

RING FESTIVAL AND STREAMING FAQ's

Scroll down to browse frequently asked questions about *Ring Festival* events and weekend streaming of our 2018 production of Wagner's *Ring* cycle.

Ring Festival Pricing

SINGLE TICKETS | \$15 per event

Purchase one \$15 ticket for each event you would like to attend. One ticket per household tuning in.

- A Zoom link for the live event will be sent to the email address associated with the SF Opera account **two hours prior** to the event start time.
- A recording of the live event will be sent via email within 24 hours of the event. This recording is accessible to the ticket holders for that particular event.

RING FESTIVAL PASS | \$99

Purchase one \$99 pass if you would like to attend most or all of the *Ring Festival* events. One pass per household tuning in.

- Zoom links for the live events will be sent to the email address associated with the SF Opera account **two hours prior** to the event start time.
- A recording of the live event will be sent via email within 24 hours of the event. This recording is accessible to the ticket holders for that particular event and all pass holders.
- Pass holders also have access to a gallery of recordings of all *Ring Festival* events that can be watched anytime on-demand. Recordings of live events will be uploaded to the gallery within 24 hours of the event time.
- *Ring Festival* Pass holders will also receive invitations to the exclusive *Festival Opening Salute* and *Festival Closing Toast* events.

RING FESTIVAL PASS FOR CURRENT DONORS OR SEASON SUBSCRIBERS | \$69

Current season ticket subscribers and donors giving \$75 or more, receive **\$30 off** the *Ring Festival* Pass, plus invitations to the exclusive *Festival Opening Salute* and *Festival Closing Toast* events and on-demand access to San Francisco Opera online streaming portal including the 2018 *Ring* cycle productions. Log in at sfopera.com to purchase.

ALL-ACCESS FESTIVAL PASS | \$144

Become a donor at the \$75 level and buy the *Ring Festival* Pass at the discounted price in one transaction! With this pass you'll access all *Ring Festival* content live and on-demand, plus invitations to the exclusive *Festival Opening Salute* and *Festival Closing*

Toast events. Additionally, as a donor, you'll enjoy on-demand access to San Francisco Opera online streaming library including the 2018 *Ring* cycle productions.

STUDENT/TEACHER *RING FESTIVAL* PASS | FREE

A limited number of free *Ring Festival* Passes will be available for **high school/college students and teachers**. Please email patronservices@sfopera.com from your school email address with a subject line of RING FESTIVAL. If you are a new patron please include your address and phone number in your email so that we can build you an account.

***Ring Festival* Event Logistics**

Do I need to purchase a ticket for the *Ring Festival* events?

Yes. Each *Ring Festival* event requires the purchase of a \$15 ticket for each event or a *Ring Festival* Pass for access to an event. See pricing options on pages 1-2 for more information.

When will tickets go off sale for each *Ring Festival* event?

Tickets for individual *Ring Festival* events will no longer be available to purchase starting **two hours prior** to the scheduled event start time. We recommend buying tickets at least one business day in advance.

Ring Festival Passes will be available for purchase any time until March 30.

How and when will I receive the link to the event?

The Zoom link to each *Ring Festival* event will be shared to the email associated with the purchaser's San Francisco Opera account **two hours prior** to the event start time.

I can't find or did not receive the Zoom link. What should I do?

Search "Ring Festival" in your email inbox and find the most recent email from patronservices@sfopera.com. If you do not have an email from us in your inbox, please email patronservices@sfopera.com or call our Box Office at (415) 864-3330.

If I am late to an event, will I still be let in?

Yes, you may join the event at any point during the scheduled event time.

I missed the event I wanted to attend. Is there a replay option?

All ticket holders will receive an email after the event with a recording of the live event, even if you were unable to attend. If you are a *Ring Festival* Pass holder, you may access recordings of the live events on-demand. All recordings will be available until May 2, 2021 at 11:59pm.

What is the refund policy?

There are no refunds or exchanges.

***Ring Festival* Events On-Demand**

Ring Festival Pass holders and **All-Access Pass** holders will have access to an online library where the *Ring Festival* event recordings will live. Each *Ring Festival* event will be recorded and made available on the *Ring Festival* event recording library within 24-48 hours of the live event. This library of *Ring Festival* event recordings will be accessible on-demand for all pass holders **until 11:59pm May 2, 2021**. Pass holders can login at sfopera.com/ringondemand on to access.

Stream Wagner's Ring Cycle

Is streaming the *Ring* cycle different from the *Ring Festival*?

The *Ring Festival* is a series of interactive events including lively panel discussions and lectures about Wagner's *Ring* cycle. Tickets are required to attend. Learn more at sfopera.com/ringfestival.

Each weekend in March we will be streaming the San Francisco Opera's 2018 production of Wagner's *Ring* cycle in sequence starting with *Das Rheingold* on March 6 for free on our website. Each free opera stream is viewable on demand with registration at sfopera.com, beginning at 10 am (Pacific) on the first streaming date through 11:59 pm the following day. Check out our [streaming](#) page for more information.

Do I need to buy tickets to watch the *Ring* operas?

No, tickets are not required to watch the streams. The *Ring* cycle operas will stream for free for 48 hours on our website at sfopera.com/streaming Saturdays and Sundays in March.

What is the schedule of *Ring* cycle streaming?

The *Ring* cycle operas will stream in consecutive order each weekend in March, starting with *Das Rheingold* on March 6 at 10am. Streams will be available for free at sfopera.com/streaming:

March 6–7

DAS RHEINGOLD (2 hours, 32 minutes)

March 13–14

DIE WALKÜRE (3 hours, 46 minutes)

March 20–21

SIEGFRIED (3 hours, 56 minutes)

March 27–28

GÖTTERDÄMMERUNG (4 hours, 24 minutes)

Each free opera stream is viewable on demand with registration at sfopera.com, beginning at 10 am (Pacific) on the first streaming date through 11:59 pm the following day.

Opera Is ON Streaming Series: General

Where can I find the stream?

San Francisco Opera streams are available on our [website here](#). To watch, please log in or register with your email address. Then, click the play button on the video player and enjoy!

Do I have to pay to access the stream?

Our opera streams are free and accessible to everyone during the available hours (Saturday at 10am Pacific to the following day at 11:59pm Pacific) on [our website](#). We are dedicated to bringing comfort, joy, and music to everyone during this time.

Who has access to on-demand streaming?

Current season ticket subscribers and donors giving \$75 or more have access to the on-demand streaming gallery. In addition, anyone who made a \$75 donation as part of their purchase of the *All-Access Ring Festival Pass* can access both the streaming gallery and the *Ring Festival* event recording library. Login to watch at sfopera.com/onlinestreaming.

I am a current San Francisco Opera donor/subscriber. How do I access operas after they stream?

To access the operas after they stream, [go here](#) and log in. Once you're logged in, the video player will appear. (Trouble logging in? Scroll down to the "Still Need Help?" section).

I missed the stream. Is there a replay option?

Unfortunately, streams are only available Saturday at 10am Pacific through Sunday at 11:59pm Pacific. Once this time has passed, the streams will not be made available to the public again. Donors who give \$75 or more and subscribers have access to view the opera after the public stream here. [Become a donor today to access!](#)

Streaming: Technical

How do I reset my password?

[View this step-by-step tutorial](#) if you need assistance resetting your password.

How fast does my internet connection have to be?

A fast and reliable broadband internet connection is required. For streaming content, your download speed must be at least 1.5mbps or 5mbps for optimal or HD video quality.

How can I test my internet speed?

There are many free tools available online to test your internet speed, including [SpeedTest.net](#). For streaming content, your download speed must be at least 1.5mbps, or 5mbps for optimal or HD video quality.

Other tips for internet issues:

- If you are using Wifi, you can try connecting to the internet with a hard-wired connection.
- Close other applications on your device and disconnect other devices using the same WiFi network.
- Reset and/or turn off and restart your modem and/or router.
- Move your devices closer to your WiFi router.
- Check your internet browser:
 - If you are having problems in one browser (Chrome, Firefox, Internet Explorer or Safari), try a different one.
 - Clear browser cache and/or close & restart your browser.
 - Close other tabs in your browser.
 - Update your internet browser to the latest version.
 - Update Adobe Flash to the latest version.
 - Update your device's operating system (OS) to the latest version.

Can I watch the stream on my TV?

If your computer is already connected to your television, you should be able to view the stream on your television.

For Chromecast, make sure you are accessing the stream through your Chrome internet browser. Once the video is loaded on your computer, click "View" in the navigation bar of Chrome and then click on "Cast." A small window should show up called "Cast Tab" on the right corner of your browser page and the name of your connected television should be listed there. Click the name of your TV and the video

should show up on your television.

If you have an Apple TV, learn how you can use AirPlay to stream content to your television from an Apple device such as a computer or iPhone cast [here](#).

The subtitles disappear when I use AirPlay, how can I see the subtitles on my TV?

When you stream something from another device like iMac or iPhone to your Apple TV, the subtitle setting on your original device is disregarded at the moment of the switch for that movie. In order to turn on the captions on your TV, swipe down during playback on your Apple TV during playback to get to the information window with chapters, subtitle options, and audio options. Changes there should be immediate.

Streaming: Subtitles

Are subtitles available on the stream?

Yes! English subtitles are available on the video player. Subtitles should automatically appear at the bottom of the video player. Unfortunately subtitles in other languages aren't available at this time.

How do I turn on or off subtitles?

Hover your mouse over the player and select the box on the right side containing 'CC'. The option to turn subtitles on will be made available, select that box, and resume the player.

Note, it may be necessary to refresh your browser. If they are still not appearing, try clearing your browser cache then restarting the browser or try playing the stream with subtitles on different internet browsers.

How can I change the size and font of the subtitles?

Hover your mouse over the player and select the box on the right side containing 'CC'. Select 'captions settings' and adjust the text to suit your needs. When you are finished making your edits, select the 'Done' button on the right side and resume the player.

Streaming: Still need help?

I am still having issues watching the stream, what do I do?

We're sorry you're still having trouble. Please email streaming@sfoopera.com and we will get back to as soon as we are able.

I am a current San Francisco Opera donor/subscriber and am having trouble logging in, what can I do?

You can [reset your password](#) by clicking the 'Forgot Password' link that appears above

the blue LOGIN and I HAVE A PROMO CODE buttons on the login page accessible [here](#).

Once you click the 'Forgot Password' link, you will be directed to input the email address associated with your account and click 'Reset Password.' You will then receive an email within 30 minutes with a link to reset your password. Click the link in the email, reset your password, and then go to sfopera.com/onlinestreaming to access the subscriber and donor streaming page

If you receive a message saying you do not have access after logging in or if you need further assistance, please email streaming@sfopera.com or call our Box Office during regular business hours at (415) 864-3330.