

ZOONOSIS

[zoo-uh-no-sis]

AN ONLINE BEDROOM POP-OPERA ABOUT LIFEFORMS IN LOCKDOWN

August 12 - 15, 2020

TECHNICAL FAQ SHEET FOR ZOONOSIS DIGITAL PERFORMANCES

Thank you for buying a ticket to see ZOONOSIS.

The experience will begin at 8pm sharp, please log on to Zoom and be ready to join us at 7:45pm .

You will receive an information email the day before the show you've booked, with information about the show, how to log on, what to expect.

You will receive a separate email with a link to access the show approximately 3 hours in advance of the performance.

This show consists of a zoom call and a website, which you navigate yourself, with guidance from the cast.

Due to the nature of the show, we cannot allow for latecomers to join the experience until after 8:25pm.

If you have any queries or need our help ahead of the show start time, please contact us at info@dublinyouththeatre.com.

If you have any questions during the performance you can use the Q&A / CHAT function in Zoom.

I'M NOT SURE HOW TO ACCESS THE PERFORMANCE, WHAT DO I DO?

On the day of the performance, around 5pm, you will receive an email with the link you need to register in Zoom. Follow the instructions to sign in.

As part of our safeguarding policy, we can only admit people whose name and email address matches the details they booked with. When signing in, please use the name you booked with, not the details you would usually use to login to Zoom.

To watch you will need to download Zoom to a computer (select 'Zoom client for meetings' option), tablet or smart phone (you will need to interact with your screen so we don't recommend using a smart TV).

Please note that Zoom will be storing your data, [here is their privacy policy](#)). Make sure you are familiar with how it works and check if the software needs updating well before the event as it can take time to download.

Zoom uses up a fair amount of bandwidth so you may find it helpful to not run other programmes and downloads at the same time as experiencing this show.

If you are using a tablet you may need to double tap the screen for full view.

I HAVE LINK TO ACCESS THE PERFORMANCE ON ZOOM BUT I'M UNABLE TO JOIN, HELP!

If you're viewing on your browser rather than in the Zoom app, this may be due to ad blocker software. Try disabling any ad blocker software you have running or try opening the link using a different browser.

We recommend using the Zoom app to avoid these issues. Please make sure you have the most up to date version of Zoom downloaded.

I'M WATCHING ON AN IPAD / TABLET AND THE SCREEN LOOKS CROPPED, WHAT DO I DO?

If you are viewing using an iPad or tablet in landscape mode your device will automatically be zoomed in. Please double tap to see the full screen.

We also recommend setting your device to 'Do Not Disturb' to ensure that notifications don't interfere with your viewing experience.

CAN I WATCH THIS ON MY TV?

The performance is interactive so we recommend using your computer, laptop, phone or tablet for the best possible experience.

MY INTERNET CUT OUT AND MY CONNECTION TO ZOOM WAS LOST, WHAT HAPPENS NEXT?

If your internet fails during the show, once you have reconnected, simply sign in to Zoom again.

If this doesn't work, email us on info@dublinyouththeatre.com to let us know and we'll get you re-admitted as soon as we can.

In the unlikely event that we experience significant technical difficulties or an issue that means the performance has to pause or stop, we will communicate with you either through Zoom or via email. Should the performance stop altogether, please wait for us to get in touch with you about next steps. We will aim to contact you as quickly as possible but your patience will be appreciated.

I HAVE VIDEO BUT NO SOUND, CAN YOU HELP?

Check your speaker is connected and not muted. Below is a link to Zoom's website where they take you through the steps of testing the sound on your laptop.

<https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

I'VE JUST SEEN SOMETHING I THINK IS INAPPROPRIATE FOR CHILDREN, WHAT DO I DO?

Message the host using the Zoom chat or email to info@dublinyouththeatre.com – please share any details (including an audience member's screen name if relevant), we will look into this straightaway.

IF I MISS THE PERFORMANCE, CAN I WATCH IT AFTERWARDS?

Each performance is a live theatre performance and isn't recorded. However, the website is available to view and we will share those details with you after the show. We may be able to accommodate you on another night, please contact us at info@dublinyouththeatre.com and we'll do our best.

DYT

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