

i Coristi's Livestream – Frequently Asked Questions

Questions – Click on the relevant question in the list below to be taken to the answer.

Signing up

[How do I sign up to watch the livestream?](#)

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[I see the page that welcomes me to the livestream, but I don't see any video on the page – where do I go?](#)

[What if I miss the concert due to technical issues?](#)

After the livestream

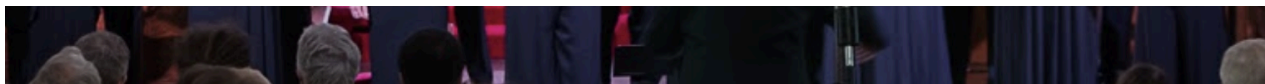
[How do I log out of my account?](#)

Answers

How do I sign up to watch the livestream?

There are two ways to sign up to watch the livestream:

1. From the homepage on www.iCoristi.com, click the **Livestream Tickets** button.
(see next page for image)



i Coristi Chamber Choir

in its 29th season, *i Coristi* is one of Edmonton's premiere chamber choirs.

Coristi is Italian, meaning "The Choral Singers". Noted for its unique, eclectic programming, the choir focuses on a cappella masterpieces from the Renaissance to the 21st century.

Noms de plume, on May 27, 2023

IN-PERSON TICKETS

Noms de plume - livestream

LIVESTREAM TICKETS

GET MORE CONCERT INFORMATION

LEARN MORE ABOUT I CORISTI

Clicking the **Livestream Tickets** button will open a dialogue box to sign up for access.

- If you are new to www.iCoristi.com, fill out the information to register. After registering, you will be taken to a checkout page to pay for livestream access.
- If you already have an account on www.iCoristi.com, find and click on the "Sign In" link at the bottom of the dialogue box. (see image on the page above). After signing in, you will be taken to a check out page to pay for livestream access.
- If you're not sure if you have an account on www.iCoristi.com, try signing up. If you've used a registered email address, the system will recognize you. In that case, click on the "Sign in" link at the bottom of the dialogue box, as described in the bullet point immediately above.

Live stream
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Join In Darkness Light - live stream

Create an account to unlock members-only content.

First Name Last Name

Email

Create Password

Re-type Password

By joining, you may receive emails and updates as part of your membership. You can unsubscribe at anytime.

Create Account

Already have an account? [Sign in](#)

- From the Concerts page (<https://www.iCoristi.com/concerts-1>), find and click one of the **Livestream Tickets** buttons. (see image below)

Saturday, May 21, 2023, 1:00 PM MT
Holy Trinity Anglican Church
10037 84 Avenue NW, Edmonton

In Person Advance Tickets

IN-PERSON TICKETS

**In-Person Tickets:
\$20 Advance* / \$25 Door**

Advance ticket sales available until May 27, 2023, at 3:00 PM MT

** Advance tickets may be purchased through [Eventbrite](#) (processing fees not included)*

Noms de plume - livestream

LIVESTREAM TICKETS

Livestream access: \$20**

Livestream sales will close after Saturday, June 3, 2023

***Livestream access is available exclusively from www.iCoristi.com (processing fees not included)*

Clicking this button will open a dialogue box to sign up for access. Follow the sign-up instructions as outlined above, on page 2.

If I've already logged into my account, how do I sign up to watch the livestream?

If you signed into your account through the "Sign In" button in the menu, there are two ways to sign up for the livestream.

1. Go to the homepage on www.iCoristi.com, click the **Livestream Tickets** button.
2. From the Concerts page (<https://www.iCoristi.com/concerts-1>), find and click one of the **Livestream Tickets** buttons.

In either case, you will be taken to a checkout page to pay for livestream access.

Will you send a link to watch the livestream?

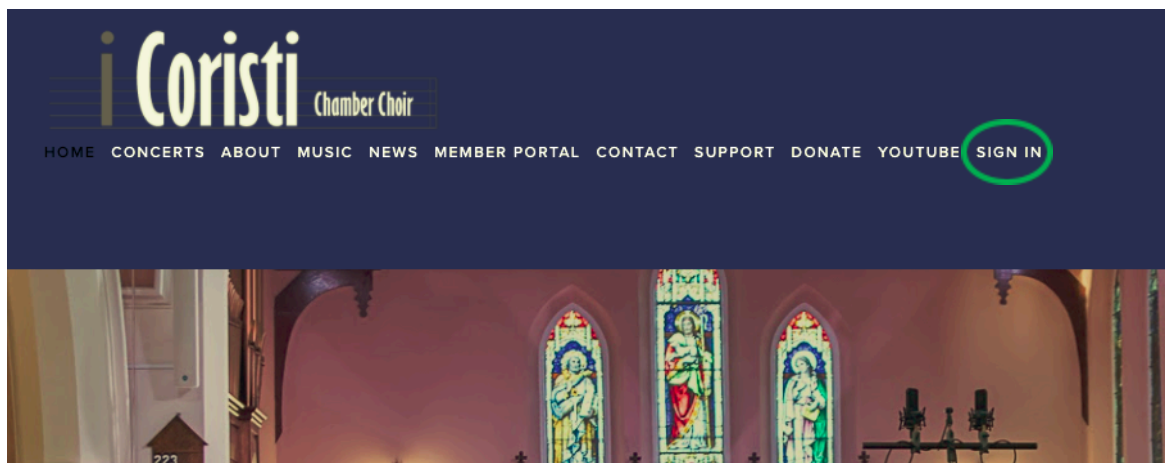
No, you will watch the livestream directly from www.iCoristi.com.

To access the livestream video, login to the account you created on www.iCoristi.com when you signed up for livestream access.

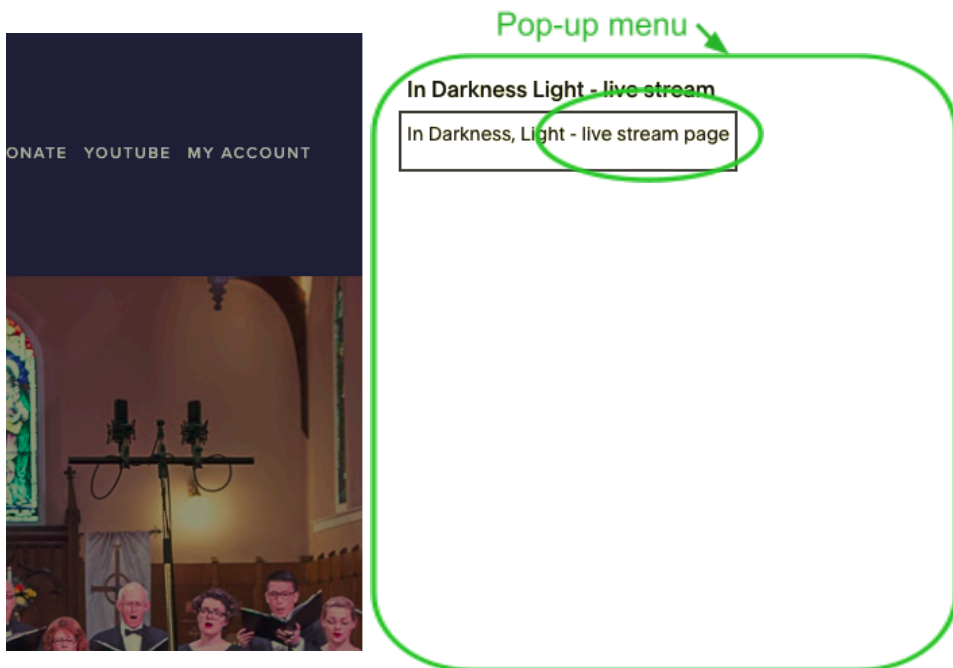
How can I login to my account to watch the livestream?

There are two ways to login to your account on www.iCoristi.com:

1. From any page on www.iCoristi.com: click on the **Sign In** link in the menu at the top of the page (see image immediately below) to open the sign in dialogue box, where you enter your login email and password.



When you are successfully signed in, a menu will pop up on the right-hand side of the screen (see image on next page). Select the livestream page from the menu to be taken to that page.



2. Find and open the Welcome email that you received when you signed up for the livestream. Click on the **Sign In** button. (see image below)

you can use the button below to sign in and watch the livestream – you can do this any time once the **video becomes available on Saturday, May 27, 2023, at 7:30 PM MT**, or at a later time until **Sunday, June 4, 2023, 9:00 PM MT when video access closes**.

When you click the button, a sign-in page will load in your internet browser.

SIGN IN

At the bottom of the page that loads, find and **click on the “Sign In” text** (below the “JOIN” button) – this should bring up a pop-up where you can **enter your login email and password**.

Once you have successfully signed in, you should be on the correct page to watch the concert livestream / recording.

Clicking this link will take you to a page that lets you sign up for or sign into the livestream.

Find and click the **Sign In** link at the bottom of the page (see image on next page) to open the sign-in dialogue box, where you enter your login email and password.

In Darkness, Light – live stream

Welcome to In Darkness Light - live stream

Live stream of February 26, 2022 concert
A shared glimpse at the light shining in the darkness.

Live stream access \$20
Access may be purchased in advance, and until access closes on
Saturday, March 5, 11:00 PM MT.

This page is for paying members only. To purchase a virtual
access ticket, click:

- **Join** to create a new membership;

OR

- **Sign in** if you already have an account on www.icoristi.com.



When you are successfully signed in, you should be on the livestream page, where you want to be.

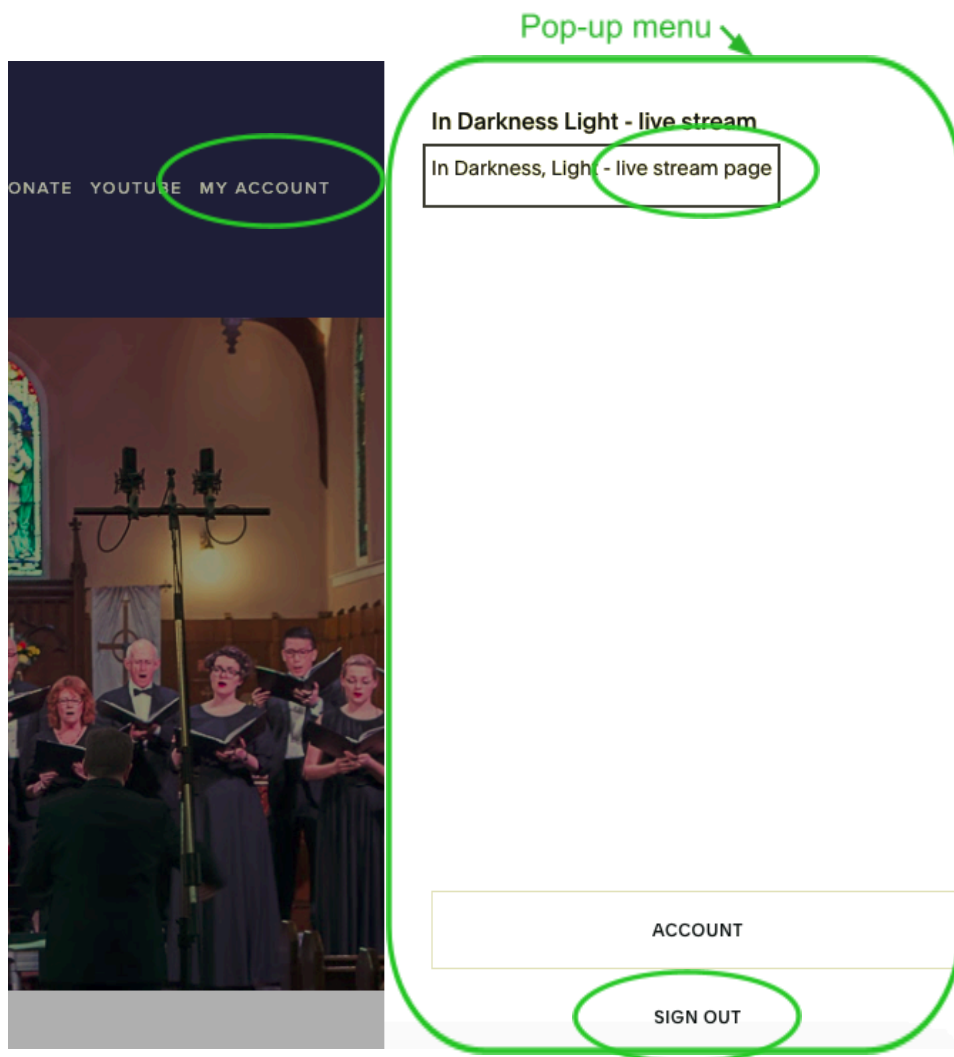
I want to use the “Sign In” option in the website menu, but I don’t see “Sign In” – what now?

If you don’t see **Sign In** in the menu, you likely see **My Account** instead. This means that you are already logged into your account. Click on “**My Account**”.

If your session has timed out, you will be prompted to sign in or to logout of our account, as you prefer.

If you are still successfully logged in, clicking on “**My Account**” will open a pop-up menu on the right of the screen (see image below).

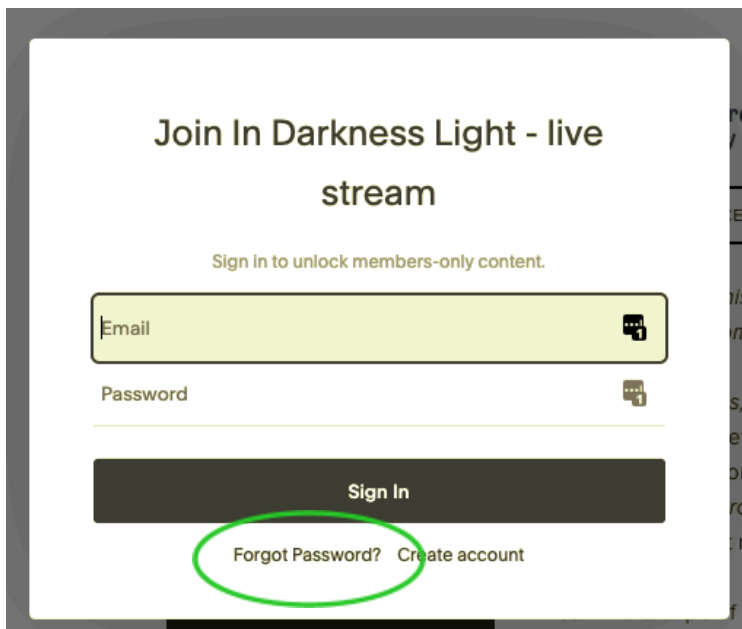
- If you’re trying to find the livestream page, find and click on that option near the top of the menu to be taken to that page.
- If you’re trying to sign out of your account, find and click on that option near the bottom of the menu to sign out.



I've forgotten my password - now what?

Start by finding and clicking on the **Sign In** link in the menu at the top of the page to pull up a sign-in dialogue box.

Find and click on the **Forgot Password?** link at the bottom of the dialogue box. (see image on next page)



In a new dialogue box, you can enter your registered email address, and the system will send an email to that address to reset your password. Follow the instructions in the email to login and reset your password.

If you don't receive a password reset email, it likely means you don't have a membership on www.iCoristi.com yet.

I've logged into my account, but I don't see the livestream – where do I go?

In the menu at the top of the webpage, find and click on the **My Account** link. This will open a pop-up menu on the right of your screen (refer to image on the previous page).

- If you're trying to find the livestream page, find and click on that option near the top of the menu to be taken to that page.
- If you're trying to sign out of your account, find and click on that option near the bottom of the menu to sign out.


I see the page that welcomes me to the livestream, but I don't see any video on the page – where do I go?

Under the livestream title, you probably see an image on the left of your screen, and a brief message to the right. Click on the image to open the video page. (see image on next page).

In Darkness, Light – live stream

February 16, 2022

Click here



Thank you for joining us for this concert live stream. We are delighted to share this concert with you!

Click on the image to the left to open the video page.

READ MORE

What if I miss the concert due to technical issues?

You have a week to view the concert recording after the original performance. We regret that you might miss the live performance, but hope that you will have the opportunity to enjoy the concert when you've figured out the issue.

Unfortunately, no one is available to troubleshoot issues during the performance – everyone on our team will be involved in performing. If you really can't figure out what's going on, we'll do what we can after the performance to help you troubleshoot. Send an email to contact@iCoristi.com describing your issue – we'll get back to you within 24 hours.

How do I log out of my account?

In the menu at the top of the webpage, find and click on the **My Account** link. This will open a pop-up menu on the right of your screen (refer to top image on next page).

Click on the **Account Settings** button.

On the updated pop-up menu, find and click on **Sign out** just under your user name near the top of the menu (refer to bottom image on next page).

Pop-up menu

