

# EARLY MUSIC ONLINE A STEP BY STEP GUIDE

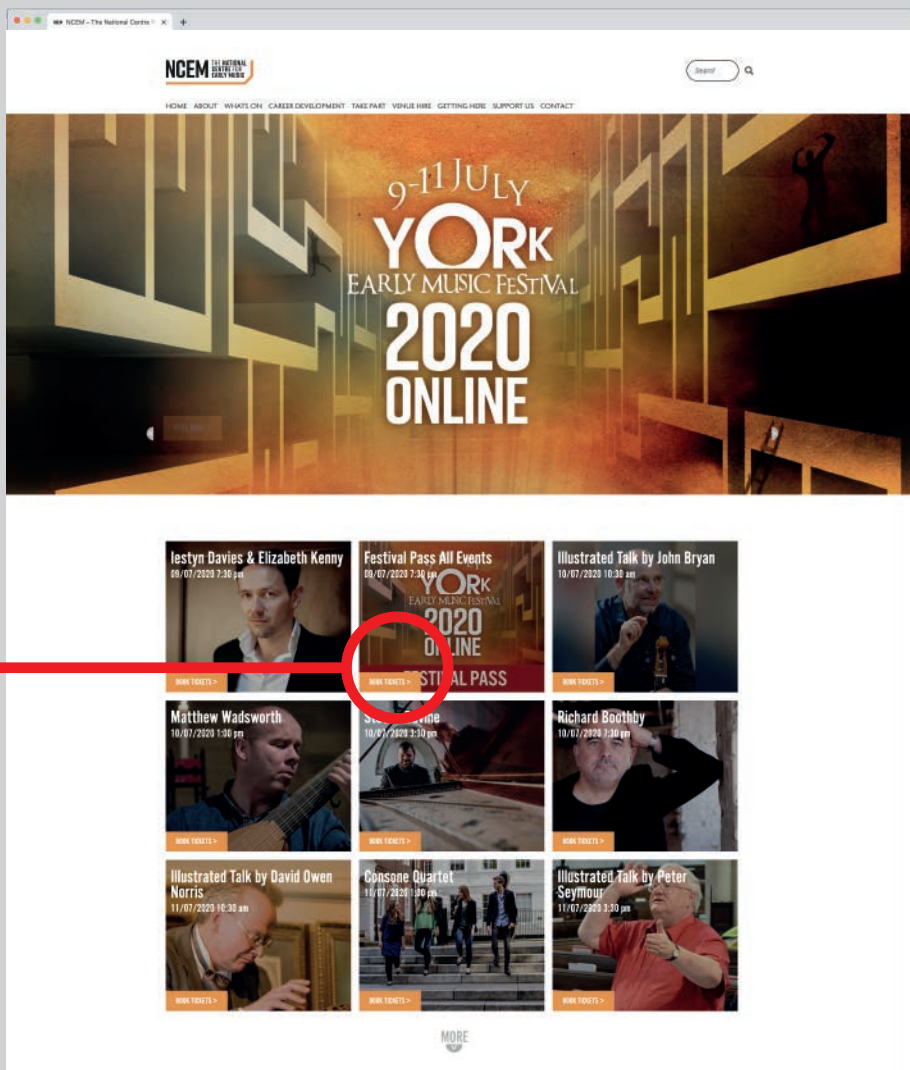
Welcome to the first ever digital York Early Music Festival! We're delighted that you'll be joining us. We've been working hard to make the process straight-forward for you and will be on hand throughout the festival to support you. This document gives you some tips and advice to help you enjoy the festival.

1.

To book tickets  
[www.ncem.co.uk](http://www.ncem.co.uk)

Choose the concert or ticket type you want. You may wish to benefit from a Festival Pass (giving you access to all events).

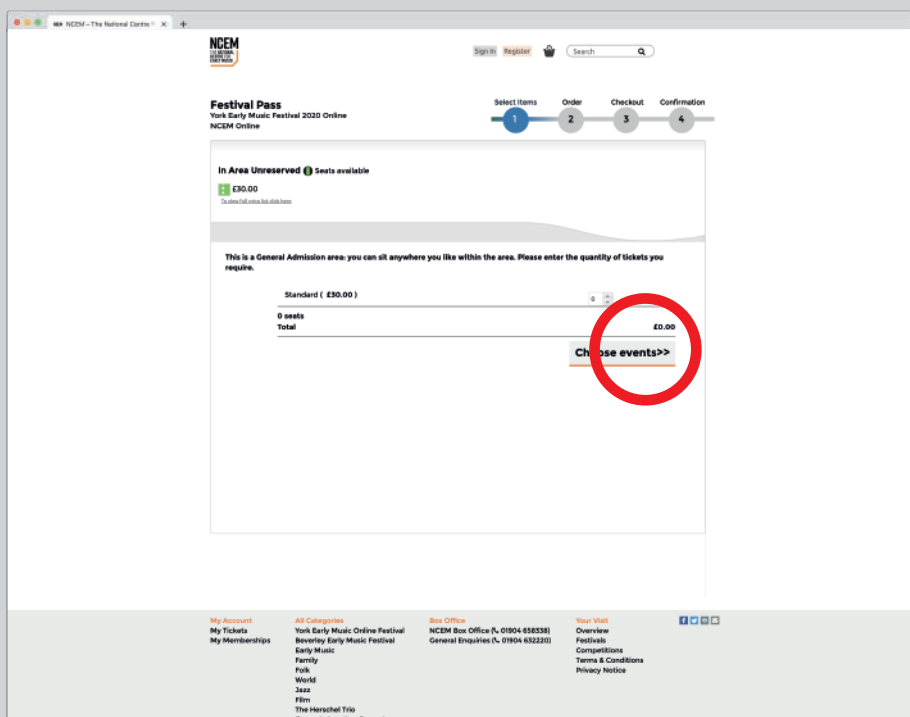
Festival Pass



2.

Check you receive a  
booking confirmation email

Once tickets are purchased, you will receive an email confirmation of your purchase. If you don't receive this email, please email the box office at [boxoffice@ncem.co.uk](mailto:boxoffice@ncem.co.uk)

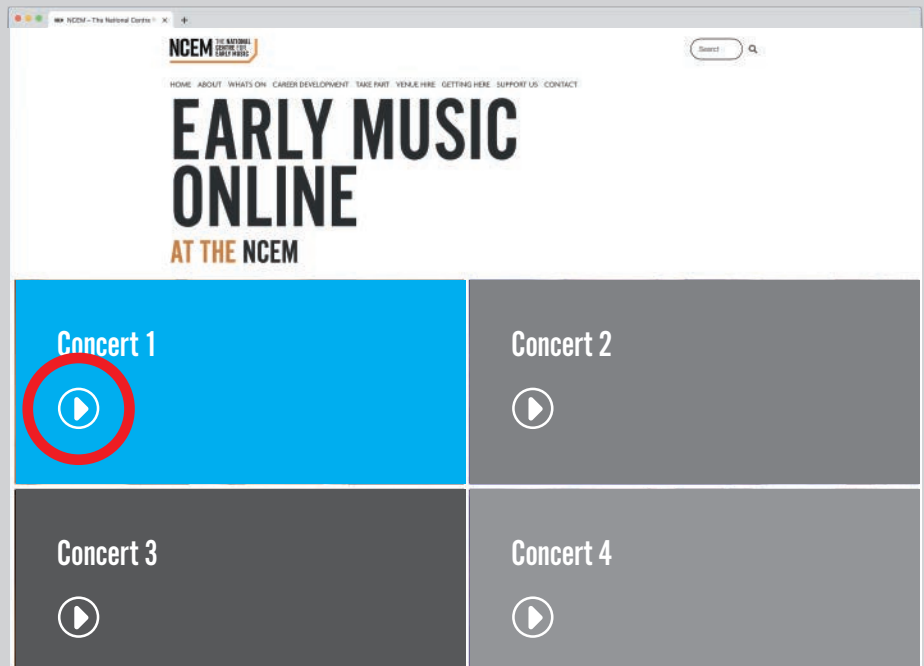


# 3.

## View the concert

As the time of the concert that you have booked for approaches, visit **[ncem.co.uk/earlymusiconline](http://ncem.co.uk/earlymusiconline)** and select the concert you have purchased tickets to see.

**[www.ncem.co.uk/earlymusiconline](http://www.ncem.co.uk/earlymusiconline)**



# 4.

## Login

Enter the email you used when you purchased your tickets

*Firefox and Safari, may save your login for use in your next concert.*

No password is required.

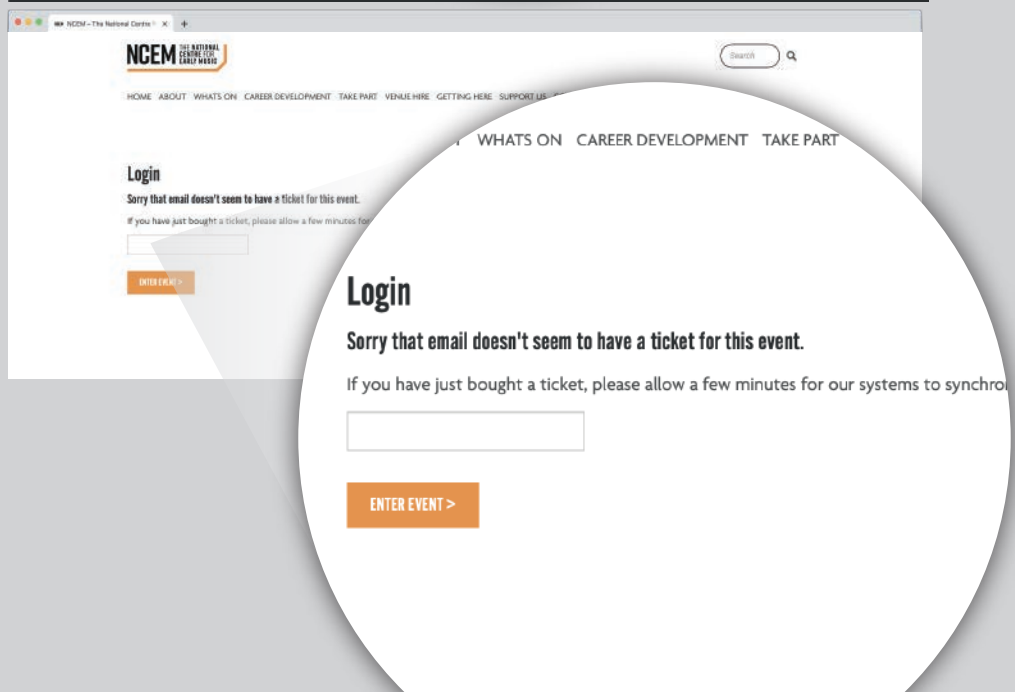
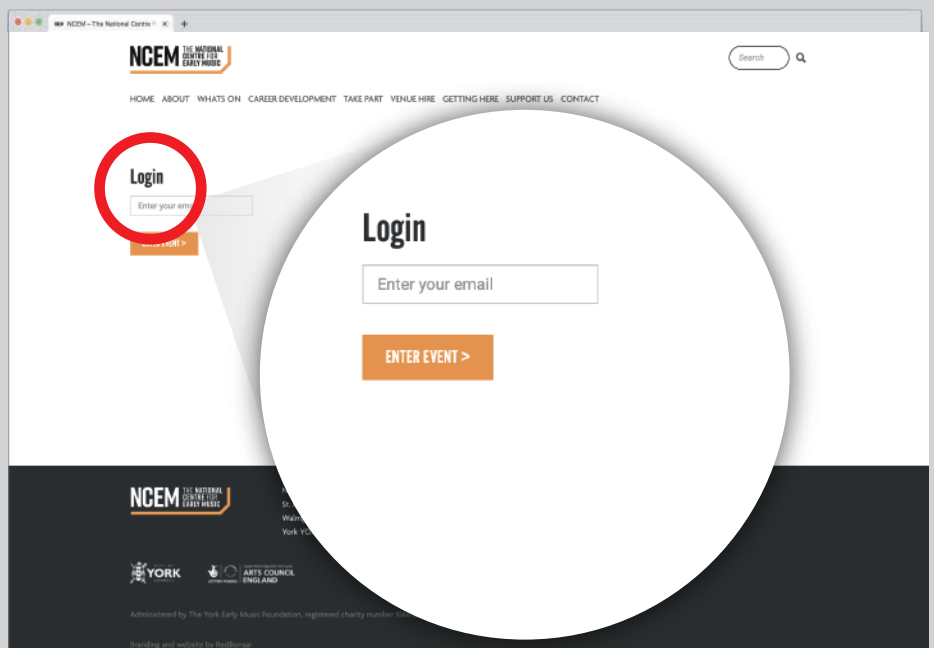
Please do not share your email with friends or colleagues as our system will only allow a single entry on an email used to purchase tickets.

Should you experience any problems, please check:

1. You have entered the correct email address.

2. You have left enough time between purchasing your ticket, allowing a few minutes for our system to synchronise.

3. You have purchased a ticket?



# 5. Viewing

Once you have entered your email address you will see a holding film with a countdown timer and you should be able to hear some sound. This holding film will start an hour before the scheduled start time of each event.

This is a good moment to check that your audio is working! You'll also see some programme notes to read before the concert time.

The event will automatically start at the scheduled time

## Full Screen

If you would like to hide the chat make the film full screen, click the symbol on the bottom right to take you to full screen.

## Chat

We will run a chat throughout the event (this will be done by one of the NCEM staff). You don't need a vimeo account to join in the chat.



Programme Notes

Join the chat, login as a guest

## Enhance your viewing experience

If you would like to improve your audio, consider connecting your device to some good speakers or headphones (rather than your in-built tablet, phone, laptop speakers).

It is possible to pass the content from your PC or mobile device onto your television. The links below explain the best methods:

### Casting from Chrome

<https://www.wikihow.com/Cast-from-a-Chrome-Browser>

### Using Apple AirPlay

<https://support.apple.com/en-us/HT204289>



## Contact

If you are having problems logging in, please email [boxoffice@ncem.co.uk](mailto:boxoffice@ncem.co.uk)