



## Frequently Asked Questions

### **Are all of the films available online including the films for in-person screenings?**

Yes. All films, shorts and events are available online.

### **Are all of the online films available throughout the festival, May 10 to May 18?**

No. Each film is available only once, on a scheduled day, from noon until 10 p.m. The full schedule can be found [here](#).

### **How can I watch the online films and what is the charge?**

To watch the online films, please register [here](#). All online films are free.

Though the films are free, we welcome donations. You can donate when you register. (Donations received before April 26 will be recognized in our festival program).

### **Can I register for a single film?**

No. You should register for the virtual pass and then you can choose whatever film you like on the day of the screening.

### **What films are available in-person?**

Two feature films and one short film are available in-person at the Stanley A. Milner Edmonton Public Library: *Neighbours*, on Tuesday, May 10 at 7 p.m. and *Fiddler's Journey to the Big Screen* and *Space Torah* (short), on Sunday, May 15 at 7 p.m.

### **How do I get tickets for in-person films and what is the charge?**

The in-person films are free but we ask that you register ahead of time. Please register [here](#).

Though the films are free, we welcome donations. You can donate when you register. (Donations received before April 26 will be recognized in our festival program).

## **How do I access the online films?**

To access the films, you must first register [here](#). If you have registered, you can enter the virtual festival at the scheduled film times [here](#). You will be watching films from Eventive, a screening platform for virtual festivals.

## **Can I watch the films on my TV?**

If you have an Apple TV, Chromecast or smart TV enabled with Airplay, or an HDMI cable, you can watch on your TV. See technology tips section below or see instructions [here](#). If you are not very “techy”, you may be better off watching on your computer.

## **Can I do a test before the virtual film festival begins?**

Yes. We recommend it. Click [here](#) to try the virtual festival and test your device.

## **Will I receive an email with all of the film and event links as I did for last year’s festival?**

You will not receive the film links. This year the festival will be screened from the Eventive platform. If you are registered, you will receive daily reminders and you will have to sign on to Eventive film screening platform to watch the films. You can enter the virtual festival at the scheduled film times [here](#).

For the Zoom Q&As you will receive emails with the Zoom links.

## **Do I need an Eventive account to watch the virtual films?**

Yes, but that is easy. The first time you access a film in our virtual festival, you will be asked to set-up an Eventive account either via Facebook or by entering your email address and creating a password. Remember to write down your password as you will need it each time you watch a film in the virtual festival.

## **What if I forget my password?**

You will be given an option to re-set your password when you sign in. If you have used Eventive to watch other virtual festivals, you may already have an Eventive account. You will have to reset the password if you don’t remember it.

## **How long do I have to view the films?**

You can only begin watching a film on the date it is scheduled, between noon and 10 p.m. Once you begin watching, you will have 24 hours to finish watching.

## **Can the films be paused once I start watching?**

Films can be paused and re-started throughout the 24-hour viewing window.

## **Can I watch the films if I don’t live in Edmonton?**

Yes. Most of the films will be available to viewers outside Edmonton. *Fiddler’s Journey to the Big Screen* is restricted to Edmonton. *Persian Lessons* is restricted to Canada.

### **How do I access the Q&As?**

To access the Q&A sessions you must register for the virtual festival. Zoom links will not be sent to you the day of the session. You can also find the Zoom link on the Eventive platform at the scheduled time. Enter virtual festival [here](#) to watch the Q&As.

**Note:** The live panel discussions will be using Zoom. Please ensure you [download latest Zoom here](#). If you are not familiar with Zoom [learn how to use Zoom here](#).

### **Will the Q&As be interactive?**

Yes, you may submit questions through the chat feature in Zoom.

### **I am unable to attend the Q&As. Will I be able to watch it a later date?**

Yes, the Q&As will be available in the virtual festival within 24 hours of the live event, subject to permission from the filmmakers. They will also be available on the Jewish Federation of Edmonton's YouTube channel.

### **Can I rate the film after viewing?**

Yes, and we request that you do. Once the film is completed, you can rate the film by going to back to the film page.

### **What if I have more questions regarding using the virtual cinema?**

More information and access to live chat support is available [here](#).

### **Other questions?**

Contact Susan at [info@edjfed.org](mailto:info@edjfed.org).

## **Technology tips**

### **How to watch the films on your Smart television using Streaming Devices:**

**Chromecast** – With a Google Chromecast device, you can 'cast' directly to your television from any compatible app or device. Chromecast is built into many smart TVs, and also available as additional hardware. You can stream films on Chromecast by 'casting' from your smartphone, tablet, or computer on the same Wi-Fi network. For information on using your Chromecast, click [here](#).

**Airplay** – Screen sharing is available using your Apple Airplay enabled device or Smart TV (most Samsung TVs). Instructions for screen sharing from an Apple device using your Apple TV using Airplay can be found [here](#).

### **How to watch the films on your television with no Smart TV capabilities:**

**HDMI Cable** – Using a special cable available at many stores, you can connect your computer or mobile device to your television. If you have a laptop or nearby computer with an HDMI port, you can connect it directly to your television, using it as a second or external monitor. Some laptops or computers require special adaptors or dongles to connect to the HDMI cable. The details will depend on your setup. We recommend referencing your television and computer manuals for more information.