SF BALLET @ HOME DIGITAL TECH GUIDE

I WANT TO WATCH YOUR DIGITAL SEASON. HOW DOES IT WORK?

STEP 1: KEEP AN EYE ON YOUR INBOX.

If you are purchasing a program ahead of its run time, you will receive your email from SF Ballet @ Home on the first day of the run. If you are purchasing during the run of the program, you will receive your email immediately.

STEP 2: CLICK THE LINK.

Click on your magic link in your email from SF Ballet @ Home. This link is unique to you and will take you directly to your content on our SF Ballet @ Home Channel. This link is non-transferable and should not be shared with anyone outside of your household.

You can use this link to watch your SF Ballet programming on any day of the run, even if you usually subscribe to a specific night. If you usually subscribe as a household or with another individual, this link is valid for your household and will also work for your guest. If you usually attend SF Ballet with someone from another household and asked Ticket Services to split your account, they will have received their own link.
STEP 3: SET UP A PASSWORD.

You're almost done! Set up a password so you can easily log back in from multiple devices. If you're hoping to watch via one of our SF Ballet @ Home apps, this step will make that process even smoother.

STEP 4: ENJOY!

Thank you for supporting San Francisco Ballet. We hope you enjoy the performance.

If you have questions relating to your account, please call Patron and Ticket Services at 415 865 2000 or email tickets@sfballet.org and someone will be happy to help.

Normal phone hours are Mon–Fri 10 am–4 pm. From Jan. 21 hours are Mon–Fri 10 am–8 pm; Sat–Sun noon–8 pm
STILL NEED HELP?

Still need help accessing your SF Ballet @ Home videos? Reference this guide to set up your device for the best viewing experience.

1. I am having trouble signing in to watch.

2. How do I watch a video on my computer?

3. Supported browsers.

4. How do I watch via Chromecast?

5. How do I watch on my Smart TV?

6. Watching my purchased content on Branded Apps.

7. Troubleshooting skipping or lagging video.
I. I AM HAVING TROUBLE SIGNING IN TO WATCH.

If you’re having trouble with your password, consider the following possibilities:

1. Did you sign up with a typo in your email address, or an address different than the one you’re using to sign in? Try to find the confirmation email from when you signed up to verify the address you should be using.
2. Punctuation makes a difference. If you signed up with email.email@gmail.com, but are trying to sign in with emailemail@gmail.com, our system will not consider those the same addresses.
3. The end of your email address matters. For example, @gmail.com and @googlemail.com may be the same to Google, but our system will see them as different email addresses.

With those possibilities in mind, here are the ways to log in on the web: If you don’t have a password, or your password isn’t working, here is how to set/reset it:

- Click Sign in in the top right corner of the page and enter your email address.
- Click Next.
- Underneath the password field, select Reset your password.
- Enter your email address on that page and select Reset Password.
- If you are an active customer, you will be emailed a link to set a new password. Check your email inbox for that link.

Note: If you do not receive an email to reset your password, it’s likely that you are using an incorrect email address. Please try any other addresses you own. Check all of your email inboxes for a ‘Start watching’ email from SF Ballet @ Home.
2. HOW DO I WATCH VIDEOS ON MY COMPUTER?

Make sure you have a reliable internet connection and you are using a supported browser.

- Head to the site's Browse page.
- Click on the product or collection you want to watch.
- The video page will load and the video will start playing immediately.
- You can then make it full screen, turn on subtitles (if available), or leave a comment.

SUPPORTED BROWSERS:

We recommend the following browsers when trying to watch or browse content.

<table>
<thead>
<tr>
<th>Browser</th>
<th>Operating System</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome</td>
<td>OSX, Windows, Android</td>
<td>69</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>OSX, Windows</td>
<td>58</td>
</tr>
<tr>
<td>Safari</td>
<td>OSX, iOS</td>
<td>10</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Windows</td>
<td>15</td>
</tr>
</tbody>
</table>
3. HOW DO I WATCH VIA CHROMECAST?

From your Computer:

On the video page, open the Chrome menu in the upper right corner of the window (or the View menu) and select Cast. Select your Chromecast source (consider selecting Chrome Tab) and your Chromecast destination. Chromecast will then be connected and video will be playing on your TV.

To disconnect from Chromecast, click the blue Stop icon next to your casting destination. If there are any issues with the Chromecast stream, try setting the video to a lower quality.

Note: At this time, our channel does not support Chromecast devices that some TVs have built-in. While it may work, our player is not developed to support this and we cannot troubleshoot any issues that may arise.

At this time, it is not possible to Chromecast via a mobile web browser.
4. HOW DO I WATCH ON MY SMART TV?

If you have a Smart TV, such as Samsung, it may not be possible to log in or play the content from the built-in internet browser. In other words, it could work, but those browsers are not among our currently supported browsers. If you’d like to try, here are the steps to watch on a Smart TV’s browser:

- On your TV, open the Internet browser and visit the site, www.sfballet.tv
- Enter your email address, submit, and you will be emailed a link.
- On a separate device (i.e. another computer or mobile device), open your email inbox, open the login email, and click the LOGIN link.
- Go back to your TV browser, and you should be logged in to watch.

If these steps don't work, then it's likely that your Smart TV will not be compatible. In this case, you can try connecting your computer or mobile device to your TV using an HDMI cord or casting via Chromecast or Airplay with Apple devices.

Note: At this time, our channel does not support Chromecast devices that some TVs have built-in. While it may work, our player is not developed to support this and we cannot troubleshoot any issues that may arise.
5. WATCHING MY PURCHASED CONTENT ON BRANDED APPS.

If your purchase/rental has an associated app to download, here's how you can access your purchased videos on them:

For iOS and Android

- Download the SF Ballet @ Home app.
- Open your SF Ballet @ Home app.
- If you haven’t yet, log in.
- Navigate to Library on the bottom of the page.
- Your purchases should be under the Purchases tab.

For Apple TV, Fire, Roku

- Download the SF Ballet @ Home app.
- Open your SF Ballet @ Home app.
- If you haven’t yet, log in.
- Scroll down to Library.
- Your purchases should be under your My List row.

For detailed instructions for each SF Ballet @ Home app, click here:

- Roku
- iOS
- Android
- Android TV
- Apple TV
- Amazon Firestick
6. TROUBLESHOOTING A SKIPPING OR LAGGING VIDEO.

Here's a list of solutions for various devices that should help fix playback issues.

Any device:

Make sure you have a fast and stable internet connection. The following table shows the minimum speeds required for each playback quality:

<table>
<thead>
<tr>
<th>Quality</th>
<th>Required Minimum Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>240p</td>
<td>500 kbps</td>
</tr>
<tr>
<td>360p</td>
<td>1 Mbps</td>
</tr>
<tr>
<td>720p</td>
<td>3 Mbps</td>
</tr>
<tr>
<td>1080p</td>
<td>7 Mbps</td>
</tr>
<tr>
<td>2K</td>
<td>12 Mbps</td>
</tr>
<tr>
<td>4K &amp; up</td>
<td>22 Mbps</td>
</tr>
</tbody>
</table>

Computer:

Try clearing your browser's cache and restarting it. Please also make sure you are using the latest, up to date version of a supported browser.
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<tr>
<td>Samsung Internet</td>
<td>Android</td>
<td>5</td>
</tr>
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</table>

Make sure you’re on a fast, reliable internet connection. When a video plays in lower than expected quality, it’s likely because your Internet speed (bandwidth) or computer processing speed cannot support higher quality playback.

If you can, try switching to a different internet or data connection.

Manually switch the quality of the video playback to a lower quality.

Try browsing in an Incognito or private browsing window. This will disable your extensions and clear your cache and cookies, which often improves performance.

If you have any internet filtering devices for your home (such as Disney Circle or Net Nanny), please turn these off as they can interfere with video playback or connectivity. Once done, close and re-open your browser and try visiting our channel again.

If you have any other devices to try, sometimes that makes a difference.

**Apps: iOS (iPhone & iPad), Apple TV, Android, Roku**

- Logout of the app and log back in.
- Close the app, and turn off the Wi-Fi on your device. Turn Wi-Fi back on and open the app.
- Restart your device and open the app.
- Check if there is an update for the app.
- Try uninstalling the app entirely and downloading it again.
- Also, if you have any internet filtering devices for your home (such as Disney Circle or Net Nanny), please turn these off as they can cause issues with video playback or connectivity.
7. CHROMECAST:

- Make sure your device and Chromecast are on the same wifi network.
- Make sure you have a fast and stable internet connection with a download speed of at least 500kbps.
- Unplug Chromecast and plug back in.
- Restart your wireless router or modem.

Note: At this time, our channel does not support Chromecast devices that some TVs have built-in. While it may work, our player is not developed to support this and we cannot troubleshoot any issues that may arise.