

## **NOTE BEFORE LOGGING IN**

In order for the online stream to work properly, it is necessary to have **COOKIES ENABLED** throughout its entire duration – cookies are usually enabled in the browser by default. If you delete cookies, it will not be possible to log in with your unique code again once you close the browser. It is also **NOT POSSIBLE to use an INCOGNITO WINDOW** for watching the online stream – also in this case, it would no longer be possible to use the code from the ticket.

## **HOW TO LOG IN**

You can access the online stream through a web browser at **queenieonline.com** upon entering the unique code from the purchased ticket, which you received by e-mail from your ticket seller. If you did not receive the ticket, check the SPAM folder or contact the ticket seller with Queenie Online as the subject.

Each purchased ticket entitles you to watch the online stream on only one device at a time. Once you enter the code, the system will verify whether any other user is already logged in with the same ticket code. Therefore, if you decide to log in from another device or a different browser later on, you must first log out in the original browser. The ticket entitles you to only one entry during the period from April 9, 2021 (19:00) to May 31, 2021 (21:00) and is valid for 3.5 hours from the first use.

## **REQUIREMENTS FOR PROPER FUNCTIONING**

### **Browser**

The broadcast of the concert can be viewed in a web browser window on the page which will open upon logging in with the code from the ticket. It is not possible to use a standalone streaming application (Vimeo) to watch the concert – a web browser window is required (it is recommended to use the latest versions of Chrome, Safari, Mozilla Firefox or Microsoft Edge).

### **Connection**

Make sure that your technical equipment meets the minimum requirements for viewing the online concert in either FullHD or 4K quality, depending on the purchased ticket type:

- **FullHD** - requires an Internet connection with the speed of at least 7 Mbps (we recommend 10 Mbps)
- **4K** - requires an Internet connection with the speed of at least 22 Mbps (we recommend 30 Mbps)

**Devices**

The concert will be broadcast via web browsers using Vimeo online video service and content playback through a standard HTML5 player. For a full concert experience, we recommend launching the broadcast on a device that is capable of using this technology, allows you to view the video in full quality, and also has a suitable Internet connection available.

You can use a standard computer, laptop, mobile phone, tablet or TV. If you decide to use a TV, we recommend connecting your TV to a supported device via HDMI or transmitting the video using AirPlay or Chromecast technology.

Due to the variety of operating systems, we do not guarantee that the broadcast can be launched in the browser on your Smart TV.

You can find more information on transmission issues related to the online video service [here](#).

The organizer of the online concert is not responsible for any technical problems related to the HW or Internet connection on the user's end.