




INDIANA
REPERTORY
THEATRE

Step-by-Step Streaming Instructions

1. Visit irtlivevirtual.com before you are ready to watch the performance. This will ensure you are set and ready for streaming at your convenience.
2. Use the e-mail associated with your IRT account, and your IRT Customer Number to log in. The IRT Customer Number will be located in the top left of your confirmation e-mail. If you cannot locate this information, reach out to the IRT Ticket Office during our business hours (Monday – Friday from 10:30 am – 5:30 pm) at ticketoffice@irtlive.com.



IRT USER SIGN IN

IRT Account Email 

IRT Customer No. 

You can find your IRT Customer Number on your confirmation receipt that was emailed to you with your ticket or season package purchase. This number is in the top left corner of your receipt.

SIGN IN

3. Once logged in, you will be taken to the Home Page. On the Home Page itself you will see a list of Ticketed Shows that are coming up, as well as Free Content to enjoy on-demand. Click on the details button to see more info about a particular production.

Pro Tip: You can also use the search bar to quickly navigate to titles you're looking for!

4. You can access all irtlivevirtual.com shows directly from the Home Page. Each show has a details page you'll click that will tell you about the performance. If you have purchased the show, you'll see a WATCH NOW button once the show becomes available for streaming. If you have not purchased the performance there will be a BUY NOW button. If you think there is an error please contact the IRT Ticket Office.

Pro Tip: Did you purchase a ticket and don't see the WATCH NOW Button? Sign out and back in to activate the WATCH NOW button. We've put directions below in the FAQs section!



2020-2021 SEASON



THIS WONDERFUL LIFE

WATCH NOW

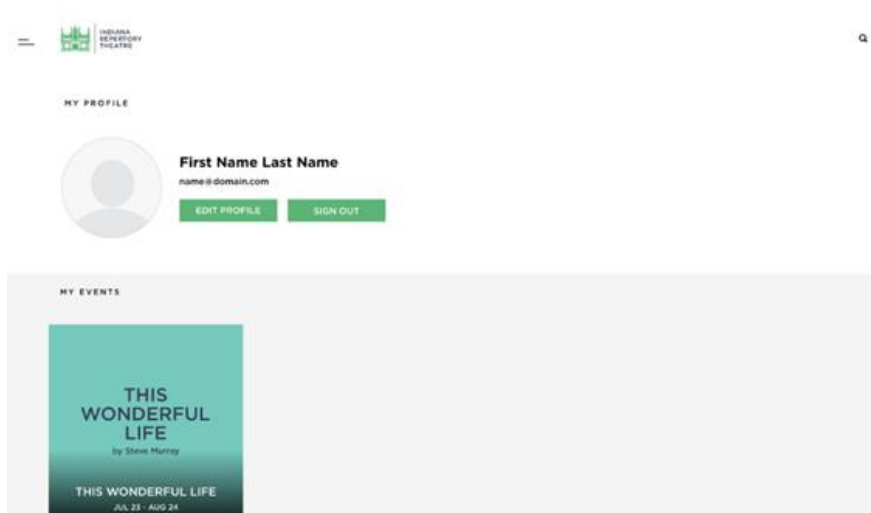
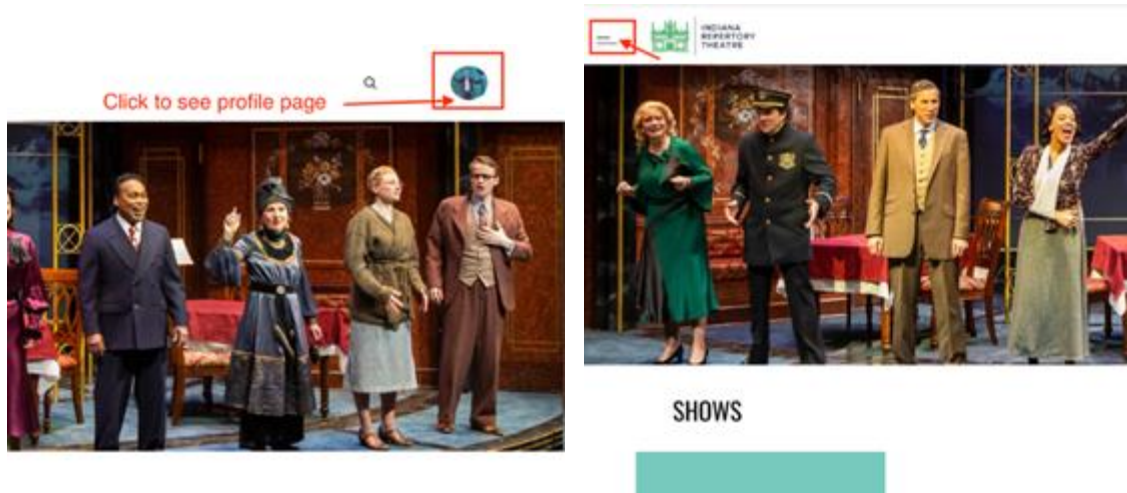
Cast: ROB JOHANSEN | Storyteller

Creative Team: BENJAMIN HANNA | Director, BOB KOHARCHIK | Scenic Designer, JUNGHYUN GEORGIA LEE | Costume Designer, XAVIER PIERCE | Lighting Designer, TODD HACK REISCHMAN | Composer & Sound Designer, RICHARD J ROBERTS | Dramaturg, NATHAN GARRISON | Production Coordinator

Details: Hilarious And Heartwarming

Frank Capra's iconic holiday movie 'It's A Wonderful Life' provides the springboard for a spirited and heartwarming performance as a man in love with the film enacts and reacts to its classic characters and content. Indy-based actor Rob Johansen takes on this witty tour de force as he recreates more than 30 characters at madcap speed. In this time-honored story, it's Christmas Eve and a distraught George Bailey is sure he has failed his family and community. Clarence, an angel-in-waiting, helps George see how vital a role he's played in the world and

5. **OR** To access only Ticketed Shows you've purchased, click on the profile icon on the top right corner to access your profile. You can find the list of performances you've purchased under My Events in your profile (see first image below). You can also find your profile by locating the menu in the top left corner (see second image below). **Note: If you do not see any shows under My Events try accessing from the homepage.**



6. Click on WATCH NOW to enjoy the show! **You have 1-week to finish watching the video upon clicking WATCH NOW.** Be sure to watch before the show closes.



THIS WONDERFUL LIFE

[WATCH NOW](#)

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7. Once you have your video ready to watch, you can toggle on closed captioning or make the video full screen, if you prefer.

Streaming FAQs

- **How can I access irtlivevirtual.com?**

You can access irtlivevirtual.com anywhere from your computer or mobile device using a browser. We recommend Google Chrome as your web browser for optimal streaming.

- **Can I watch the show on my TV?**

Yes! irtlivevirtual.com supports Airplay and Chromecast features. Casting your Apple or Android screen lets you mirror your Apple or Android device to a Smart TV. You can also access the performance by connecting your computer to your TV with an HDMI cable.

Need help?

Chromecast: <https://support.google.com/chromecast/answer/6059461?hl=en>

Airplay: <https://support.apple.com/en-us/HT204289>

Connect HDMI Cable:

As long as your TV is newer than eight years old, you should have an extra HDMI input on the back or side of your TV. Your cable TV box probably occupies one slot.

An HDMI cable can handle both audio and video.

1. Pick up a spare HDMI cable
2. Plug one end of the HDMI cable into your laptop's HDMI output jack. Usually found on the back or side.
3. Plug the other end of the cable into your television's HDMI port. You may need to move your computer closer to the TV, and it's a good idea to have your PC or Mac plugged into the wall for power.
4. Use your TV remote to change the Source or Input to the one designated for your computer connection, such as HDMI 2. You should see what's on your laptop screen.
5. Use your computer trackpad or mouse to click play on the video!

- **How can I purchase tickets for another production?**

If you are interested in another production, simply select the show you want to watch. You will be redirected to the main IRT website for purchase.

- **The WATCH NOW button is missing but I've purchased tickets. What can I do?**

If you've joined us earlier this season for a different production, you may need to sign out and sign back into irtlivevirtual.com. To sign out click the profile circle in the top right corner of the webpage.



NO. 6

MY PROFILE



IRT Ticket Office

ticketoffice@irtlive.com

EDIT PROFILE

SIGN OUT

Once on your profile click sign out and confirm this action. After signing back in with your credentials the WATCH NOW button should be active.

- **I have streaming issues. What can I do?**

We suggest clearing your browser cache and cookies and restarting the website. Let the video load for a while before watching. Also, please make sure you have a strong Wi-Fi/Internet connection: A download speed of at least 25 Mbp per second is recommended to receive Ultra HD (1080p or higher) and HDR content.

How to clear your cache

In Chrome:

- On your computer, open Chrome.
- At the top right, click More.
- Click More tools and then Clear browsing data.
- At the top, choose a time range. To delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.

In Safari:

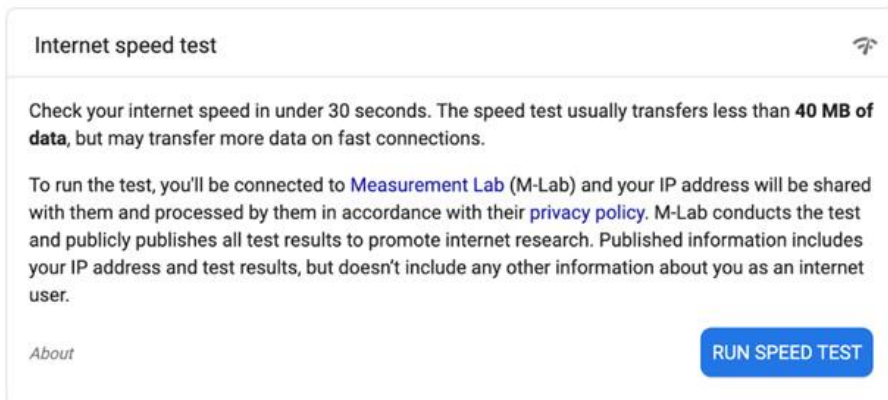
- The fastest way to clear your cache is to use following shortcut: [CMD] + [ALT] + [E].

In Internet Explorer:

- Open a new Internet Explorer browser, then click Tools > Internet Options. (If you don't see this, press the Alt key to show the menu bar.)
- In the General tab, under Browsing History section, click Delete.
- In the Delete Browsing History window, select the check boxes for Temporary Internet Files and website files and Cookies and website data.
- Click Delete.

How to test your internet speed

Search “internet speed test” in Google or any search engine, and you’ll see a selection of free tools to help test your internet speed. The native application (first result) provided by Google is a good and easy tool.



We are here to help!

Contact the IRT Ticket Office

317.635.5252

ticketoffice@irtlive.com

The Ticket Office is open Monday – Friday 10:30 am – 5:30 pm. During production streaming dates, the Ticket Office will respond to critical issues via email outside of these hours.

Contact Broadway On Demand Tech Support

info@broadwayondemand.com

Monday – Friday 9 am – 5 pm ET / 6 am – 2 pm PT