



VIEWING AND TROUBLESHOOTING TIPS

To stream DCT's Teen Scene show, THE RAVEN SOCIETY, please do the following:

1. On the [webpage](#): Review your options for purchase, and then click *twice* on your chosen option.
2. Here are the payment options for streaming the show:
 - a. Click the [middle button](#) **BUY TICKETS** to pay **\$10 total**.
 - b. Click the [top-left button](#) **Donate \$5 with every ticket purchase** to pay **\$15 total**.
 - c. Click the [top-right button](#) **Donate \$10 with every ticket purchase** to pay **\$20 total**.
 - d. Click the [bottom-left button](#) **Donate \$15 with every ticket purchase** to pay **\$25 total**.
 - e. Click the [bottom-right button](#) **Donate \$20 with every ticket purchase** to pay **\$30 total**.
3. Select the SIGN UP tab to create a new login. (Note: It is for the streaming platform called Dacast, not your DCT ticket account for our in-person performances.)
4. After completing payment, please exit out of the "Success" screen by clicking on the "x" icon in the upper-right corner of the box.
5. Click the play button, and the show will start.
6. To review or change the video quality settings: Click on the "Settings" icon (which looks like a circular, mechanical gear) near the bottom right corner of the video screen. Click "Quality" to change to the desired video quality level. (Note: It will take a moment to reset the quality level.)
7. You will be able to watch the show through **ONE** time within three days from when you start to view.
8. To logout of your Dacast account: Click on the red circular person icon, which appears at the bottom right corner of the video screen on the webpage; and then select Logout.
9. If you need to log back in for any reason, you can do so by returning to dct.org/teen/digital/.
10. FYI, on your bank statement, the charge will appear as "DCT", and your email confirmation will come from noreply@inplayer.com with the Subject Line "Your receipt".

Please note that your internet speed will have an impact on your experience as well.

DCT understands that we all have various digital devices (i.e. laptop computers, iPads, etc). FYI, our staff tested several streaming methods ahead of time, in hopes of making the streaming process as painless as possible for YOU, the viewer! Streaming a live theater show is still very new for all of us, staff and patrons alike. We appreciate you bearing with us through this new venture. Please know, it is important to us that you enjoy your 'digital' experience, and we will do what we can to the best of our ability to work through the challenges with you.

If you have trouble viewing the video, we apologize for any inconvenience. Here are some troubleshooting options:

1. *Restart your computer.*
2. *Try a different browser after restart (Chrome, Firefox, Edge, or Safari).*
3. *Open a private or incognito window (<https://page.inplayer.com/incognito/>).*
4. *Clear your cache (<https://page.inplayer.com/cacheandcookies/>).*
5. *Try a different device.*

If none of these work, please call 214-978-0110 and, if possible, send a screenshot to family@dct.org so that we can make sure you get to view this amazing work.



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Recommended Set-Up:

To minimize technical set up, we recommend streaming the show on a laptop computer.

Advanced Option:

If you want to cast the stream of the show onto your TV: Please know that there are several possible ways to do it. We advise using a HDMI cable to connect your laptop computer to your TV monitor.

Technical Support:

If you experience any technical difficulties with streaming DCT's Teen Scene show THE RAVEN SOCIETY, then please contact us at 214-978-0110 or family@dct.org.

DCT's current business hours are Monday – Friday, 9:00 AM – 5:00 PM. Outside of these hours, we pledge to return your call/email within 12 hours.