

2021 Mobile Jewish Virtual Film Festival

FAQ

Ticket and Pass Purchasing

To purchase a virtual ticket or pass:

[Click here to view the Mobile Jewish Film Festival Films](#). Either Purchase Film tickets for each film individually or [purchase a full festival pass here](#) to view all 7 films. After you complete your purchase, you will receive an email confirmation to the email address registered with the account. **THIS IS NOT YOUR VIRTUAL TICKET.** You will receive a separate e-mail with a personal link to view the film approximately one hour before the virtual film is available to view. If you can't find the email with your ticket, you can find it in your **Elevent Order History**.

Ticket Quantity:

Individual ticket prices are \$9 and Household tickets are \$15 for each film. You may purchase the full 7 film package for both individual or household for \$60. If you will only be viewing one or a few of the films and have multiple people in your household who will be watching, we encourage you to purchase a Household ticket for each film.

FOR SPONSORS

Once you've logged into your Elevent account, your free film(s) will automatically be linked to your account. Choose your films, purchase others you wish to watch and check-out!

Virtual Event Schedule Info

How does the schedule work for virtual films events?

Virtual screening for the films take place over 3 weeks from March 5-26, with each film being available to view for 3 days starting at a certain time (typically 8:00 a.m. CST) on the start date and ending at midnight on the end date. Ticket sales will typically end at 8:00 p.m. on the end date. (Check individual events for exact times.)

Once you begin to watch a film you will have 72 hours to finish it or until midnight on the final day, whichever comes first. The link you receive to access a film is specific to your ticket and will only be accessed from one device. You will not be able to start watching on one device and finish watching on another. You will also not be able to share the link with anyone else once you have started watching it. You will be able to watch a film more than once within the 72 hour window on the same device.

For programming that involves a LIVE event, we will suggest a time to watch the film so the end of the film will be synchronized with the start of the live scheduled online event. (i.e. Watch the film at 5:00 p.m. and then join us for a Q&A with the director at 7:00 p.m.)

How does the virtual programming work?

Most programming will be pre-recorded and available via link through the Elevent site to view any time with your film purchase. Any live events will be a scheduled event and you will receive the link in the email with the film link. Click on the link in your virtual access email to access the Zoom login.

What time zone is the schedule using?

All times are based on *Central Standard Time*.

Access Your Virtual Event

When will I have access to my virtual event or live stream?

You will receive a Virtual Access email to the email address used to purchase your ticket. **This is a separate e-mail from your order confirmation.** If the virtual event is already available for viewing, you will be presented with a link on the order confirmation screen immediately after purchase to start watching. When the virtual event or access begins at a scheduled date and time, you will receive the Virtual Access email one hour before the virtual event.

I can't find my Virtual Access email, what do I do?

Be sure to check spam and junk folders. Search your mailbox using "Mobile Jewish Film Festival" or the email address donotreply@mail.goelevent.com

I can't find the virtual event access email?

You can access the virtual event from your [Elevent Account on your Order History](#) page. If not logged in, you will need to login first. You will see a view button displayed with the order details.

I don't see the view button on my order history page, what do I do?

The view button will appear at the scheduled date and time for the virtual event. If you've purchased your ticket during the scheduled viewing dates, it may take up to an hour to show up after you've placed your order. If you believe the virtual event should be available for viewing and is not, please contact us at majf.director@gmail.com

Watch Your Virtual Event

What are the system requirements?

You can watch content on PCs running Windows 7+, and Intel-based Macs running OSX 10.12+. You can also watch films on Android tablets and phones using Chrome, and on iPhones and iPads using Safari.

Do I need to download an app to watch?

No, you do not need to download and install an app to watch.

Can I connect my computer to my tv to watch the film? 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, or into the appropriate adapter for your **computer**. If you are using an adapter, connect that adapter to your **computer**.

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.

Can I watch content on my Android Device?

Yes, you can watch content using Chrome on Android 6.0 or later.

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 in the bottom right-hand side of the player

Can I AirPlay to my AppleTV?

You can AirPlay from most browsers if you have Apple TV by selecting the cast button on the bottom right-hand side of the player.

What happens if I forget my password?

Use the password reset option on the login page to reset your password. You will need access to the e-mail address you use to log in.

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 wifi, try moving closer to your router.