

INSIDE - livestream

Frequently asked questions

Here are answers to some questions you may have about the livestream of INSIDE. If you have any further queries, don't hesitate to contact the Box Office at box.office@orangetreetheatre.co.uk

Please make sure you have an online account first of all. If you usually book by phone and don't recall setting up an online account, please contact the Box Office and we will set this up for you.

If you do have an account but you can't recall the password, you can find detailed [step by step instructions how to reset your password here](#).

We advise you access the performance from 30 minutes before the start time to check your video is working ok. There will also be a pre-show introduction.

Click on the questions below to navigate quickly to the answer you're looking for:

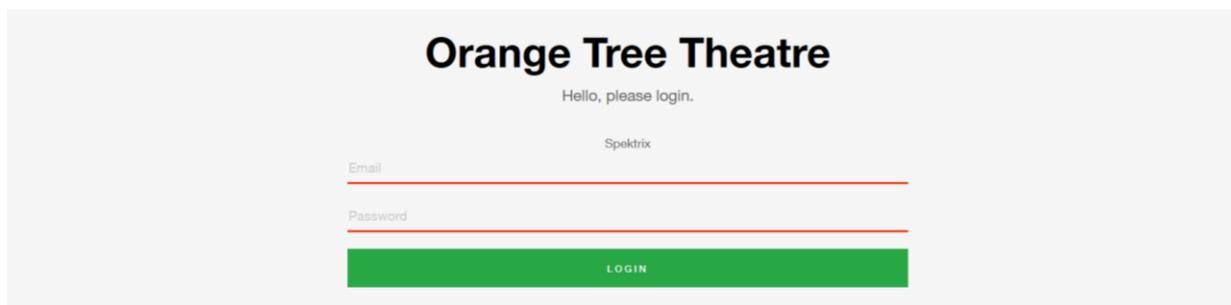
- [How do I access the livestream?](#)
- [What is the running time?](#)
- [How many tickets do I need to book?](#)
- [Can I watch if I don't live in the UK? What time zone is the performance time in?](#)
- [On which devices will I be able to watch?](#)
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- [The livestream page is not loading](#)
- [The image is not very clear / I can't hear it](#)
- [It had already started when I tuned in, can I watch from the beginning, or watch again?](#)
- [Will a recording of the production be made available?](#)
- [What protocols were in place to keep the cast and other staff working safely?](#)

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

How do I access the livestream?

We advise you access the performance from 30 minutes before the start time to check your video is working ok. There will also be a pre-show introduction.

Follow the link in your confirmation email, or type orangetreetheatre.co.uk/login into your browser and you will be taken to the login page for OT On Screen. Simply use the email address you used to book and enter your password. You can [reset your password](#) if you can't recall it.



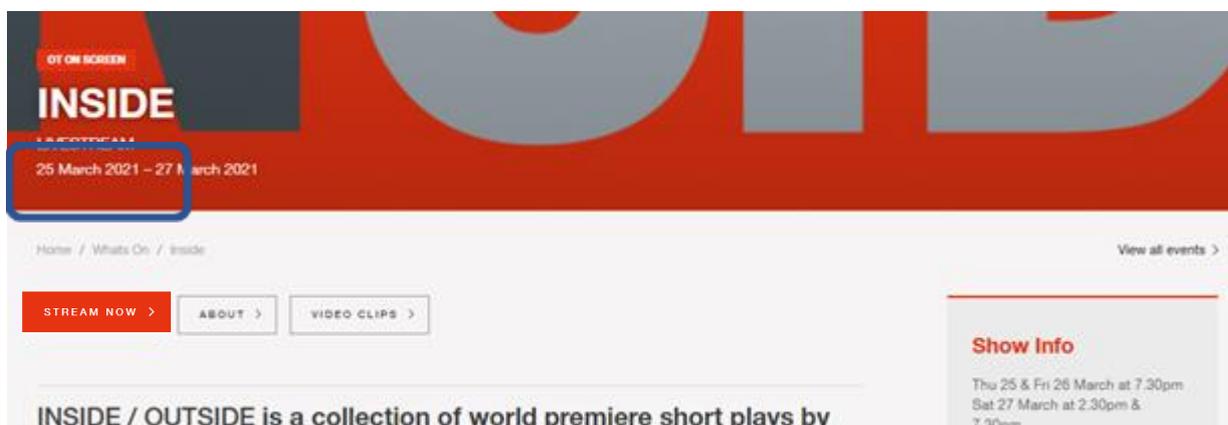
The image shows the login page for Orange Tree Theatre. At the top, it says "Orange Tree Theatre" in a large, bold, black font. Below that, it says "Hello, please login." in a smaller font. There is a "Spektrix" logo. Below the logo, there are two input fields: "Email" and "Password". Below the "Password" field is a green button with the text "LOGIN" in white capital letters.

Having logged in, you will land on the OT On Screen homepage from where you can access the video player:



The image shows the OT On Screen homepage. At the top, it says "Welcome to OT On Screen" in a large, bold, black font. Below that, there is a red button with the text "To watch the livestream of INSIDE click here to open the video player". To the right of the button, there are two buttons: "Dashboard" and "Videos".

Alternatively, [visit the INSIDE show page on our website](#). Click the red **STREAM NOW** button at around 30 minutes before the start time and follow the login steps.



The image shows the INSIDE show page. At the top, it says "OT ON SCREEN" in a small font, followed by "INSIDE" in a large, bold, white font. Below that, it says "LIVESTREAM" in a smaller font, followed by "25 March 2021 - 27 March 2021" in a smaller font. Below the text, there are three buttons: "STREAM NOW" (red), "ABOUT" (white), and "VIDEO CLIPS" (white). To the right of the buttons, there is a "Show Info" section with the text "Thu 25 & Fri 26 March at 7.30pm" and "Sat 27 March at 2.30pm & 7.30pm".

If you don't see the login screen above after clicking **STREAM NOW**, try the following steps:

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

- Clear your cookies (instructions on how to do [here for chrome](#) and [here for safari](#))
- Close the OT page/tab on your browser
- [Visit the OT On Screen login page](#) again, and follow the instructions above

Watching on your TV

via a Smart TV, Firestick, Chromecast or other streaming device connected to your TV

Watch through the internet app on your Smart TV or device – you may have to download the app if you haven't used this before. Once you've opened the internet browser, simply visit our website (orangetreetheatre.co.uk/login) and follow the instructions above.

Watching on your mobile or tablet device

Visit orangetreetheatre.co.uk/login or navigate to the *Inside* page on our website and then follow the guidance above to [access the livestream](#).

What is the running time?

The performance lasts about 80 - 90 minutes with no interval.

How many tickets do I need to book?

We ask that you buy a ticket for each person watching, as you would when visiting the theatre.

If you want to access the stream from multiple devices or from multiple households, you need to purchase a ticket for each device. You will not be able to share the video performance with others.

Can I watch if I don't live in the UK? What time zone is the performance time in?

Yes - you can watch from anywhere with a good internet connection. The performance times are always given in local time, currently Greenwich Mean Time (GMT). Make sure you've checked what time the stream will be available from/to in your time zone if watching from outside of the UK.

On which devices will I be able to watch?

You will be able to watch on any device, such as a computer, smartphone or tablet with a good internet connection.

Can I watch the performance on my phone?

Yes, you will be able to watch on a smartphone with a good internet connection.

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

Can I share the performance to a TV?

Yes, there are multiple ways you can achieve this depending on what devices you are using. Popular methods for doing this include:

- **Using an internet browser on your Smart TV:** Open your Smart TV's integrated internet browser and then type in the URL of the webpage: www.orangetreetheatre.co.uk/login
- **Using an internet browser on a streaming device connected to your TV** such as Firestick, Chromecast, Roku, Apple TV
Open the internet browser on your device. If you don't already have one, you may need to download one from the app store. In the internet browser, type in the URL of the webpage: <http://www.orangetreetheatre.co.uk/login>
- **Casting to your TV using Chromecast:** If using a laptop or desktop, we recommend using Google Chrome. In the top right of your Chrome browser window select the three dot menu, then select 'Cast...' and choose your casting device. If using an Android device you can cast your device screen using the Google Home app. You can only cast to Chromecast devices. [Find out more](#)
- **Casting to your TV using Apple**
If using an Apple device you can mirror your screen to an Apple TV device.
- **Casting to your TV using Android**
Android devices use either Cast, Smart View (Samsung), Wireless projection or Mirroring. Using these settings on your android device, you can cast to
 - Smart TV: select mirroring on your TV, then select cast/ smart view/ wireless projection/ mirroring on your android
 - Firestick: press and hold the home button, select 'Mirroring', then select cast/ smart view/ wireless projection/ mirroring on your android
 - Chromecast ([using the Google Home app](#))
 - [Roku](#) and more
- **Connecting your laptop to your TV via an HDMI:** Connect the HDMI cable to your laptop and TV, then select the relevant output source on your TV. This will then mirror your laptop screen to your TV.

Can I buy a ticket for someone else to watch?

If you wish to purchase a ticket for a household other than your own, you will need to contact the Box Office so we can arrange the stream to be added to their account.

How much are tickets?

Tickets are £15, £25, £32.

Why are there different ticket prices?

Creating a livestream production is as costly as producing a show in person, and so we'd be grateful if you would consider paying what you might normally spend on a theatre ticket. Each ticket holder will have access to the same view, regardless of how much you pay.

I've booked for the livestream but haven't received an email confirmation, what should I do?

Please double-check your junk/spam folder for the email confirmation. It will have come from box.office@orangetreetheatre.co.uk and have the subject line:

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

'Confirmation of your order from the Orange Tree Theatre'. If you still can't find the confirmation email please contact the Box Office and they will be happy to send out another: box.office@orangetreetheatre.co.uk

If your purchase includes tickets for another household, please ensure you have notified the Box Office. Booking confirmation will only be sent to the purchaser, but all viewers will receive an email the day before with details of how to access. Please contact the Box Office if you haven't received this email.

I can't log in

If you don't recall having accessed your online account previously, please contact the box office

If you are struggling to log in successfully, try following these steps:

1. Check the email address you booked with is correct – this will be in your confirmation email
2. Clear your cookies (instructions on how to do [here for chrome](#) and [here for safari](#))
3. Go to [orangetreetheatre.co.uk/login](https://www.orangetreetheatre.co.uk/login) and try to log in again

If this still doesn't work, try resetting your password and following the steps above once again.

If you are still having problems, contact the team at:
box.office@orangetreetheatre.co.uk

I can only see a countdown clock, or the video screen is blank

You might have arrived early. Come back 30 minutes before the stream is due to start to check everything is working correctly.

The livestream page is not loading

Refresh your browser and try again or try a different browser - we recommend up-to-date versions of Chrome, Safari and Firefox.

The image is not very clear / I can't hear it

Your internet signal may be dropping in and out. Click on the cog on the player to adjust the quality - you may need to set it to a lower level so it can stream through your internet. If you are still having problems, try a different browser and disconnect any other devices that may be using the same internet connection.

If you can't hear the stream, first check your volume. If you are connecting a computer or mobile device to your television with a cable, it may not be compatible with audio.

It had already started when I tuned in, can I watch from the beginning, or watch again?

This streamed event is live. If you join after the start time, you will only be able to see

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

the event from that point. The video cannot be paused or watched again once finished.

Will a recording of the production be made available?

There are not currently plans for a recording to be made available. [Sign up to our email list](#) for any updates.

What protocols were in place to keep the cast and other staff working safely?

We have been adhering to all the Government's rehearsal and performance guidelines to make the theatre COVID-19 safe and ensure the wellbeing of everyone working. This included (but is not limited to):

- Keeping the number of people working in the building to a minimum
- Regular COVID-19 testing
- Adhering to social distancing; keeping more than 2 meters apart
- Rehearsing and performing in a large and ventilated space
- Wearing face coverings when entering, exiting, and moving around the building
- Temperature checks on entry to the building
- Frequent sanitising and cleaning

Step by step instructions on resetting your password

Firstly, [visit our website here](#). You will see a screen that looks like this:

Your account

Login

Email address:

(required)

Password:

(required)

LOGIN

New Customer? [Register now](#)
Forgotten your password? [Reset here](#)

box office powered by SPEKTRIX

Go straight to [Reset here](#) at the bottom of the page, which will take you to the next screen:

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

Your account

Forgotten Password

Email address:

Confirm email address:

EMAIL PASSWORD LINK TO ME

If you already have a temporary password, you can use it here:

Temporary Password:

CONTINUE TO RESET PASSWORD

Enter your email address in both boxes (this needs to be the email address to which you received your booking confirmation) and then click 'Email password link to me'.

Next check your email inbox for the password reset email, it should look like this:



How to reset your password

Dear

This is a message from the Orange Tree Theatre. We've received a request to reset your password. If you made this request, please click [here](#) to change your password (this link will expire in 12 hours).

If you are having trouble following the link above, you can copy this temporary password and paste it on the 'reset password' page.

Click on the link where it says "please click [here](#) to change your password", this will take you to a page to set your own password:

Checkout

Set your Password

New Password:
long

(required) Passwords should be between 6 and 20 characters

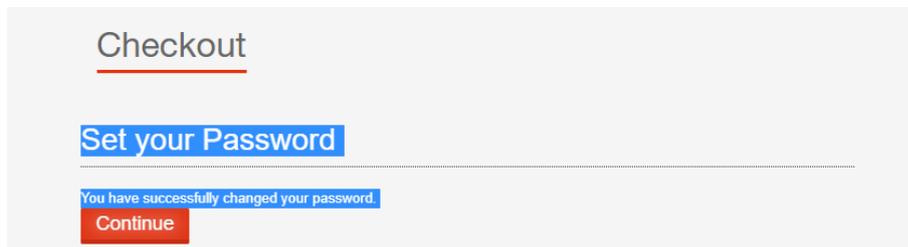
Confirm New Password:

(required)

Change Password

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

Enter your new password in both boxes (password must be between 6 and 20 characters), make a note of this password somewhere you can easily access it again later, and click **change password**.
On the next page you can click "Continue".



Checkout

Set your Password

You have successfully changed your password.

Continue

This will take you to your account within our website.

To watch the livestream, go back to the pre-show email you received which includes the link to watch toward the top of the email, and click on that link:

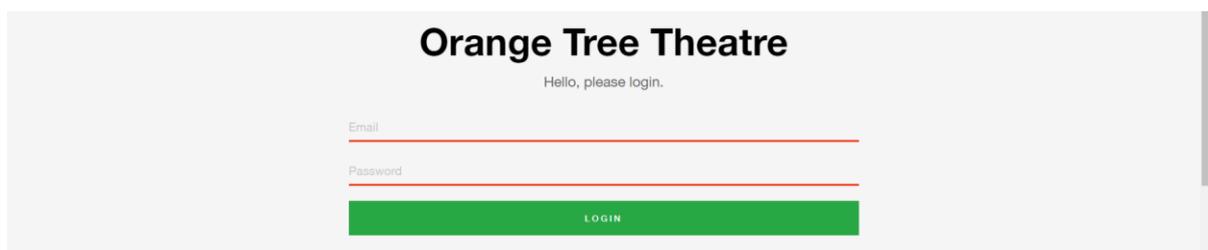


Information about tonight's livestream

performance of INSIDE

To watch, click here from 7pm tonight

You will be asked to re-enter your email address and password as you just set them up:



Orange Tree Theatre

Hello, please login.

Email

Password

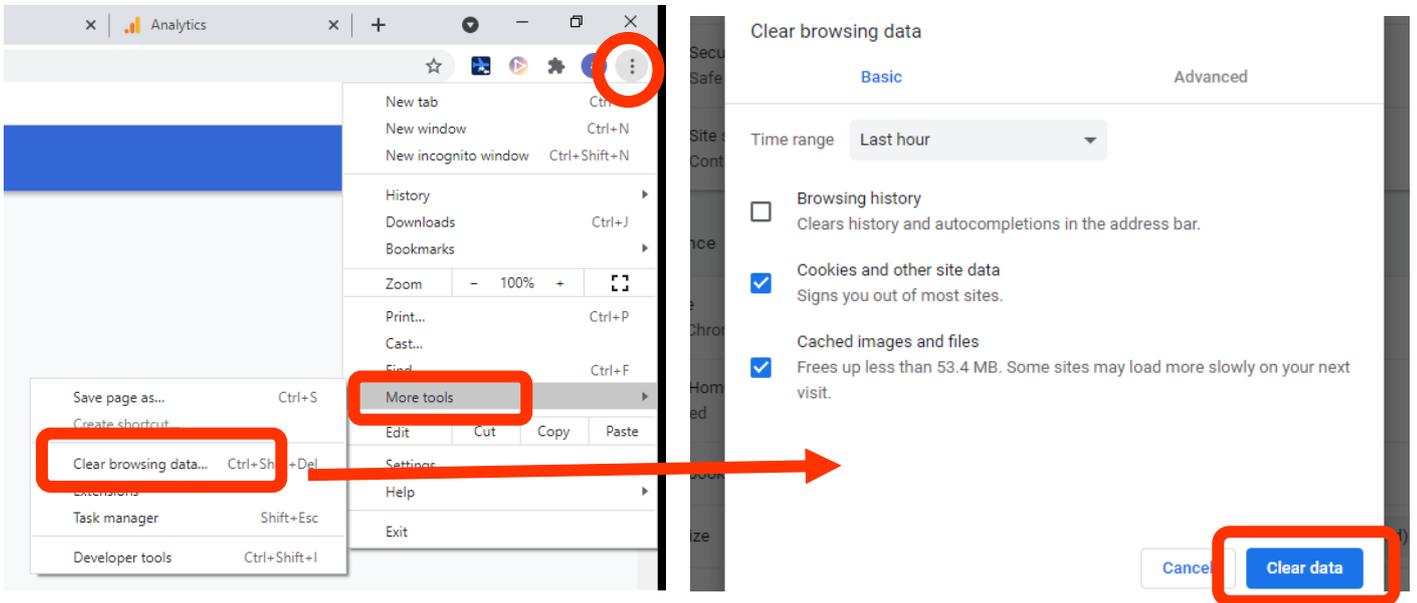
LOGIN

You should be able to log in successfully at this point. If you have any issues, please contact the Box Office at box.office@orangetreetheatre.co.uk.

Clearing cookies - Chrome

If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

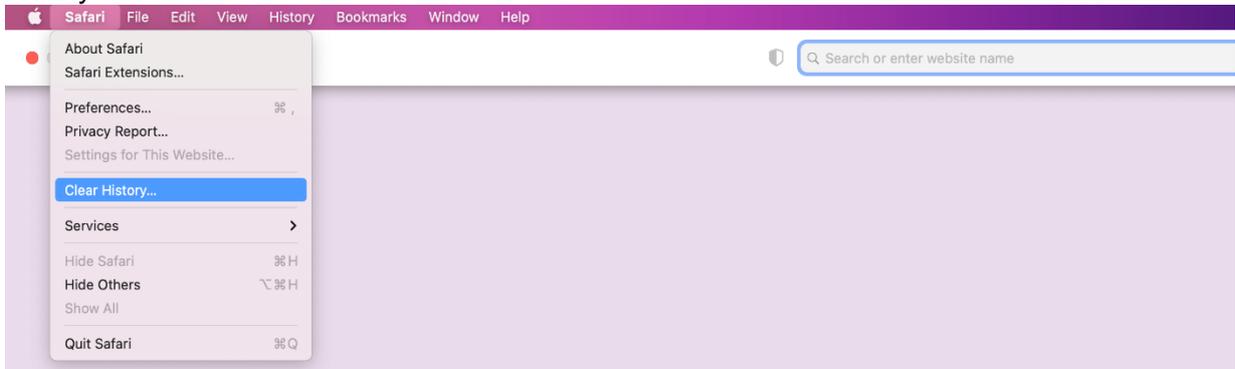
- 1) click the three vertical dots top right of the screen, just under the x to close the browser, then select “more tools” and “clear browsing data”
- 2) You’ll see the popup below – make sure the **browsing history** is unchecked, and **cookies and other site data** is checked, then click “Clear data”



- 3) Go back to orangetreetheatre.co.uk/login and re-enter email address and password

Clearing cookies - Safari (iMac or laptop)

- 1) Click Safari in the upper left-hand corner of your computer screen. Then click clear history.



- 2) A window will pop up in the centre of your screen. On the pop-up menu, select today and then clear history.

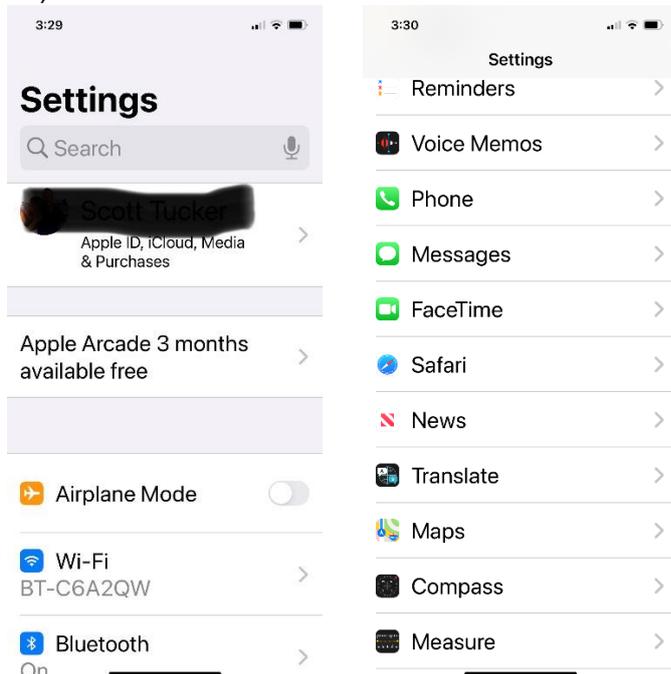


- 3) Go back to orangetreetheatre.co.uk/login and re-enter email address and password

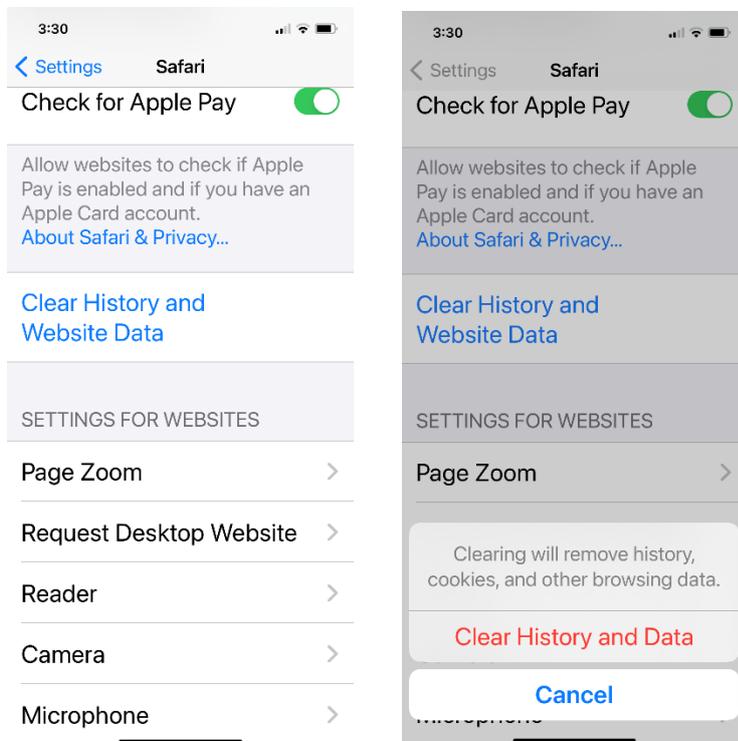
If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk

Safari – iPhone, iPad

- 1) Click settings on your iPhone or iPad.
- 2) Scroll down and then click on Safari.



- 3) Scroll down and click on Clear History and Website Data (blue font)
- 4) Then click on Clear History and Data (red font)
- 5) Go back to orangetreetheatre.co.uk/login and re-enter email address and password



If you have any further questions: contact the Box Office at box.office@orangetreetheatre.co.uk