

## **IPO REIMAGINED 43<sup>RD</sup> SEASON**

### **Frequently Asked Questions**

#### **How does the IPO Reimagined 43<sup>rd</sup> Season work?**

Although we cannot be together in person IPO always wants to share the music with everyone! Anyone and everyone can get access to view IPO from the comfort of their own homes by purchasing a ticket to view the concerts online during designated streaming dates.

#### **What is the cost of the new season?**

Tickets for individual events cost \$15 and \$25 for a bundle (2 concerts if available). These prices are per household, not per individual.

#### **Are you an IPO subscriber with funds on account?**

You can apply your funds on account to these concerts. For more information call the IPO office at 708.481.7774 Monday-Friday 9AM-4PM.

#### **Where can I find the stream?**

IPO Reimagined concerts are available [here](#).

#### **What devices can I watch the concert(s) on?**

You can watch on any smartphone, iPad, tablet, or laptop. Access is granted after you login through the password protected streaming platform.

#### **Do I have to pay to access the stream?**

Yes – each concert costs \$15 or \$25 for a bundle (2 concerts if available).

#### **How long can I watch the concert streams?**

Anyone who has purchased access to the concerts can watch as many times as desired during the designated streaming dates for each concert.

#### **How do I login to the live stream?**

As you purchase a ticket to the concert, you will be prompted to create a password protected account through the streaming platform. This will be the email and password you use to login into your account and view the concert(s).

Any time after you purchase a ticket, you can visit <https://ipovirtualmusic.uscreen.io> to login with the email and password you used to initially purchasing the ticket.

#### **How do I purchase a gift card?**

There are two ways to purchase a gift card.

First, visit <https://ipovirtualmusic.uscreen.io/>, scroll to the bottom of the home page, in the footer of the page, click on “Buy a Gift Card” you can choose which gift card option you want to purchase. Next,

fill out the billing information and continue through the process. Lastly, you will receive two emails from IPO confirming your purchase and explaining how to redeem the gift card. You will have to send the redemption code to the recipient of the gift card, so they can redeem the gift card.

**-OR-**

First choose the concert you want to gift. Once selected, you will be prompted to create an account, however you can choose the “Buy as a Gift” in red text option BEFORE creating an account. Choose which gift card option you want to purchase. Fill out the billing information and continue through the process. Lastly, you will receive two emails from IPO confirming your purchase and explaining how to redeem the gift card. You will have to send the redemption code to the recipient of the gift card, so they can redeem the gift card.

### **How do I redeem a gift card?**

There are two ways to redeem a gift card.

When someone purchases a gift card, the purchaser will be sent an email regarding how to redeem the gift card. The purchaser can forward this redemption email to the recipient of the gift card. The recipient should then follow the redemption instructions in the email. Once the recipient redeems the code, they can enjoy concerts during the designated streaming dates.

**-OR-**

Anyone who wants to redeem a gift card can visit the homepage, <https://ipovirtualmusic.uscreen.io/>. Scroll to the bottom of the home page, in the footer of the page, click on “Redeem a Gift Card.” Insert your redemption code (emailed to purchaser of the gift card) and click continue. Once the gift card is redeemed, you can enjoy concerts during the designated streaming dates.

### **I’m having trouble logging in – what do I do?**

Whether you misplaced or forgot your password, follow these steps for the fastest way to login and watch your concert!

#### **Here’s how to proceed:**

1. Click the following link [https://ipovirtualmusic.uscreen.io/forgot\\_password](https://ipovirtualmusic.uscreen.io/forgot_password)
2. Type in your email address and then click “Send Instructions”
3. You will get an email with instructions on how to reset (or create!) your password. Your password needs to be at least 6 characters long. Choose whatever you like and keep it handy.
4. Once your password is changed, you will be automatically redirected back to the IPO Reimagined Concert homepage

### **STILL NEED HELP?**

We're sorry you're still having trouble! Please call the IPO office at 708.481.7774 between Monday-Friday 9 am-4 pm to get assistance.