

Philadelphia Orchestra Digital Stage Frequently Asked Questions

What is the Digital Stage?

The Digital Stage is The Philadelphia Orchestra's digital platform, a new standard in classical digital performances. Through the Digital Stage, we continue our commitment to providing music of the highest artistic caliber imbued with deep civic purpose and social responsibility. Performances on the Digital Stage have been reimaged 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 performance premiere. Following the performance premiere, the concert will be available for ticket holders to watch on demand on the Digital Stage for 72 hours.

Digital Stage content is available on 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 allows patrons to engage with the Orchestra one hour prior to the start of Digital Stage performance premieres. Audiences can watch pre-concert conversations with artists and conductors as well as other curated content.

What is a Digital Stage encore performance?

A Digital Stage encore performance is a special opportunity to enjoy a Digital Stage performance after the original event. This allows patrons who didn't reserve a ticket for the original performance to reserve tickets and enjoy the concert at a later date!

As a benefit, ticket holders from the original performance will be able to access the encore performance for free through their original ticket in My Account. The original ticket will be reactivated on the date of the encore performance.

Digital Stage encore performances will be announced throughout the fall 2020 season.

Quick Links

[My Account](#)

[Reset or update my password](#)

[Contact Us](#)

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3. Orders and Payments
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How to Watch

How do I access my Digital Stage performance?

On the day of your event, log in to [My Account](#) and click on the “Events” tab. Here you will find your Digital Stage ticket. A blue “Watch Now” button will appear when the Digital Stage is open for the event. The “Watch Now” button will activate one hour prior to the start of the performance premiere when you can access the Digital Lobby and enjoy specially curated content and will remain active until the content expires.

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 for ticket holders to watch on demand through the Digital Stage in [My Account](#) for 72 hours. Most Digital Stage performances premiere on Thursday evenings at 8:00 PM ET and can be accessed through Sunday evenings at 11:00 PM ET.

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](#), 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, tablet, or smartphone. You will find the Chromecast icon in the bottom

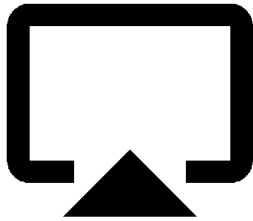
right-hand corner of the performance video. Click the icon to begin your Chromecast. Use the same icon to disconnect. **Please note that you must use the Google Chrome browser or app, and your phone, tablet, or computer must be on the same wireless network as your Chromecast to connect.**



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>

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.)



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>

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 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 the premiere performance and after. Tickets purchased after the premiere performance will provide on demand access for the concert until the end of the Digital Stage event. Note, the content will be available for the listed dates and times regardless of when the ticket is purchased.

How do I access my performance?

Once your ticket order has been processed, your Digital Stage ticket will appear under the “Events” tab in [My Account](#). The ticket will activate one hour prior to the performance premiere, when a blue “Watch Now” button will appear to the right of the event ticket. By clicking this button, you will be transported to the Digital Stage to enjoy the Digital Lobby and performance.

All Digital Stage events feature a performance premiere. Following the performance premiere, the concert will be available for ticket holders to watch on demand through the Digital Stage in [My Account](#) for 72 hours.

How long is my ticket valid?

Digital Stage tickets are valid for 72 hours following the performance premiere. Ticket holders can view the concert as many times as they like during that time period.

Most Digital Stage performances premiere on Thursday evenings at 8:00 PM ET and can be accessed through Sunday evenings at 11:00 PM ET.

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

Digital Stage tickets are directly tied to the Account that purchases the performance and are non-transferrable. If you’d like to give the gift of a Digital Stage performance please contact Patron Services at patronservices@ticketphiladelphia.org or 215.893.1999. Patron Services is available to assist you Tuesday–Friday, 10 AM–6 PM.

You can also purchase a gift certificate of \$15 or more from Ticket Philadelphia. Gift certificates can be redeemed for any Digital Stage performance. Gift certificates may be purchased online or by calling Ticket Philadelphia at 215.893.1999. Learn more here: <https://www.philorch.org/patron-services/gift-certificates>

How do I redeem a promo code?

To redeem a promo code, please enter the code during checkout where it says, “Enter a Promo Code.” 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 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 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.

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 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 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 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 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 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 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 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