

How to activate a webcast link

- 1) In the moments after you purchase online, you will receive your purchase confirmation by email, including your exclusive viewing link. The mailing address is: "noreply@ticketmaster.com". Please keep this email in order to access the webcast when the time comes. If you misplace this email, please note that you will receive your viewing link again in a reminder email sent no more than 48 hours before the event. If necessary, you can contact the Place des Arts Box Office during [business hours](#) to request your exclusive webcast link again.

- 2) Your purchase confirmation email is divided into three sections:
 1. User information and viewing link.
 2. The details of your order.
 3. The customer service contact details of the Place des Arts Box Office.


My Account

Account Number: 6370959

1) Thank you for your purchase !

Please save this email to access the webcast when the time comes.

The viewing link is activated using the email address and password of your Place des Arts account.

Note that its use is exclusive, it can not be shared to another person and can only be opened on one device at a time.

Click down the orange button to start your webcast. The virtual waiting room will open 30 minutes before your show time.

Questions about webcasting ? check out our [FAQ](#).

Good viewing!

Check out the details of your purchase below.

Viewing link

2) Order Summary



Ma première Place des Arts
Wed • 10 Mar 2021 • 07:00 PM
Webdiffusion

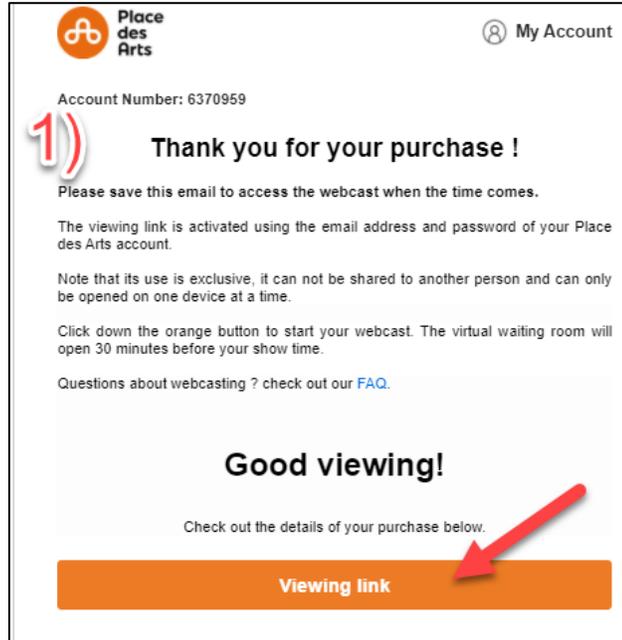
Qty 1	\$15.00
<hr/>	
Total Order Amount:	\$15.00
Amount Paid Today:	\$15.00
Payment Method:	Visa ending in x1062
<hr/>	
Ticket Subtotal:	\$15.00
Delivery:	\$0.00
Total Paid Amount:	\$15.00
<hr/>	
Remaining Balance:	\$0.00

3) Delivery Method
An email containing your streaming link will be sent shortly.

Questions?
Call Place des Arts at 514-842-2112.

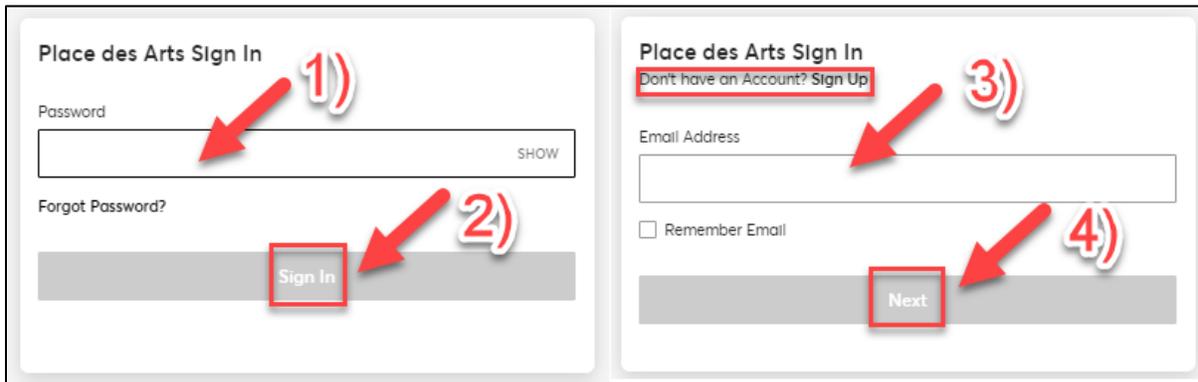
Ticketmaster Privacy Policy | Terms of Use
 Place des Arts
 175, rue Sainte-Catherine Ouest
 © 2021 All Rights Reserved

3) To access your webcast, click on "Viewing link"



4) At this stage, follow the usual 4 steps of personal identification (email and password) to access your Place des Arts customer account. If you've forgotten your password, click "Forgotten Password?".

Your viewing link is unique and exclusive. It cannot therefore be shared with another person without your personal information, which is strongly discouraged by Place des Arts.

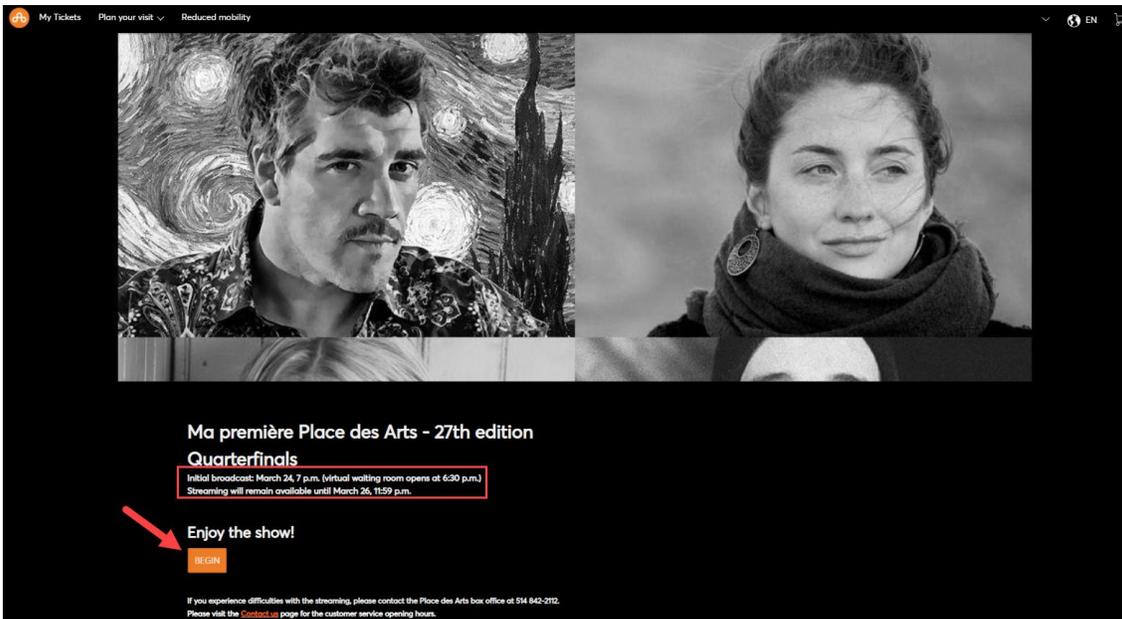


- 5) You are now ready to access the webcast by clicking "Begin."

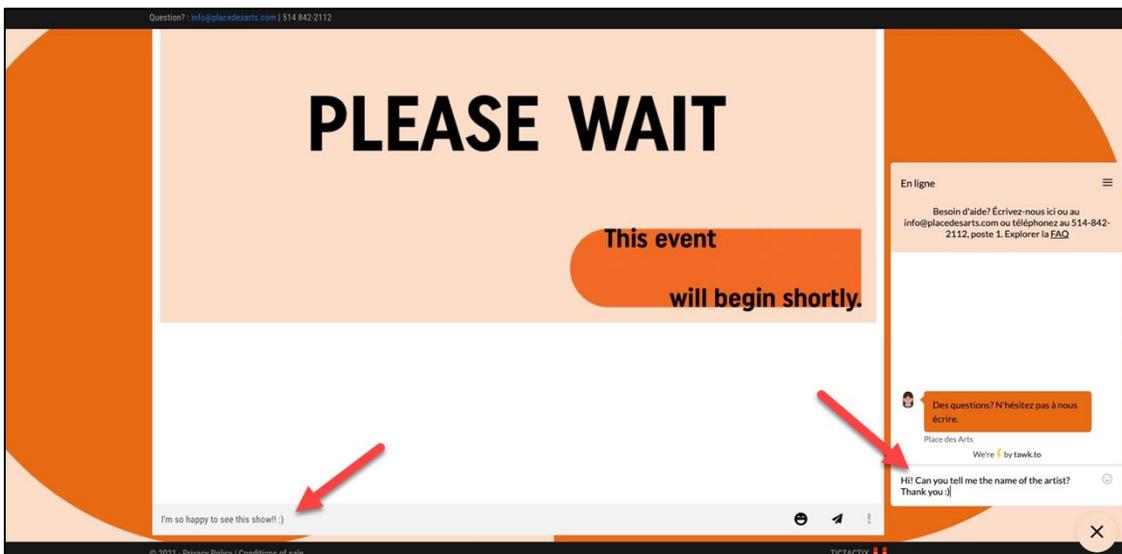
Please note that if the show is live, you will be able to enter the waiting room 30 minutes before the start of the webcast.

If the show is pre-recorded, there will be no waiting room and you can click "Begin" at the precise time at which the webcast will be available.

If you try to access the webcast before the scheduled time, you will be redirected to a page that will tell you that the webcast is not available at this time.



- 6) During a live webcast, a message will ask you to wait until the start of the show. Community chat is under the viewing window and may be available at select live events. At the bottom right corner of your screen is the customer service support bubble. Don't hesitate to click on it to ask any questions about the webcast or potential technical problems.



7) When the webcast starts at the scheduled time, press the "start" button. There are several options available to  you:

1. Press start and/or pause during a pre-recorded video only.
2. Set the sound.
3. Move forward or backwards when playing a pre-recorded video only.
4. View the duration of the show for a pre-recorded video only.
5. Reduce screen size to go about your online business while participating in webcasting.
6. Switch to full-screenmode.

