

## Philadelphia Orchestra Digital Stage Frequently Asked Questions

### What is the Digital Stage?

The Digital Stage is The Philadelphia Orchestra's digital content platform. Performances on the Digital Stage have been reimagined and filmed without audiences at the Mann Center for the Performing Arts and Verizon Hall at the Kimmel Center for the Performing Arts.

All Digital Stage events feature a real-time streamed performance premiere and weeklong (7-day) access period where the concert can be viewed on demand.

Digital Stage content is available on [www.philorch.org](http://www.philorch.org). Patrons must have a registered [My Account](#) to purchase tickets and to access performances.

### What is the Digital Lobby?

The Digital Lobby is an exclusive benefit for Digital Stage ticket holders and is available during each concert access period. The Digital Lobby features curated content such as behind-the-scenes musician interviews and post-concert chats with guest artists.

You can visit the Digital Lobby during a concert access period by clicking the blue "Watch Now" button next to your Digital Stage ticket in [My Account](#).

### What is a Digital Stage encore performance?

A Digital Stage encore performance is a special presentation of a Digital Stage concert after the original access period. Ticket holders to the original Digital Stage performance will be able to access the encore for free through their ticket in [My Account](#).

Tickets for an encore performance can be purchased before and during the encore access period.

Digital Stage encore performances will be announced throughout the season.

### Quick Links

[My Account](#)

[Reset or Update My Password](#)

[Contact Us](#)

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## How to Watch

### How do I access my Digital Stage performance?

During the concert access period, log in to [My Account](#) and click on the “Events” tab. Here you will find your Digital Stage ticket(s). A blue “Watch Now” button will appear when the Digital Stage is open for the event. As a note, the “Watch Now” button will activate one hour prior to the start of the performance premiere and will remain active until the end of the access period.

The performance premiere is a real-time stream of the concert. Please note that you will not be able to pause, rewind, or fast forward during the performance premiere. Following the performance premiere, the concert will be available to watch on demand for one week (7 days).

Most Digital Stage concert access periods will last from Thursday at 8:00 PM ET until the following Thursday at 11:00 PM ET.

### Where can I find Program Notes about the performance?

Each Digital Stage performance has a digital program with information about the pieces, composers, and guest artists. Once you enter the Digital Stage, you will see a button labeled “Digital Program” toward the bottom of the page. This button will open a PDF of the Digital Program.

## How can I watch Digital Stage performances on my TV?

Audiences can directly connect a personal computer to a TV using an HDMI or other cable. Find detailed instructions here: <https://www.wikihow.com/Use-Your-TV-as-a-Second-Monitor-for-Your-Computer>

You can also enhance your Digital Stage experience by streaming the performance to a TV via [Chromecast](#), [Apple TV](#), [AirPlay](#), [Roku](#), and [Amazon Fire TV](#).

Learn more details about these options below.

## How do I connect Chromecast to watch Digital Stage performances?

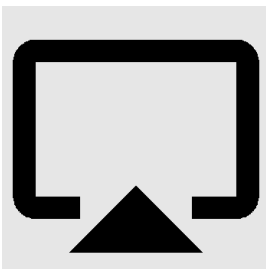
If you have [Chromecast](#), you can broadcast Digital Stage performances to your TV from your computer or Android device. You will find the Chromecast icon in the bottom right-hand corner of the performance video. Click the icon to begin your Chromecast. Use the same icon to disconnect. Please note that your phone, tablet, or computer must be on the same network as your Chromecast to connect.



More information about Chromecast can be found here: <https://www.google.com/chromecast/built-in/learn/>

## How do I connect AirPlay and Apple TV to watch Digital Stage performances?

If you have [Apple TV](#), you can watch Digital Stage performances on your television from your Apple device. Simply tap the [AirPlay](#) icon on your Apple device and share the Digital Stage to your Apple TV or AirPlay 2-enabled smart TV.



More information about AirPlay can be found here: <https://www.apple.com/airplay/>

More information about Apple TV can be found here: <https://support.apple.com/apple-tv>

## How do I connect Amazon Fire TV to watch Digital Stage performances?

Fire TV or Fire Stick users can install a video casting app (example: <https://video-tv-cast.com/amazon-fire-tv/>) or an internet browsing app (example: Firefox for Fire TV) to stream Digital Stage performances.

More information and Amazon support can be found here:

<https://www.amazon.com/gp/help/customer/display.html>

## Recommended Internet Browsers:

For best user experience, we recommend that Digital Stage performances are viewed through the following internet browsers: (Be sure to update your browser to the latest version.)



## Can I use external audio systems or soundbars with the Digital Stage?

You can use external audio systems or soundbars to enhance your Digital Stage experience. Please consult the connection guide supplied by your device manufacturer for pairing instructions.

## What are the browser system requirements for Digital Stage performances?

Digital Stage performances are streamed through Brightcove video players. Find a complete list of Brightcove player system requirements here:

<https://player.support.brightcove.com/references/brightcove-player-system-requirements.html>

## Are the concerts available on CD/DVD/Blu-ray?

Digital Stage performance recordings are not available for purchase at this time. Learn more about our current recordings available for purchase here:

<https://www.philorch.org/your-philorch/learn-more/recordings/>

### **Can I record or download concerts?**

Due to copyright restrictions, it is not permissible to record Digital Stage performances.

## **Tickets, Subscriptions, and Vouchers**

### **How do I buy a ticket?**

Subscription packages and single tickets to the Digital Stage can be purchased at [www.philorch.org](http://www.philorch.org) or by calling Ticket Philadelphia at 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

See a complete list of Digital Stage performances here:

<https://www.philorch.org/performances/our-season/events-and-tickets/>

Digital Stage tickets can be purchased before and during the concert access period. Please note that tickets purchased during the access period will provide on demand access and that the content will be available for the listed dates and times regardless of when the ticket is purchased.

### **How do I access my performance?**

After your ticket order has been processed, the Digital Stage ticket(s) will appear under the “Events” tab in [My Account](#). A blue “Watch Now” button will appear to the right of the ticket when the Digital Stage is open. As a note, the “Watch Now” button will activate one hour prior to the start of the performance premiere and will remain active until the end of the access period. By clicking the “Watch Now” button, you will be transported to the Digital Stage to enjoy the Digital Lobby and performance.

All Digital Stage concerts feature a performance premiere at the start of the access period. The performance premiere is a real-time stream of the performance. Please note that you will not be able to pause, rewind, or fast forward during the performance premiere. Following the performance premiere, the concert will be available to watch on demand for one week (7 days) in [My Account](#).

### **How long is my ticket valid?**

Digital Stage tickets are valid during the entire weeklong (7 day) access period. Ticket holders have access to unlimited on-demand viewing during that time period.

Most Digital Stage concert access periods will last from Thursday evening at 8:00 PM ET until the following Thursday evening at 11:00 PM ET.

### **What happens if I can't watch the performance during the access period?**

Digital Stage tickets are non-refundable and non-transferable. Digital Stage subscribers can exchange their tickets for other Digital Stage performances. Learn more about subscriber benefits here: <https://www.philorch.org/performances/my-account/important-information-for-subscribers/>

If you have any questions regarding your tickets, please contact Patron Services at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

### **Can I purchase a ticket for someone else as a gift?**

Gift certificates for the Digital Stage can be purchased online at: <https://www.philorch.org/patron-services/orchestra-gift-certificates/> or by calling Ticket Philadelphia at 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

Digital Stage tickets are directly tied to the account that purchases the performance and are nontransferable.

### **How do I redeem a promo code?**

To redeem a promo code, please enter the code during checkout in the “Enter a Promo Code” box. Your promo will then be applied to your ticket order and you can continue with the checkout process.

Should you experience any difficulty redeeming a promo code, please contact Patron Services at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

### **How do I redeem a voucher?**

Between March 12, 2020, and August 21, 2020, many Philadelphia Orchestra patrons received a voucher in exchange for donating 2019–20 season tickets that were cancelled due to COVID-19. These patrons have the option to redeem their voucher for select Digital Stage performances during the 2020–21 season or for future performances in Verizon Hall. These vouchers will expire on July 1, 2023.

For a list of eligible Digital Stage performances, please visit [www.philorch.org/voucher-2020](http://www.philorch.org/voucher-2020).

Vouchers can be redeemed through [My Account](#) under the “Events” tab by exchanging the voucher ticket for an eligible Digital Stage performance.

Should you experience any difficulty redeeming a voucher, please contact Patron Services at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

### **Tickets for students and teachers**

College and university students can access unlimited Digital Stage concerts for a one-time fee of \$25 with an eZseatU membership. Learn more and register for eZseatU here: <https://www.philorch.org/special-programs/eZseatU/>

The Orchestra’s APPLE program will continue with free tickets for employees of the School District of Philadelphia. Learn more and register for APPLE here: <https://www.philorch.org/special-programs/apple/>

## **Orders and Payments**

### **What payment methods do you accept?**

Digital Stage performances are available for purchase online at [www.philorch.org](http://www.philorch.org) or by calling Ticket Philadelphia at 215.893.1999. We accept Visa, MasterCard, American Express, and Discover.

### **What action can I take with unused tickets?**

Digital Stage tickets are non-refundable and non-transferable. Digital Stage subscribers can exchange their tickets for other Digital Stage performances. Learn more about subscriber benefits here: <https://www.philorch.org/performances/my-account/important-information-for-subscribers/>

If you have any questions regarding your tickets, please contact Patron Services at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

## Manage My Account

### How do I create an account?

In order to purchase tickets and access Digital Stage performances, you must have a registered account with The Philadelphia Orchestra. You can create an account online here: <https://www.philorch.org/account/register/>

If you think that you already have an account, you can log in here: <https://www.philorch.org/account/login/>

### How do I reset my password?

To reset your password, please follow these steps:

1. Go to [www.philorch.org](http://www.philorch.org) and click [My Account](#)
2. Select [Reset or update my password](#)

After clicking submit, check your e-mail for the link to complete your password reset.

If you do not receive an e-mail within 15 minutes, check your spam folder.

If it is not there, select RESEND to send the code again.

If you still have issues, please contact Patron Services at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999.

### How do I change my e-mail address?

Patrons can update their contact details such as e-mail address, mailing address, and billing address directly in [My Account](#) under their profile.

Patron Services is also available to assist with any changes and can be contacted at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

### I tried logging in to My Account, but received the message “This username is associated with another account.”

If you have received this message, it may be due to the fact that you have multiple accounts in our system. Please contact Patron Services at



[patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org) or 215.893.1999 to resolve this issue. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

We recommend that you log in to [My Account](#) prior to the performance premiere so that we can address any questions or issues that you may encounter.

## Troubleshooting

### Why won't my video play?

A slow internet connection could be the problem. Check your location and the number of devices connected to your network. Both of these factors can slow things down. You may also want to try refreshing your browser.

A weak internet connection can also cause issues. Check the strength on your device; if it is low, try moving closer to your Wi-Fi router.

Please be sure the device or internet browser you are using meets the system requirements for streaming Digital Stage performances. Digital Stage performances are streamed through Brightcove video players. Find a complete list of Brightcove player system requirements here: <https://player.support.brightcove.com/references/brightcove-player-system-requirements.html>.

### What are the Digital Stage internet speed recommendations?

Low internet speeds or an inconsistent connection can interfere with streaming Digital Stage performances.

For consistent, high-quality streaming, we recommend the following speeds:

- **5.0 Mbps** for high-definition content
- **25.0 Mbps** for 4K UHD content

### How do I clear my browser cache?

Clearing your browser cache may resolve issues with viewing and playing Digital Stage and Digital Lobby video content. Steps for how to clear your browser cache are listed below.

#### Chrome

*Mac and Windows*

At the top right of your browser, click “More.” (It may appear as three vertical dots or an upward arrow icon, depending on the version you are using.)

1. Select “More Tools”
1. Select “Clear Browsing Data”
2. Select a time range
  - To delete everything, select “All time”
3. Check the boxes for:
  - Cookies
  - Other site data
  - Cached images and files
4. Click “Clear data”

## **Edge**

### *Windows*

1. Click the Hub icon (the star with three horizontal lines)
2. Click “History” in the left panel
3. Select “Clear History”
4. Check the boxes for:
  - Cookies
  - Saved website data
  - Cached data and files
5. Click “Clear”

## **Firefox**

### *Mac*

1. Click the “History” menu at the top of the screen
2. Select “Clear Recent History”
3. In the drop down for “Time range to clear”: select “Everything”
4. Check off the box for Cache
5. Click “Clear Now” to confirm
6. Restart or refresh Firefox

### *Windows*

1. Click the Firefox menu (found in the top right corner)
2. Select “History”
3. Select “Clear Recent History”
4. In the drop down for “Time range to clear”: select “Everything”
5. Check the box for Cache
6. Click “Clear Now”

5. Restart or refresh Firefox

## **Safari**

### *Mac*

1. Click Safari in the menu bar
2. Select "Preferences"
3. Select the "Privacy tab"
4. Choose "Manage Website Data"
5. Click "Remove All"
6. Click "Remove Now" to confirm