Virtual Event Schedule Info

How does the schedule work for virtual films events?
Virtual screening events take place over one or more calendar days, with the film being available to view starting at a certain time (typically 8:00 a.m. ET) on the start date and ending at midnight on the end date. Ticket sales will typically end at 8:00 p.m. on the end date. (Check individual events for exact times.)

Once you begin to watch a film you will have until midnight on the final day, to finish viewing it. The link you receive to access a film is specific to your ticket and will only be accessed from one device. You will not be able to start watching on one device and finish watching on another. You will also not be able to share the link with anyone else once you have started watching it.

What time zone is the schedule using?
All times are based on *Eastern Standard/Daylight Time.*

Access Your Virtual Event

When will I have access to my virtual event or live stream?
You will receive a Virtual Access email to the email address used to purchase your ticket. **This is separate from the email with your order confirmation.** If the virtual event is already available for viewing, you will be presented with a link on the order confirmation screen immediately after purchase to start watching. When the virtual event or access begins at a scheduled date and time, you will receive the Virtual Access email one hour before the virtual event.

I can't find my Virtual Access email, what do I do?
Be sure to check spam and junk folders. Search your mailbox using "Michiana Jewish Film Festival" or the email address "donotreply@mail.goelevent.com"

I can't find the virtual event access email, what do I do?
You can access the virtual event from your **Elevent Account on your Order History** page. Click **HERE** for direct access. If you're not logged in, you will need to login first. You will see a view button displayed with the order details.

I don't see the view button on my order history page, what do I do?
The view button will appear at the scheduled date and time for the virtual event. If you've purchased your ticket during the scheduled viewing dates, it may take up to an hour to show up after you've placed your order. If you believe the virtual event should be available for viewing and is not, please contact us at info@thejewishfed.org.

Watch Your Virtual Event

What are the system requirements?
You can watch content on PCs running Windows 7+, and Intel-based Macs running OSX 10.12+. You can also watch films on Android tablets and phones using Chrome, and on iPhones and iPads using Safari.

Do I need to download an app to watch?
No, you do not need to download and install an app to watch. To watch on your PC, laptop, or phone, go to: https://virtual.goelevent.com/ and enter the voucher code you will have received in your Virtual Access email (the 2nd email you received).

What are the requirements for Windows computers?
Windows 7, Windows 8.1 or Windows 10
Supported browsers: Google Chrome, Firefox, Microsoft Edge, Opera. We recommend using the latest version of your browser. Internet Explorer is not supported.

What are the requirements for Mac computers?
Mac OSX 10.12 or later
Supported browsers: Google Chrome, Firefox, Safari, or Opera. We recommend using the latest version of your browser.

Can I watch content on my iPhone/iPad?
Yes, you can watch content using Safari on iOS 11.2 or later. Please note that you must have "Screen Mirroring" turned off for content to play in your iPhone/iPad.

Can I watch content on my Android Device?
Yes, you can watch content using Chrome on Android 6.0 or later.

Can I Chromecast content?
You can Chromecast from a Chrome web browser on PC and Mac computers as well as Android devices by selecting the cast button in the bottom right-hand side of the player. **Click HERE for a video tutorial on how to Chromecast. Click HERE to download the Chromecast app.**

Can I AirPlay to my AppleTV?
You can AirPlay from most browsers if you have Apple TV by selecting the cast button on the bottom right-hand side of the player. **Click HERE for more info from Apple.**

What happens if I forget my password?
Use the password reset option on the login page to reset your password. You will need access to the e-mail address you use to log in.

Why does video playback stall or not play smoothly?
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.

Why can't I cast to my TV from my iOS device? Why does playback not work for some videos?
Chromecast only works through Chrome, and is not supported on iOS devices. Casting from an iOS device for certain DRM content is not supported. You will need to watch via the online portal or viewing app on your TV.

Films will be accessible via our virtual streaming portal.

For Laptops/Desktops/Phones/Tablets:
1. We will send an email with a link to the viewing platform an hour before the scheduled show time. If the virtual event is already available for viewing, you will be presented with a link on the order confirmation screen immediately after purchase to start watching. If you have trouble receiving this email before the scheduled show time, please contact us.
2. In the email, click "View on E"
3. You will be taken to the virtual streaming portal. Select "Play Now" and enjoy the show!

For TVs: Our virtual streaming portal will be available via Roku or Apple TV.

Roku Instructions

The following are instructions for setting Up Your Roku Streaming Stick+ for the first time. If your Roku device is already installed, skip to the next section ("If you already have Roku installed")

Setting up your Roku Streaming Stick+ for the first time will give you the ability to stream your films from the 11th Annual Michiana Jewish Film Festival. Set up can be accomplished in a few easy steps!

Before set up, in each Roku Streaming Stick+ box, you should have the following items:

●1 Roku Streaming Stick+ (4k HDMI)
●1 Roku remote with voice control (with 2 AAA batteries)●1 USB power cable with long-range wireless receiver
●1 Power Adapter and extender cable

STEP 1
Plug your Roku Streaming Stick+ into one of your television's HDMI slots. Connect the USB included with your device into one end of the Streaming Stick+, and the other end either into your television's USB slot or into the power adapter included with your Roku device. Then set your television source/input to the Streaming Stick+'s corresponding HDMI slot.

STEP 2
Let's establish your wireless connection. Using the Roku Voice Remote, choose the network you would like to connect your device to (we recommend the network with the strongest internet connection to maximize the resolution, stream quality, and functionality of your Roku Streaming Stick+.) Enter the network password and Roku will run the connection. If you see three green checks on the screen, your Roku device is now connected to the internet.

STEP 3
Creating your Roku account is required to move forward. Follow the on screen steps to create your Roku account. You will need to verify the account through the email address you entered during the account creation process. Once you press the link emailed to you from Roku, your account will be all set!

STEP 4
To stream the films you purchased tickets for, you'll need to download our festival channel from the Roku Channel Store. You can add Roku channels on the Roku device homepage, from your Roku app, or from your Roku account online.

Find ADD CHANNELS and search "ELEVENT TV." Navigate to the channel icon and press ADD CHANNEL. The Elevent TV channel will be added to Roku devices listed under your account. Once installed, all you need is the 9-digit voucher code which will be emailed to you prior to the event's screening. Enter this code on the Elevent TV Roku Channel and you will be able to stream the event! At this point, you are all set and ready to enjoy the festival's programming!

IF YOU ALREADY HAVE A ROKU INSTALLED:

To stream films you purchased tickets for, just go to the Roku Channel Store and search for: ELEVENT TV.

Navigate to the icon with the logo and press ADD CHANNEL. Once you have Elevent TV installed, you just need to open up the channel on your device and enter the 9-digit voucher code sent to your email address sent by us! Press SUBMIT and your film will begin streaming to your television!

TROUBLESHOOTING ROKU
In the event that you encounter issues with your Roku device or have questions about your device, here are some quick tips and FAQ to help you navigate through the troubleshooting steps.
https://support.roku.com/category/115001360548

Here is a quick installation video to set up your Roku Streaming Stick+
https://youtu.be/eV3b_eerV24

Airplay/AppleTV Instructions

Airplay video from your iPhone or iPad

1) Connect your iOS device to the same Wi-Fi network as your Apple TV or AirPlay 2-compatiblesmart TV.
2) Find the video that you want to AirPlay.
3) Tap. In some third-party apps, you might need to tap a different icon first.* In the Photos app, tap, then tap.
4) Choose your Apple TV or AirPlay 2-compatible smart TV. To stop streaming, tap in the app that you're streaming from, then tap your iPhone, iPad, or iPod touch from the list.

Airplay video from your Mac

1) Connect your Mac to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2) On your Mac, open the app or website that you want to stream video from.
3) In the video playback controls, click.
4) Select your Apple TV or smart TV. Ensure that mirror screen is disabled as it will cause the stream to be disrupted/unable to play on your television.