




The virtual solution for Film Festivals.  
Guidance. Community. Support.

## Registration Instructions

1. Registering for the event on your unique Event Channel.
2. Creating your unique account login during the time of Registration.
3. Logging In to your unique Film Festival Flix Account.
4. Navigating your unique Event channel.
5. How to Watch on Roku, Apple TV, Amazon Firestick, Connecting via HDMI cable and Casting via Chromecast.
6. How to Refresh a Browser.
  - a.  Click this button next to your browser to Refresh
7. Understand using the CHROME browser - Opening an incognito window in Chrome can help films run with less buffering or interference.
  - a. click on "File" in your browser menu
  - b. Choose "New Incognito Window" or "New Private Window"
8. Clearing a computer's Cache.
  - a. On Chrome click on the 3 dots in the upper right corner of the browser window.
  - b. Click History
  - c. Click Clear Browsing Data

### To watch the festival

Go to: <https://filmfestivalflix.com/product/the-chef-registration/>

Make sure you created your account on FilmFestivalFlix.com during their Registration:

Register for "The Chef" on Film Festival Flix,

1. Create your account at point of registration – write down your log-in email and your password
2. Click the Festival Channel
3. Watch the episodes associated with your registration.

\*Tutorial: <https://filmfestivalflix.com/question/how-to-create-your-account/>

## **IMPORTANT LINKS:**

- Event Screening Page: <https://filmfestivalflix.com/festival/the-chef/>
- Event Registration Page: <https://filmfestivalflix.com/product/the-chef-registration/>
- Event FAQ Page: <https://filmfestivalflix.com/the-chef/faqs/>

## **Box Office/Ticket Sales customer support:**

1. Every registration is accompanied by an automatic E-MAIL CONFIRMATION.
  - a. Patrons to confirm the receipt of that e-mail. This will assure that their purchase was complete. Make sure to have them check their inbox and their junk folder in case.
2. Patron to LOG IN to their account on [www.filmfestivalflix.com](http://www.filmfestivalflix.com)
  - a. Log in is available at the top left of the website.
  - b. Click log in
  - c. Enter the email address and password they picked during their first purchase.
  - d. Once Logged In the upper left of the screen will now say WELCOME and their account name.
  - e. Click My profile
  - f. Click Orders and they will be able to see all orders associated with their account.
3. For any billing questions about purchases, voucher redemption issues or password issues have patrons e-mail [Customer.service@filmfestivalflix.com](mailto:Customer.service@filmfestivalflix.com) and INCLUDE:
  - a. Name
  - b. Email address associated with their purchase.
  - c. Order Number
  - d. Voucher Code

## **Helpful Videos for patrons:**

<https://filmfestivalflix.com/the-chef/faqs/>

## **You'll find HOW TO videos for:**

1. How to create your account
2. How to Purchase Tickets and Passes
3. How to Redeem Your Vouchers
4. How to log in

**Customer Service Top technical issue:**

**I CANNOT ACCESS MY FILMS!!**

1. [Customer.service@filmfestivalflix.com](mailto:Customer.service@filmfestivalflix.com) and INCLUDE:
  - a. Name
  - b. Email address associated with their purchase.
  - c. Order Number
  - d. Voucher Code
  
2. Log into your account on: <https://filmfestivalflix.com/festival/the-chef/>
  
3. Log on in the upper left corner where it says sign in.
  
4. Enter your e-mail address and password chosen during your 1st purchase.
5. Click Log In.
6. The screen will now say WELCOME BACK in the upper left corner.
7. Scroll down the page and click on the movie you want to watch.
8. Click Watch Film and Enjoy
- 9.

\*There is a chance that you mistyped your name, email address or password while creating their account and thus cannot access. Contact Film Festival Flix with their name and e-mail address.

**IT'S NOT WORKING! / IT WON'T PLAY! / IT SAYS PURCHASE OPTIONS INSTEAD OF WATCH!**

**For best viewing on the computer:**

The Film Festival Flix Website is more stable on your computer using Chrome, and Safari. However, it will work in all browsers.

Viewing in a Private or Incognito window will provide faster load times and video streaming. To open a Private or Incognito window:

1. click on "File" in your browser menu.
2. Choose "New Incognito Window" or "New Private Window."

If problems persist, it's good to clear your browser cache.

## MY FILM IS FROZEN! HELP!

1. Click into the player window to bring up the controls and re-click the play arrow or click on the rewind 10 seconds to give it a nudge.
2. Refresh your Chrome browser and open in an incognito window.
3. Move the cursor to the end of the scrub bar in order to fast forward through the other items you've already watched.

## HOW CAN I WATCH MY FILM ON MY TV?

Remember to log into the festival and redeem your purchases or coupon codes so that your purchased films are directly connected to your unique account.

<https://filmfestivalflix.com/festival/the-chef/>

1. Watch via the Film Festival Flix app on Roku:  
<https://filmfestivalflix.com/question/roku-device-how-to/>
  1. Add Film Festival Flix Channel:
    - a. Go to the Home menu by pressing the home button on the remote.
    - b. In the left sidebar, scroll down to the Streaming Channels section.
    - c. Select Streaming Channels to open the Roku Channel Store.
    - d. Search for Film Festival Flix
    - e. Add Channel
    - f. Click go to channel
    - g. Select Login and proceed with your account's email address and password - created during your first purchase on [www.filmfestivalflix.com](http://www.filmfestivalflix.com)

2. Watch via the Film Festival Flix app on Apple TV:  
<https://filmfestivalflix.com/question/how-to-add-film-festival-flix-to-appletv/>
  1. Add Film Festival Flix Channel to your Apple TV
    - a. Open the App Store.
    - b. Search for Film Festival Flix.
    - c. Click “Get” and open the app once loaded.
    - d. Select Login and proceed with your account’s email address and password - created during your first purchase on [www.filmfestivalflix.com](http://www.filmfestivalflix.com)
  
3. Watch via the Film Festival Flix app on Amazon Firestick:  
<https://filmfestivalflix.com/question/how-to-connect-to-amazon-firestick/>
  1. Add the Film Festival Flix Channel to your Amazon Firestick
    - a. Open “Search”.
    - b. Search for Film Festival Flix.
    - c. Click “Get” or “Download” and open the app once loaded.
    - d. Select Login and proceed with your account’s email address and password – created during your first purchase on [www.filmfestivalflix.com](http://www.filmfestivalflix.com)

## MY ROKU ISN'T WORKING

1. Make sure they are logged in properly. Must use the same e-mail address and password they chose when creating their account on their 1<sup>st</sup> purchase.
2. If Festival selection says subscribe – it means they are not logged in properly and/ or didn't purchase the proper access for what they are trying to watch.
3. Trouble Shooting Roku:
  - a. Log out and Log back in
  - b. Close the channel and re-open the channel
  - c. Shut down Roku device, unplug for 10 sec and restart the process
  - d. Hit home and re-launch the film festival flix channel.
  - e. Call Roku for further trouble shooting.



Film  
Festival  
Flix

