

FREQUENTLY ASKED QUESTIONS & TECH TIPS for Pre-recorded videos on Vimeo (HAA hosted)

What do I need to attend?

- A good internet connection
- A video/screen display so you can see the performers
- Headphones or Speakers so you can hear the performers

I'm attending from home with my kids and family! What's the best way for us to watch?

You can use a laptop or a desktop computer. Note, the show will sound best on headphones or external speakers but laptop speakers will work in a pinch.

It is possible to watch private, password protected videos on your Smart TV or Apple TV, but there are some steps you have to take in order to do that. Here is a [helpful article](#).

I'm sharing the show with my whole classroom at school. How should we prepare?

You can use a laptop, desktop computer or a big smart TV or screen to share the video on (please see notes above.)

If your students are learning remotely and will not be watching the video together in-person, the students will get the best video quality if they watch the video directly on Vimeo rather than through screen sharing off their teacher's computer (screen sharing is possible but there may be some lag issues. Please see below for some tips that might help.)

When will I get the link?

The link and password will be emailed in advance to the email address provided with the reservation. Don't forget to check your junk mail!

How long will I have access to the video?

The access period is **two** weeks, but you are welcome to watch the video as many times in that period as you want. We'll provide a chapter guide with recommended stopping points if you plan to spread viewing over multiple days.

What happens if I need to screen share?

Things that would help on the viewer's end:

Using the strongest internet connection possible and close all additional programs and tabs.
Using a wired connection instead of WiFi.

If you use [Google Meets on a Chrome browser](#), then you can "present a Chrome tab" which should help.

If you use Zoom, there is a setting you can click to [optimize video when sharing](#).

Lowering the video resolution should also help with timing/lagging.