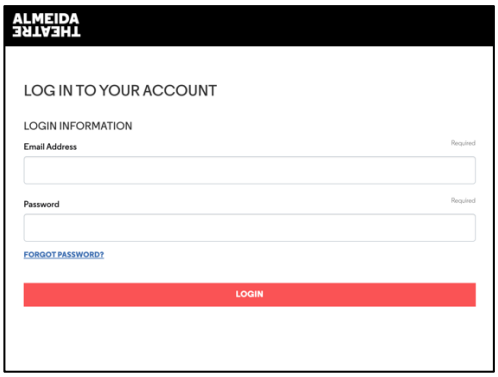
ON-DEMAND TROUBLESHOOTING

HOW DO I ACCESS THE STREAM / LOGIN?

- Go to: https://ticketing.almeida.co.uk/account/content

- You will need to log in with the same account you purchased the ticket with here:



- If you have forgotten your password you can request a new one.

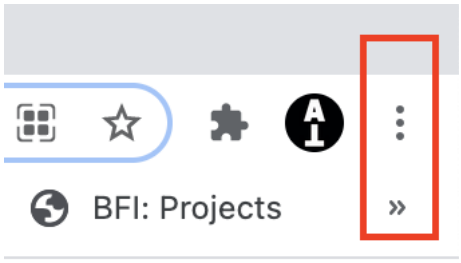
- Once logged in, click the **WATCH NOW** button next to the recording.

CAN I WATCH THE PERFORMANCE ON MY TV?

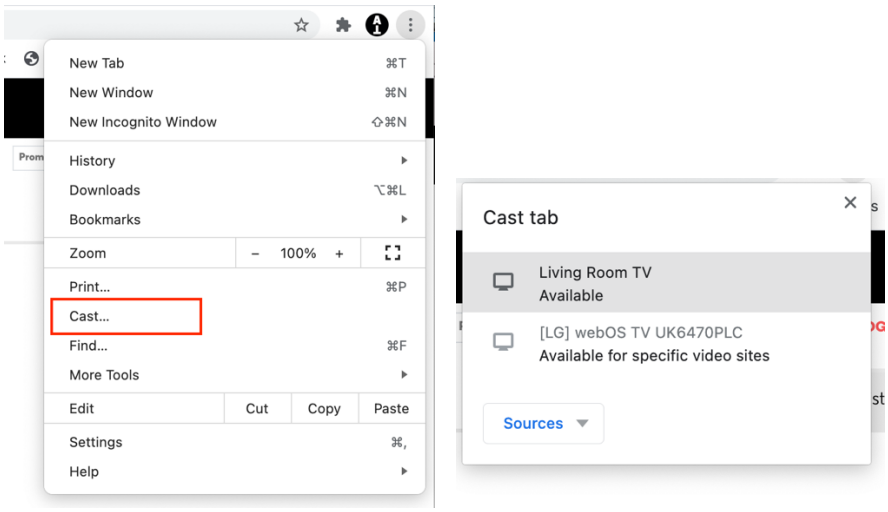
- It is possible to watch on a TV, either via a SMART TV or via a device that allows you to share digital content to your TV.
- There are many different ways you can achieve this depending on your TV and the devices you are using, and we may not be able to offer support to all devices.
- Some popular and tested methods include:

CASTING USING CHORMECAST:

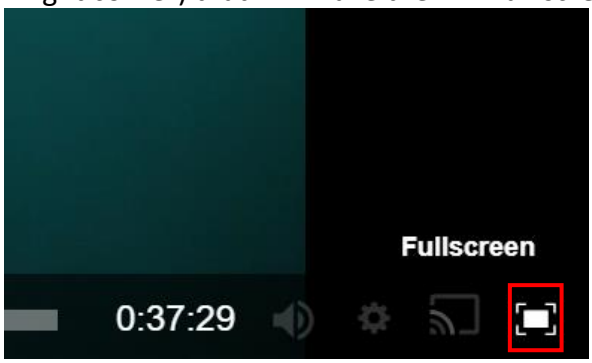
- Open your *Recordings & Live Streams* section on the Almeida Theatre website on a laptop or desktop computer, using the internet browser Google Chrome.
- In the top righthand corner of your Chrome browser window select the three dot menu:



- In the dropdown menu select 'Cast...' and chose your Google Chromecast device:



- This will cast the whole webpage to your TV. If you then click the full screen button in the video frame (bottom right corner) that will make the film full screen on the TV:



- If you have an Android device you can also cast your device screen using the Google Home app.

CASTING USING AIRPLAY:

- If you have an Apple device that can connect to your TV using AirPlay, you can click the share icon in the video frame (bottom right corner) and select your TV:

CONNECTING YOUR COMPUTER TO YOUR TV VIA HDMI:

- Connect the HDMI cable to your laptop and TV, then select the relevant output source on your TV. This will then mirror your laptop screen to your TV.

USING AN INTERNET BROWSER ON YOUR SMART TV OR AMAZON FIRE STICK:

- Open your SMART TV's integrated browser and navigate to the *Recordings & Live Streams* section of the Almeida Theatre website.
- If you have an Amazon Fire Stick, you will need to download the Amazon Silk Browser or Firefox and navigate to the Almeida website through the browser.

NO SOUND?

- First check the volume on your computer, device or TV is turned up.
- Then check the volume bars on the video frame (bottom right corner) make sure these are all the way up: