

OT ON SCREEN livestream performances

Frequently asked questions

Here are answers to some questions you may have about a livestream performance. 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:**

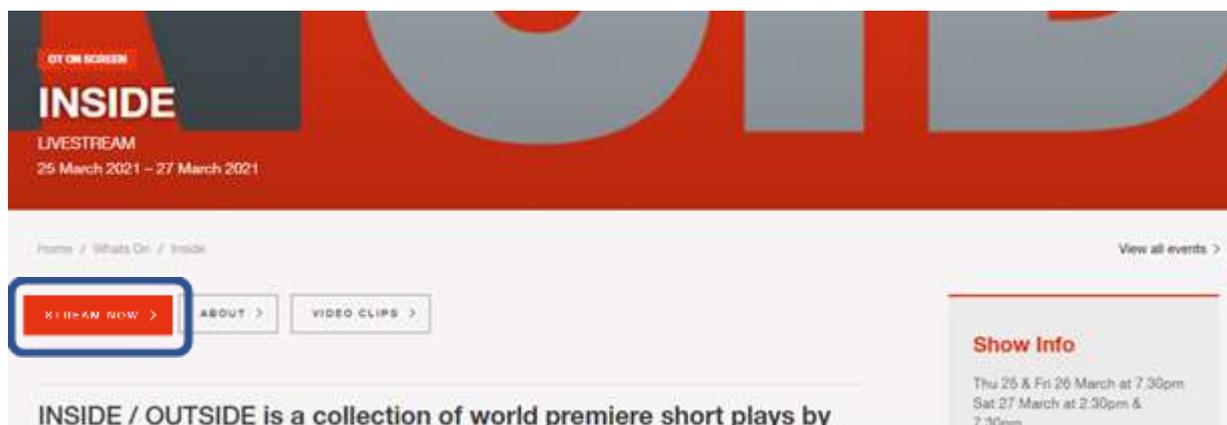
- [How do I access the livestream?](#)
- [What is the running time?](#)
- [How many tickets do I need to book?](#)
- [Can I watch if I don't live in the UK? What time zone is the performance time in?](#)
- [On which devices will I be able to watch?](#)
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- [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

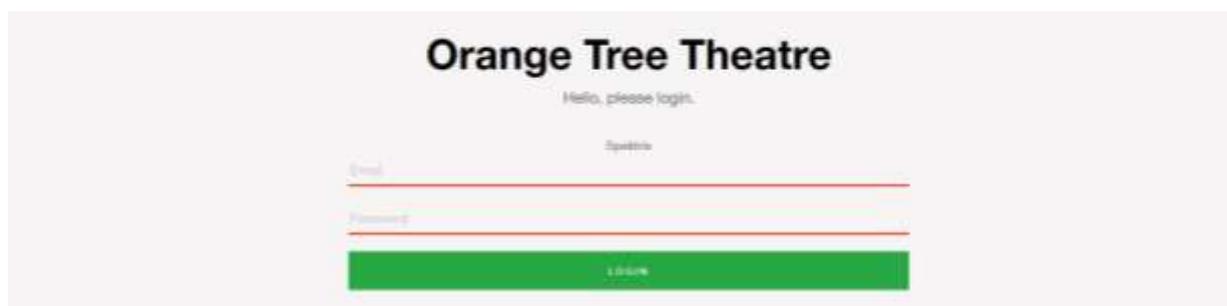
How do I access the livestream?

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 visit the page for the livestream **you've booked for**. Click the red **STREAM NOW** button at around 30 minutes before the start time and follow the login steps.



You will then 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.



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

- Clear your cookies (instructions on how to do [here for chrome](#) and [here for safari](#))
- Close the OT page/tab on your browser. Click on the link again found in your email.

Watching on your TV

via a Firestick, Chromecast or Airplay 2 capable streaming device connected to your TV

See our instructions in [Can I share the performance on a TV](#)

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

Watching on your mobile or tablet device

Visit the page for the livestream **performance you've booked for** 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.

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 Silk internet browser on an Amazon Firestick or FireTV device connected to your TV

Open the default Silk internet browser on your Firestick or FireTV device. In the internet browser, type in the URL of the website link for the livestream page sent in your pre-show email.

- 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

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the Google Home app. You can only cast to Chromecast devices. [Find out more](#)

- Airplay to your TV using an Apple device
If **you're** using an Airplay 2 capable Apple device, you can mirror your screen to an Apple TV or Airplay 2 compatible TV / device. [Find out how to do this.](#)

To check if your Apple product can cast via. Airplay, [please visit this article.](#)

To check if your TV or streaming device is capable of Airplay, [please check this article.](#)

- 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: **'Confirmation of your order from the Orange Tree Theatre'**. If you still can't find

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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 the link for the livestream sent in your pre-show email 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.

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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 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.

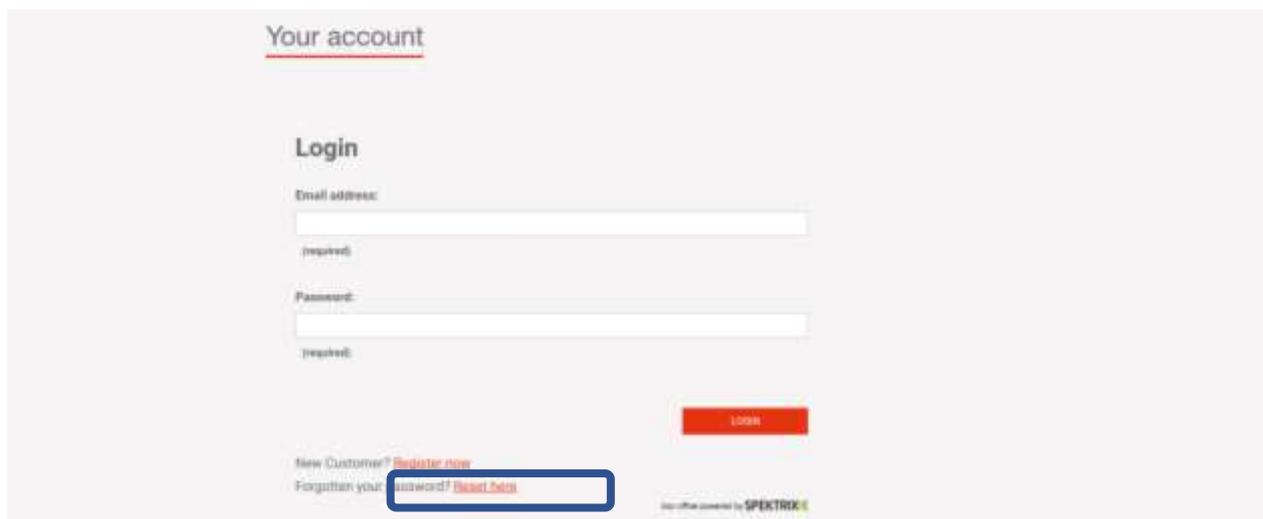
What protocols were in place to keep the cast and other staff working safely?

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

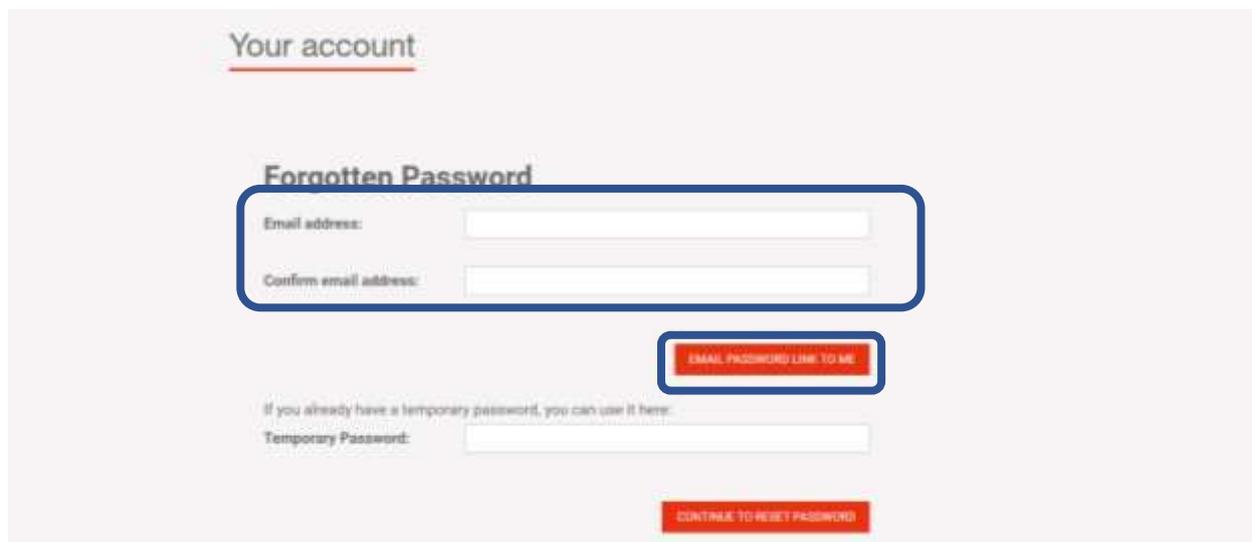
Step by step instructions on resetting your password

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



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

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



The screenshot shows a web form titled "Your account" with a sub-section "Forgotten Password". It contains two input fields for "Email address" and "Confirm email address", a red button labeled "EMAIL PASSWORD LINK TO ME", a section for "Temporary Password" with a "CONTINUE TO RESET PASSWORD" button, and a note: "If you already have a temporary password, you can use it here:".

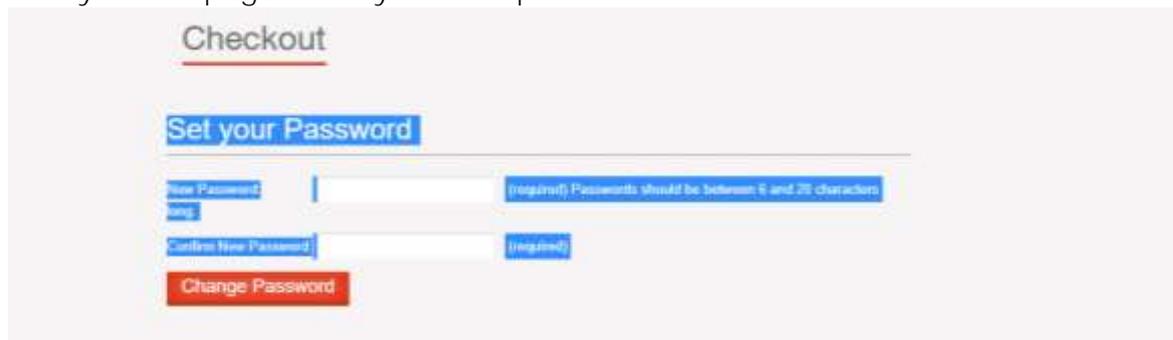
Enter your email address in both boxes (this needs to be the email address to which you received your booking confirmation) and then click 'Email password link to me'.

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

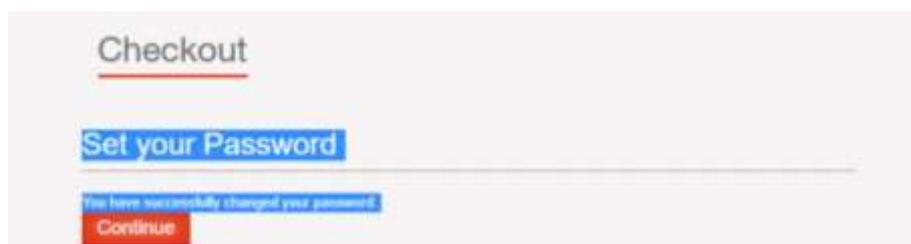


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Click on the link where it says “please click [here](#) to change your password”, this will take you to a page to set your own password:

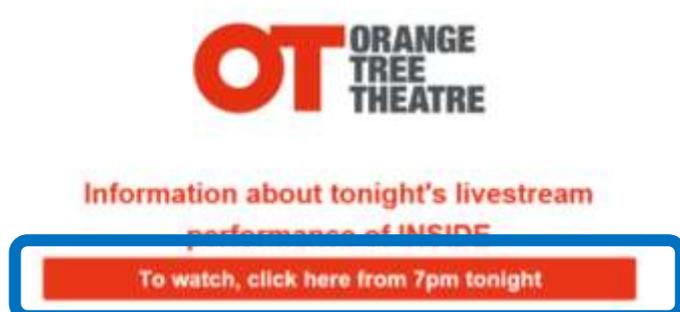


Enter your new password in both boxes (password must be between 6 and 20 characters), make a note of this password somewhere you can easily access it again later, and click change password. On the next page you can click “Continue”.

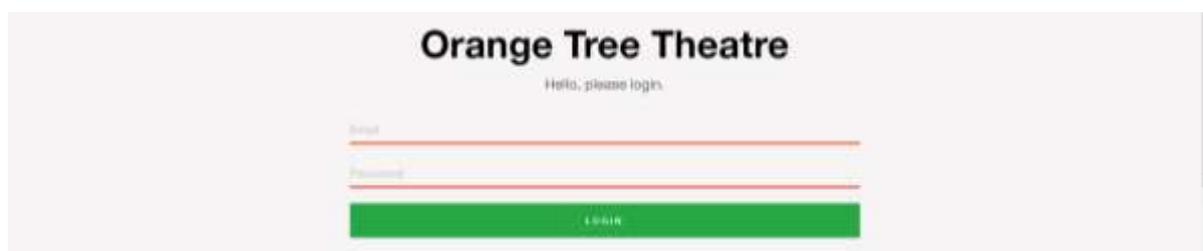


This will take you to your account within our website.

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:



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

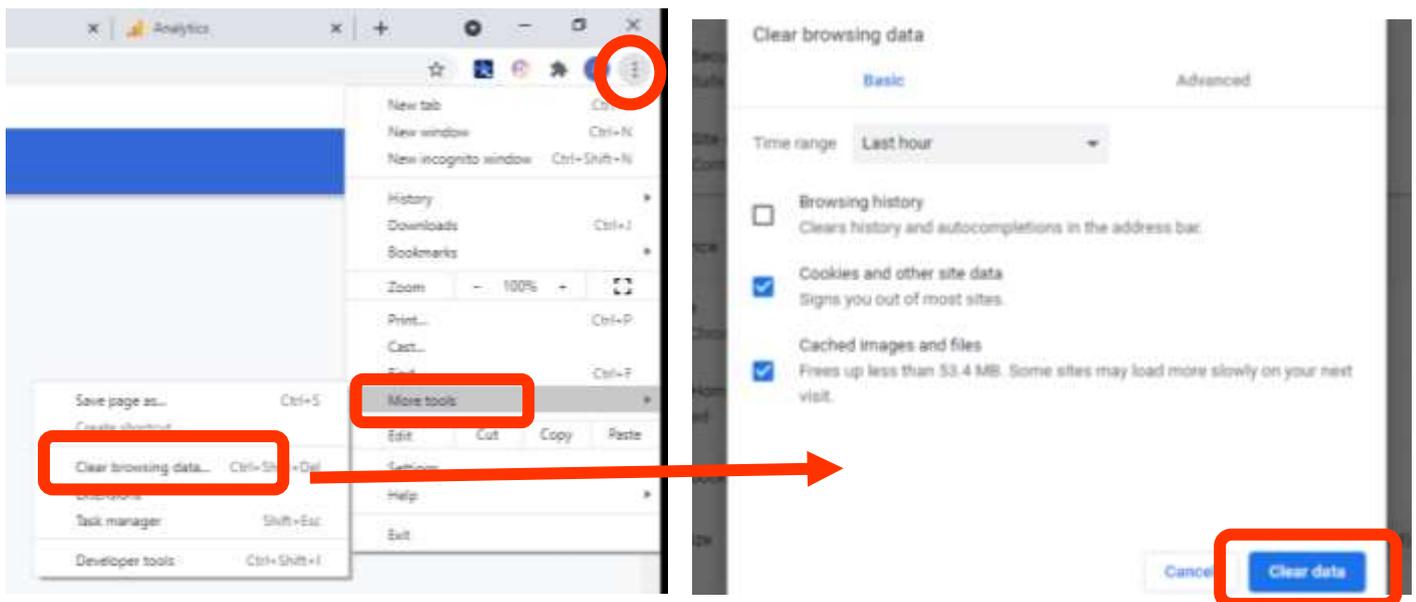


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You should be able to log in successfully at this point. If you have any issues, please contact the Box Office at box.office@orangetreetheatre.co.uk.

Clearing cookies - Chrome

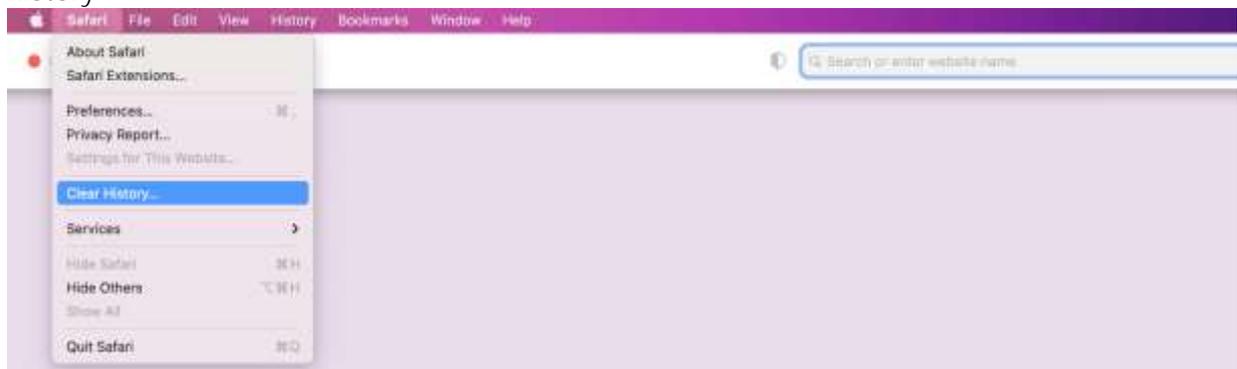
- 1) click the three vertical dots top right of the screen, just under the x to close the browser, then select “more tools” and “clear browsing data”
- 2) You’ll see the popup below – make sure the browsing history is unchecked, and cookies and other site data is checked, then click “Clear data”



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

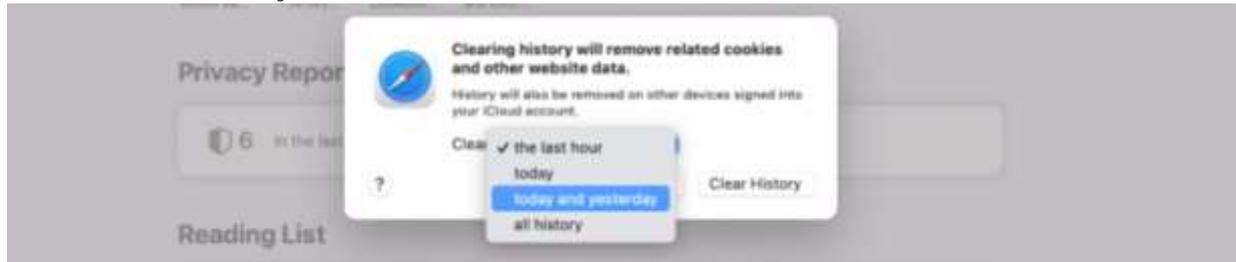
Clearing cookies - Safari (iMac or laptop)

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



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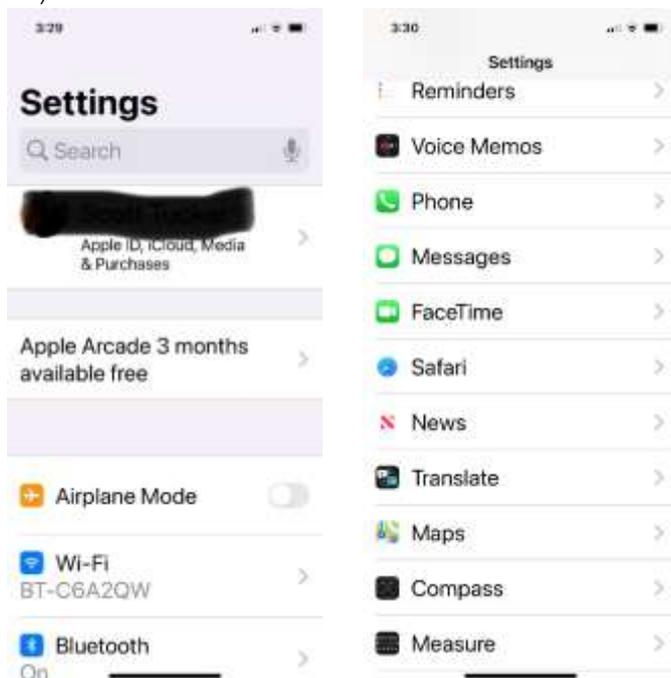
2) A window will pop up in the centre of your screen. On the pop-up menu, select today and then clear history.



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

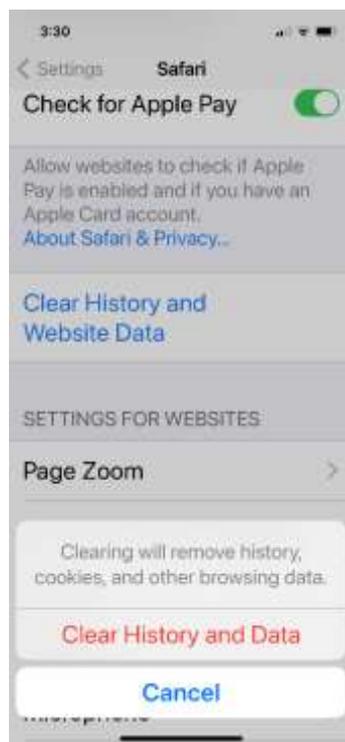
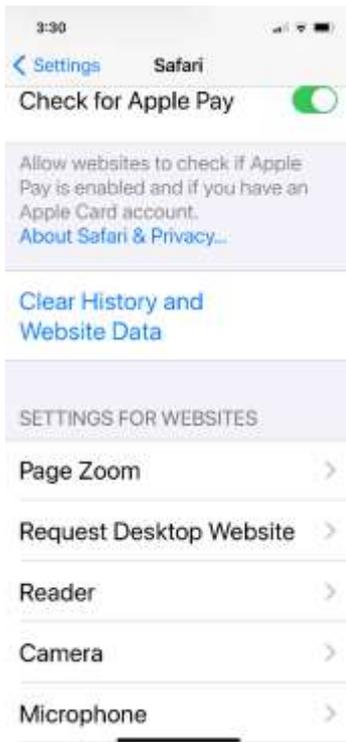
Safari – iPhone, iPad

- 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

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