

FAQ for NCFD+ Streaming Platform

Content Access

What does it cost?

Nothing! All films on the NCFD+ platform are available for a limited time at no charge.

When are the films available?

Check the event or film page for specific details on access windows and start times.

However, as a general rule, most of the films can be accessed between **Wednesday, April 20, 2022 at 7:00 AM EDT and Friday, April 22 at 6:59 AM EDT.**

Once you click Play on a given film, you have 48 hours to finish watching it.

Can I watch content if I'm outside of Canada?

The films on this service are only available to stream from within Canada. If you would like to watch from another country, please consult available streaming services in your local area to see what is available. You can also visit the [Encore+](#) page on YouTube for some great Canadian films available internationally.

Are there filmmaker Q&As? How can I watch them?

If there is a filmmaker Q&A for a given event, it will be indicated on that event page. For most events, clicking the image just below the film itself will take you to a page where you can view the discussion. Select events will feature a Q&A button you can click to view the discussion streaming live on YouTube.

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.*

Can I watch content on my iPhone/iPad?

Yes. If your device is running iOS 11.2 or later, you can use Safari to watch.

To connect to your TV: Use the AirPlay feature () to throw your feed to your compatible TV or streaming box.

You cannot use the "Screen Mirroring" feature. If you are having trouble playing content, make sure Screen Mirroring is turned off. You cannot connect to your TV via a lightning to HDMI adapter.

Can I watch content on my Android Device?

Yes. If your device is running Android 6.0 or later, you can use Chrome to watch.

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 Chromecast?

Yes. You can cast to a 3rd generation (or newer) Chromecast device.

In the video player, tap the "Cast" icon () in the bottom right corner of the video player. If the icon doesn't appear, casting may not be supported on your device.

Casting from Android OS: Your Chromecast and mobile devices must be on the same Wi-fi network.

Casting from your computer: You must be using Google Chrome.

Can I AirPlay to my AppleTV?

If you have an AirPlay compatible TV or streaming box, you can use AirPlay with most browsers. In the video player, tap the AirPlay button () at the bottom of the player. If the icon doesn't appear, casting may not be supported on your device.

Compatible Smart TV models include: select Samsung, LG, Sony and VIZIO sets

Compatible streaming boxes include: AppleTV Gen4 and above; select Roku HD devices.

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.

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 can hear the audio but only see a black screen

This may occur if you are trying to use an HDMI cable to play to an external display. Try disconnecting the HDMI cable to see if the video plays. If it does, it is likely that your display or cable doesn't support encrypted video.

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 NCFD Help Line and we'll try our best to answer them!

647-370-5090 ext. 222 | Toll-free: 1-888-508-0881 ext. 222