

Welcome to the 33rd Aspen Shortsfest!

FilmEducates is pleased to present Making Movies Matter and The Youth Form Kickoff Event online through the Eventive platform.

If any of these sections don't cover your question, drop us a line at [info@aspenfilm.org](mailto:info@aspenfilm.org).

### **VIRTUAL SCREENING DETAILS**

#### **Q. What is Eventive?**

Eventive is our virtual festival platform and ticketing system all rolled into one. You will need to login to access your content - so please keep track of this information!

If you can't remember your password click "Forgot Password?" on the Eventive site, in order to reset it.

**If you are new to using Eventive, you must create an account.** There is no way to access virtual content on Eventive without an account.

#### **Q. Do I need an Eventive account to buy passes/tickets and watch films?**

Yes. You will be required to create an account in **Eventive**.

#### **To create an account & unlock content:**

Go **HERE** in order to create your eventive account.

Once your account has been created, you will then be able to unlock the desired content (using the passcode sent to you).

#### **Q. How do I use my pass or discount?**

**Passes:** When logged into your account, click on "Pre-order Now" or "Unlock Now". Your pass benefits will be automatically applied. If you do not see the benefits of your pass reflected, confirm that you are logged in under the correct email address.

**Discount:** Click on "Have a Discount Code". Enter the code and then click on "Apply Discount". If the code is not working, please contact Aspen Film to verify that it is correct.

#### **Q. Can I transfer a pass to colleagues, friends or family?**

Yes, you can transfer your Shortsfest Virtual Festival Pass or Individual Tickets to others. Purchase extra passes and share the film festival experience with others by following the instructions [HERE](#).

1. <https://aspenshortsfest30.eventive.org/welcome>
2. Using the menu, go to "My Passes" at the top right.
3. Next to the pass you'd like to transfer, click the cog (⚙️) and then click "**Transfer pass**".
4. Enter the recipient's email address & click "**Submit**".
5. The recipient will then receive an email link allowing them to either add the pass to their existing Eventive account or to create a new account if they don't already have one.
6. Voila! Pass transferred successfully (and you'll receive a confirmation email so that you know the recipient now has their pass).

### **Q. How do I find which Program(s) I've purchased or Reserved?**

If you've already unlocked the movie, visit your Content Library and you should see the film there. You will need to log in first.

If you're on another device, you can also check your email inbox for the order confirmation email and click the "watch now" button.

Or visit your festival or cinema page and click on the original listing for the film. If you've already ordered a ticket with your logged in account, you will have the option to "watch now" from the virtual screening page.

### **Q. What's the refund policy?**

All ticket & pass purchases are final. However, if you are unable to attend a screening, you may transfer your tickets to another party. If your tickets were purchased online through our Eventive platform, please contact them [here for help transferring your tickets](#).

## **VIRTUAL SCREENING FAQ**

### **Q. Are there viewing restrictions on virtual titles?**

**GEOGRAPHIC RESTRICTIONS** - Shortsfest Film Programs are geo-blocked to the US only, meaning you cannot view our content outside of the US. The LIVESTREAM Q&A sessions will be viewable worldwide, but not the films themselves.

### **Q. How long do I have to start watching a Program virtually once I buy it?**

When you “unlock” the Program, you will see how long you have to start watching below the “watch now” button on the film page. Once you’ve started watching the film, the indicator will change to show you how much time is remaining in your watch window. We recommend you purchase and “unlock” the film at the time you plan to watch for maximum viewing time.

**Q. Can I stream Aspen Film Festival films if I don’t live in Aspen?**

Yes, you may stream films from anywhere within the US.

**Q. Why can I see a film only once?**

You should be able to rewatch the film as many times as you like until the watch window is closed.

**Q.Can I rewind?**

Yes, you have complete access to the entire program during your watch window.

**SETTING UP YOUR VIRTUAL SCREENING**

**Q. OK I’m logged into Eventive. How do I stream movies?**

**To watch on your TV -**

If you have an Apple TV, Chromecast, Roku, or any similar device or smart TV, set your computer or mobile device to “airplay” or “cast” to the TV device. Unlock the program on Eventive Virtual Festival, then set your player window to full-screen using the icon at the lower right.

Additionally, if you have an Apple TV or Roku we recommend downloading the Eventive App to watch films that you have already unlocked/purchased through your web browser.

**To watch on your computer, tablet or smartphone -**

You can watch content on PCs running Windows 7+, and Intel-based Macs running macOS 10.12+. You can also watch films on Android tablets and phones using Chrome, and on iPhones and iPads using Safari.

If you have an Apple TV or Roku device, you can use our dedicated apps for these platforms. If you have a Chromecast, you can cast to it from Chrome on your computer or Android phone.

For more detailed information, please click [here](#)

**Q. Which browser should I use to access Eventive?**

We recommend using the latest version of your browser.

For macOS 10.12 (or later): Google Chrome, Firefox, Safari, or Opera.

For Windows 7, Windows 8.1 or Windows 10: Google Chrome, Firefox, Microsoft Edge, Opera. Internet Explorer is not supported.

**Q. Can I watch content on my iPhone/iPad?**

Yes, you can watch content using Safari on iOS 11.2 or later.

***\*Important to note: Due to content protection restrictions, the Screen Mirroring feature cannot be used. Additionally, HDMI or other video dongles cannot be connected to your device. Instead, use AirPlay or our dedicated TV app to watch on your TV.***

**Q. Can I watch content on my Android device?**

Yes, you can watch content using Chrome on Android 6.0 or later.

If Chromecasting, must have 3rd generation or later Chromecast stick.

To Chromecast from a mobile Android device:

Make sure your mobile phone or tablet is on the same Wi-Fi network as your Chromecast device.

Click the "Cast" icon in the lower right hand corner of the player. If no icon appears, this means casting is not supported on your device.

To Chromecast from computer:

Open the content in the Google Chrome browser.

Click the "Cast" icon in the lower right hand corner of the player. If no icon appears, this means casting is not supported on your device.

**Q. How do I connect my Eventive account with the Eventive app on my TV?**

From your TV, Download the "Eventive TV" app onto your Apple TV or Roku

Once installed it will give you a code to sync with your watch.eventive.org account

Purchase/Unlock movies using your web browser on your computer, tablet, or mobile devices.

The app can only playback films, not livestream events, chats, or recordings of live streams.

Movies should appear on your Eventive TV app under “My Content” – you may need to refresh the app or select “Browse Channels” and then reselect “My Content” for it to appear.

### **TROUBLESHOOTING**

#### **Q. I was playing the film but the video looked choppy and my screening was interrupted, what's that about?**

Streaming quality will automatically adjust based on your internet speed. If your internet connection is poor or inconsistent, or if you have several wifi enabled devices connected simultaneously, you may experience problems during playback. If you're on wifi, try moving closer to your router. You may also try connecting directly to your router via an ethernet cable.

The following recommendations can also improve your system's potential to view the films:

- Shut down all other programs
- Try using the Google Chrome browser (which uses less resources)
- Restart your computer and only open Chrome to watch the film
- Deactivate plugins
- Make sure your Operating System is up to date. If you are using an old device, it might be unable to support the streaming of films.

#### **Q. I clicked on "Watch Film" but the film doesn't start. Why?**

Please try to reload the page. If the problem persists, please [CONTACT US](#)