

How to watch our WJFF films

All Films begin at 7:00 pm and are available for 72 hours. You must finish your viewing before the 72-hour period ends.

Tickets

- You will receive a Virtual Access email to the email address used to purchase your ticket.
 - If the event is already available for viewing, you will be presented with a link on the order confirmation screen immediately after purchase to start watching.
 - If the event has not yet started, you will receive the Virtual Access email one hour before the virtual event.
 - If you can't find it, check your junk/spam folder and move it to your inbox.
- Or log into your account at www.goelevent.com.
 - Click on your name and then click on the Order History page.
 - You will see a **view** button displayed with the order details as well as the voucher code for the event.
- If you do not see the order, you probably did not complete your purchase.

Pass Holders

- Access the Elevent Screening Portal through this link: <https://virtual.goelevent.com> and sign in under Passholder Login using your Elevent account email and password.
- Alternatively, you can navigate to the screening portal by logging into your Elevent account at www.goelevent.com and by clicking the blue **Log In** button under Virtual Subscriptions.
- If you received a complimentary pass and don't already have an existing Elevent account, please register at www.goelevent.com/SignIn in order to access the screening portal, as above.
- NOTE: films and events on the portal will only be viewable according to their listed start/end dates.

How to watch on your TV

- HDMI Cable – If you are not a tech person, the easiest way to watch from your TV is with an HDMI cable that will connect your computer or laptop to your TV. These cables are readily available at electronics stores. Once you physically connect both ends of the cable, you will use your remote to change the input setting on your TV. Click here for instructions <https://www.wikihow.com/Connect-PC-to-TV-with-HDMI>
- Apple TV or Roku – download the Elevent TV app and enter the voucher code from your Virtual Event access email. Apple Instructions <https://support.apple.com/en-us/HT204289#mac>
- Smart TVs – If you can access your email in your Smart TV's built-in browser try clicking the "View" button in the virtual access email, followed by "Play" on the next page. Not all Smart TVs will be able to play videos in this manner.