**Tanglewood 2020 Online Festival-Frequently Asked Questions**

- **Who do I contact if my purchased video is not playing properly?**
  - Please contact Customer Service [customerservice@bso.org](mailto:customerservice@bso.org) or 617-266-1200 if you are unable to login to your MyBSO account. Our customer service team will be able to assist you with login issues and internet browsing troubleshooting. If you have trouble with connecting to your television, please look at our “How to Watch” guide, which provides instructions on that set specific type of setup.

- **What is the broadcast schedule?**
  - Please check out the entire summer online festival lineup [here](#).

- **Can I watch my events more than once?**
  - Yes! You can watch your streaming events as many times as you would like during the streaming window. Once the streaming window ends, your event will still appear on your My Videos for 3 days. After that time, the event will not be shown to you again.

- **I donated for full access to the Tanglewood Season. Why doesn’t it say purchased on Tanglewood.org for my events?**
  - While Tanglewood.org may not recognize that you are an All Access Donor, once logged into the Tanglewood Online Festival Streaming portal you will see all the events for which you have access. If you have any issues, contact our customer service team at [customerservice@bso.org](mailto:customerservice@bso.org). You may also call 888-266-1200 Monday through Friday for live support.

- **May I watch from outside the US?**
  - Yes! The Festival events are available in all countries.

- **Can I watch on my TV?**
  - The Tanglewood 2020 Online Festival is delivered through your internet browser on computer, tablet, and smartphone.
  - If you have existing tools that allow you to stream, cast, or mirror to your television set, you may use that method to watch the Festival on additional devices.
  - While we’ve included some helpful hints about TV viewing in our “How to Watch” section, we are sorry that Tanglewood Customer Service will only be able to troubleshoot internet browser viewing issues.

- **Do I need an account?**
  - Yes. Sign into the Festival Streaming Portal using your Tanglewood.org or BSO.org username (email) and password. If you have forgotten your password, you may reset it when you log into the Festival Streaming Portal. You may also create a new account for free.
• **Will I see subtitles?**
  o We may present subtitles for select events. If so, we will note that in the streaming event descriptions on Tanglewood.org and in our streaming portal.

• **I donated $100 or more but can’t access all the videos. What should I do?**
  o First try logging out and logging back in. Most access issues will be solved with this step. If you are making a donation to gain immediate access please wait 5 minutes for the changes to take effect in your account before attempting to log into the portal. We ask whenever possible to make your donation in advance of the streaming start date. If you still think you are not seeing the correct content, please email Tanglewood customer service at customerservice@bso.org. You may also call 888-266-1200 Monday through Friday, for live support.

• **How fast does my internet connection need to be?**
  o A good input stream provides the best video quality at the highest consistently available bandwidth from a location. Your minimum input bandwidth should be 2.5 mbps for best streaming, with a maximum input bandwidth of 10 mbps.

• **Can I watch my videos on my smartphone?**
  o Yes, your videos will be accessible on both desktop, tablet, and mobile devices.

• **What’s the best way to start exploring the Tanglewood Online Festival?**
  o A typical Tanglewood season features an astoundingly wide array of performances over a short period of time. The Tanglewood Online Festival continues this busy tradition! A good place to start planning your adventure is the Tanglewood Online Festival overview page here. This page describes all the categories of concerts you can choose from, along with links to the concert listings.

• **How many times can I watch the videos I purchased?**
  o The videos are available for viewing for a specified timespan. During that time, you are welcome to watch them as many times as you would like!

• **For the newly created content, when were the performances recorded?**
  o These performances are being recorded throughout the summer, starting now. After they are recorded, you are then able to purchase them to view during a specified time period.

• **For “Great Performers in Recital” and “BSO Musicians in Recital”, are the artists actually recording from Tanglewood?**
  o Yes, they are being recorded at Tanglewood itself! We are primarily using the beautiful Studio E in the Linde Center.

• **For the “Recitals from the World Stage” series, is this newly created content just for our online Tanglewood audience? Or are they already-performed concerts repurposed for the online festival?**
- Recitals from the World Stage features *brand new content* recorded now for Tanglewood Online Festival viewers. This series brings artists together under the Tanglewood banner from some of the world’s greatest music venues.