

# VIRTUAL FREEP FILM FESTIVAL: A STEP-BY-STEP GUIDE TO WATCHING AT HOME

Most of the 2021 Freep Film Festival lineup is available for at-home streaming. This document will walk you through how to buy virtual tickets or passes — and how to access the films.

## THE FOLLOWING FILMS ARE AVAILABLE VIRTUALLY

First up: Here are the available films. Clicking the links will take you directly to an individual film's ticketing page.

[A Choice of Weapons: Inspired by Gordon Parks](#)

[Alumination](#)

[Becoming Cousteau](#)

[Boblo Boats: A Detroit Ferry Tale](#)

[Company Town](#)

[Detroit Remember When: Rockin' Robin Seymour](#)

[Digging for Weldon Irvine](#)

[El Father Plays Himself](#)

[Flint: Who Can You Trust?](#)

[Hamtramck, USA](#)

[Real Fresh university showcase](#)

[Shorts Program #1: Community Snapshots](#)

[Shorts Program #2: Land and Sea](#)

[Shorts Program #3: True Stories](#)

[Storm Lake](#)

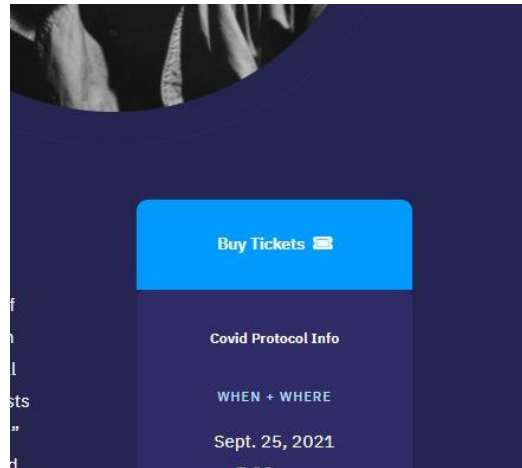
[The First Step](#)

[The Passing On](#)

[This Might Hurt](#)

## HOW TO BUY TICKETS

- Tickets are on sale now, and will be on sale through Sept. 26. Individual screenings are \$10.
- Tickets to individual films are available at the individual film pages. The individual film pages are all accessible here: <https://freepfilmfestival.com/2021-films/>. Just click on **Tickets and More Info** button to get to the individual film page, which will include this **Buy Tickets** button.



- After clicking on **Buy Tickets**, a new tab will open on your web browser. You'll see a screen that looks like this:



- To buy a virtual ticket, click on the button that says **Available on Wed., Sep 22 (Virtual)**. More on that date a little later.
- Choose your number of tickets with the ^ button. Then hit the **Add to Cart** button. If you want to purchase tickets to another film, go back to the browser tab for the Freep Film Festival website, and you can add tickets for another film to your cart. If you only want to purchase the film that you just added, click **Continue to Checkout**.
- Then you'll be prompted to sign in (if you've bought through Freep Film Festival or our ticketing provider, Elevent, before) or create a new account (if you are a first-time buyer).

« Back to Tickets View Cart (1)

[Logout](#)

Login with your Email and Password

Email Address

Password  [Forgot password](#)

Login or Register with Facebook.

Not Registered? Fill out your information below.

First Name  \*required

Last Name  \*required

Email Address  \*required

Password  \*required

Confirm Password  \*required

I agree to the [Terms and Conditions](#)

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- 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 at 7 p.m. Sept. 22.
- If you buy your tickets at any point during the festival dates (Sept. 22-26), you will immediately receive the email that will allow you to watch the film.
- The email will arrive from **Elevent (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:

A screenshot of the eLevent website's login interface. It features two main sections: "Ticket Holders" and "Member Login". The "Ticket Holders" section has a white input field labeled "Voucher Code" and a blue "Submit" button. The "Member Login" section has two white input fields labeled "Email address" and "Password", a blue "Log in" button, and a "Forgot?" link. The word "or" is positioned between the two sections. The background is dark grey.

- Enter your individual film voucher code to watch your film! All films will be available for purchase Sept. 22-26, 2021. 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 Sept. 26, you will still have 48 hours to watch your film – meaning until Sept. 28.

## HOW TO WATCH AS A PASS HOLDER

- Purchase a pass at <https://freepilmfestival.com/passes/>. There are four types of passes. Each pass offers different benefits (and different limitations), but all four of them are redeemable for virtual screenings. It's worth noting the Virtual-Only Virtual pass is \$80 and provides virtual access to all films available in the festival.
- The purchasing steps will be the same as for ticketholders (in the example above).
- After you purchase your pass, you will receive an email from **CineSend** ([hello@cinesend.com](mailto:hello@cinesend.com)), inviting you to join the Freep Film Festival Online

Portal, which will look like this:

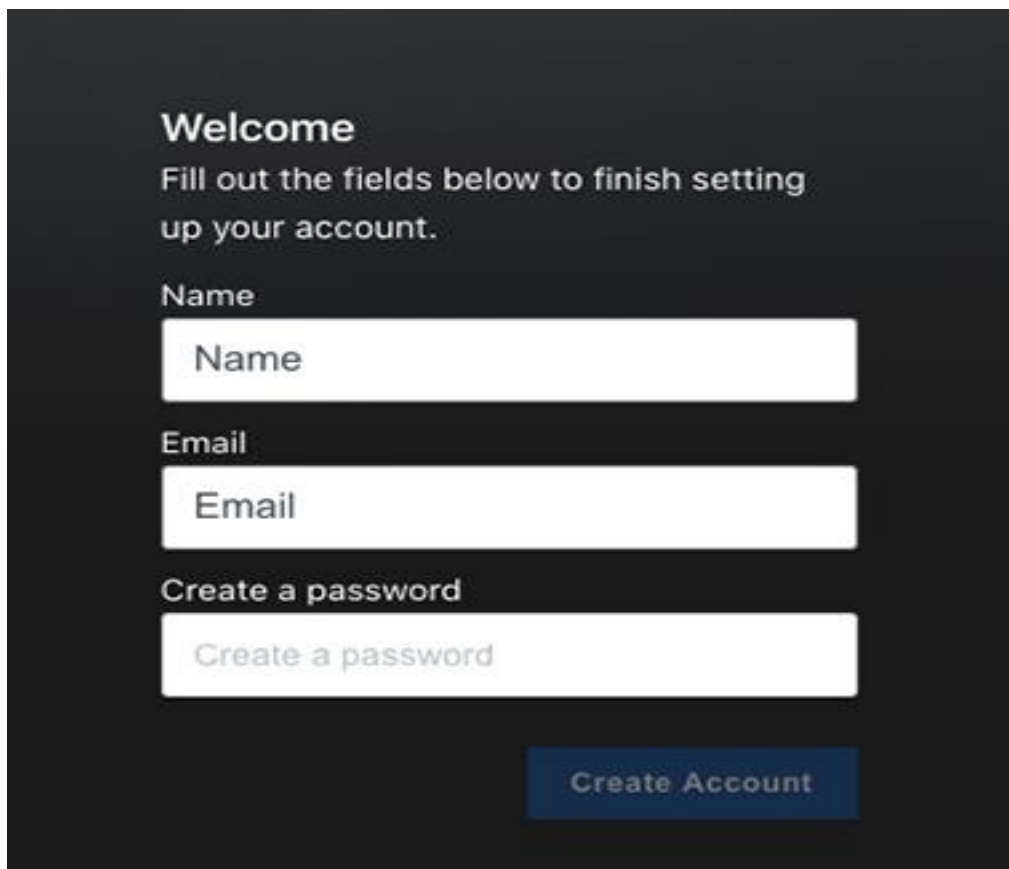
Hi

Elevent invited you to join their On Demand portal.

Join

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  
Name

Email  
Email

Create a password  
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](http://virtual.goelevent.com).

- All films will be available Sept. 22-26, 2021, through this online portal. With the three all-festival passes, you can choose to watch any of the available films, at any time, during those dates. If you choose the Festival Five Pack, you can redeem any of your five films during that time.  
Remember, from the time you press Play on a film, you'll have 48 hours to complete your viewing. This means you'll have two extra days for anything you watch beginning on Sunday, Sept. 26.

## MORE FAQs

### **Q: Can I watch Q&As if I choose virtual tickets or passes?**

A: The quick answer: It depends. For some films, we'll be recording Q&As in advance and they'll be available at any point. In a couple instances, we'll be recording live Q&As at our in-person screenings and uploading them to the virtual site once they are complete. Some films will have no virtual Q&As.

We'll include the information about Q&As – virtual and in-person — on the individual film pages on the Freep Film Festival website.

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

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: Why do the virtual tickets all say "Available Wed., Sep 22 7 pm"?**

That is the first time the film is available. It is not the time you need to watch the film. The film is available for purchase – or viewing — through the duration of the festival.

### **Q: What is a "watch window"?**

A: Ticket holders will receive email 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 Sept. 22-26, 2021.

**Q: Can I watch the films from anywhere?**

A: For some films, yes. For some films, no. Many of our festival offerings are only available to watch in Michigan. This type of limited availability, known as geo-blocking, is used by festivals around the country.

The information about which films are available in which geographic locations are on the individual film pages on the festival website.

**Q: Why would the festival geo-block? Wouldn't it be better to just make all the films available to everyone?**

Freep Film Festival does its best to partner with filmmakers who bring their documentaries to our event. In some cases, they prefer that access is limited to the festival's footprint. This allows them more flexibility to take their documentary to other festivals around the country — or pursue a wide variety of distribution opportunities.

In short, it helps preserve the film's audience for the filmmaker. We think that's a good thing.

**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](https://www.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: First, our partners at Elevent have put together another FAQ. It contains some additional information beyond what you see here.

If you are still struggling, email [freepress@freepress.com](mailto:freepress@freepress.com) and include the details, a screenshot and your phone number and we will help you as best as we can!