



## Modesto Symphony Orchestra Virtual Event FAQ's

### **How do I view the virtual event or livestream?**

On the day of the livestream, all of our MSO newsletter subscribers will receive an email to view the event. We will also share the link on our social media channels before we go live. We recommend you access this YouTube Live link at least 5 to 10 minutes before the concert begins.

All MSO livestreams are free to watch for all, unless specified. A recording of the livestream will be available after it is over on [our website](#) and our [YouTube channel](#).

We highly encourage you to sign up for our newsletter to be the one of the first to know about our virtual events. [Click here to sign up](#).

### **Do I need a YouTube account to see the concert?**

A YouTube login is not required to watch our livestream content. However, if you would like to join the Live Chat or leave a comment, you need to sign in with a Google account.

### **Can I watch a recording of the livestream after it's over?**

A recording of the livestream will be available for free for anyone who visits [our website](#) and [YouTube channel](#). The link to the recording will be the same link our newsletter subscribers received to watch the concert live.

### **Can I view the concert on my TV instead of a laptop, tablet, or phone?**

Depending on your TV and console set up, you may be able to watch from a built in YouTube app, a gaming console, or by using a streaming device like Chromecast. [Read YouTube's help articles about streaming to different devices here](#).

### **What if I'm having trouble viewing the livestream video?**

We do not anticipate any issues with our live content, but we understand that technology may not always be in the mood for music. Here are a few suggestions for troubleshooting some issues:

- **The video keeps cutting out or freezing.**

Some easy fixes to try:

- Restart your computer or open/close the app on your phone
- Try using the link on a new internet browser or device
- Close any other open programs or applications

- Check your internet speed: <https://www.speedtest.net/>
- Clear your browser cache & cookies  
<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
- Restart your router.
- [Read this YouTube help article for more options.](#)
- *Note that if you close the YouTube Live video while the concert is happening and reopen it a few moments later, the video may pick back up in real time, not begin where you left off.*
- **The audio is not synced with the video.**  
Refreshing your internet browser or YouTube app often fixes this issue. [Read this YouTube help article for more options.](#)
- **It's after the concert's start time, but it looks like the performance hasn't begun.**  
The livestream is set to begin on your YouTube Live link when the show is ready. If it's a little after the concert's start time and you don't see the video playing yet, you can always hit "refresh" on your internet browser, or close and reopen the app, to make sure.
- **My internet cut out during the concert.**  
If your internet cuts out and comes back on, you should be able to refresh your YouTube Live link and begin watching again. Note that the video may pick back up in real time, not begin where you left off. A recording of the recital will always be available later after the live broadcast, on [our website](#) and also on our [youtube page](#).
- **Something else went wrong!**  
If you are facing any other issues not listed above, please contact us via email at [info@modestosymphony.org](mailto:info@modestosymphony.org) and we'll do our best to help. Any specific YouTube website, app, or video watching questions you can find here: <https://support.google.com/youtube/?hl=en#topic=9257498>