



Roola Boola Children's Arts Festival Online Frequently Asked Questions

How do I access the live show or workshop via Zoom?

On your computer:

1. Click on the link in the event reminder email that you receive 24 hours prior to the live Zoom show or workshop. You will be prompted to download and install Zoom.
2. Enter Meeting ID or link, and the Password in your event reminder email.

On your tablet or smartphone:

1. Download the ZOOM Cloud Meetings app from your Apple App Store or Google Play Store prior to the workshop.
2. Enter Meeting ID or link, and the Password in the event reminder email that you receive 24 hours prior to the live Zoom show or workshop.

What does 'household' ticket mean?

One ticket is for one device in one household. Gather your loved ones around a single device to watch the performance. If you wish to watch the performance on separate devices, please purchase additional tickets.

Do I need to have my camera on during the live Zoom show or workshop?

Your camera will be ON when you first sign in to the live Zoom show or workshop. You can turn your video off at any time, but if you have a good connection it makes it much more social!

What if I miss the show or workshop?

Unfortunately the live shows and workshops will not be recorded for future viewing.

What if I can't access the live show or workshop due to technical difficulties?

Please email events@stonnington.vic.gov.au with a description of the issue and we will endeavor to assist you.

What is meant by "It is the supervising adults' responsibility to maintain a child safe environment while participating in this live online workshop"?

Supervising adults are responsible for the behaviour of children in their care while participating in live online shows and workshop.