

**EARLY MUSIC  
ONLINE  
A STEP  
BY STEP  
GUIDE**

We're delighted that you'll be joining us for our online concerts. We've been working hard to make the process straight-forward for you and will be on hand throughout the concerts to support you. This document gives you some tips and advice to help you enjoy the online concerts.

# 1.

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

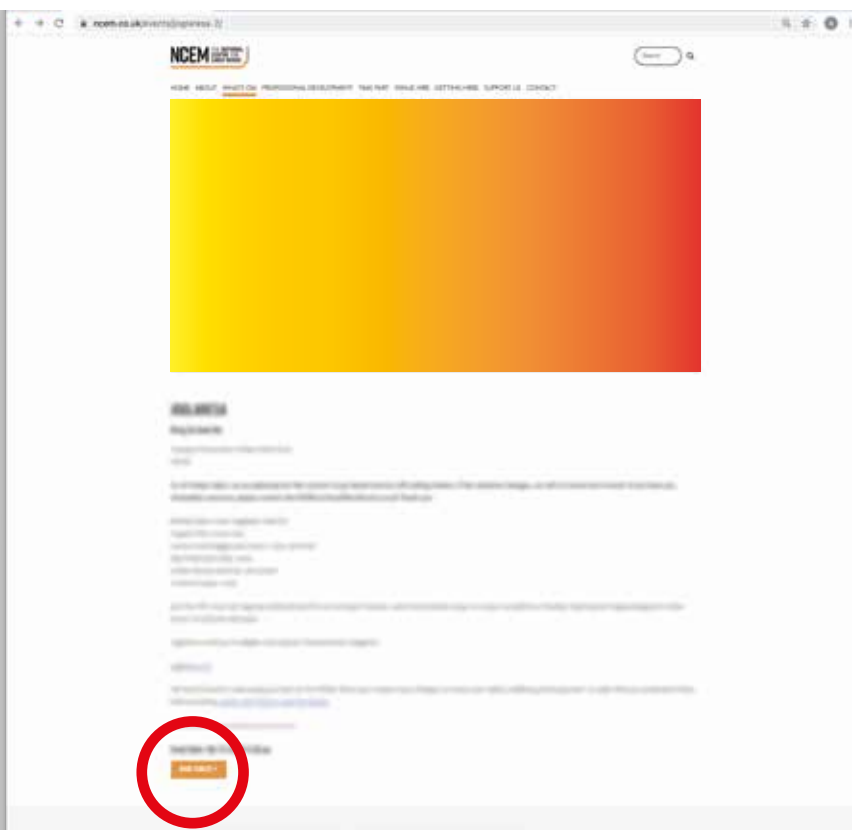
Choose the concert or ticket type you want. You may wish to benefit from a Festival Pass (giving you access to all events).

Select the event



# 2.

Book tickets



# 3.

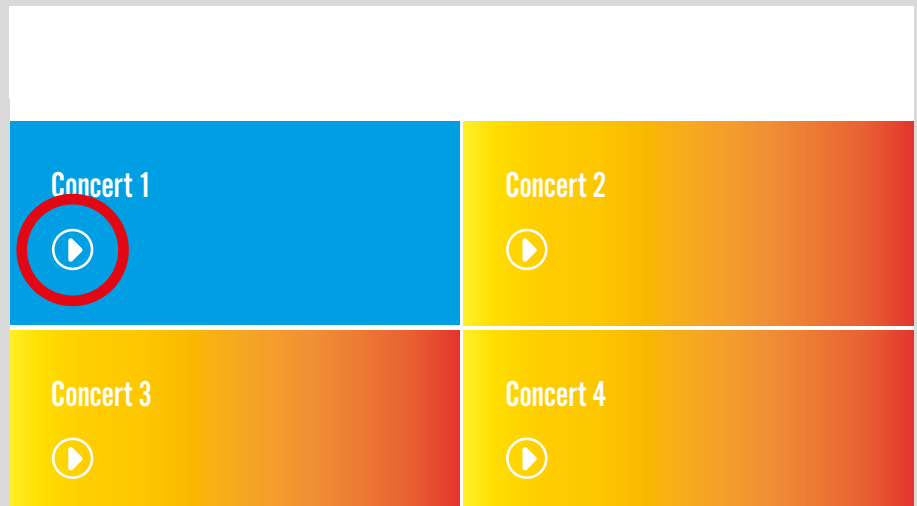
Check you receive a booking confirmation email

# 4.

## 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)



# 5.

## 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.

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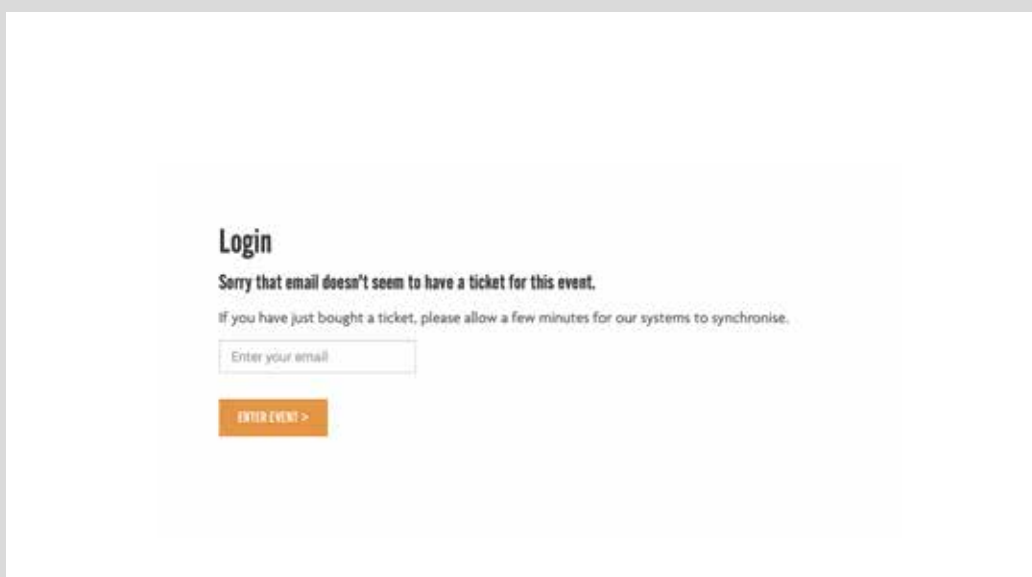
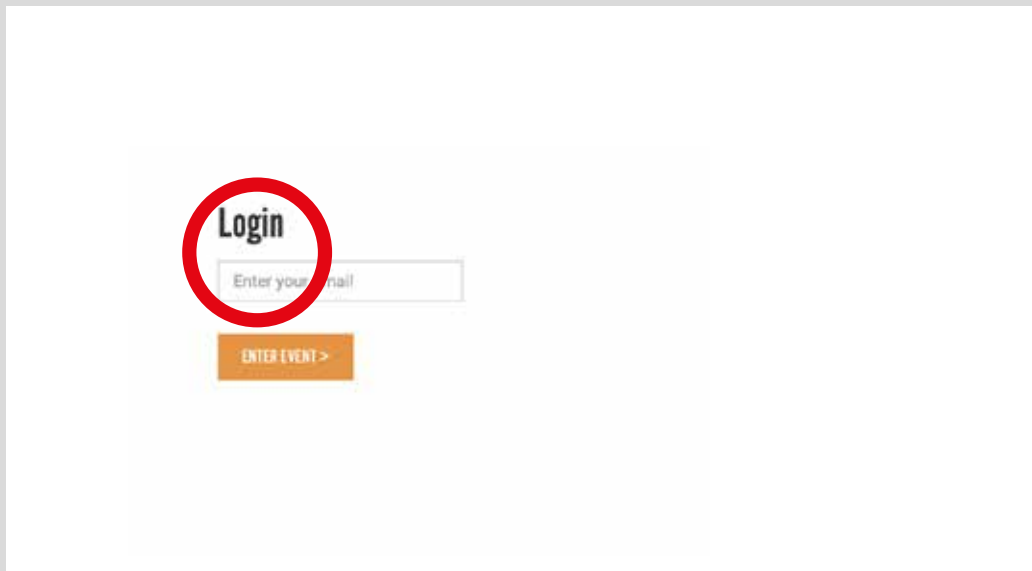
Should you experience any problems, please check:

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?

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# 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.

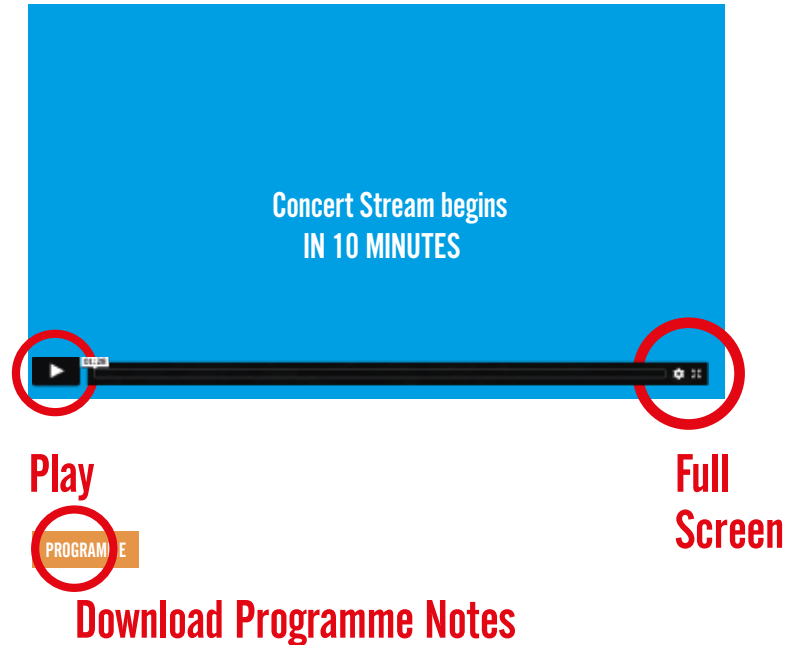
The event will automatically start at the scheduled time

## 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.



## 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)