



DESTINY CITY
FILM FESTIVAL

Virtual Festival FAQ

Q: Wait, where are the films?

This year we've gone virtual! You'll be able to watch the films in the comfort of your living room. We are using Elevent, our ticketing service, to facilitate the streaming of the films.

Q: How do I get tickets?

Buying tickets is as easy as navigating to the list of films here and clicking the "Buy Tickets!" button. You'll be sent to the ticketing page on Elevent where you can purchase your ticket.

Q: How do I access my tickets once I've bought them?

If purchasing a ticket to a film that is already available, you'll be sent directly to watch the film on the device you purchased it on. If purchasing a ticket to a yet to be released film, you will be sent an email to the address you purchased the ticket with that will link you to the film when it is available to be watched.

Q: Do I have to live in Washington State to watch the films?

Films that are Geoblocked have an indication on their individual page on our website and on Elevent.

Q: Is there a limited number of tickets for each film?

Yes. Each film is limited and can sell out.

Q: When do purchased tickets expire?

Purchased tickets expire after 72 hours after you push play and start watching the film. All film links will expire at the end of the day on Mar. 7th.

Q: When will the films unlock?

All films will be available to watch starting Feb. 26th thru Mar. 7th. Tickets on sale NOW!

Q: Can I make a watchlist in Elevent?

Elevent does not currently allow making watchlists.

Q: Can I watch the films on my TV?

Films can be watched on the Elevent app for Roku and Apple TV platforms. Download the Elevent app on your streaming platform and input the code you get with your ticket or pass purchase email to view the film of your choice. You may also plug a computer into a TV with an HDMI cable to view films that way.

You can Chromecast from a Chrome web browser on PC and Mac computers as well as Android devices by selecting the cast button in the bottom right-hand side of the player.

You can AirPlay from most browsers if you have Apple TV by selecting the cast button on the bottom right-hand side of the player.

Q: What browsers and operating systems are supported?

Windows 7, Windows 8.1 or Windows 10

Google Chrome, Firefox, Microsoft Edge, Opera

Mac OSX 10.12 or later

Google Chrome, Firefox, Safari, or Opera

Q: Can I watch on my phone or tablet?

Yes!

iPhone: Safari on iOS 11.2 or later. (Note: You must have "Screen Mirroring" turned **off**.)

Android: Chrome on Android 6.0 or later.

Q: How do I watch live workshops and panels?

We're using Elevent as the jumping-off point for our live events this year. RSVPing to public events works the same as purchasing a ticket to a film. Tickets to the events are free and you will receive an email that will direct you to the event one hour before it starts.

Q: My question isn't here! Who do I talk to?

If you need help, feel free to email tech@destinycityfilmfestival.com and we'll get back to within 24 hours. You may also reach out to Elevent support here: <https://www.goelevent.com/Support>.