



# Livestream Guide and FAQs

## FAQs

### **How do I view the streamed event?**

In your ticket purchase confirmation, you will receive a link to view the livestream. This confirmation email with link will also be resent the day of the event. It will be sent from the email [info@burningcoal.org](mailto:info@burningcoal.org).

The day of the event, we recommend accessing the link 5 minutes early. In the event of an issue, please reference the troubleshooting tips below. If you have further questions, email [development@burningcoal.org](mailto:development@burningcoal.org).

### **What technology will I need to access the streamed event?**

All you need is an internet connection and a computer or smartphone! You cannot access our stream from the browser of a Smart TV, but you can Cast to a TV or use an HDMI cable to view the event on your TV.

### **Do I need an account or a password?**

You do not need an account to access the event. Simply open the link you will receive in your confirmation email to join the event. We may also resend the link the day of the performance, in which case you can use either one. The access code should be automatically entered. If it is not, you can find it on your confirmation email. Check the box to agree to the terms of service, then click the button that says "Start Watching".

## Enter Your Access Code

Your access code is available on your receipt. You can locate your receipt and access code for this live stream in your email.

F60D52A856F0E1D1

I agree to the [terms of service](#)

START WATCHING

## Can I open the same link on multiple devices?

No. To prevent link sharing, each link can only be used once. For example, you cannot use the same link to view the event on your phone and your computer at the same time.

## How can I use an HDMI cable to view the event on my TV?

You may be able to connect your computer to your TV with an HDMI cable.

- **Standard HDMI Cable:** This is the type of connector on the back of modern TV sets.
- **Mini HDMI Cable:** Some smaller laptops have this style of connector. You will need a HDMI adapter cable to connect to a standard HDMI port. You may need an adapter specific to your laptop type.

Standard HDMI Cable



Mini HDMI Cable



*Connect your computer to your TV:*

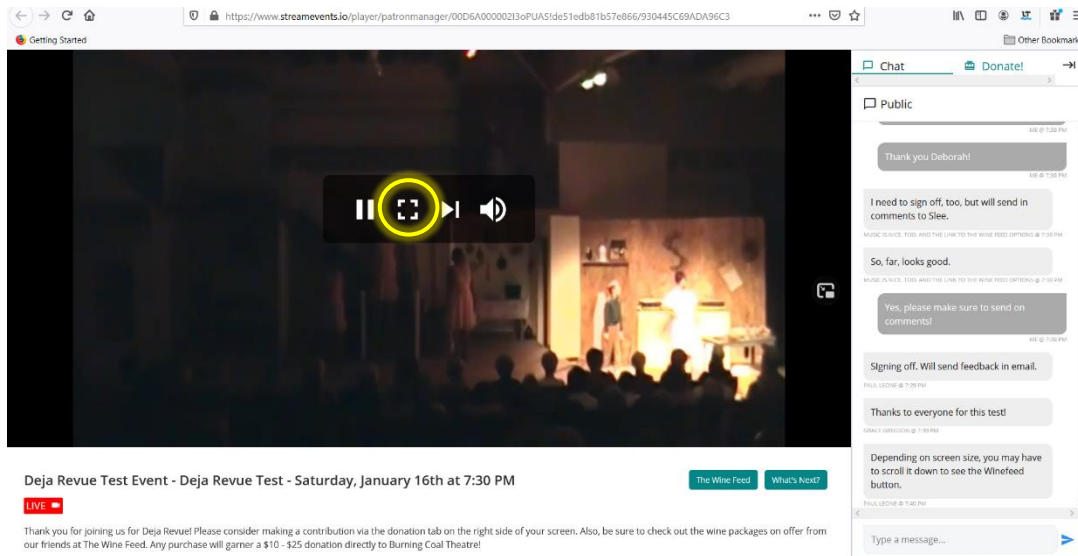
- 1)** Connect one end of the HDMI cable into an available HDMI port on the TV. Take note of the HDMI input number it is being connected to.
- 2)** Plug the other end of the cable into your laptop's HDMI OUT port, or into the appropriate adapter for your computer. (If you are using an adapter, connect that adapter to your computer.)
- 3)** Make sure the TV and the computer are both powered on and your laptop is fully charged and open for the entirety of the performance.
- 4)** Set the TV to the HDMI Input port that the computer is connected to – there will be a button on the TV remote labeled “Source” or “Input”



Once connected via cable, open the email with the event link on your computer to access the performance!

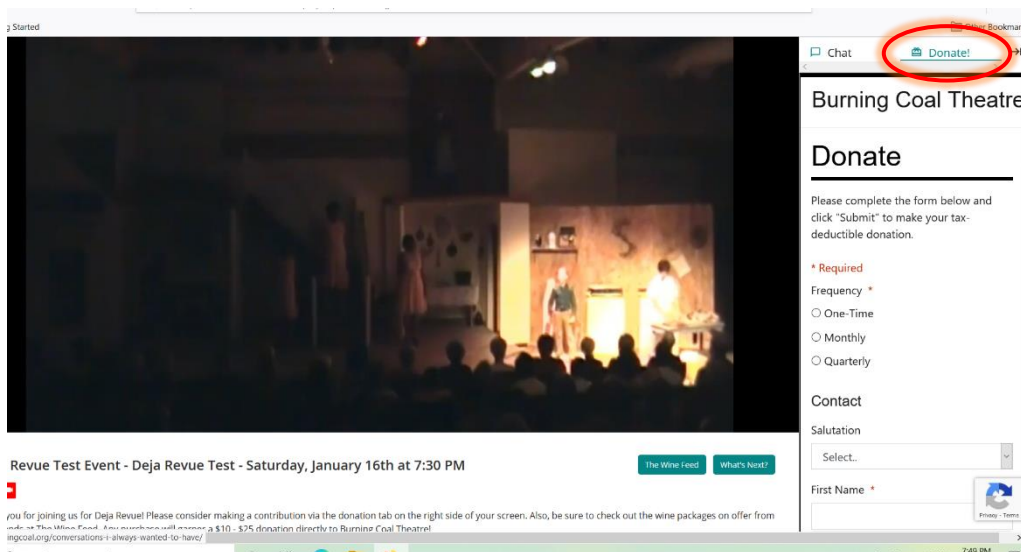
## How do I go full screen on a computer to make the bottom text go away?

On a computer, hover over the image with your mouse until you see the options below. To go full screen, select the square that is circled in yellow below.



## How do I make a donation during the event?

On a computer, go to the donation tab in the top right of the image. On a phone, go to the donation tab at the bottom of the image. There you can complete the donation form without leaving the event. The below screenshot shows the donation tab on a computer with a red circle.



# Troubleshooting Guide

Here are a few suggestions for troubleshooting some issues.

## **The video is cutting out or freezing.**

- Restart your computer or open/close the app on your phone
- Try using the link on a new internet browser or device
- Close any other open programs or applications
- Check your internet speed
- Clear your browser history
- Restart your router

## **The audio is not synced with the video.**

Refreshing your internet browser often fixes this issue.

## **It's after the event's start time, but it looks like the performance hasn't begun.**

Hit "refresh" on your internet browser, or close and reopen the app, to make sure. If there is a delay in the start time due to the performers, a representative will type further details in the chat.

## **My internet cut out during the event.**

If your internet cuts out and comes back on, you should be able to refresh your link and begin watching again. Note that the video may pick back up in real time, not where you left off.

## **I have another question!**

Please call **919.834.4001** Monday through Friday, 10am to 4pm or contact [development@burningcoal.org](mailto:development@burningcoal.org) outside of business hours.