

Livestream Posttheater

V-TICKET
THUIS KIJKEN

What is a livestream?

The performance in the Posttheater is filmed with multiple cameras and the recording is broadcast live. This means that you can attend the performance at home, in your own living room.

How do I buy a V-ticket for a livestream?

V-tickets for a livestream can be purchased via the website posttheater.nl and are the same as buying tickets for regular performances. After payment, you will receive a confirmation email with a ticket with a unique access link for the stream. You can buy a V-ticket online up to a day before the start of the performance.

Didn't receive an email? Check your spam or junk mail folder. Did you lose the email? Contact info@posttheater.nl

What do I need to watch a livestream?

- * You need a device to watch the stream. We recommend a tablet, laptop or desktop PC. Alternatively, you can watch on your smartphone. Make sure the device has an internet browser with current updates, such as Google Chrome, Mozilla Firefox, Microsoft Edge or Apple Safari.
- * You need a good internet connection, via a cable, wifi or 4G.
- * You need the unique access link. You will receive this immediately after payment of your ticket in the order confirmation email.

When can I watch the livestream?

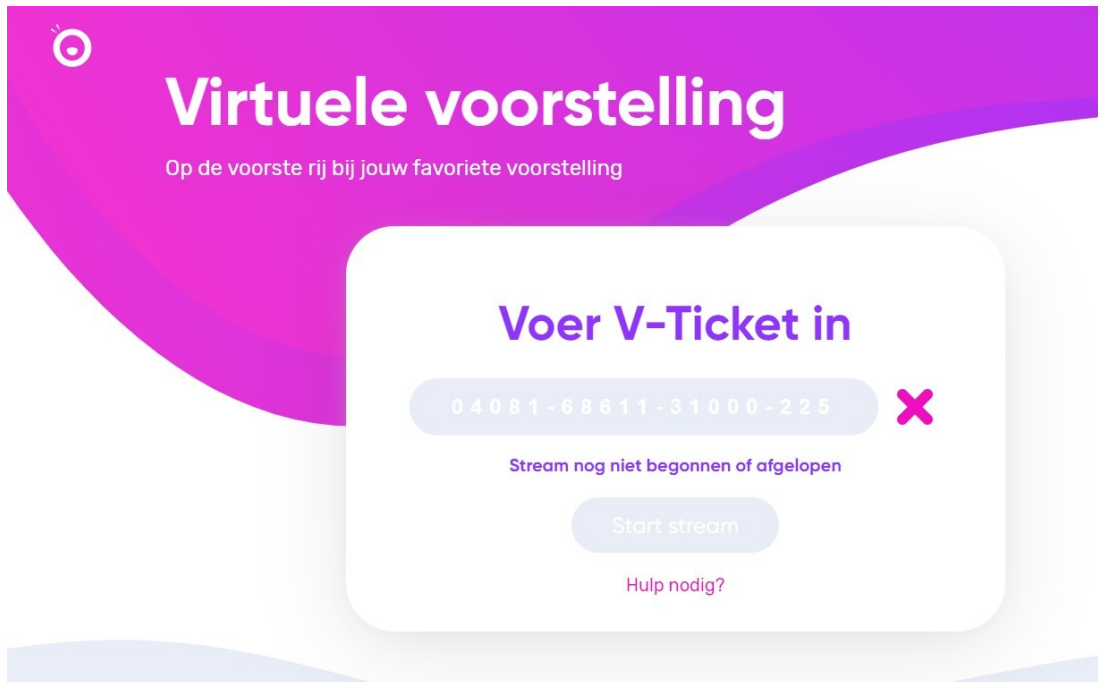
The start time of the stream is stated on the V-ticket. We recommend that you test the access link some time in advance, so that you have enough time to check that everything is working properly. The livestream will be ready 15 minutes before the start of the performance.

How do I test whether the link works?

Open the V-ticket and click on the orange V-Ticket logo. You will be redirected to the Ovatic control page, where your order details will be verified.

Do I need to enter a code?

No, you do not need to enter a code yourself, this is all done automatically. This only happens when the stream is ready, so 15 minutes before the start of the stream.



How do I start the stream?

Click on 'Start stream' (see also image) to start the stream and enjoy the performance live in the Posttheater.

The livestream does not start. What to do?

Are you unable to start the stream? Please send an email to info@posttheater.nl as soon as possible.

The connection is lost. What to do?

If the connection is lost, you can reload the page after approx. 30-60 seconds (or refresh with F5).

You can also log in again on another device. Watching on another device only works if there is no longer a viewing session on the first device.

Can I watch the online stream at a later time?

No, you can only watch the livestreams at the time of broadcast. There will be no refund if you do not use your V-ticket. If it is specifically stated that a performance can be viewed for a longer period, delayed viewing is possible.

Can I watch with other people?

You can use the unique access link on one device at a time. You can watch with multiple people. It is not permitted to watch in a larger organized group.

The performance has already started. Can I still watch?

You can join in live at any time. It is not possible to watch later.

How do I know if my internet connection can handle the livestream?

We use Adaptive Delivery: this means that the video player, just like Netflix, determines the quality of the stream based on what your internet connection and device can handle at that moment. If you do not have a fast internet connection, you will automatically see a lower quality.

Resetting the modem and/or router can sometimes help to reset the connection and thus establish a better connection (and thus better quality stream)

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