



## Online Play Ticket Q&A

Once you have purchased a ticket you will receive an email confirmation with important information.

**PLEASE KEEP THIS EMAIL.** It includes:

- Calendar Invite
- The date and time you selected
- Ticket code
- Open Event Box

How do I log into the play on the day I selected?

- In the email from AnywhereSeat which includes a code and an Open Event Box. Please click on the Open Event box and enter in the ticket code provided in the email.

Will I get any reminders to the date I chose?

- Yes, you will receive an email the morning of the date selected from AnywhereSeat reminding you of the play performance.

What if I purchased my ticket and I'm late getting online?

- Not a problem, you will have 3 hours from the time the event/play starts to enter your ticket code and watch the performance.
  - For example. I bought my ticket for Saturday Night, April 27<sup>th</sup> at 7:00PM. You can log into the event until 9:59M to watch the entire show. At 10PM the ticket code will expire.

What if I bought tickets on multiple days? Will I get more than 1 email?

- Yes. For every performance you purchase you will receive a separate email and ticket code per show.

Is there a deadline for purchasing tickets to watch the show?

- No. Tickets can be purchased anytime, including throughout the 3 hour viewing window.

How long is the play?

- The performance is approximately 90 minutes, and you may pause it at anytime.

How can I view it with the best quality?

- That is dependent on the device you are using and the settings. We found that it's best to manually change the quality on the anywhereseat.com site from Auto to 1080p. This can be done once the video is open by clicking on the gear icon on the bottom right corner of the screen and select 1080 instead of Auto.

If I have questions who should I contact?

- If your questions are still not answered please email the school office: [office@nda-mn.org](mailto:office@nda-mn.org)
- Questions on the weekend will be answered as quickly as possible.