

Pass Package FAQ

Is the Pass Package for more than one person?

Each Pass Package is per person, not for couples or groups.

Can I purchase a Pass Packages for my family & friends?

Yes!

When you purchase your Pass Package you can also purchase one as a gift for friends/family!

When you receive your confirmation email it will provide you with an additional email you can forward to your gift recipient so they can make their Elevent account and redeem their gift!

See Pass Package info for more information.

When will I be able to RSVP for events with my Pass Package?

We will be going live with our slate on September 6th, at which point we will provide you a direct link to our SEARCH EVENTS page on Elevent. Once you log into your Elevent account and click "Fulfill Package" you will see our full schedule of screenings and events.

RSVP (Ticket fulfillment) is mandatory to confirm participation for in-person Screenings & Events.

See Pass Package info for more information.

When do I have access to the films on the Elevent Virtual Platform?

On-demand schedule:

Friday, October 19, 12am (PST) through Sunday, October 23, 11:59pm (PST)

Access:

VIP Pass Package	5 days	Oct. 19 - 23
Virtual Screening Pass	5 days	Oct. 19 - 23
Weekend Fest Pass Package	3 days	Oct. 21 - 23

Do I need to RSVP (fulfill a ticket) in order to view films virtually?

Nope!

With your purchase of a Pass Package or Virtual Screening Pass, access is automatic!

How do I access films on the virtual platform?

Once you have purchased your Package or Pass and created your Elevent account, you will visit <https://virtual.goelevent.com/> when the films go live.

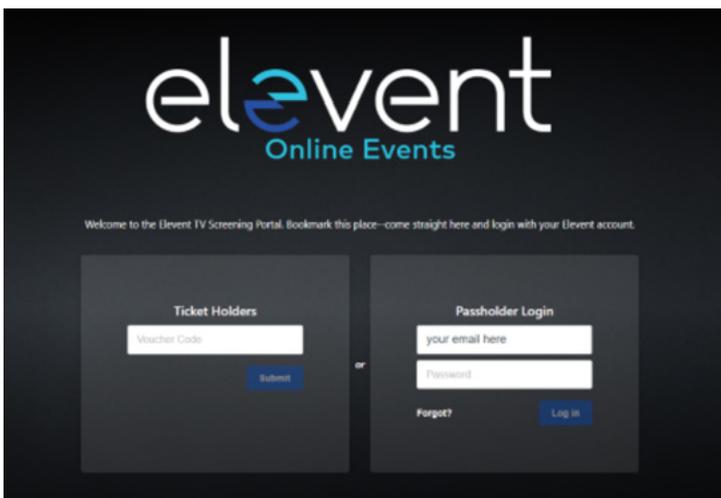
See chart above for access dates.

After logging with your Elevent credentials, you will see our full line up of virtual films.

Elevent Virtual Platform FAQ

How do I access content with my virtual pass?

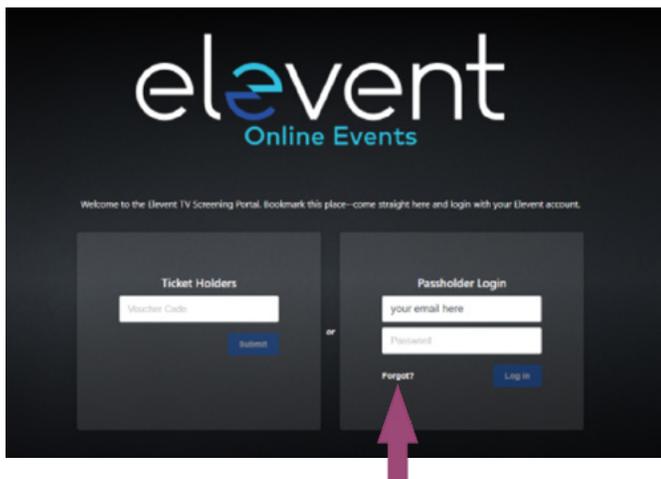
Your virtual pass is what gives you access to the screening portal. There are a few different ways to log into the screening portal:



- 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 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.'

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 that we haven't made their content available yet. See sdfilmfest.com for more information and find out when our schedule goes live!

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

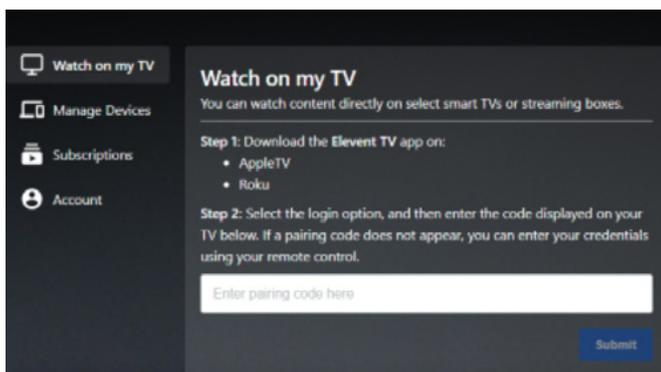
Yes, so long you do so within the availability period of October 19 - 23 depending on your access:

VIP Pass Package	5 days	Oct. 19 - 23
Virtual Screening Pass	5 days	Oct. 19 - 23
Weekend Fest Pass Package	3 days	Oct. 21 - 23

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.

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.

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.

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.

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.

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

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.

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.

Can I AirPlay to my Apple TV?

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](#)

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.