

# W.B. YEATS POEMS: WORDS AND MUSIC FAQ'S

Thank you for your interest in our virtual fundraising benefit. As we enter the virtual platform together, we understand you may have questions. Please review these frequently asked questions to ensure a great experience.

## **HOW DO I WATCH THE SHOW?**

After completing your purchase, you will receive an Order Confirmation email. This email contains your individualized access code to view *In Performance - W.B. Yeats Poems: Words and Music!*

Before watching, please make sure you have a secure Internet connection. Once the stream goes live you may watch the program at your convenience between June 4th and 27th. Simply click on the BLUE TITLE BAR at the bottom of the confirmation email to open the program.

## **WHICH DEVICES CAN I USE TO STREAM THE SHOW?**

Depending on your equipment, this program can be viewed using your Smart TV, computer, tablet, or smartphone. We recommend using an HDMI cable to connect your computer directly to your television. Or, if you have a Smart TV device, such as Chromecast, Roku, or Apple TV, you should be able to cast directly to your TV from your tablet or smartphone.

Here is a web page from "[wikiHow](#)" with a variety of articles that may help in your set-up. With many variations of computer and television systems, we thank you in advance for understanding we cannot provide technical assistance in set-up.

## **HOW LONG DO I HAVE TO STREAM THE SHOW?**

Once you begin the show, you will have 2 hours to finish it. Approximate Running Time: 1.5 hours

## **HOW MANY TIMES CAN I WATCH WITH THIS TICKET?**

This program can only be watched once. So, grab some popcorn, get comfortable, and enjoy the performance!

## **CAN I PAUSE THE SHOW?**

Yes, you may pause the show by clicking the "Pause" button on the video player. Please remember that once you start playing the show, you have a limited time to finish the program, so do not remain paused for too long!

## **HOW DO I MAKE THE VIDEO FULLSCREEN?**

You will find the "Fullscreen" button on the video player toolbar. Depending on your device, it may be in the lower right corner (on PCs, for example) or the upper left (on iOS).

## **HOW DO I TURN ON CAPTIONING FOR THIS EVENT?**

Closed Captioning (CC) is available to turn on and off at the viewer's discretion, by clicking the (CC) button found at the bottom right corner of the video player's toolbar. Closed Captioning is the visual display (as text) of audio on media.

## **SOUVENIR DELIVERY ESTIMATES:**

Shipping for the physical CD and souvenir gifts is available only within the United States. Please allow 8-10 Business Days after your purchase for delivery. Packages begin shipping after June 4th.

## **WHO MAY I CONTACT IF I HAVE ADDITIONAL QUESTIONS?**

Please reach out to Benjamin Verdi, Audience Services Manager, at [boxoffice@irishclassical.com](mailto:boxoffice@irishclassical.com) or 716-853-4282.