



Tales from a Safe Distance Ticket & Viewing FAQ

Have questions about how to use your ticket to the Decameron Opera Coalition's presentation of *Tales from a Safe Distance*? You've come to the right place!

Do I have to buy a ticket for every episode?

No! One ticket gives you access to all four episodes, with unlimited screenings until the end of the year. Enjoy!

I just bought a ticket online. How do I get to the episodes?

After buying a ticket, you're taken to the receipt page. Scroll down a bit, and click on the **Digital Pass** button. This will take you directly to the episode page. You'll also receive a confirmation email; see the next question for help with it.

I have a ticket email. What next?

Scroll down through the email until you see a bold "Confirmation", with a long number next to it. Just below that, there's a grey **Access Online Event** button: click it, and you'll be taken directly to the episode page.

Alternatively, take note of the *Access Code* listed directly above that button. You can then go to <https://decameronoperacoalition.ticketspice.com/meet/tales-from-a-safe-distance> and enter the code manually (this is equivalent to just clicking the *Access Online Event* button).

I can't find my ticket. How can I retrieve it?

First, please double check your email and your spam folder. The ticket email is titled *Tickets for the Decameron Opera Coalition's "Tales from a Safe Distance"*, and is from *Decameron Opera Coalition* <noreply@ticketspice.com>. If you can't find it, it's possible that there was a typo in your email when you placed your order. Send us an email at decameronoperaco@gmail.com with your name, the email you used to purchase the ticket, and when you made the purchase. We'll look it up and resend your ticket to you.

I click on the *Access Online Event* button, but it's still asking for the code.

Your access code is good for access from a single device at a time from a single IP address. You likely have the episode page open on another device (perhaps your phone on the cell network?). Close all browser tabs with the episode page, then try again from your desired event. It can take a while for your old devices to register as having closed the event, so you

may need to wait up to 30 minutes. Don't worry, though: you can always watch the episode from the beginning!

I entered my access code, but it says that it's invalid.

Please see the previous question.

I started watching on my phone, and now I can't open the episode on my laptop.

Please see the previous question.

How can I watch (or hide) closed captions?

There's a white or blue CC button in the lower-right of the video player. Click it to toggle closed captions on or off.



How can I make the video fullscreen?

In the lower-right corner of the video player there's a button with four arrows pointing outwards. Click it once to make the video fullscreen, and again to return exit fullscreen.



Can I watch the episode again later?

Absolutely! Your ticket is good for unlimited access for a single household through the end of 2020.

Where do I find the other episodes?

To the right of the video, there are a series of tabs, one for each episode. Once each episode premieres, you can watch it in the appropriate tab. Before then, you'll see a note about when the episode will premiere.

Where can I watch the afterparty?

Once you're done watching the episode premiere, join us for an afterparty with the episode's artists by clicking on (for instance) the *Episode 1 Afterparty* tab to the right of the video. The afterparty will begin shortly after the episode finishes (if you started watching at 8 p.m. ET / 7 p.m. CT).

How can I ask the artists questions during the afterparty?

Scroll down a bit from the afterparty video, and you'll find a chat window where you can leave comments for or pose questions to the artists. To use the chat, first enter your name.

Can I watch the afterparty later?

Yes! Shortly after the afterparty finishes, the full recording will be available in the same place.

I have a question no one has asked before!

Congrats! Please get in touch with us at decameronoperaco@gmail.com and we'd be happy to help!