



GUTHRIE THEATER

FAQs | *Dickens' Holiday Classic*

Below are frequently asked questions about viewing *Dickens' Holiday Classic* and its related digital content on various devices. Although we can't provide individual technical support, we hope these suggestions will set you down the path to London faster than you can say "Bah! Humbug!" When all else fails, there's no better time than the holidays to phone a tech-savvy friend or family member.

GENERAL

Will *Dickens' Holiday Classic* sell out?

Nope! Consider it a perk of attending a virtual event. Tickets may be purchased until 6 p.m. on December 31, 2020.

What do I need to view *Dickens' Holiday Classic*?

You'll need internet access with a fast download speed and a smartphone, tablet, laptop/desktop computer or a smart TV. No app download necessary.

How do I access *Dickens' Holiday Classic*?

After you purchase a ticket, the Box Office will send you a confirmation email that includes the access link and your password. Can't find your confirmation email? Contact the Box Office at boxoffice@guthrietheater.org, and we'll get back to you within 24 hours.

Will you provide ASL interpretation, audio description or open captions?

Yes. After you enter the password, you'll have access to *Dickens' Holiday Classic*, plus videos with ASL interpretation, audio description and open captioning.

How long do I have to watch the show?

Your access link and password will expire at 11:59 p.m. on December 31, 2020.

May I watch it multiple times?

Yes! *Dickens' Holiday Classic* is available on demand, so you may watch the show as many times as you wish before the link and password expire.

Can I download *Dickens' Holiday Classic* to my device?

No. The video is hosted on a secure webpage and may only be viewed via web browser.

Who can help me if I have technical questions?

Although we can't provide individual technical support, we'll do our best to help. Connect with us on social ([Facebook](#), [Instagram](#) or [Twitter](#)) or email us at boxoffice@guthrietheater.org.

WAYS TO WATCH

We recommend using Google Chrome on a computer, laptop or iPad. Additional options include connecting your device to a TV or projector using [HDMI or VGA](#) cables, or casting from your device to your TV (see support pages below).

- [Amazon Firestick](#)
- [Apple Support page](#) to airplay your iOS device to your TV
- [Chromecast Help page](#) to cast your device to your TV
- [Roku](#)
- [Samsung Product Help & Support page](#) to cast your device to a Samsung Smart TV

TROUBLESHOOTING

Why do I have poor video quality?

- Be sure you have a sufficient download speed. At least 25.0 Mbp (megabits per second) is recommended. You can do a quick and easy diagnostic test at www.speedtest.net.
- To increase your device's bandwidth, disconnect any other devices from the internet while you watch the show.
- If you are using Wi-Fi, try connecting to the internet with a hardwired connection and disconnect other devices using the same network.
- Move your device closer to the Wi-Fi router.
- Close other internet windows, tabs and applications that may be using bandwidth.
- Try restarting your device.
- Reset or turn off and restart your modem and/or Wi-Fi router.

Which web browser is best?

The show is best suited for Google Chrome. If you experience issues, try another web browser or these tips:

- Close any unused windows or tabs.
- Clear the web browser's cache and cookies.
- Close and reopen your web browser.

What if I have more questions?

We're here to help. Connect with us on social ([Facebook](#), [Instagram](#) or [Twitter](#)) or contact the Box Office at boxoffice@guthrietheater.org or 612.377.2224 or 1.877.447.8243 (toll-free).

Box Office Holiday Hours

Dec 19–23: 1–7 p.m.

Dec 24: 11 a.m. – 3 p.m.

Dec 25: CLOSED

Dec 26–30: 1–7 p.m.

Dec 31: 11 a.m. – 3 p.m.