

MJFF VIRTUAL FESTIVAL FAQs

Your Account

In order to buy tickets and view screenings and live stream discussions, you will need an Eventive Account. All you need is your name and email address. **Be sure to use the same email whenever you visit the 2021 Virtual MJFF.**

- You can access the Virtual Festival by either buying one of our passes (All Festival or Six Pack) or individual tickets. All tickets are household viewing.
- *Buy individual tickets from the Virtual Catalog, which has film photos and information about the films.*
- When you click into a film from the *Virtual Catalog*, you'll be prompted to reserve your ticket.
- If you already have an Eventive account, just log in.
- To buy a pass, just click on Buy Pass on the MJFF Welcome page
- If you are buying tickets for the first time, you will be prompted to create your account with your email.
- If you have purchased a pass or been given one, just log in with the email associated with the pass. *No tickets are automatically reserved until you reserve the tickets using your pass.*
- To use your pass, log in and then reserve your ticket by using your pass as payment.
- *When you log in, be consistent with how you originally created the account and log with that email.*
- When you visit the site, just look in the upper right-hand corner and you'll see My Passes and My Tickets.
- *No credit card info is stored on Eventive. Your credit card info is with the processor, Stripe, and is encrypted. Stripe is fully compliant with PCI standards and funds are directly deposited into MJFF's account.*

Logging Into Your Account

- When you visit the MJFF site on Eventive (easily reached through our website), just look in the upper right-hand corner. You see either your initials or *Log In*
 - If you see your initials, it means you are logged in
 - If you see Log In, you will need to enter the email you used to create your account and password to log in. If you have forgotten your password, just click on *forgot password* and you will be able to reset it.
 - REMEMBER TO ALWAYS USE THE EMAIL YOU USED TO CREATE YOUR ACCOUNT TO LOG IN

Your Tickets/Passes

- When you visit our site, just look in the upper right-hand corner and you'll see My Passes and My Tickets
- A Pass will allow you to pre-order tickets using your Pass instead of a Credit Card. Once you reserve your tickets, you will see them *in My Tickets*.
- Most of the films have ticket limits – these are set by the film's distributor, who owns the rights to the film

Your Screenings

- When you reserve your ticket, *you will receive a confirmation email with information about your screening*. This includes the date and time it will become available to 'unlock' and information about any live stream program. (Unlocking just means you have the ticket reserved and you will be able to access the streaming). You will receive a reminder email when it becomes available to watch. When it becomes available to watch you should unlock on the device where you created your account.
- **All our films are available to watch for the length of the Festival – Nov 6-14.**
- **Once unlocked you will have 72 hours to watch the film – you can stop and go back to the film any time in that 72 hour period.** The 72 hours starts running when you unlock the film. You should unlock from the device you are logged into before watching on a TV app.
- Films may be watched on multiple apps for TV watching. **Before you try to watch on a TV, be sure to check the Eventive Website for information on which apps you can use and what version of the App is necessary for viewing.**
- You can also directly connect a laptop or computer using an HDMI cable
- You can always get technical help from the Eventive website and their support is available 9 AM to 9 PM 7 days a week to answer your questions through Chat.

Live Streaming Programs

- Many of the films have a live streaming program – you'll find that information in the Virtual Festival film description. There is also a tab called Live Streams that has additional info about the Festival guests.
- Your email confirmation will include date and time of the live streaming program.
- To watch just log into your account on your device, go to the film that has the live stream and click enter livestream on the right at the designated time. *Livestreams are not available on the TV apps,*

The Steve and Judy Halpert Audience Choice award

- Once you've unlocked a film, you will see the option to 'vote' by ranking the film. This is just under the picture of the film and will be available after you have unlocked and started to watch the film. Ranking is 5 to 1 with 5 being the best.