



How to Watch the Virtual Festival — FAQ

Thank you for purchasing a pass to the virtual **2021 New York Baltic Film Festival** (NYBFF) or **2021 Sámi Film Festival**. You should be able to access the films with ease, but here are some helpful instructions.

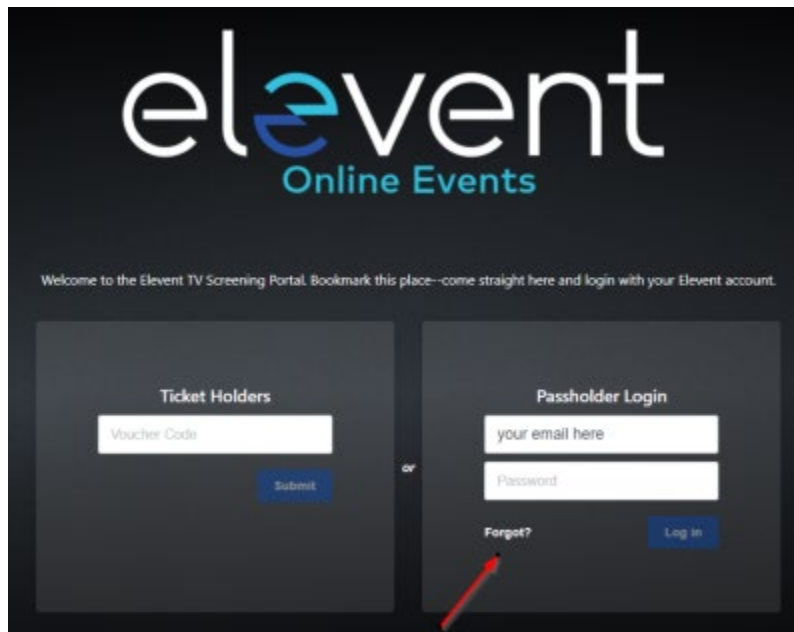
FOR ALL ACCESS PASS

If you have purchased an ALL ACCESS PASS, to watch films when the screening session has begun, go directly to the film festival portal:

<https://virtual.goevent.com>

and sign in under **Passholder Login** with your email that you used to buy your pass (and using the password created when you purchased your pass).

If you cannot get in or have forgotten your password, try resetting your password by selecting **'Forgot?'**



Enter the email used to purchase your pass.
You will be sent a link to reset it.
You can then login with your new password.
Please note it for future reference !

Note:theemailmustbetheoneusedtopurchasethepass.

Be sure to bookmark <https://virtual.goelevent.com> in your browser for easy access to the virtual festival.

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

**Loginscannotbesharedwithotherusers.Thepassisvalidandaccessiblebyonedeviceonly
andislinkedtoyourEleventaccount.**

If you cannot reset your password or it does not recognize your email address, please contact us: [clickhere](#). We will respond ASAP to your email request (8 AM – 10 PM EST).

FORINDIVIDUALTICKETS

You will receive a **"Virtual Access Email"** from **Scandinavia House Virtual Access** approximately one hour before the film is available for screening. Please check your spam folder if it does not appear in your inbox.

This Virtual Access Email also includes a 9-digit voucher code near the bottom of the email.

You don't need to enter this code to access the film online, but will require this if you have Roku, Apple TV or Amazon Fire and prefer to watch the film directly on your TV. See the next pages for more info.

You can also access a direct link to the film or event by logging into your Elevent account. Click 'view order' at the top of the page and from there you'll see your order confirmation, voucher code and a blue 'View on [event organizer's name]' button once the film or event is available to watch.

All films start at 5 AM ET on their scheduled day and are available until the final day of the festival at 11:59 PM ET.

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

If you cannot reset your password or it does not recognize your email address, please contact us - [clickhere](#). We will respond as ASAP to your email request (8 AM – 10 PM 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 for copyright reasons.

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

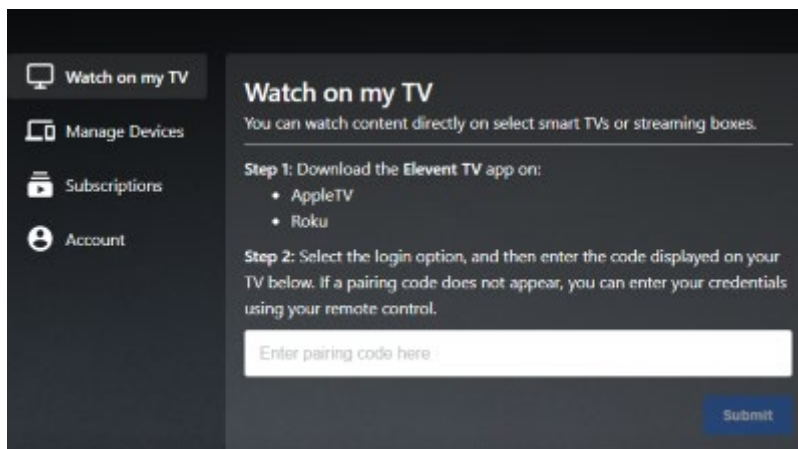
WATCH ON A TV

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 films.

From your Roku (Roku 4 and above), Apple TV (gen 2 and above and tvOS 14.4.0 and above) or Amazon Fire app store, search for the Elevent TV app, being sure to include the space between 'Elevent' and 'TV'

Once downloaded, and if you are a ticket holder, enter your **9-digit voucher code** by selecting 'Enter Code' under 'Ticket Holders' on the left.

If you're a pass holder, select 'Login with pass' under 'Pass Holders' on the right and you will then be prompted to go to <https://virtual.goelevent.com/pair> on a web browser and enter the alphanumeric pairing code now appearing on your TV.



Once you've paired your devices you'll be able to access all of the content on your TV directly.

Alternatively, you will be given the option to enter your Elevent email and password to login as a passholder to the Elevent TV app. From there you will be able to view content directly on your TV.

Commonly Asked Questions

I cannot see subtitles – how do I turn them on?

Most films have subtitles embedded but some will need to be enabled. Simply click on the white closed-caption icon on the lower right side to enable them.

When will I have access to the film screening?

Once the screening session has begun, login to the film festival portal:

<https://virtual.goelevent.com>

and sign in under Passholder Login with your email that you used to buy your pass (and using the password created when you purchased your pass).

If you cannot get in or have forgotten your password, try resetting your password by selecting 'Forgot?'. Enter the email used to purchase your pass. You will be sent a link to reset it.

You can then login with your new password and access the film on the portal page:

<https://virtual.goelevent.com>.

How long are the films available for viewing?

All films start at 5 AM ET on their scheduled day and are available until November 14th at 11:59 PM ET. Once you begin to watch a film you will have 72 hours to finish it or midnight on the final day, whichever comes first. The link that 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. You will be able to watch a film more than once within the 72-hour window on the same device.

What are the system requirements to watch content online?

You can watch content on PCs running Windows 7+, and Intel-based Macs running OSX 10.12+. You can also watch virtual films or event on Android tablets and phones using Chrome, and on iPhones and iPads using Safari.

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, and you cannot use a lightning to HDMI adapter plugged into the device to watch on connected TV. To stop mirroring your iOS device, open Control Center, tap Screen Mirroring, then tap Stop Mirroring.

Can I watch content on my Android Device?

Yes, you can watch content using Chrome on Android 6.0 or later.

Do I need to download an app to watch content?

No, you do not need to download and install an app. You can access content directly online.

I have Roku, Apple TV or Amazon Fire. Is there an app I can download in order to watch content on my TV?

Yes. From your Roku (Roku 4 and above), Apple TV (gen 2 and above and tvOS 14.4.0 and above) or Amazon Fire app store, search for the Elevent TV app, being sure to include the space between 'Elevent' and 'TV'

Once downloaded, and if you are a ticket holder, enter your 9-digit voucher code by selecting 'Enter Code' under 'Ticket Holders' on the left.

If you're a pass holder, select 'Login with pass' under 'Pass Holders' on the right and you will then be prompted to go to <https://virtual.goelevent.com/pair> on a web browser and enter the alphanumeric pairing code now appearing on your TV.

Once you've paired your devices you'll be able to access all of the content on your TV directly.

Please make sure your devices have all the latest operating system updates installed.

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 Wi-Fi, try moving closer to your router.

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 on the bottom right-hand side of the player. You cannot use Chromecast from an iOS device such as an iPhone or iPad. For information on how to use Chromecast on your device please visit the Google support page here: [How to cast: A quick start guide](#)

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 such as an iPad or iPhone. Casting from an iOS device for certain DRM content is not supported. You will need to watch via the online portal or viewing the app on your TV.

Why do I see a black screen after the pre-roll if I am casting to Chromecast?

Some Chromecast versions cannot support transitions from one video to another. If this happens, turn off casting and re-start it once the film starts playing.

Can I AirPlay to my AppleTV?

You can AirPlay from most browsers if you have Apple TV (Gen 2 and above) by selecting the cast button on the bottom right-hand side of the player. You can also AirPlay to a Smart TV bearing the "AirPlay" badge. For information on how to use AirPlay on your device please visit the Apple support page here: [Use AirPlay to stream video or mirror your device's screen.](#)

Why do I see a black screen if I am watching content with AirPlay on my TV?

You likely have "Screen Mirroring" turned on in your device settings. Please turn off the screen mirroring setting and start AirPlay by selecting the AirPlay button in the bottom right-hand side of the player.

I don't see the AirPlay or Chromecast icon on the screen.

Tap the screen on your device to display the icons while using the player.

Can I use an HDMI cable from my device to a TV to watch?

Yes. Review your computer and TV documentation on how to connect your device with a standard HDMI cable. Using a lightning to HDMI adapter is NOT supported.

Still having technical difficulties and need some troubleshooting advice?

Please contact us - [click here](#).

Give us as much information regarding the technical issue you are having.

We will respond as ASAP to your email request (8 AM - 10 PM EST).