be available Dec. 2-6, 2020, through this online portal. You can choose to watch any of the films, at any time, during those dates.

## MORE FAQs

### **Q: Can I watch or participate in the Q&As at any time?**

A: Yes and No. Q&As take place on a specific date and time, so if you want to participate in the live Q&A, where you can pose your own questions, please go to <https://freepfilmfestival.com/> for the live Q&A schedule. The Q&A times will be posted on the pages for the individual films, and a direct link will be provided.

The live conversations will be hosted on the [Detroit Free Press Facebook page](#) and the [Freep Film Festival Youtube channel](#).

After the live Q&A, an archived version of the conversation will be made available. If the conversation happened before you watched the film, once the film concludes, you will see a button that says, “Click here to watch post-film discussion!” which will lead you to the recording.

If you watched the film prior to the live Q&A happening, you can still watch the conversation. The Q&As will be posted live and archived to the [Freep Film Festival YouTube channel](#). Just head there to watch the recording.

**Q: What is a “watch window”?**

A: Ticket holders will receive links to watch the film. The watch window is the amount of time you have to watch the film once you press “PLAY.”

**Q: How long are watch windows?**

A: All films have 48-hour watch windows. If you have an issue, please email us at [freepfilmfestival@freepress.com](mailto:freepfilmfestival@freepress.com)

**Q: Can I pause or rewind during the watch window?**

A: Yes, you have complete access to the entire program during your watch window.

**Q: What if I fall asleep in the middle of the film? Will I be able to start the film at the beginning and watch the next day?**

A: Yes, you can watch the film as many times as you like within the 48-hour period.

**Q: If I am a passholder, does the watch window pertain to me?**

A: No, as a passholder, you can watch the films as many times as you like throughout the duration of the festival Dec. 2-6, 2020.

**Q: Can I watch the films from anywhere in the United States?**

A: You can watch most films from anywhere in the United States. Two exceptions are “Coded Bias” and “Dope, Hookers and Pavement,” which are only available to watch in Michigan. This type of limited availability, known as geo-blocking, is frequently used by filmmakers as they take their films to festivals around the country.

**Q: What if my film is not playing smoothly?**

A: We use adaptive bitrate streaming, which means the streaming quality will automatically adjust based on your internet speed. If your internet connection is weak or inconsistent, you may experience problems during playback. If you’re on wifi, try moving closer to your router. To test your internet, go to [speedtest.net](http://speedtest.net) and click Go. Wait for the test to complete. For good quality streaming, you need an available download speed of at least 5 Mbps. If you’re getting slower speeds, try resetting your internet router or contacting your internet provider’s technical support.

**Q: What are Elevent and CineSend? I see these names on certain pages.**

A: These systems give us the ability to virtually screen the films with ease. CineSend is the video-on-demand system. Elevent is our ticketing provider. The ticketing and video-on-demand systems work together to give you the best ticketing and viewing experience!

## Q. How can I watch the films on my TV?

There are several options for watching the films on your TV, rather than the laptop, phone or device where you made your purchase. They are all dependent on the equipment or software you have at home. Here is a rundown of some common possibilities:

- **Chromecast:** If you have a Chromecast device, you can use it to push the film to your TV. You must be using the Chrome browser on your Android, Windows, or Mac OS device. After clicking the “View” button in your virtual access email, press “Play” on the next page. Then cast directly from the player window by clicking the icon in the lower right-hand corner of the browser window. Connect directly from the video. Do not use in-screen mirror mode. Note: Chromecasting is **not** available for iPhone or iPad. The browser on iOS devices does not support the necessary anti-piracy protocols.
- **Airplay:** Click on your Airplay icon on your device and then turn on your TV or device you would like to view from (it must be Airplay compatible). Once the devices find each other, you may be prompted to enter a code. Enter the code to give your device access. After clicking the “View” button in your virtual access email, press “Play” on the next page. Connect directly from the video. Do not use in-screen mirror mode.
- **Apple TV:** At this time, this is only available to individual ticket holders. Download the Elevent TV app from the Apple store and enter the voucher code from your Virtual Event access email.
- **Roku:** At this time, only available to individual ticket holders. Download the Elevent TV app from the Roku store and enter the voucher code from your Virtual Event access email. A short video is available on the help page with more details.
- **Other Smart TVs:** If you can access your email in your Smart TV’s built-in browser, try clicking the “View” button in the virtual access email, followed by “Play” on the next page. Not all Smart TVs will be able to play videos in this manner.
- **HDMI cable:** You can also connect an HDMI cable from your device to your TV. If your device does not have an HDMI plug in, you might require additional adaptors to connect an HDMI cable.

## Q: What do I do if I can’t figure out how to watch the film?

A: Email [freepfilmfestival@freepress.com](mailto:freepfilmfestival@freepress.com) and include the details, a screenshot and your phone number and we will help you as best as we can!