

HOW TO ACCESS THE FILMED FAMILY MUSICAL ALICE IN WONDERLAND

1. In the email you will have received prior to your performance time LINK that says **CLICK HERE TO WATCH**.



Dear friend,

We're looking forward to sharing our filmed family musical of Bad Hats' *Alice In Wonderland* on **Apr 03, 2021 at 7:00PM**. Below are some helpful resources to prepare for viewing. We hope you enjoy the show!

CLICK THIS LINK TO WATCH:

 <https://tickets.youngcentre.ca/content/12759/12760?site=soulpepper&kid=4>

Note: The link is custom for your access. Please do not use the link featured in this guide.

2. Click that link and it will take you to the log in for the Soulpepper Digital Content portal. Please enter the email and password that are associated with your Soulpepper account. If you are unsure, the email should be the same address that the performance reminder was sent to.

LOG IN TO YOUR ACCOUNT:

Please note that you may already have login credentials if you have purch shows. If you have and need to reset your Login information, please click


LOGIN INFORMATION

EMAIL ADDRESS Required

PASSWORD Required

FORGOT YOUR LOGIN?

LOGIN



3. If you do not know or can't remember your password you can click the *Forgot Your Login* link directly above the LOGIN button, and it will send you an email prompt to change your password.

LOG IN TO YOUR ACCOUNT:

Please note that you may already have login credentials if you have purch shows. If you have and need to reset your Login information, please click

LOGIN INFORMATION

EMAIL ADDRESS Required

PASSWORD Required

FORGOT YOUR LOGIN?



LOGIN

FORGOT YOUR LOGIN?



Your login will be mailed to the email address provided below, if your account is located:

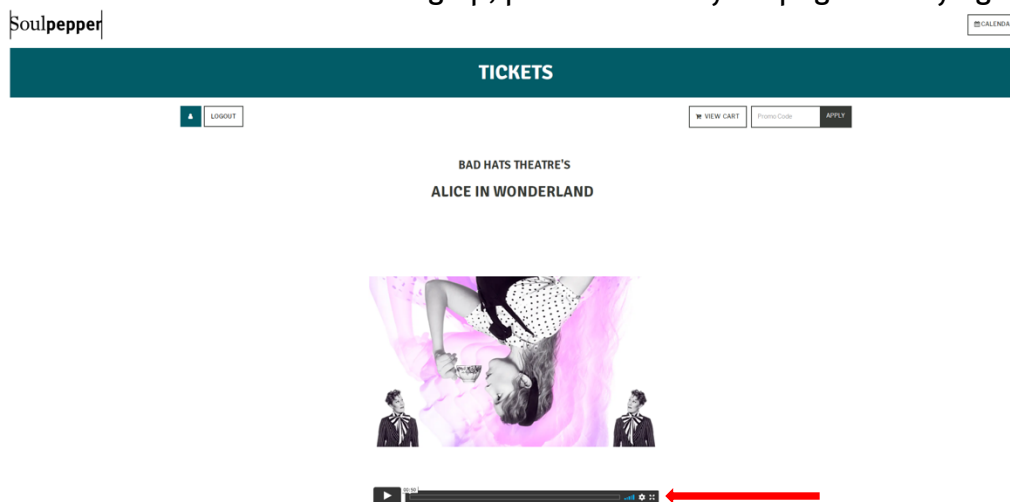
EMAIL ADDRESS

Required

CANCEL

SUBMIT

- Once you are through the login you are on the correct page to view Alice in Wonderland. The filmed family musical will go live on the page on the date of your performance at the designated performance time. You will have 4 hours to watch the film. If you are logged on and on the page at the correct time but the video is not showing up, please refresh your page and try again.



- Below the video you will see a progress bar with the Play / Pause button. You can click the [] button in the bottom right side to expand the video to fill your screen.
- Please note, the film is best viewed on Google Chrome on a desktop or laptop computer. You may be able to connect your computer to your TV through an HDMI cable or AppleTV connection.

Still having difficulties? Our Patrons Services team is standing by to help. For assistance please email the Box Office boxoffice@youngcentre.ca