

# VINFEN FILM FESTIVAL

## FREQUENTLY ASKED QUESTIONS

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### ATTENDING THE MOVING IMAGES FILM FESTIVAL

#### WHY IS REGISTRATION REQUIRED?

Eventive requires attendees to create a free account through Eventive to gain access to the films and panel discussions. Email addresses are also required for security purposes and for communication purposes for confirmation and festival access emails.

#### HOW DO I REGISTER?

##### STEP 1: SECURE YOUR TICKET TYPE

- Visit <https://vinfen16.eventive.org/welcome>
- Click '**GENERAL AUDIENCE REGISTRATION**' OR '**CE PROFESSIONALS REGISTRATION**'

##### GENERAL AUDIENCE REGISTRATION

##### CE PROFESSIONALS REGISTRATION

- This will bring you to the '**Checkout**'
- Select the type of ticket you are interested in.
  - a. Each ticket you select includes a 'ticket bundle' of all three films and panel discussion pairings
  - b. Once you checkout with your preferred ticket, you are all set!

##### STEP 2: COMPLETE THE CHECKOUT PROCESS

##### GENERAL AUDIENCE REGISTRATION

- If you are NOT interested in receiving CE contact hours, please add quality '1' for 'Moving Images Film Festival – General Audience' to your total. \*Please note that this ticket includes all three films and panel discussion pairings as a ticket bundle.

##### CE PROFESSIONALS REGISTRATION

- If you are a professional looking to earn CE contact hours, please select the type of ticket based on your profession (i.e., 'Licensed Drug & Alcohol Counselor CE', 'Social Worker CE', 'Licensed Mental Health Counselor CE') and add quality '1' to your total. \*Please note that this ticket includes all three films and panel discussion pairings as a ticket bundle.

##### NEXT:

- Decide if you would like to make a donation (suggested donation is \$10)
- If you have not already logged in, sign in on the bottom part of the checkout at this time and click '**CONTINUE**'.
  - a. If you are new to Eventive, please create an account with your email and password
  - b. If you are not new to Eventive and forgot your password, there is a lost password function
- Select '**BUY (\$\$\$)**' to complete your registration

Click [here](#) for a tutorial on how to register and secure your ticket.

Your tickets will now be viewable [here](#) ('My Tickets' section on Eventive). This can be found in the upper righthand corner by clicking the ticket icon or within the drop-down menu.

Once this is complete, you are all set and can forget about us until the day of the event!

## HOW DO I WATCH?

Vinfen's Moving Images Film Festival real-time broadcast will begin at 9 a.m. EDT on Saturday, March 25 and will conclude around 5 p.m. EDT.

We encourage you to think of this event as a real-time news broadcast where the show starts at a specific time and if you are late, you will miss the content already aired.

To watch on the day of the event, you have three options:

- Visit <https://vinfen16.eventive.org/tickets> and click 'Watch Now' for each ticket
- Visit <https://vinfen16.eventive.org/welcome> and click 'Virtual Event Access'. Once the film and panel pairing become available, you can click 'Watch Now'.
- Visit <https://watch.eventive.org/vinfen16>. Once the film and panel pairing become available as indicated on the event schedule, you can click 'Watch Now'.

NOTE: CE professionals and anyone who wants to see [live panels](#) must follow the specific event schedule times indicated on each ticket.

## CONTINUING EDUCATION CREDITS

### IF I AM A PROFESSIONAL LOOKING TO EARN CES, DO I HAVE TO WATCH THE MOVING IMAGES FILM FESTIVAL AS SOON AS IT STARTS AND FOLLOW ALONG THE SCHEDULE PROVIDED?

Yes. CE accrediting bodies require attendees looking to obtain CE contact hours to be present for the day of the event and to view all required real-time broadcasts of films and live panel pairings as they are scheduled. Attendance will be monitored and recorded.

### CAN I WATCH THE PROGRAM WITH OTHER PROFESSIONALS LOOKING TO EARN CE CONTACT HOURS?

If you would like to watch the program with other individuals, **each person MUST watch on their own laptop using their own specific Eventive account in order to obtain their specific viewing analytics.** If only one laptop/Eventive account is used, there will only be analytics tied to this account, which will only allow for this account holder to be eligible to receive CE contact hours.

### BESIDES PAYING FOR MY TICKET AND FOLLOWING THE EVENT SCHEDULE, WHAT ELSE IS REQUIRED OF ME TO BE ELIGIBLE TO EARN CE CONTACT HOURS?

You must complete your CE evaluation located in the menu section of the welcome page found [here](#). We recommend completing the evaluation as soon as the film festival concludes as information will be fresh in your mind. Please click on the appropriate evaluation, which will take you to a **SurveyMonkey link**.

Once you open the specific link via SurveyMonkey and check to ensure you have opened the correct link based on your profession, please fill out all information and click 'Submit' by **April 1**. If you have any challenges with the SurveyMonkey links, please email [filmfestival@vinfen.org](mailto:filmfestival@vinfen.org) and someone will be in touch with you shortly.

Once your evaluation is received, a Vinfen staff member will confirm you have watched all films and live panels to their entirety. If all requirements are met, your CE certificate will be emailed to you within 8 weeks. Please indicate the email address you would like your certificate sent to.

## IF I AM NOT INTERESTED IN CES AND WANT TO SIMPLY ENJOY THE FESTIVAL, DO I HAVE TO WATCH AS SOON AS THE MOVING IMAGES FILM FESTIVAL STARTS?

Each film and live panel discussion pairing will become available to watch on the indicated start times on March 25. You do not have to start at this exact time, however by starting late, you will miss content that has already aired and will be unable to rewind.

On March 25 at 6 p.m. EDT after the real-time broadcast of the event concludes, attendees will have the ability to watch each of the three films and panel pairings to their leisure. Panels will not be live at this time, nor will attendees be able to submit questions to panelists. Instead, the previously recorded panels that were aired earlier will be posted. This viewing window is limited and will close on Monday, March 27 at 9 a.m. EDT.

## HOW WILL I KNOW IF VINFEN HAS BEEN APPROVED TO PROVIDE DIFFERENT CE CONTACT HOURS?

All CE applications status' are below:

- 6 CE contact hours for LMHCs – Approved
- 6 CE contact hours for Social Workers – Awaiting Approval
- 6 CE contact hours for LADCs – Approved

More information is available [here](#) and on the [Eventive Continuing Education Page](#).

## DURING THE FILM FESTIVAL

### WHAT DEVICE SHOULD I USE TO WATCH THE FILM FESTIVAL?

**We highly recommend only using desktops or laptops**, especially for professionals looking to earn CE contact hours. It is also recommended to use the **Google Chrome web browser**. If you use your mobile device, we cannot guarantee accurate analytics will be obtained, which therefore could result in your ineligibility to receive CE contact hours.

### CAN I PAUSE, REWIND, AND WATCH MULTIPLE TIMES?

No. During the real-time broadcast of each of the three film and live panel discussion pairings, attendees are not able to skip, fast forward, or rewind. You can pause for only 90 seconds and then the real-time broadcast will automatically continue.

CE professionals are required to participate in the real-time broadcast of each of the film and live panel pairings from start to finish. Participation will be tracked and documented in order for professionals to be eligible to earn CE contact hours.

As mentioned previously, on March 25 at 6 p.m. EDT after the event concludes, attendees will have the ability to watch each of the three films and panel pairings with the leisure of being able to pause, rewind, fast-forward, and watch multiple times. Panels will not be live at this time, nor will attendees be able to submit questions to panelists. Instead, the previously recorded panels will be available to view. This viewing window is limited and will close on Monday, March 27 at 9 a.m. EDT.

### WHAT IF I AM LATE TO THE FILM FESTIVAL?

If you are late to when each film and live panel discussion begin, you unfortunately will have missed content that has already aired. Think of the day's event as a live news segment. Once you miss content, you cannot rewind.

Please be aware of the following specific viewing windows:

1. A Place to Breathe + Panel (9 a.m. – 11:50 a.m.)
2. Unseen + Panel (12:20 p.m. – 1:55 p.m.)
3. 25 Prospect Street - Documentary + Panel (2:10 p.m. – 4:45 p.m.)

As a reminder, if a professional is late, misses content, or waits until 6 p.m. EDT to watch the event at their leisure, they will unfortunately NOT be eligible for CE contact hours.

## HOW DO I WATCH ON MY TV?

The easiest way to watch on your TV is to connect your laptop or computer using an HDMI cable.

Follow the steps below:

1. Connect one end of the HDMI cable into an available HDMI port on the TV. Take note of the HDMI input number.
2. Plug the other end of the cable into your laptop's HDMI out port.
3. Set the TV to the HDMI Input port that the computer is connected to using the source or display button on your TV remote.
4. If your computer's display does not automatically appear on your TV, you may need to have the computer manually detect the display.
5. Windows: Right-click on the desktop > Display Settings > Click Detect > Click the "Multiple displays" drop-down box and select "Duplicate these displays") > Click Apply.
6. 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.
7. You can also stream Vinfen Moving Images on your TV with an Apple TV, Chromecast, and Airplay. These options require a few more steps than connecting with an HDMI cable so please visit Eventive's FAQ page for more information and detailed instructions.

## MY STREAM WON'T PLAY

Please confirm that you are not on a VPN (virtual private network). The protection protocol does not allow VPN access.

Are you logged into the account you used to order your tickets? From the page you're sent to after clicking the "Watch Now" link in your email, please check your login status at the upper right corner of the page. 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 to the correct 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 same email and password combo you used to purchase your ticket. 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.

## MY VIDEO PLAYBACK STALLS OR DOESN'T PLAY SMOOTHLY

Eventive's streaming quality will adjust automatically based on your internet speed. If your internet connection is poor or inconsistent, or if you have too many devices connected to your WIFI, you may experience problems during playback. Try turning off WIFI on devices you are not using to watch the stream or move closer to your router. If all else fails, you can try connecting your device directly to your router with an ethernet cable.

## MY QUESTION HASN'T BEEN ANSWERED. HELP!

We're here for you! Eventive staff will be standing by to answer questions and troubleshoot problems through its live chat help desk function.

Visit: [watch.eventive.org/vinfen16](https://watch.eventive.org/vinfen16) and click on 'Need Help?' on the top of your screen to access the live chat function. Helpful documents sorted by common questions are also available. You can also access this portal by visiting <https://watch.eventive.org/help>.

You can also email the event organizers at [filmfestival@vinfen.org](mailto:filmfestival@vinfen.org) to ask for assistance.