DANCE MUSIC THEATRE

SECURE STREAMING FAQs

Having trouble viewing right now? Try these six steps to fix your stream:

1. Try refreshing your browser. Don't forget to click the play button after it reloads.
2. Try switching to a different browser.
3. Try using the browser under 'incognito/private' mode.
4. Try disabling an ad-blocking software or browser plugins
5. Try a different device.
6. Go to speedtest.net and test your internet bandwidth. You'll want at least 2Mbps to view the video.

Which devices can I use to stream?

The platform works on mobile phones, computers, tablets and smart TVs (with a web browser). If you have any of those, you can watch!

Can I watch the show on my TV, or do I have to watch on my computer?

We'd love for you to cast the show to your big screen! The easiest option is to use Chrome Casting, AirPlay or screen mirroring to play the stream from your phone, laptop or other device to your TV. You might see a slight decrease in quality with this option. You can also use an HDMI cable to connect your computer to the TV.

If your TV can access a web browser, you can open that browser and log into your email. From there, you can open the email we sent you and click on your link to stream. If you have trouble streaming on an older TV, you may have better luck switching to an alternate device.

Due to the sheer number and variations of smart TVs and smart TV software, we aren't able to troubleshoot individual hardware issues.

How do I view my streaming performance?

You'll receive a Performance Confirmation email with a custom link to a password-protected site one hour before showtime. Your login link in your email is activated 30 minutes before your scheduled performance. Use your custom login link to watch on your laptop, tablet, mobile device—or mirror the show to your smart TV. We recommend that you access your link at least 10 minutes before the performance begins. If you are joining a premiere stream (as opposed to on-demand), a countdown will appear shortly before the performance begins. Can't find your e-mail confirmation? Be sure to check your junk/spam folder! If you have not received your link please email us performingarts@rowan.edu.

What's the ideal browser to use?

We recommend using the browser that gives you the quickest speeds for your everyday use. Our top choices are Google Chrome and Safari.

How can I ensure the best streaming experience?

For showtime, if you're experiencing issues, a first step might be to turn the wi-fi off on your other devices. Or, for the strongest connection, connect your device to your router directly with an ethernet cable.

How do I make a video full screen?

You'll find the full screen button in the video player, depending on your device it will be in the lower right corner (on PC, for example) or the upper left (on iOS).

What should I do if I'm experiencing connection issues during the show (e.g. video is freezing or audio is not working)?

Your video may need a minute to load. If it is not playing continuously, try pausing it and stepping away for a few minutes and then continuing the show once it's had a chance to pre-load more of the performance. If you are experiencing connection issues, it may be related to your browser settings, internet bandwidth, or it's a device-specific issue.

While we can't guarantee and may not be able to troubleshoot the performance of your specific hardware setup, we have a few recommendations that we hope will help:

- Pause the video to allow it to load more fully.
- Make sure you have the most updated version of the software you're using.
- Refresh your browser page or try switching to a completely different browser.
- Make sure there are no other devices connected to your wi-fi that could be creating network traffic.
- Try closing all open windows or applications on your device.
- Try connecting to your personal Hotspot on your phone.
- Restart your wi-fi router.
- Try switching to a different device.

Who do I contact if I'm having trouble seeing the show?

We'll have email support available from 9:00am-9:00pm to answer your questions! Just email us at performingarts@rowan.edu.

How do I access my digital program for the performance?

Upon clicking your secure link, you'll see the program on the same page as the performance player.