DCEFF30
March 17th – 27th, 2022
All Virtual

FAQ & How to Fest

Helpful Links

Virtual Festival Site | Where you sign up for and view Festival programming

All-Access Pass | Where you can buy a pass for this year’s paid programming

dceff.org | Our main website where additional DCEFF information can be found.

Schedule | Find out when screenings become available to stream

Film Guide | Find a list of all of this year’s selected films

Live Streams | Find out when live discussions are scheduled
Where is this year’s Environmental Film Festival taking place?
This year’s Environmental Film Festival in the Nation’s Capital will take place entirely virtually, from March 17 through 27, via the Eventive platform.

How do I gain access to screenings and discussions?
Passes/Tickets: Our All-Access Pass can be purchased on our website for $50. This will give you access to all of our paid programming. Alternatively, individual tickets to paid screenings can be purchased for $10 on the screening page.

Many programs will also be available to view at no cost.

How do I use my pass?
When logged into your account, click on “Pre-order Now” or “Unlock Now”. Your pass benefits will be automatically applied. If you do not see the benefits of your pass reflected, confirm that you are logged in under the correct email address.

Where can I see a full list of this year’s films?
You can find those on our Film Guide. Hint: If you’re wondering which program a particular short is screening in, you can click on the poster in the Guide and a link to the corresponding program will appear on the film page.

When will screenings and discussions take place?
Our Opening Selection, Fire of Love, will open the Festival, becoming available to stream at 7pm ET on Thursday, March 17. Most of this year’s programs will then be available to stream, at any time, from noon ET on Friday, March 18 through 11:45pm ET on Sunday, March 27.

Some films will have shorter viewing windows. That info will be listed on the screening page, or you can consult our Festival Schedule.

Only one film, Explorer: The Last Tepui, is scheduled to be broadcast live. It will screen live at the following three times:

• Friday, March 25 at 8pm
• Saturday, March 26 at 4pm
• Saturday, March 26, at 8pm

There will also be a handful of live discussions. You can find those by clicking the “Live Streams” button in the top menu of the Virtual Festival site. If you are unable to attend a live discussion, it will be available to stream as recorded content immediately following the end of the livestream.
How do I know when a program will become available?

As mentioned above, the vast majority of our 30th Anniversary programming will become available to stream at noon ET on Friday, March 18. If you’re not sure, you can check our Festival Schedule. In addition, each screening page features a countdown to when the program will become available.

Eventive will also email you when a program you’ve signed up for is about to begin its availability.

How do I know how much a program costs?

You can find that information on the screening page below the main film still. It will either say $0 or $10.

How do I participate in the Audience Award selection process?

Not all films will be eligible for the Audience Awards, but most will. If a screening has films that you will be able to vote on, you’ll see that noted below the main film still.

Once you’ve watched a film, you will be able to rank it on a scale from A to F (with A being the highest and F being the lowest).

At the end of the Festival, we will tally the rankings and announce the top short (40 minutes or less) and feature as their respective award winners.
How long do I have to finish a program once I’ve started watching?
All non-live broadcasts will be available to view for 48 hours after you begin watching.

How do I find my event?
If you’ve already unlocked the film, visit your Content Library and you should see the film there. You will need to log in first.

If you’re on another device, you can also check your email inbox for the order confirmation email and click the “watch now” button.

Or visit the Festival Site and click on the original listing for the movie. If you’ve already ordered a ticket with your logged in account, you will have the option to “watch now” from the virtual screening page.

Are there any geographic viewing restrictions?
Yes. While a great deal of this year's programming will be available to stream by audiences anywhere in the world, some screenings will be restricted to viewers in specific locations. A handful of screenings will only be available to viewers in D.C., Maryland, and Virginia, and some will only be available to viewers in the United States of America and its territories.

While we try to offer our virtual programs as widely as possible, fully aware of the scale and scope of our DCEFF audience, some filmmakers and distributors require these types of “geo-blocks” as part of their screening agreement. There are a number of reasons a rightsholder may require geo-blocking, from a staggered regional release strategy to safeguarding the interests of smaller film festivals and/or international platforms.

How can virtual screenings sell out?
Additionally, some films will have a viewing cap. When a screening has reached that viewing cap, it will no longer be available to Festival viewers and will be removed from the schedule. That’s why it’s always a good idea to register for programs early.

DCEFF honors the requests of our filmmakers and distributors to limit the streaming availability of their work, and is not able to override these restrictions.

Do I have to watch these programs on my computer?
No! While you’ll certainly be able to stream our programming on your computer, mobile, or tablet devices, you can also use the Eventive TV App to stream our programs on your television (find out more information in the tech section below).

Who do I reach out to with questions or for support?
Please feel free to reach out to us at info@dceff.org with any questions or to report any issues. We will try to get back to you as soon as possible.
If you run into technical issues while viewing a program, please consult the troubleshooting info below. If that’s not helpful, please reach out to Eventive’s support by clicking the blue button at the bottom of this page.

**How do I stay up-to-date on Festival announcements, updates, and program additions?**

Sign up for our Newsletter here and follow us on Twitter, Instagram, and Facebook.

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**More Detailed Tech Info for Streaming and Troubleshooting**

**Test Your Device**

Visit Eventive’s Device Compatibility page and follow the steps to unlock our free test video.

- You can test your device(s) for compatibility with our platform
- Confirm that you are able to make a purchase
- Confirm that you are receiving confirmation emails once a purchase has been completed

If you are unsure your devices are compatible, please refer to the rest of this FAQ for devices that are Eventive compatible.

**What are the system requirements for Eventive viewing?**

You can watch content on PCs running Windows 7+, and Intel-based Macs running macOS 10.12+. You can also watch films on Android tablets and phones using Chrome, and on iPhones and iPads using Safari.
If you have an Apple TV, Fire TV or Roku device, you can use our dedicated apps for these platforms. If you have a Chromecast, you can cast to it from Chrome on your computer or Android phone. Detailed instructions are below.

**What are the requirements for Windows computers?**

Windows 7, Windows 8.1 or Windows 10

Supported browsers: Google Chrome, Firefox, Microsoft Edge, Opera. We recommend using the latest version of your browser. Internet Explorer is not supported.

**What are the requirements for Mac computers?**

macOS 10.12 or later

Supported browsers: Google Chrome, Firefox, Safari, or Opera. We recommend using the latest version of your browser.

**Can I watch content on my iPhone/iPad?**

Yes, you can watch content using Safari on iOS 11.2 or later.

Important note: Due to content protection restrictions, the Screen Mirroring feature cannot be used. Additionally, HDMI or other video dongles cannot be connected to your device. Instead, use AirPlay or our dedicated TV app to watch on your TV.

**Can I watch content on my Android device?**

Yes, you can watch content using Chrome on Android 6.0 or later. If Chromecasting, must have 3rd generation or later Chromecast stick.

To Chromecast from a mobile Android device:
• Make sure your mobile phone or tablet is on the same Wi-Fi network as your Chromecast device.
• Tap the “Cast” icon in the lower righthand corner of the player. If no icon appears, this means casting is not supported on your device.

To Chromecast from computer:
• Open the content in the Google Chrome browser.
• Click the “Cast” icon in the lower righthand corner of the player. If no icon appears, this means casting is not supported on your device.
How can I watch content in the highest possible resolution?
To view content in the highest available resolutions (including 1080p as well as 4K/UHD when available), ensure you are using one of the following browser/device combinations:

• Safari on macOS
• Edge on Windows
• Safari on iOS
• Chrome on Android
• Eventive TV app for Apple TV, Roku, or Amazon Fire TV

Other browsers beyond these will still offer HD resolution; however, the above combinations allow for the maximum levels of secure stream quality.

Why does video playback stall or not play smoothly?
We use adaptive bitrate streaming which means the streaming quality will automatically adjust based on your internet speed. If your internet connection is poor or inconsistent, or if you have several wifi enabled devices connected simultaneously, you may experience problems during playback. If you're on wifi, try moving closer to your router. You may also try connecting directly to your router via an ethernet cable.

How do I use the Eventive TV app on my Apple TV device?
Please download the “Eventive TV” app from the Apple TV App Store (accessible via your TV). You must have at least a generation 4 Apple TV to access the App Store.

When you open the app for the first time you'll see an activation code. On another device, please navigate to watch.eventive.org/tv, then login if necessary and use the code to connect your account. Now, select from the available channels on the Eventive Apple TV app to begin watching. All of your unlocked content will be available on the app. If a program has not already been unlocked, you’ll have to unlock it on another device such as a laptop or mobile device first.

If you ever need to re-activate the TV app, you can select TV app setup by hovering over the login ID circle at the upper right of the device screen.

How do I access the Eventive TV app on Fire TV or Firestick?
Open your Firestick or Fire TV app and navigate to the magnifying glass icon to search. Enter EVENTIVE TV in the search field and select EVENTIVE TV when it appears, next press the down button on your remote to navigate to “Apps and Games” where you will find the EVENTIVE TV app. You can also add the Eventive TV app to your Amazon Fire TV via the Amazon website by clicking here.
Select the app and install on your device. Once installed you will then see a 6 character code you will enter into your account settings at watch.eventive.org/tv.

Once you have entered the code your Fire TV will show all of the content you have unlocked for viewing via another device such as a laptop or mobile device.

How do I access the Eventive TV channel on Roku?

Search for “Eventive TV” in the Roku Channel Store on your Roku. You can also add the Eventive TV app to your Roku via the Roku website by clicking here.

Once installed, you will see a 6 character code you will enter into your account settings at watch.eventive.org/tv.

Once you have entered the code, your Roku will show all of the content you have unlocked for viewing via another device such as a laptop or mobile device. All of your unlocked content will be available on the app. If a program has not already been unlocked, you'll have to unlock it on another device such as a laptop or mobile device first.

Besides the App, How can I play a movie on my TV?

If you have an Apple TV, Chromecast (3rd gen or later), or a smart TV enabled with AirPlay or Chromecast, set your computer, mobile device or browser to “AirPlay” or “cast” to the TV device. Unlock the program on Eventive Virtual, then set your player window to full-screen using the icon at the lower right.

Chromecast will work on select Android devices, see instructions above. Chromecast on iOS devices are not compatible with the Eventive platform.

Important note: Due to content protection restrictions, the Screen Mirroring feature on Smart TVs and other devices cannot be used. Many browsers built into Smart TVs and other devices will NOT allow protected content to play.

You can also directly connect a laptop or computer using an HDMI cable by doing the following:

- Make sure your computer is close enough to your Television for the HDMI cable to reach between them safely.
- Connect one end of the HDMI cable into an available HDMI port on the TV. Take note of the HDMI input number it is being connected to.
- Plug the other end of the cable into your laptop’s HDMI out port
- Set the TV to the HDMI Input port that the computer is connected to using the source or display button on your TV remote.
- If your computer’s display does not automatically appear on your television screen, you may need to have the computer manually detect the display.
• Windows: Right-click on the desktop > Display Settings > Click Detect > Click the “Multiple displays” drop-down box and select “Duplicate these displays”) > Click Apply.
• Mac: Go to the Apple Menu > choose System Preferences > Choose the “Displays” panel > Hold down the “Option” key to show the “Detect Displays” button – note that it replaces the 'Gather Windows' button > Click on “Detect Displays” while holding down Option to use the function as intended.

I’m seeing a black screen where the movie should be, but audio plays normally.
If you are using an external display, try disconnecting the display. Your display may not support the encryption necessary to securely stream your content. If you cannot detach the external display and are using Safari on a Mac, try switching to Google Chrome. If you are on a mobile device, try letting the film play for 15 seconds. If none of these steps help, please contact us using the live chat at the bottom of the page.

My movie won’t play! (General troubleshooting steps)
Please confirm that you are not on a VPN (Virtual Private Network). Eventive’s content protection protocol does not allow VPN access.

Are you logged in with the correct account? Please check your login status at the upper right of the Eventive window. If you are logged in you will see a circle with the initials of the account holder. To switch accounts, click on the circle and select “sign out”, then login (using email address or facebook login) to the preferred account.

If you are not logged in, you'll see the word “login” at the upper right of the window. Click “login” and enter the desired account credentials.

You may also login directly from the order pop-up if you click “unlock movie” while logged out.

If all you see in the player window is a black screen, please click or tap on the window to activate the player controls.