Streaming Platform Guide

NATIONAL CANADIAN FILM DAY

Important Info to Get Started

What you'll need:

- a computer or device with an internet browser (to play the film)
- a high-speed internet connection (to stream the film)
- a projector or monitor (to view the film)
- the voucher link supplied with your registration (to access the film)

Setting up:

1. Connect your device to the projector or monitor using an HDMI cable. *It may be possible to connect wirelessly using a device such as Chromecast, however this is less reliable and is not recommended when screening for an audience.*
2. Connect your device to the internet using a wired network connection. *Streaming the film over a WiFi connection should also work, but a wired connection is recommended, because it tends to be more stable.*
3. Use your internet browser to visit the voucher link provided to you with your registration.
   If you did not receive a voucher link contact REEL CANADA to receive one.
4. Make sure that your sound is playing clearly out of the correct speakers, and that the aspect ratio of the picture looks good (i.e. characters don't look stretched or squashed)
5. Be sure to make the video full-screen by double-clicking the centre of the video, or clicking the full-screen button (⛶) in the bottom-right corner.
6. Click play and enjoy!

Device and System Requirements

What are the system requirements?

You can watch the stream on the following devices and operating systems:

- PCs running Windows 7+
- Intel-based Macs running OSX 10.12+
- Android tablets and phones using Chrome
- iPhones and iPads using Safari.

What are the requirements for Windows computers?

OS: Windows 7, Windows 8.1, Windows 10, Windows 11

Supported browsers: Google Chrome, Firefox, Microsoft Edge, Opera. Ensure your browser is updated to the latest version.

Not supported browsers: Internet Explorer

What are the requirements for Mac computers?

OS: Mac OSX 10.12 (or later)

Supported browsers: Google Chrome, Firefox, Safari, Opera. *Ensure your browser is updated to the latest version.*

Is there an app I can use to watch content?

We do not have a standalone app. You can only watch through your internet browser.

Can I use the web browser built into my TV?

That's a tricky one. The built-in browsers on many Smart TVs will not support playing of protected content. You can try, but if you get a black screen or error message, your TV is likely not compatible. Try using another method such as Chromecast, AirPlay, or an HDMI cable to get the video from another device to your TV.

Can I watch on my TV by connecting it to my computer with a cable?

HDMI Cable: You can directly connect your laptop or computer using an HDMI cable. Plug one end of the cable into your computer's HDMI port and the other end into one of your TV or A/V receiver's HDMI ports — Make sure to note the input number. Switch the TV or A/V receiver to the matching HDMI input using the 'input' button on your remote control.

If the display from your computer screen doesn't appear on your television, try asking your computer to manually detect it:
Windows: Right-click on the desktop; select "Display Settings" > "Detect" > "Multiple displays"; select "Duplicate these displays"; click "Apply".

Mac: From the Apple Menu, choose "System Preferences"; choose "Displays"; hold down the "Option" key to show the "Detect Displays" button; click on "Detect Displays" while holding down the Option key.

Troubleshooting

Video playback is poor (e.g,. stalling, freezing, jumping, etc.)

Streaming quality will automatically adjust based on your internet speed — this is called "adaptive bitrate streaming". If you experience problems during playback, it may be due to an unreliable internet connection. If you're on wifi, moving closer to your router may help improve performance. If at all possible, try to connect using an ethernet cable rather than wifi.

I'm trying to use AirPlay on my TV and only see a black screen

Check your device settings to make sure you do not have "Screen Mirroring" turned on. When you're sure Screen Mirroring is disabled, start AirPlay by selecting the AirPlay button in the bottom right-hand side of the player.

I had the video playing through Chromecast, but now I only see a black screen

If this happens, stop and restart the casting once the film starts playing. Some Chromecast versions can't support transitions from one video to another.

I still have questions that aren't answered here

You can phone our CanFilmDay Help Line and we'll try our best to answer them! Toll-free: 1-888-508-0881 ext. 200