

## **Friday Funhouse Frequently Asked Questions**

### **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 over Zoom. If you wish to watch the performance on separate devices, please purchase additional tickets.

### **What are the internet requirements?**

Your broadband internet connection should not be less than 10.000 kbit/s (recommended: 15.000 kbit/s or higher yield).

Here is a good way to check: <https://www.speedtest.net/>

### **What if I don't already have a Zoom account?**

If you're a new user to Zoom, follow [this easy quick start guide](#) to get yourself set up as a Zoom client (it's free!).

Once you are set up on Zoom, or you already have an existing account, you are ready to get going!

### **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.

### **I have not received my confirmation email with the Zoom link.**

It can take a few moments for your ticket confirmation email to reach your inbox.

Please check your spam filter or junk mail folder as it may be there.

If not, please email [chapel@stonnington.vic.gov.au](mailto:chapel@stonnington.vic.gov.au) and we will resend it. Alternatively you may call the Chapel Off Chapel Box Office on 03 8290 7004.

### **How do I access the live show via Zoom?**

On your computer:

1. Click on the link sent to you in the ticket confirmation email from Chapel Off Chapel. You will be prompted to download and install Zoom if you have not already done so. Please ensure you are set up on Zoom prior to the live show.
2. Enter Meeting ID or link and the Password in the ticket confirmation email from Chapel Off Chapel.

3. Please ensure that your Zoom name is the same as the name on the ticket. If you need to change your Zoom name, please [follow this easy guide](#).

On your tablet or smartphone:

1. If you do not already done so, download the ZOOM Cloud Meetings app from your [Apple App Store](#) or [Google Play Store](#) prior to the live show.
2. Enter Meeting ID or link and the Password in the ticket confirmation email from Chapel Off Chapel.
3. Please ensure that your Zoom name is the same as the name on the ticket. If you need to change your Zoom name, please [follow this easy guide](#).

### **Can I watch the live stream show on my TV?**

An HDMI or VGA with an audio cable is a great option for connecting your computer to your TV.

We are unable to provide advice on your personal set up, so we recommend trying a web search for your exact needs.

### **I am having trouble logging into the live Zoom show.**

There are several actions you should take before contacting the venue:

1. Check that you have an internet connection strong enough to allow streaming prior to the event commencement\*.
2. Make sure your browser is up to date.
3. Try refreshing your browser and clearing your browser history and cookies.

\*You can run a speed/strength test for your internet/WiFi by following the instructions given by your internet service provider.

### **What happens once I've accessed the live show or workshop via Zoom?**

Once you've accessed the live show in Zoom, an online usher will check your ticket (please ensure that your Zoom name is the same as the name that appears on your ticket). Once your ticket has been checked, you will stay in the online foyer until the live show begins. When the live show is about to start, you will automatically be transferred into the main show room. There will be an approximate 10 second pause whilst being transferred from the online foyer to the main show room; don't panic, it will just happen automatically!

We request that the Zoom name is changed to your child's first name (or a variation of this) after your ticket has been checked to encourage interaction throughout the performance. To change your Zoom name you can [follow this easy guide](#).

### **Do I need to have my camera on during the live Zoom show?**

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!

### **Why is the streaming of the show sometimes interrupted?**

There can be many reasons why a live stream is interrupted. In most cases, the internet connection is not sufficient at the time of the interruption. To avoid such problems, please make sure that no parallel processes are running on your network. If you are using Wi-Fi, try a connection via a network cable instead.

### **What if I can't access the live show due to technical difficulties?**

Please check your internet settings and/or your modem for internet connection. If you have internet connection and are able to enter via the Zoom link but the picture is grainy, the screen is frozen or the audio is of poor quality, please [follow this guide](#). You may also email [events@stonnington.vic.gov.au](mailto:events@stonnington.vic.gov.au) with a description of the issue and we will endeavor to assist you.

### **What if I miss the show?**

Unfortunately live shows will not be recorded for future viewing.