

APOLLO

Viewing and Ticketing Frequently Asked Questions

BEST PRACTICES

- Update your browser before the program begins.
- Close all other browsers except the browser you are using to watch the Apollo program.
- Close all other tabs and disable pop-ups.
- Maximize your screen brightness.
- Adjust to your preferred volume settings.
- Check your internet connection.
- Disable sleep mode or screensaver mode.
- Turn off any notifications
- Enable high-definition viewing.
- Choose an internet browser compatible with the Apollo program. The event will be compatible with most major browsers running on major operating systems, Specifically:

Firefox 1.1+

Internet Explorer 10+

Safari 1.0+

Edge

Chrome

Opera

*Please note that the platform is not compatible with Opera mini.

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TICKETING QUESTIONS

Who should I contact if I have a problem with my tickets?

- Please email boxoffice.info@apollotheater.org or (212) 531-5305 for any issues with accessing the broadcast watch page.
- *Limited responses during the holidays:*
 - Between December 27-31, 2021 should you have issue accessing the broadcast watch page, email boxoffice.info@apollotheater.org or (212) 531-5305 and allow up to 24 hours for a response.
 - Between January 1-2, 2022 should you have issue accessing the broadcast watch page, email support@brandlive.com and allow up to 24 hours for a response.
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Can I transfer my ticket to someone else?

Yes -tickets can be reassigned to another person by logging in to your Eventbrite account and editing your order. You will need to enter the first and last name as well as email address of the person you are assigning your ticket(s).

Can I have a refund?

All ticket sales are final.

QUESTIONS TO TROUBLESHOOT TECHNICAL ISSUES

What are the bandwidth requirements to view the event?

We recommend a consistent internet download speed of 3Mbps for an excellent viewing experience. Videos can be viewed at a lower speed, but stream quality might be affected.

What are the system requirements for someone watching the event?

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The event is best experienced from a computer with the minimum specifications, either from Mac OS X 10.6 or Windows 7 with latest updates installed, and 4GB of RAM.

The computer needs access to an internet download speed of 3mbps or faster. The platform is responsive to all modern mobile browsers

The event has started, but I can't hear anything.

Be sure that you've clicked "Click to Unmute" on the player, and that the computer sound is unmuted. You may have a set of headphones or earbuds plugged in, and the system is running your sound through them. Unplug them in order to hear sound through your computer's speaker.

You may have a Bluetooth device that's redirecting your sound. Disable the Bluetooth connection and make sure you choose to hear sound through your computer's speaker.

The video freezes or looks jumbled during the broadcast. At times it returns to playing as expected. What can I do to avoid this?

This is likely a problem that you can't fix. The source of these pauses or jumbles is due to your bandwidth and processing power. Click on the cog/gear at the bottom right of the video player and select 720p or below.

I believe the event has started, but I can't see the play button in the screen.

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If the video doesn't start automatically or if the play button doesn't appear, refresh your browser screen. If this doesn't work, close your browser completely, and restart your browser.

I can see the event, but the video is not playing.

The video area should show a triangle-shaped play button when the event is live. The word LIVE should also be shown in the lower left corner of the video player. Click the play button to start the live (or recorded) video.

General Viewing Tip:

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For optimal viewing experience, close all other browsers and tabs when logged on to the program page.

ADDITIONAL VIEWING QUESTIONS

What if I didn't receive the email with the viewing link?

First, check your spam folder. Your link will be sent via Eventbrite so make sure your email settings and preferences are set to receive email from Eventbrite.

Then, log in to your Eventbrite account and double check your email address that you used to purchase your ticket. All confirmations and viewing links will be sent to that address.

You will receive your link 24 hours before the event. If you purchased within 24 hours of the start of the event, you will receive your link in your Eventbrite confirmation email.

If you still cannot find your confirmation and you are certain you purchased your ticket, email box.office@apollotheater.org and we can help.

How do I interact with other program participants?

The chat feature is the best way to connect with other program viewers. Be sure to check out the quizzes and polls while you're online and of course follow @apollotheater on social media and share your thoughts and post your photos to Instagram.

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