

## FAQs about Paid Streaming Performances

### How many tickets do I need to purchase if multiple people will be viewing the paid concert?

Only one log in and purchase is needed for each **household**. A separate ticket and account log in will be required if you want to stream to multiple devices or for anyone outside of your household.

### Can I gift a ticket to someone outside of my household?

You can contact the Box Office at 617-876-4275 (Tue. & Wed., 10-6pm, Thur. 10-2pm) to purchase a ticket as a gift. The gift recipient's email will be required for account creation.

You can also purchase a [gift certificate](#) to be used for a ticket purchase.

### How do I watch the performance after buying my ticket?

Paid streaming events can be viewed by logging in to your [account](#). (See below if you forgot your log in.) Click "Tickets for Upcoming Performances" or "View Live Tickets" in the Live Tickets Available box.

Click the blue "Watch" button next to the desired event.

If watching during the live premiere, we recommend logging into your account at least 30 minutes prior to the start of the event as all events begin promptly.

### Can I watch these paid performances on any other site?

No, these paid performances are only available by logging into your account directly through [globalartslive.org](http://globalartslive.org).

### What if I forgot my log in?

Passwords can be reset by choosing the "Forgot My Password" option on the [login](#) page. You will be asked to enter your email and select "Reset PW and Email Instructions." You will receive an email with instructions to reset your password. You can also contact our Box Office at [info@globalartslive.org](mailto:info@globalartslive.org) or 617-876-4275 (Tue. & Wed., 10-6pm, Thur. 10-2pm) to have a reset password email sent.

If you do not receive the reset email within a few minutes of the request, please check your Junk/Spam folder.

We recommend that all ticket holders test their log ins prior to the night of the performance.

### What browsers do you recommend for these concerts?

The recommended browsers for viewing are Chrome 30+, Firefox 27+, Microsoft Edge, or Safari 9+. Live event playback with Internet Explorer 11 is not recommended.

## Can I watch these concerts on my television?

Our paid performances can be streamed, casted, or mirrored to your television set depending on your individual device set up. Our login page can also be accessed using a SmartTV's internet browser if desired.

Many TVs and laptop/desktop computers come equipped with an HDMI port. Connect your device to your TV using an HDMI cable and select the HDMI source using the "Input" or "Source" button on your TV remote control. You will then be able to view your computer video and sound through your home entertainment system.

We recommend that all patrons determine the best method for watching these concerts based on their specific devices and internet connection.

Here are some resources to help get you started:

[How to Stream to Your TV with iPad or iPhone](#)

[Mirror your smartphone or tablet to the TV with a Roku](#)

[Screen Mirroring from Samsung devices to Samsung TVs](#)

[Use AirPlay to stream video or mirror your device's screen](#)

## Can I still watch the concert if I am late?

When you log in you can join the concert that is in progress. However, you will not be able to rewind the concert as it is in progress.

After the live premiere, the concert will be available for a limited time as a video which will allow you to go back to anything you may have missed.

## Will the concert be available after the performance date?

Videos of the concerts will be available in your accounts for a limited time after the performance date. Availability will vary depending on the artist's request and will be specified in the confirmation email sent prior to the event.


## How do I adjust the volume?

Hover over the video to make the video controls visible in the bottom right. Click the volume bar




to select the desired volume. You can also try adjusting the volume on your device or television if needed.

## Can I control the video quality?

Hover over the video to make the video controls visible in the bottom right. Select the quality tool  to adjust the quality. It usually defaults to "auto" to adjust to your bandwidth automatically. If the video is continually starting and stopping, you may want to try reducing video quality.

**Can I make the video full screen?**

Hover over the video to make the video controls visible in the bottom right. Select the full screen button  to enter full screen mode. To exit full screen mode, you can either select the full screen button again or press the “Esc” button.

**Will there be help available during the live premiere of the performance?**

The Box Office will be accessible by email, [info@globalartslive.org](mailto:info@globalartslive.org), and phone, 617-876-4275, beginning 2 hours prior to the start of streaming performances.

**I have a question that is not answered here.**

Please email [info@globalartslive.org](mailto:info@globalartslive.org) or call 617-876-4275 (Tue. & Wed., 10-6pm, Thur. 10-2pm) with any questions.