

FAQ: BIG BANG virtual events

What is a virtual event?

It's an event that brings together artists and audience members in real time on a videoconferencing or webcasting platform to which everyone connects remotely. We believe that even though we can't gather in person, these virtual events can provide deeply meaningful artistic experiences.

Where can I find the link and instructions on how to access the event?

For virtual events that require you to reserve in advance, you'll receive an email from us confirming your transaction. Shortly before the event, we'll send you a reminder email containing the event link and specific instructions about how to log in. For cybersecurity reasons, the reminder email will be sent only 1 hour before the event.

For open-access live broadcasts, simply visit the [BIG BANG home page](#) and click on the event you're interested in to watch it at the scheduled live broadcast date and time.

What will I need to log in and participate in the event?

You'll need a computer or tablet, a stable Internet connection, and a webcam. If the event requires you to be registered to participate, an event login link will be emailed to you 1 hour prior to the event. For these events, we recommend that you download the Zoom application to your computer or the device you will be using to participate.

What are the webcast requirements and what browser should I use?

To participate in online events or watch live webcasts, you'll need a stable Internet connection. For events requiring registration, you'll be able to access the event by following a link (which we'll send you by email) from any of your devices (computer, tablet, smartphone). However, for a better experience, we strongly recommend that you download the Zoom application directly to your computer or tablet. We also advise you to use an up-to-date web browser, whether it's Google Chrome, Firefox, Internet Explorer, or other.

Do I need a webcam? Will I be visible to the other participants?

Participatory virtual events are based on the principle that all participants can see each other and be seen. Activation of your webcam is therefore recommended. However, this activation is at your discretion.

For performances that are webcast live and do not require registration, activation of the webcam is required.

Will this event be recorded?

This event will be recorded for archival, educational and promotional purposes only. By participating, you consent to being recorded, photographed and/or filmed as a member of the audience by the National Arts Centre and its designated representatives, including the press, and you authorize the use of these photos and videos. **If you do not wish to participate in the recording, please turn off your webcam (stop video) or change the screen name associated with your Zoom account by adding “NP” (no photo), e.g., NP-[your name].**

It is strictly forbidden for participants to record a virtual NAC event or to repost or rebroadcast it in any form whatsoever.

Will I be able to interact with the other participants?

We will disable the “chat” feature that allows participants to communicate with each other. However, participants can chat with the moderators at any time.

Can all members of my family join the event using a single ticket?

Only the adult who has reserved a place will be able to access the Zoom event with their family via the link emailed to them within the hour prior to the event. The link cannot be shared with other people, and only the person who has reserved a place will be able to log in, using the same name they provided at the time of the reservation.

What time should I log in to the event? What happens if I arrive late?

The event will run continuously between the times indicated on your registration confirmation. You don’t need to log in too far in advance: 5 or 10 minutes are plenty. We recommend that you join us at the beginning of the event, but we will still be able to admit you if you’re late. If you have to leave the event at any point, you can be readmitted later.

What should I do if I have technical difficulties and can’t log in to the event?

If members of the public are unable to attend the performance because of technical difficulties connecting to the event, please contact us at BigBang@cna-nac.ca, a member of our team will be happy to assist you.

What should I do if I have technical difficulties during the event?

You can use the “chat” function at any time to chat privately with one of our moderators, who will try to help you.

What happens if I miss the event? Will it be available for me to watch online at a later date?

The event will be live and will be recorded only for archival purposes. There will be no rebroadcast or open access after the event.

I live in a different time zone and I'll be asleep during the broadcast hours of the event. Can I access the recording with this ticket?

No. Your ticket is valid only for the performance date and time indicated. The event will take place in Eastern Standard Time (UTC - 5 hours) and will be presented in "real time".

What happens if I have a ticket but can't attend the virtual event?

Please email us at myticketsmesbillets@nac-cna.ca and provide your confirmation number. This will allow us to admit other members of the public who were unable to get a ticket.

Please note that the audience capacity for this event is very limited, so if your plans change, it's especially important that you let us know.

Is the ticket transferable to another person?

No. For cybersecurity reasons, only those whose names appear on the reservation list will be admitted to the virtual event.

How can I report inappropriate behaviour by other audience members?

The National Arts Centre is committed to ensuring that everyone has an enjoyable experience when participating in our events, whether online or in person. The safety of our guests is paramount, and we will not tolerate any inappropriate, intimidating, aggressive or threatening behaviour. **If you witness inappropriate behaviour during the event, you can report it to one of our moderators at any time by using the "chat" function.** Anyone who behaves inappropriately will be automatically barred from the event.