

UNEXPECTED PRODUCTIONS Day-Of-Show Audience Guide for Zoom Webinar Shows



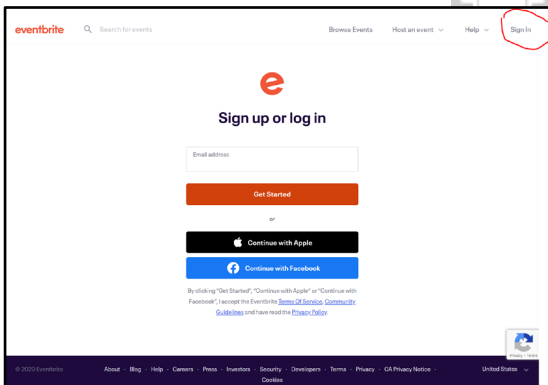
Thank you so much for purchasing a ticket to one of our Zoom Webinar shows! Your ticket price goes directly to supporting our arts programs and keeping our historic theater alive in the heart of Seattle. Use this guide to make sure you get the most out of your viewing experience!

Step 1: Join the show on Eventbrite

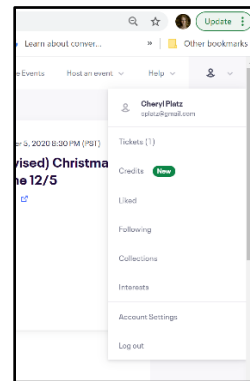
You'll need to log into Eventbrite to get your link to the Zoom Webinar where the performance will be held. The link won't be available until just before showtime. You have two options:

Option 1:

If you're not sure you know your Eventbrite password, leave yourself some extra time to log in. Go to Eventbrite's home page and log in.

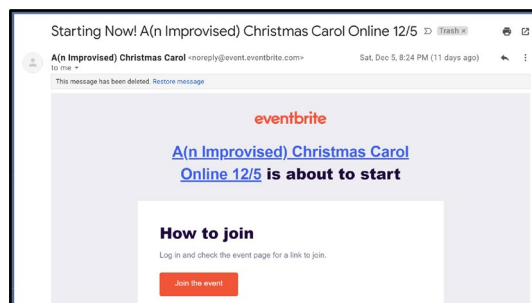


Once you're logged in, select your profile picture in the upper right and choose "Tickets" from the dropdown menu. You should see your event listed!



Option 2:

If you're confident you know your password, you can wait for the "Starting Now" email from EventBrite and click the "Join this Event" at showtime.



Having trouble with your ticket? If you've followed these instructions and still can't access the show, please email info@unexpectedproductions.org – that's your fastest way to get ticketing help day-of-show.

Step 2: Set up your computer in Zoom

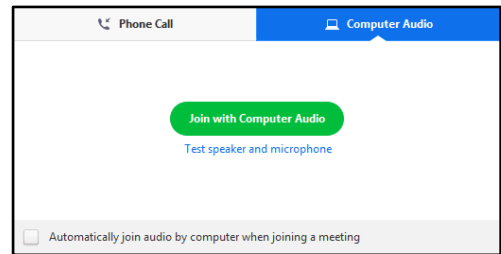
Not hearing anything from your speakers?

Zoom does NOT automatically use your system's audio configuration, so things can be confusing at first. If you have headphones plugged in or multiple audio sources, Zoom might pick the wrong one to start.

Once you've clicked the Zoom link, the next step is making sure your Zoom audio is connected correctly!

Step 2.1:

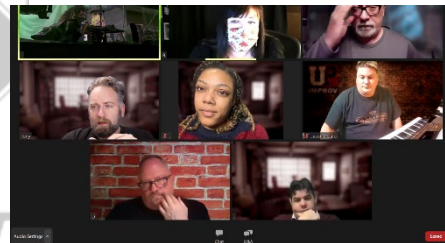
You'll probably see this screen asking you how you want to "connect" to the Zoom call's audio. Unless you're literally using a separate phone call for the audio, pick "Join with Computer Audio"



Once you've joined the call, take a moment to make sure Zoom is using your desired speakers or headphones for your audio. It often picks wrong!

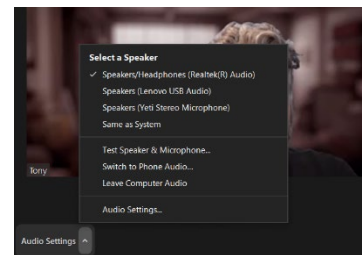
Step 2.2:

Slide your mouse down to the lower left hand corner until you see "Audio Settings".



Step 2.3:

Click the arrow next to Audio Settings to open the menu, and make sure the correct Speaker device is selected. Your system might have picked headphones instead of speakers, or internal speakers instead of Bluetooth.



Step 2.4:

If there's no music playing yet and you want to make sure you configured things correctly, visit "Test Speaker & Microphone" from the same menu. It'

ARE YOU SEEING A BLANK SCREEN?

Occasionally, people report seeing just a black screen instead of video at some point during the show. This is a Zoom bug we can't control on our end. The good news is that exiting the Zoom and rejoining can fix this problem, and sometimes entering and exiting full screen mode also helps.

Step 3: Interact with us during the show!

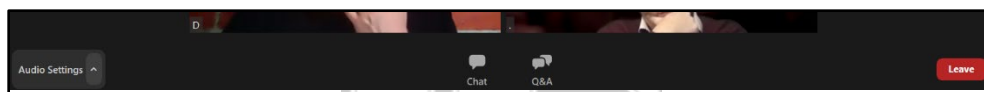
Feel free to chat during the show – you’re not distracting the performers. This is one way digital productions beat live theater! AND don’t forget you can use emotes or chat as a replacement for applause. Our cast can see the chat, and we miss the sound of applause – your chats help us feel connected to you during the show!

CHAT WITH EVERYONE!

If you’re sending messages to “All panelists”, those messages only go to the cast and crew. Make sure you set your suggestions and general chats to go to “All panelists and attendees” so everyone can enjoy your suggestion, just like in our real theater!

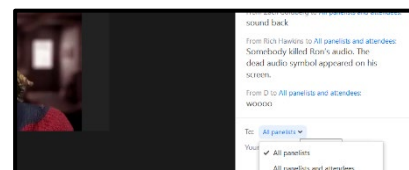
Giving Suggestions

For most productions, all you’ll need to give suggestions is your keyboard or mobile phone touchscreen, depending on where you’re watching the show. (We recommend watching our productions on a desktop or laptop for the best experience.)



To provide suggestions, open the Chat window using the controls on the bottom of your Zoom screen.

For selected shows, you may be invited to turn on your microphone to expand on your suggestion. Feel free to decline in chat if you’re uncomfortable doing so or if your microphone isn’t set up!



Community Managers and Moderators

Keep an eye out for the name of tonight’s Community Manager (often Cheryl Platz) or Moderator(s), who are here to help you by:

- Repeating prompts for suggestions
- Answering questions about the show and the games

They’re also here to help if anyone in the audience or staff makes you feel uncomfortable or unsafe. Please reach out via private message if you have a concern. On Zoom, use the grey dropdown box to choose the name of the moderator or community manager you’d like to address with a private message.

Looking for technical assistance?

If you think you may need technical assistance – if you’re new to Zoom, for example – **we recommend logging in at least 5 minutes early.**

Our cast and staff involved in the show may be unable to help with technical troubleshooting once the show has begun.

Thank you for joining us and enjoy the show!