



## Before Getting Started

- For information about how to stream, please click [here](#) for Frequently Asked Questions.
- Two films will be available for viewing 24/7, for 10 days every month (dates to be announced).
- Viewers may stream one or both films at a cost of \$8 per film.
- Once you purchase film tickets, you will receive two emails: an order confirmation email sent at the time of purchase; and a virtual access email containing a direct link to the film, sent one hour before the film is available to watch.
- If you do not receive the emails, please check all your folders, including spam and junk. If you do not receive it, please contact [help@hellenicfilmusa.org](mailto:help@hellenicfilmusa.org).
- Once you initiate viewing a film, you will have 72 hours to complete watching or rewatching it. (Please note the clock starts once you start watching—not once you purchase your ticket.)
- Having technical difficulties? Please see Frequently Asked Questions. Click [here](#) for Virtual Tickets FAQs, [here](#) for Virtual Pass FAQs and [here](#) for Technical FAQs.
- ALL SALES ARE FINAL. No refunds or exchanges will be given, except in the case of a program cancellation.



## Frequently Asked Questions

### Virtual Tickets FAQ (1/4)

#### How do I access my virtual ticket?

You will receive two emails from the Hellenic Film Society.

- *order confirmation email* - this is sent at the time of purchase
- *virtual access email* - this includes a direct link to the film, and will be sent **one hour before the film is available to watch**, unless you purchased your ticket after the film or event is already viewable, in which case, you will receive this within minutes of your first order confirmation email.

This 'virtual access' email also includes a 9-digit voucher code. You don't need to enter this code to access the film online, but will require it if you have Roku, Apple TV or Amazon Fire and prefer to watch the film directly on your TV. See the **Technical FAQs** for more info.

You can also access a direct link to the film 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 Hellenic Film Society' button once the film is available to watch.

#### I can't locate my 'virtual access' email.

Search your inbox for an email from the Hellenic Film Society or donotreply@mail.goelevent.com. Remember to check your 'other,' spam or junk folders.

#### How do I watch the film or event I bought a ticket to?

Your 'virtual access' email will include a 'view' button, which links directly to the film on the event organizer's online screening portal.

NOTE: the 'view' button will only be visible and active once the film is available to watch, according to the film or event start date and time.



## Frequently Asked Questions

### Virtual Tickets FAQ (2/4)

#### **I bought a Ticket Package. How do I fulfill this and add films or events using my Package?**

Click [here](#) to access your Elevent account and then click on the blue "Fulfill Package" button at the top right of your screen. This will take you to the event organizer's Events page on the Elevent website where you can browse films or events and select as many as are included with your Ticket Package.

Add 1 ticket per film/event, click 'Add to cart,' then 'Checkout' and 'Complete Fulfillment'. You will receive a ticket order confirmation email with further instructions on how to access the films once they become available.

NOTE: you don't need to fulfill your entire package at once; you can add some films or events and return later to select more.

#### **How do I know when the film or event is available to watch?**

The date and time of when the content is available to view is noted in your order confirmation email and can also be found on the event organizer's website. This information is also included on the event organizer's Virtual Search Page, which you can access by visiting [goelevent.com](http://goelevent.com), scrolling to find the event organizer's name, and finding the film or event you bought a ticket to via the 'Search Events' button.

#### **How long is the film or event available to watch?**

Most content is available for 72 hours from when you first hit 'play' unless otherwise communicated by the event organizer.

NOTE: If you purchase your ticket, for example, on the last day of a festival or the last day that an event is available to watch, it will only be viewable until midnight ET on that day, regardless of how many hours your link says it is valid for.



## Frequently Asked Questions

### Virtual Tickets FAQ (3/4)

#### **Can I pause/stop the film or event and finish it later or re-watch it at a later time?**

Yes, so long you do so within the specified availability period as communicated by the event organizer, but note, once you've seen 95% or more of the film or event you won't be able to replay it.

#### **Can I watch the content using different personal devices?**

Yes, you can start watching content on, say, your iPad or iPhone and finish watching it on your computer or TV so long as all of your viewing happens using the same WiFi network and thus the same IP address. Note, if you started watching on your iPhone using cellular data and then tried to finish viewing on your laptop connected to your home WiFi, this won't work.

#### **I bought tickets to different films or events. Will I receive just one email with the links and voucher codes for all of the films/events?**

No. You will receive a different 'virtual access' email including a unique voucher code for each film or event you purchased a ticket to.

NOTE: Different content may have different start dates and times; you will receive your 'virtual access' email for each, one hour before the content becomes available to view.

#### **Can I watch the movie or event on my TV? Is there an app for the screening portal?**

If you have Roku, Apple TV or Amazon Fire, you can search for and download the Elevent TV app. Be sure to search for 'Elevent TV,' including the space. Once you've downloaded the app on your TV, enter your 9-digit voucher code on the left under 'Ticket Holders.' See our [Technical FAQ](#) for more details.



## Frequently Asked Questions

### Virtual Tickets FAQ (4/4)

#### **Can I gift my ticket to someone else by forwarding them my 'virtual access' email?**

Unfortunately not. Your ticket is linked to your Elevent account and email address and is viewable in connection to a single IP address. However, you may purchase a ticket for someone else by visiting the Hellenic Film Society's [ticketing page](#), checking out as a Guest, and entering the intended recipient's email address at checkout.

#### **I bought a ticket to a live stream event. Do I have to watch this live or can I watch it later on?**

You will need to begin watching this event at the stated 'live' time. You may join late, but you will not be able to access the content once the live stream has ended.

#### **I believe there's a live Q&A or discussion following the film that I purchased a ticket to. How do I access that?**

If this is the case, a link to the live discussion will be issued in a second 'virtual access' email that you will receive at the same time as your 'virtual access' ticket email, and/or there will be a link to this on the film or event page itself, which you can access with your virtual ticket. If you can't locate these details, please contact the [Hellenic Film Society](#) directly to inquire.

NOTE: At present, you can link to live bonus content via the [online screening portal](#), but not via the Elevent TV app (e.g. not on Roku, Apple TV or Amazon Fire).

#### **I also bought a festival or event pass. How do I access that?**

Visit our Virtual Pass FAQ [Virtual Pass FAQ](#) for more information.

#### **Having technical difficulties and need some troubleshooting advice?**

Visit our [Technical FAQ](#).



## Frequently Asked Questions

### Virtual Pass FAQs (1/3)

#### How do I access content with my virtual pass?

Your virtual pass is what gives you access to the screening portal. There are a few different ways to log into the screening portal:

- Use the Launch Film button on the **Hellenic Film Society USA** website or go directly to <https://virtual.goelevent.com> and sign in under Passholder Login using your Elevent account email and password (the same credentials you used to buy your pass)
- Within your pass order confirmation email, click the **Log In To the Screening Portal Here** link
- Log in to your Elevent account at [goelevent.com](https://goelevent.com) and click the blue Log In button under Virtual Subscriptions

If you were gifted a pass and haven't set up an Elevent account, you'll be prompted to set a password upon logging into the screening portal for the first time.

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

#### I'm getting an error message/ I can't log into the screening portal.

Try resetting your password by selecting 'Forgot.'

elevent  
Online Events

Welcome to the Elevent TV Screening Portal. Bookmark this place—come straight here and login with your Elevent account.

**Ticket Holders**  
Voucher Code  
Submit

or

**Passholder Login**  
your email here  
Password  
Forgot? Log in



## Frequently Asked Questions

### Virtual Pass FAQs (2/3)

#### **I've successfully logged into the screening portal, but can't see anything there. How do I find the films or events?**

Need not worry, this simply means the event organizer hasn't made their content available yet. Refer to the event organizer's website or check in with them directly if you're unsure of when the festival begins or when the content will be playable from.

#### **I've logged into the screening portal and can see content listed, even watch trailers, but not the films or events themselves. Why?**

This is because the films or events haven't yet been made playable. These will be viewable according to the start dates and times as listed on the event organizer's website, which you can also reference by visiting the event organizer's page on [goelevent.com](https://goelevent.com)

#### **How long are films or events available to watch?**

If you've bought a pass to a festival, films or events will be available until midnight on the last day of the festival unless otherwise communicated to you by the event organizer.

#### **Can I pause and stop films or events and finish them later and/or re-watch?**

Yes, so long you do so within the availability period as noted on the event organizer's website.

#### **Can I share my pass with someone else?**

No. The pass is valid and accessible by one device only and is linked to your Elevent account.

#### **How do I gift a pass to someone?**

Please contact the event organizer to see what options are available.

#### **How do I access Q&As or bonus content on the portal?**

If a Q&A or any other pre-recorded bonus content is or becomes available, it will appear directly within the related film or event page on the screening portal and you will be able to click on this and watch it at any point up until the end of the festival.



## Frequently Asked Questions

### Virtual Pass FAQs (3/3)

#### **Can I watch films and events on my TV? Is there an App for the screening portal?**

If you have Roku (Roku 4 and above), Apple TV (gen 2 and above and tvOS 14.4.0 and above) or Amazon Fire, you can search for and download the Elevent TV app. Be sure to search for 'Elevent TV,' including the space.

Once you've downloaded and opened the Elevent TV app, select 'Login with pass' under 'Pass Holders' on the right. 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 on the Elevent TV app. From there you will be able to view content directly on your TV.

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

#### **I bought a ticket to a film. How do I access that?**

Visit our [Virtual Ticket FAQ](#) for more information.

#### **Having technical difficulties and need some troubleshooting advice?**

Visit our [Technical FAQ](#)





## Frequently Asked Questions

### Technical FAQs (1/4)

#### **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.

#### **What happens if I forget my Elevent password?**

Use the password reset option on the screening portal login page to reset your password, [here](#). You will need to access the e-mail address you created your account with.



## Frequently Asked Questions

### Technical FAQs (2/4)

#### **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.

If you bought a ticket then you will receive a 'virtual access' email one hour before the film or event becomes viewable. This email will include a direct link as well as a 9-digit voucher code, either of which can be used to access the content. For more information see the **Virtual Ticket FAQ**.

If you bought a pass, you can log into the screening portal with your Elevent email and password at <https://virtual.goelevent.com>. See the **Virtual Pass FAQ** for further information.

#### **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.



## Frequently Asked Questions

### Technical FAQs (3/4)

#### **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 4 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 you 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.

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

#### **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.



## Frequently Asked Questions

### Technical FAQs (4/4)

#### **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.

#### **I bought a ticket to a film or event. How do I access that?**

Visit our [Ticket FAQ](#) for more information.

#### **I also bought a festival or event pass. How do I access that?**

Visit our [Virtual Pass FAQ](#) for more information.

#### **Still having technical difficulties and need some troubleshooting advice?**

Please email [help@hellenicfilmusa.org](mailto:help@hellenicfilmusa.org). We will get back to you as soon as possible.