

A Quick “How To” and Answers to Frequently Asked Questions about Registering for the Festival and Watching Content

- Click [here](#) to register for free tickets. Click [here](#) to register for an all access pass.
- Once registered, you may be logged in, or you can login using this link: [Login](#) If you're having trouble logging in, please reference this help [YouTube](#) video.
-  View your passes by clicking the “My Passes” icon in the upper right corner.
-  View your film tickets by clicking the “My Tickets” icon in the upper right corner.
- If you see “Details Needed” in red next to your pass, click "Edit Details" to fill in information still needed for your pass, like your name or phone number.
- Once you have updated your pass information, you are ready to head to the ACFF Virtual Festival.

Ways to Watch ACFF Films & Conversations

COMPUTERS

Macs: You can watch content on Intel-based Macs running macOS 10.12+

PCs: You can watch content on PCs running Windows 7+.

**Supported browsers: Google Chrome, Firefox, Microsoft Edge, Opera. We recommend using the latest version of your browser. Internet Explorer is not supported.

IPHONES & IPADS

You can watch content using Safari on iOS 11.2 or later.

ANDROID DEVICES

You can watch content using Chrome on Android 6.0 or later.

DIRECT CONNECTION: COMPUTER TO TV WITH HDMI

You can also directly connect a laptop or computer using an HDMI cable by doing the following:

- Make sure your computer is close enough to your Television for the HDMI cable to reach between them safely.
- 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.
- Plug the other end of the cable into your laptop's HDMI out port
- Set the TV to the HDMI Input port that the computer is connected to using the source or display button on your TV remote.
- If your computer's display does not automatically appear on your television screen, you may need to have the computer manually detect the display.
- Windows: Right-click on the desktop > Display Settings > Click Detect > Click the "Multiple displays" drop-down box and select "Duplicate these displays") > Click Apply.

- Mac: Go to the Apple Menu > choose System Preferences > Choose the “Displays” panel > Hold down the “Option” key to show the “Detect Displays” button – note that it replaces the ‘Gather Windows’ button > Click on “Detect Displays” while holding down Option to use the function as intended.

Here’s a short video on attaching an HDMI cable from your computer (in this case a MacBook) **to your television:** <https://vimeo.com/509946256>

Step-by-Step: How To Watch

- Check out the programming at <https://2021festival.eventive.org/welcome>
-  Sign in to your Eventive account from the menu in the upper right corner.
- Click on the program you want to watch.
- Unlock the film or conversation.
- Once you unlock, you have access to view when the content is available.

Frequently Asked Questions (FAQS):

Q: Once I unlock programming on Eventive, how long do I have to view it?

A: Once you unlock programming on Eventive, you will have 5 days (until March 28th) to begin watching. Once you select “Watch Now,” you have 24 hours to finish watching that selection.

Q: How long will I have access to the films and conversations?

A: All programming will be accessible starting March 24th at 12:01 a.m. until March 28th 11:59 p.m.

Q: How do I see the films on my TV?

A: If you have an Apple TV, Chromecast (3rd gen or later), or a smart TV enabled with AirPlay or Chromecast, set your computer, mobile device, or browser to “AirPlay” or “cast” to the TV device. Unlock the program on Eventive Virtual, then set your player window to full-screen using the icon at the lower right. For best results, you may need to start playing the film on your player BEFORE Airplaying or Casting to your TV.

**Chromecast will work on select Android devices, see instructions above. Chromecast on iOS devices are not compatible with the Eventive platform.

Important note: Due to content protection restrictions, the **Screen Mirroring** feature on Smart TVs and other devices may not work.

Q: Can I rewind and start over?

A: Yes, you have complete access to the entire program during your watch window.

Q: How do I watch a live ZoomMeet-up?

A: Register for a ticket anytime before the Livestream is scheduled to begin. You will receive a reminder e-mail about 10 minutes before the Zoom meet-up begins with the link and password to join in.

Q: *Does internet speed affect streaming quality of the films?*

A: Yes, you will need a strong and stable internet connection. You can check your internet speed by running a speed test. Standard quality is 8 Mbps.

Technical Support from Festival Platform, Eventive:

<https://help.eventive.org/en/collections/620469-eventive-for-attendees>

Help from ACFF Staff: Email info@conservationfilmfest.org.

We will be monitoring the email account from 10am to 10pm, March 24 to 28, to answer your questions.