

# Virtual Gala Fundraiser Event

## Frequently Asked Questions

### About the Event

#### **How does this virtual event work?**

The virtual event can be accessed from [this site](#), on our [YouTube](#) page, or on our [website](#) before the event begins. Refer to your email for additional communication with virtual event details.

#### **When will the silent auction be live?**

The silent auction will be available two weeks prior to the event.

#### **How will I know if I have won an item?**

You will be sent a message from GiveSmart, notifying you that you have won an item.

#### **What time does the virtual event begin?**

The virtual event will begin at 7:30 PM on March 5th, 2021.

#### **Does it cost to participate in the event?**

Registration is necessary in order to participate in the auctions or to make a donation, but it is completely free!

#### **How do I retrieve or arrange my auction item/experience?**

Auction winners are required to make payment the night of the event. Please note that you will have the choice to either pay credit card fees yourself or reach out to the Symphony if you would like to process payment another way. Most auction items are currently at the Jacksonville Symphony office and they will inform you of the dates for pickup. All items should have information in the item description.

#### **Additional questions?**

Please contact Cassie Castaneda at 904.354.5657 or [ccastaneda@jaxsymphony.org](mailto:ccastaneda@jaxsymphony.org).

# Accessing the Stream

## **How can I watch the Virtual Gala Fundraiser stream on my TV?**

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

You can also enhance your Virtual Gala Fundraiser 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 the Virtual Gala Fundraiser stream?**

If you have Chromecast, you can broadcast the Virtual Gala Fundraiser 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 at <https://www.google.com/chromecast/built-in/learn>.

## **How do I connect AirPlay and Apple TV to watch the Virtual Gala Fundraiser?**

If you have Apple TV, you can watch the Virtual Gala Fundraiser on your television from your Apple device. Simply tap the AirPlay icon on your Apple device and share the Virtual Gala Fundraiser YouTube link to your Apple TV or AirPlay 2-enabled smart TV.



More information about AirPlay can be found at <https://www.apple.com/airplay/>  
More information about Apple TV can be found at <https://support.apple.com/apple-tv>

## **Recommended Internet Browsers**

For best user experience, we recommend that the Virtual Gala Fundraiser is viewed through the following internet browsers: (Be sure to update your browser to the latest version.)



Google  
Chrome



Firefox



Safari



Edge

### **How do I connect Amazon Fire TV to watch the Virtual Gala Fundraiser stream?**

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 the Virtual Gala Fundraiser.

More information and Amazon support can be found at <https://www.amazon.com/gp/help/customer/display.html>

### **Can I use external audio systems or soundbars with the Virtual Gala Fundraiser stream?**

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

### **What are the browser system requirements for the Virtual Gala Fundraiser stream?**

The Virtual Gala Fundraiser is streamed through YouTube. Find a complete list of YouTube system requirements at <https://support.google.com/youtube/answer/78358?hl=en>.

## 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 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 the Virtual Gala Fundraiser stream. Find a complete list of

YouTube system requirements at

<https://support.google.com/youtube/answer/78358?hl=en>.

For live support, send the Jacksonville Symphony a message on Facebook at

<https://www.facebook.com/jaxsymphony/>.

## **What are the Virtual Gala Fundraiser stream internet speed recommendations?**

Low internet speeds or an inconsistent connection can interfere with streaming the Virtual Gala Fundraiser.

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 the Virtual Gala Fundraiser stream. 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
2. Select Clear Browsing Data
3. Select a time range:
  - To delete everything, select "All time"
4. Check the boxes for:
  - Cookies
  - Other site data
  - Cached images and files
5. 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"
7. 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

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