



## ProCoroTV FAQs

### What is ProCoroTV?

ProCoroTV is Pro Coro Canada's online video streaming service that was introduced at the beginning of the 20.21 season. This web-based platform allows Pro Coro Canada's audience to watch concerts and other musical content online. You can find the ProCoroTV channel at <https://tv.procoro.ca/en/>

### How do I watch livestream concerts on ProCoro TV?

Livestream concerts are available on the [ProCoroTV site](#). Concerts in Pro Coro's current season are listed under "Upcoming Concerts", and concerts that have already concluded and have been recorded are found under "In Performance". Individual tickets can be purchased by clicking on the event that you would like to view (past or future events), then clicking on the "Buy Event" button. If you would like to watch all of Pro Coro Canada's livestream concerts for the current season, you can purchase a Season Pass (or season subscription) through Pro Coro Canada's website at [procoro.ca/buy-tickets](http://procoro.ca/buy-tickets). See the [what is a Season Pass](#) section of this document for details.

### How do I purchase an online ticket for a specific concert?

Individual tickets can be purchased by clicking on the specific concert block, then clicking the "Purchase" button. Upcoming concerts can be found under the "Upcoming Concerts" heading on the main page of the [ProCoroTV site](#). Past performances can be found under the "In Performance" heading on the same page. Note: if you have purchased a Season Pass with digital access for the current season, you do not have to purchase additional tickets for available online content. Your Season Pass is your season subscription package for Pro Coro Canada's current online content. Also note that the Upcoming Concerts section will not be visible during the summer months until the upcoming season is released (typically around September 1). Concerts from previous seasons are not included with season passes unless otherwise noted, and can be purchased by clicking on the event.

*\*In-person access to concerts is subject to health guidelines, venue restrictions and availability. Not all Season Passes provide online access; be sure to [check your subscription](#) prior to purchasing individual livestreams/videos. Not all concerts are live-streamed, check our [performance page](#) for details.*



## ProCoroTV FAQs

### How many times can I watch a concert?

If you purchase a single ticket for a concert, the content will be available to you for 30 days after the concert has aired, or after an individual online concert ticket has been purchased. If you purchase a Season Pass, all paid content for the current season will be available from July 1 to June 30.

### How do I know if the content I would like to watch is available for purchase, or if it is available for free?

Paid content will have this symbol in the upper righthand corner:



### What is a Season Pass?

Season Passes are the new term for Pro Coro Canada's traditional season subscriptions, and are similar in function and purpose with a few upgrades and more options. Season Passes will give you access to in-person tickets\* and/or paid online content for the current season (July 1 - June 30) depending on the pass you choose. The chart on the next page contains more information about what each pass includes.

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## ProCoroTV FAQs

### Which Season Pass should I buy?

There are currently 5 different Season Passes available for purchase:

Season Pass	Price (CAD)	Digital Pass Included	Individual in-person tickets included with pass*	Notes
<a href="#">Full Season Pass</a> (includes digital pass)	\$285	Yes	Provides one (1) in-person ticket to all 22.23 season Experience Series, Select Series, and #connect.EAR series concerts, and reception on Sept 25.	This Pass give you access to Pro Coro's entire 22.23 season, both in-person and online (when applicable*).
<a href="#">Experience Pass</a> (includes digital pass)	\$195	Yes	Provides one (1) in-person ticket to all 22.23 season Experience Series concerts.	Purchase in-person tickets at regular price for the Pro Coro Select Series and #connect.EAR Series concerts.
<a href="#">Digital Pass</a>	\$75	Yes	None included. Purchase in-person tickets at regular price for all concerts.	Provides online/livestream access to all 22.23 season Experience Series and #connect.EAR Series concerts, as well as select video series from 2020-2022 seasons.
<a href="#">Select Series Pass</a>	\$60	No	Provides one (1) in-person ticket to both 22.23 season Select Series concerts (Little Match Girl and New Year's Eve)	Purchase in-person tickets at regular price for the Pro Coro Experience Series, #connect.EAR Series concert, and content on ProCoroTV.
<a href="#">Student Pass</a> (available only to full-time students, proof of enrollment required, includes digital pass)	\$35	Yes	Provides one (1) in-person ticket to any two (2) 22.23 season Experience Series concerts	Purchase in-person tickets at student price (\$10) for the Pro Coro Select Series, #connect.EAR Series, and additional Experience Series concerts.

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## ProCoroTV FAQs

Examples:

If you are planning on attending in-person concerts\*, you may want to purchase a Full Season Pass or Experience Series Pass for the biggest discounts on all tickets.

If you are a subscriber who lives outside of the Edmonton area, you may want to purchase a Digital Pass since you will not be attending concerts in person. If you need help choosing a Season Pass that best fits your needs, please contact Pro Coro Canada at [thechoir@procoro.ca](mailto:thechoir@procoro.ca) or 780-420-1247.

I purchased a Season Pass but I can't find the livestream concert I'm looking for on your [procoro.ca](http://procoro.ca) website. Where can I find it?

The ProCoroTV site is found at <https://tv.procoro.ca/en/> or by clicking on the red ProCoroTV button on Pro Coro Canada's website at [www.procoro.ca](http://www.procoro.ca) (top right corner of the page)

How long is my Season Pass valid?

All Season Passes are valid for 1 full concert season. Pro Coro Canada's concert seasons begin July 1 and end June 30 of every year, but online access will usually be extended until July 31 depending on when our last concert of the season occurs. Passes will need to be purchased/renewed at the beginning of each concert season. Content that was produced in a previous season will not be included with your subscription unless otherwise noted.

I've paid for a Season Pass but don't have access to your paid content yet. When will my account be activated?

ProCoroTV accounts must be manually activated by our staff. Account activation typically happens during business hours between 10:30am - 3:30pm MT, Monday through Friday. In the days leading up to, and on the day of a livestream concert, activation will happen as soon as possible to facilitate timely access.

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## ProCoroTV FAQs

**If I pay for a Season Pass that provides online access, do I need to purchase tickets to watch each livestream concert?**

No. Once you have purchased one of our passes that includes digital access and your account is activated, you will be granted access to all paid content for the current concert season. If you have purchased a Pass but are unable to view paid content that should be available to you, please contact Pro Coro Canada immediately at [thechoir@procoro.ca](mailto:thechoir@procoro.ca) and a staff member will check the status of your account as soon as possible.

**There seems to be a problem with the livestream (no audio, video not showing correctly, etc). What steps should I take to fix this?**

Video Troubleshooting provided by our service provider:

Video playback isn't working, my player shows a black screen

*It's possible that an ad-blocker is interfering with the video player. Disable the ad-blocker and try again. If issues persist, please see the additional troubleshooting steps below.*

The video player shows an error "Network Error" or "Decode Error"

*This generally occurs when the live stream venue is having internet connectivity issues. Try refreshing the page in a few minutes to see if these issues have been resolved.*

For Smart TVs: use an HDMI cable to connect your laptop to your Smart TV, or use AirPlay to mirror your device's screen on another device. PLEASE NOTE: not all Smart TVs are able to stream online content. If our live content is not showing up properly when you are attempting to stream videos from your Smart TV, please try connecting another device to your TV.

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## ProCoroTV FAQs

### Additional troubleshooting steps

- Ensure you have a supported browser. Supported Browsers and Devices:

Windows - Internet Explorer 11 on Windows 10 only

Windows - Microsoft Edge (Version 38 or newer)

Windows - Chrome (Version 38 or newer)

Windows - Firefox (Version 36 or newer)

Mac - Safari (Version 8.2.5 or newer)

iPad - 2 and later (iOS9 or newer)

iPhone - 5 and later (iOS9 or newer)

Android - (Version 4.4 or newer)

- Check your internet speed to make sure your internet is fast enough for smooth playback. We recommend a minimum internet download speed of 1.5mbps for video-on-demand content and 4mbps for live event content. Try using [SpeedTest](#) to check your internet speed.
- Disable ad-blockers or other browser extensions that may be interfering with the page.
- "Hard refresh" the page. This is done by pressing the "Ctrl-F5" keys on Windows or "Cmd-Shift-R" on Mac.
- Close all instances of your browser then relaunch the browser and try again.
- Clear your browser cache. You can find instructions for clearing your cache [here](#)

If problems persist, it may be an issue at the live stream venue. Please contact the Pro Coro Canada Office immediately at [thechoir@procoro.ca](mailto:thechoir@procoro.ca) if this is the case.

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## ProCoroTV FAQs

### If video playback is very slow

There could be a number of causes resulting in slow or interrupted video playback. In general, if you're connecting over Wi-Fi and experiencing constant rebuffering or other issues during playback, try moving your router to another location and away from other devices that may cause electrical interference. We recommend the following:

- Move your wireless router to a more central location of your home.
- Move your wireless router to an elevated surface such as a desk or on top of a bookshelf.
- Clear clutter from the vicinity of your wireless router.

### How do I get in-person tickets to live concerts?

In-person concert tickets are available for purchase online at <https://www.procoro.ca/buy-tickets>.

### How do I view the concert program?

Concert programs and the associated texts and translations can be found in the following places:

- On ProCoroTV: PDFs will be available for download in the grey "downloads" section on the individual concert page. Note: not all concert programs will be available for performances recorded before October, 2020.
- On Pro Coro Canada's website: visit <https://www.procoro.ca/performances> to view this season's events. PDFs will be available for download by clicking the associated buttons under the concert description on each event page. QR codes which link to PDF versions of concert programs will also be available for most in-person events.

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