

## **HOW TO STREAM**

After your purchase, you'll receive an email with a link to watch the project from our streaming partner Overture+. Click the link for access to the streaming site. Once there, simply click "Watch Now" and enjoy!

## **FREQUENTLY ASKED QUESTIONS**

We want to provide you with as much information as possible to help you feel confident and excited about our streaming productions. If you don't find the answer to your questions below, please email [BoxOffice@asf.net](mailto:BoxOffice@asf.net) for additional support. Please allow 24 hours for a member of our team to respond to you.

### **Can I order tickets over the phone or in-person?**

Tickets for streaming projects are only available for purchase online. The ASF Box Office is currently closed to the public but will be available for phone and email support beginning December 3 (with limited hours).

### **Do I need to purchase a ticket for everyone in my household?**

Tickets are \$15, and intended for single-household use. You and members of your household may watch *A Christmas Carol* anytime on-demand until the stream expires at 11:59 p.m. on December 27. If you wish to bundle your ticket with a donation to ASF, please consider the options available at checkout.

### **Can I use my gift certificate or ticket values on account?**

If you have an ASF gift certificate but haven't received an email from us, please contact [BoxOffice@asf.net](mailto:BoxOffice@asf.net).

### **Can I give *A Christmas Carol* as a gift?**

Yes! Just purchase your ticket and add an additional ticket for each person you'd like to share with. You should receive a link for each ticket in your confirmation email.

### **I'm new to streaming. How do I do it?**

If you're reading this message on a desktop computer, smartphone, or tablet, you're 99% of the way there! We are hard at work right now to provide you with the most fun, seamless experience possible.

Specifics may vary from project to project, but we will be here to support you throughout the season to make sure you don't miss out. Most of our online programming will stream through a service called Overture+.

### **What is Overture+?**

Overture+ is a streaming service created specifically for the performing arts and will host ASF's streaming projects. If we send you a link that directs to [Overture.plus](https://overture.plus), it is safe to follow and will let you stream a performance into which you've been ticketed. If you receive an email from Overture+, it is safe to open and click on any links provided to access your performance.

### **Do I need a physical ticket?**

You will not receive physical tickets. Streaming productions will rely strongly on email communication. To ensure that you are receiving communications about your production(s), consider adding the @overture.plus domain to [your "safe send" list](#). If messages from ASF or our partner Overture+ are being filtered as SPAM, you can add us to your "safe send" list.

### **What about a playbill for the show?**

You can find the virtual playbill for *A Christmas Carol* [here](#).

**I don't see an email with my link to stream.**

Make sure that you check your junk folder or folders that sort out promotional emails. You can search for an email with the subject line "Here's your link for *A Christmas Carol*." If you still can't find it, please email [BoxOffice@asf.net](mailto:BoxOffice@asf.net).

**Who do I contact if I'm having trouble seeing the show?**

If you've purchased a streaming ticket and need support, you can email [BoxOffice@asf.net](mailto:BoxOffice@asf.net), and we will respond within 24 hours.

Beginning December 3, the Box Office will be available to assist you by phone and email on Thursdays, Fridays, and Saturdays from 12:00 p.m. until 4:00 p.m. CT. Just email us at [BoxOffice@asf.net](mailto:BoxOffice@asf.net) or call 334.271.5353.

**Which devices can I use to stream?**

You should be able to stream on most devices you own. You can watch performances from the comfort of your home on iOS, AppleTV, Android, Roku, Amazon Fire Stick, and your web browser.

**Can I watch the show on my TV or do I have to watch on my computer?**

We'd love for you to cast the show on your big screen! The easiest option is to use Chrome Casting, AirPlay, or screen mirroring to play the stream from your phone, laptop, or other device to your TV. You might see a slight decrease in quality with this option. You can also use an HDMI cable to connect your computer to the TV. You'll find more detailed [Casting Instructions below](#).

If your TV can access a web browser, you can open that browser and log into your email. From there, you can open the email we sent you and click on your link to stream. If you have trouble streaming on an older TV, you may have better luck switching to an alternate device.

**[Here is a list of steps for some common casting setups.](#)**

*Unfortunately, due to the sheer number and variations of smart TVs and smart TV software, we aren't able to troubleshoot individual hardware issues.*

**What's the ideal browser to use?**

We recommend using the browser that gives you the quickest speeds for your everyday use. Our top choices are Google Chrome and Safari.

**How can I ensure the best streaming experience?**

If you're experiencing issues, a first step might be to turn off the Wi-Fi on your other devices. Or, for the strongest connection, connect your device to your router directly with an Ethernet cable.

**How do I make a video full screen?**

You'll find the full screen button in the video player; depending on your device, it will be in the lower right corner (on PC, for example) or the upper left (on iOS).

**Is closed captioning available?**

Yes, closed captioning is available in the streaming player controls at the bottom right of the player screen.

**What should I do if I'm experiencing connection issues during the show (e.g., video is freezing or audio is not working)?**

Your video may need a minute to load. If it is not playing continuously, try pausing it and stepping away for a few minutes and then continuing the show once it's had a chance to pre-load more of the performance. If you are experiencing connection issues, it may be related to your browser settings, internet bandwidth, or a device-specific issue.

While we can't guarantee and may not be able to troubleshoot the performance of your specific hardware setup, we have a few recommendations that we hope will help:

- Pause the video to allow it to load more fully.
- Make sure you have the most updated version of the software you're using.
- Refresh your browser page or try switching to a completely different browser.
- Make sure there are no other devices connected to your Wi-Fi that could be creating network traffic.
- Try connecting to your personal Hotspot on your phone.
- Restart your Wi-Fi router.
- Try switching to a different device.

### **What if I need to stop halfway through watching?**

The best part about streaming is you can decide your own intermission! You'll be able to stop and start as needed and can even switch from one device to another. If you switch devices, you will have to find your place in the stream again; it will not be saved.

### **Do I have to watch the performance on the day I purchase the ticket(s)?**

On-demand performances can be watched at any time after purchase through December 27.

## **CASTING INSTRUCTIONS**

### **• Connect computer directly to TV with an HDMI cable**

The simplest option is to treat your computer as a traditional video player by attaching it to an HDMI port on your TV.

1. Verify that your laptop or desktop computer has an HDMI output.
2. Use an HDMI cable to connect that output to an available HDMI input on your TV.
3. Turn on your TV and select the appropriate input via the menu.

### **• Cast from Chromebook to Smart TV**

1. Open Chrome.
2. At the top right, select More, then Cast.
3. Select Cast to choose whether you'd like to share your current tab in Chrome (Cast tab) or your whole screen (Cast desktop).
4. Select your compatible TV or Chromecast device.

### **• Screen Mirror or extend your Mac display**

1. Connect your Mac to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2. On your Mac, click  in the menu bar at the top of your screen. If you don't see , go to Apple menu > System Preferences > Displays, then select "Show mirroring options in the menu bar when available."
3. Choose your Apple TV or AirPlay 2-compatible smart TV.
4. If an AirPlay passcode appears on your TV screen, enter the passcode on your Mac.

### **• AirPlay from your Mac**

#### **Cast from an Apple Device**

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. Need help?

To stop streaming video, click in the video playback controls, then choose Turn on AirPlay.

### **AirPlay from your iPhone, iPad, or iPod touch**

1. Connect your iOS device to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart 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.

### • **Screen Mirror to Apple TV**

1. Connect your iOS device to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2. Open Control Center
  - a. On iPhone X or later or iPad with iOS 12 or later: Swipe down from the upper-right corner of the screen.
  - b. On iPhone 8 or earlier or iOS 11 or earlier: Swipe up from the bottom edge of any screen.
3. Tap Screen Mirroring.
4. Select your Apple TV or AirPlay 2-compatible smart TV from the list.
5. If an AirPlay passcode appears on your TV screen, enter the passcode on your iOS device.

### • **Screen Mirror on Roku**

1. First, Your Roku receiver and your iPhone must join the same network. You can verify your network settings with the Roku receiver.
2. Next, you'll need to make sure mirroring is allowed\setup on your Roku receiver.
3. On your Roku, go to Settings > System > Screen Mirroring.
4. Under Screen mirroring mode, verify that either Prompt or Always allow is selected, indicated by a checkmark.
5. Download the Mirror for Roku app on your iPhone from the App Store. Once it's downloaded, open the app on your phone. It will immediately prompt you to connect to your device. Find the TV you would like to connect to, select it, and hit connect.
6. The app will then prompt you to install a channel on your Roku device. You can do so by hitting the install button from your iPhone. It will automatically bring the channel up on your TV. Select Add channel on your TV. Once the channel has been added, the app on your phone should show "Channel Installed". Hit done.
7. On the app, there are several options for casting. Select "Internet". At the top of your phone is a place to type the URL. Tap in that box and type the link to access your email. Find and open your Performance Confirmation email. Click the unique link that will take you to the performance login page. Your username and password should be entered automatically; simply click the "Watch Now" button to begin.

### • **Cast from an Android device**

#### **Screen Mirror from an Android Tablet**

1. From a Home screen (on your device), tap the Apps icon (located in the lower-right).
2. Tap Settings.

3. From the Wireless and networks section, tap More networks.
4. From the Media share section, tap Screen mirroring.
5. When connected, the device's screen is displayed on the TV.

- **Cast from Amazon Fire Stick or Fire TV**

There are a few things you'll need to check before you can stream from a PC to a Fire Stick on Windows TEN. Before getting started, make sure that the Fire Stick is set up properly and that your PC and Fire Stick are on the same Wi-Fi network.

1. Press and hold Fire Stick the home button until a menu pops up on the screen.
2. Select Mirroring. You will now see a message that says, "While this screen is open, guest devices can wireless mirror their display to: (name) 's Fire Stick."
3. On your Windows 10 PC, open the Notifications section by clicking on the text message icon at the bottom right of the screen (it could also be empty if you have no notifications).
4. Click on Connect. You should see your Fire Stick listed if both devices are on the same Wi-Fi network.
5. Click on the Fire Stick listed and it should connect. You should now see your PC screen mirrored on the TV that the Fire Stick is plugged into.

- **iOS or Mac to Fire Stick**

1. On your Fire Stick/Fire TV device, hover over search icon and type Airscreen. Click Airscreen.
2. Select Airscreen app.
3. Click Download.
4. Wait for the file to finish installing.
5. Message will prompt when the app is installed. Click Open.
6. This will launch Airscreen. Click Start Now.
7. Scroll down to hover over and select Settings.
8. Click Device Name.
9. Here, we can enter a name for our fire tv device (i.e., "firestick4k"). Once complete, click Next, then click OK.
10. From your iOS device, swipe down or open the control center from your main screen and tap Screen Mirroring.
11. Select your Fire TV device.
12. Check mark will display once enabled.