

Access Your Virtual Event

How do I access my virtual ticket?

You will receive two emails from the event organizer you bought your ticket from:

1. *order confirmation* - this is sent at the time of purchase
2. *virtual access* - this email is your virtual ticket and will be sent **one hour before the film is available to watch**, unless you purchased your ticket after the film was already publicly available, in which case, you will have received this within minutes of your first order confirmation email.

This second 'virtual access' email also displays your 9-digit voucher code. You don't need to enter this code to access the film on the online screening portal, but will require this if you have Roku or Apple TV and prefer to watch the film directly on your TV.

You can also access your virtual ticket by logging into your [Elevent account](#), which you will have already created in order to purchase your ticket. Click 'view order' at the top of the page once you've logged in and from there you'll see your order confirmation, voucher code and a blue 'View on [event organizer's name]' button if/when the film is available to watch.

I can't locate my 'virtual access' email.

Search your inbox for the event organizer's name or donotreply@mail.goelevent.com. Remember to check your 'other,' spam or junk folders.

How do I watch the film I bought a ticket to?

The second 'virtual access' email you have or will receive includes a 'view' button, which links directly to the film on the event organizer's online screening portal.

NOTE: the 'view' button will only be visible and active once the film is available to watch, according to the start date and time as specified on the event organizer's website.

Can I watch the movie on my TV? Is there an App for the screening portal?

If you have Roku or Apple TV, you can search for and download the Elevent TV app. Be sure to search for 'Elevent TV,' including space.

How do I know when the film is available to watch?

The date and time of when the film is available is noted in your first order confirmation email. It's also included on the event organizer's Virtual Search Page, which you can access by visiting goelevent.com, scrolling to find the event organizer's name, and finding the film you bought a ticket to via the 'Search Events' button.

How long is the film available to watch?

Most films are available for 72 hours unless otherwise communicated by the event organizer.

NOTE: If you purchase your ticket on the last day that a film is available, be aware that the 72 hour availability period may not apply depending on how late in the day you have purchased your ticket; most films come off the screening portal at midnight on the listed end date.

Can I pause/stop the film and finish it later or re-watch the movie?

Yes, so long you do so with the 72 hour period or availability duration as noted by the event organizer.

I bought tickets to different films. Will multiple virtual tickets be included in the same email?

No. You will receive a different 'virtual access' email including a unique voucher code for each film you purchased a ticket to.

NOTE: different films may have different start dates and times; you will receive your various 'virtual access' emails accordingly and one hour before each film becomes available on the screening portal.

Can I gift my ticket to someone else by forwarding them my 'virtual access' email?

Unfortunately not. Your ticket is linked to your Elevent account and is viewable on one device only. If you are interested in purchasing a ticket for someone else you can do so by visiting the event organizer's ticketing page, checking out as a Guest, and entering the intended recipient's email address at checkout.

I bought a ticket to a live stream event. Do I have to watch this live or can I watch it later on?

You will need to begin watching this event at the stated 'live' time. You may join late, but you will not be able to access the content once the live stream has ended.

I believe there's a live Q&A or discussion following the film that I purchased a ticket to. How do I access that?

If this is the case, a link to the live discussion will be issued in a second 'virtual access' email that you'll receive at the same as you 'virtual access' ticket email, and will likely be included on the film page itself, which you can access with your virtual ticket. If you can't locate these details, kindly contact the event organizer directly to inquire.

NOTE: At present, you can only access live bonus content via the online screening portal (virtual.goelevent.com) and not the Elevent TV app.