How to Watch the Virtual Festival — FAQ

Thank you for purchasing a pass to the virtual *2021 Nordic & Baltic Film Festival*. You should be able to access the films with ease, but here are some helpful instructions.

**FOR ALL ACCESS PASS**

If you have purchased an All Access Pass, when the screening session has begun to watch the films go direct to the film festival portal:

**HTTPS://VIRTUAL.GOELEVENT.COM**

and log on under **Member Login** with your email that you used to purchase the and password created when you purchased your pass.

If you have already set up a an account cannot remember your password, click **Forgot?** and enter the email used to purchase the pass; you will be sent a link to reset it. You can then log on with your new password; please write it down for future reference.

**Important: the email must be the one you used to purchase your festival pass.**

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FOR INDIVIDUAL TICKETS

If you purchased an individual ticket, you will receive a “Virtual Access Email” from Scandinavia House Virtual Access on Wednesday evening or Thursday morning. Please check your spam folder if it does not appear in your inbox.

The email will have screening link to view the film; just below the link, you will find a 10 digit voucher. This can be used if you prefer to view the film on TV via a Roku or Apple TV. See below how to access.

Each screening session begins at 8:00 AM EST Thursday and will remain available for watching until 11:59 PM PST (3 AM EST) Sunday.

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All films in a session can be watched at any time during the screening window. You can stop and start; you can watch more than once. But you can only watch from one device at a time by signing onto the festival portal.

If you cannot reset your password or it does not recognize your email address please contact us, please click here. We will respond as soon as we can to your email request (8am to 10pm EST).

Watch via computer

To watch on your computer, login to https://virtual.goelevent.com

You can also use Chromecast or AirPlay to “cast” the website to your TV if you have enabled devices. (Note: screen mirroring is not permitted.)

You can also use an HDMI cord to connect your computer directly to your TV.

Watch on a TV

If you do not want to use your computer and cannot stream to your TV, you can also use the Elevent TV Channel available on Roku to watch the films.

To do so, you will need to do the following:

1. Add the Elevent TV Channel to your Roku or Apple TV menu (use the + Channel button and look up Elevent TV and add the channel). (Continued)
2. Passholders can either go to an activation link they see on screen or login with their watch portal email and password. See the attached image:

![Link your device](image)

**Commonly asked questions**

I can’t see subtitles on my film — how do I turn them on?

All films have subtitles encoded in the film and show automatically. You do not need to turn them on.

When will I have access to my virtual event or live stream?

Once the screening session has begun, just login to the website [https://virtual.goelevent.com/](https://virtual.goelevent.com/) and enter the email used to purchase the pass and your password. If you have forgotten your password, press **Forgot?** and reset with the link that will be emailed to you. You can then access the film portal: [https://virtual.goelevent.com](https://virtual.goelevent.com)

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How long are the films available for watching?

Each screening session begins on **Thursday at 8 AM EST (11 AM PST)** and ends on **Sunday at 11:59 PM PST (2:59 EST)**. All films in the session are available during that time. The Q&As with the filmmakers are also available for watching during the screening window. Given the time zone difference between the Nordics and Baltics and the U.S., and number of time zones across the U.S., these have been prerecorded and will be made available on the Scandinavia House website when the screening session for that film has started.

**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.

**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.

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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.

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.

Can I AirPlay to my Apple TV?

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.

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.

How many devices can I access the films on?

One device at a time. You will need to log-on to a new device if you wish to switch from watching on a computer and then watch on your phone, iPad, or TV.
Who do I contact during the screening session period if I have technical access issues?

Please click this button and give us as much information about the issue you are experiencing. We will respond as quickly as we can.