

Frequently Asked Questions
2022 Houston Jewish Film Festival
March 26th – April 6th

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General

Q: Where can I purchase tickets to different events?

A: Tickets can be purchased/reserved through the J for films at the J, Houston Congregation for Reform Judaism, and outdoor screening on The Merfish Teen Center Lawn. Tickets need to be purchased at [The Museum of Fine Arts, Houston](#), and at the [Holocaust Museum Houston](#) for their respective screenings.

Q: To purchase tickets at the J, do I need to be logged in?

A: We recommend that you login to purchase your tickets, but it is not required. Helps towards having all the films available in your account.

Q: Why does my Festival pass not provide entry for films at MFAH and HMMH?

A: Both museums are our venue partners for the Festival and due to the structure of our partnership for Film Festival, Film Festival subscriptions and Patron passes are not accepted at their venues. As J members or a Patron of the Arts, you will receive member pricing at both venues.

Q: How do I know what format(s) the film I want to attend is being offered in?

A: In the brochure, you'll see three different format tags notating the format for each event: In-person, hybrid, or virtual.

Hybrid This film is being offered both in-person and virtually. The specific locations can be found with each film and on page 14. The virtual viewing will be available between 8:00 AM and 11:00 PM on the specific date the film is shown via a direct link sent by email and on the J@Home platform.

In-Person This film is only being offered in-person. The specific locations can be found with each film and on page 14.

Virtual This film is only being offered virtually. The film will be available between 8:00 AM and 11:00 PM on the specific date(s) the film is shown via a direct link sent by email and on the J@Home platform.

On our ticketing site, you will see the word 'Virtual' in front of any virtual film. You will also see the format and location with each event.

Virtual

Q: How long will the virtual screening be up for?

A: The virtual films will be available from 8:00 AM – 11:00 PM the day the film will be screened in person. (Exception: *If You See My Mother* will be available for screening virtually from March 31 at 8:00 AM – April 4 at 11:00 PM).

Q: How long will tickets be on sale for virtual events?

A: Ticket sales will be available until 6:00 PM the day of the screening. Tickets will be on sale for *If You See My Mother* until 6:00 PM on the last day of the viewing window.

Q: How can I access the films virtually?

A: Emails will be sent with a direct link to the film at 7:30 AM and 6:30 PM the day of the screening. You can also access them through your J@Home account.

Q: How do I put the program on my TV?

A: It depends on your TV set-up, but here are a few different set-up options depending on your equipment:

1. If you have an Apple device and a TV that is compatible with AirPlay 2:
 - a. You can use AirPlay to stream the film on J@Home from your Apple devices to your Apple TV or AirPlay2-compatible smart TV. More instructions can be found [here](#).
2. If you have an Apple device and TV that is not AirPlay 2 compatible:
 - a. Purchase an Apple TV device (cost is \$150+). The device attaches to an HDMI port on the TV and allows the Apple device to communicate with the TV. More instructions can be found [here](#).
3. If you have a non-Apple computer, tablet, or phone:
 - a. Purchase a Google ChromeCast device (cost around \$30+). This attaches to an HDMI port on the TV like the Apple TV device. Stream the movie from the device using Google Chrome as the browser. In the Chrome settings there is a way to “cast” the laptop screen to the TV. [More information on setting up Chromecast can be found here](#) and [how to cast to your TV can be found here](#).

*If you plan on using Air Play or ChromeCast, we strongly urge you to make any necessary equipment purchases well in advance, and to familiarize yourself with the procedures at least several days before viewing to ensure there is time to resolve any difficulties that might arise.

J@HOME

Q: Where do I login to the J @Home platform?

A: You can also find this page linked from the homepage, www.ericchouston.org/JatHome. You can also find this page linked to the homepage.

Q: How can I reset my password?

A: Go to www.ericchouston.org/login and click the “Forgot Your Password?” link just below the Log In button. Enter your username into the box (this is typically your email) and click the “Reset Password” button. Make sure the email entered matches the same email that you have on file with the J. You will get a link via email to reset your password. Click here for more detailed instructions of how to reset your password.

Q. When it’s time for my event, what do I do?

A: You go to your personal portal on J@Home. You can find this page linked from the homepage at www.ericchouston.org/JatHome. Just login and click on the event that will be found under “Live Events”.

In-Person

Q: How do I get my ticket?

A: An email confirmation will be sent along with your ticket. We recommend you print out your ticket ahead of time or have it available on your phone as you enter the theatre. You can also pick them up at the box office the day of the film.

Q: I bought an in-person ticket, but I am not feeling well or need to quarantine. Will I still be able to access the film even though I purchased an in-person ticket?

A: We will be sad to miss your face. If you purchased an in-person ticket and are now unable to attend for any reason, fear not. If the film you were planning to attend in-person, is also being offered virtually (notated with the hybrid tag in the brochure), that virtual film will automatically be in your J@Home for you to watch on that day of the screening. If the film you were planning to attend is only being offered in-person (notated with the in-person tag in the brochure), contact Marissa Cardona at mcardona@ericchouston.org or by calling 713-551-7215 and we can switch your ticket to a different film or offer you a refund.

Q: Why are some of the films only available for an in-person screening?

A: We do our best to accommodate the needs of our guests in this ever-changing time. We host some films only in-person because we value the in-person experience that happens when we all gather together in the theatre.

Q: Are masks required for the event? (Updated 3.24.2022)

A:

- **Effective March 26, 2022, mask-wearing will become optional across all Evelyn Rubenstein JCC facilities and programs**
- **Requirements for masking in the context of COVID-19 exposure (quarantine) or illness (isolation) will remain in place** (see flowcharts) and are not affected by the level of COVID-19 in the community.

Q: What will the theatre capacities be set at for each venue?

A: The capacity in the Kaplan Theatre will be set at 75%. This means that there will be some open seats in the theatre, but there will not be guaranteed empty seats around you.

Theatre capacities and mask recommendations for different venues:

- Evelyn Rubenstein JCC – 75% Capacity, *see above*.
- Holocaust Museum Houston – 75% Capacity, *masks optional*.

- Houston Congregation for Reform Judaism – 60% Capacity, *masks requested but not required.*
- Midtown Arts & Theatre Center Houston – 75% Capacity, *masks recommended but not required.*
- Museum of Fine Arts, Houston – 100% Capacity, *masks recommended.*

Outdoor Screening

Q: How early should I get there?

A: Gates will open at 7:30 pm and the movie will begin at 8:00 pm. Spots on the lawn will be available on a first come, first serve basis. If you are concerned about getting a good spot, we recommend purchasing a premium ticket to have prime seating and a lounge chair (limited availability).

Q: Should I bring my own sitting equipment or will chairs be provided?

A: If you purchase our premium tickets, lounge chairs will be provided. If you purchase a general admission ticket, you should bring your own chairs and blankets.

Q: What happens if it rains?

A: In the event of rain in the forecast, we may announce a re-scheduling of the event by 1:00pm on the day of the event. Your ticket may be used for the rescheduled rain date, to be announced.

Q: Is alcohol permitted?

A: Yes, though we encourage safe alcohol consumption and identify a designated driver.

Q: What else should I bring to the event?

A: Please feel free to bring dinner or snacks to enjoy while watching the film. You may also want to bring some bug spray.

Q: Will the screen deflate?

A: We hope not! If you were at our outdoor screening for the 2021 Film Festival, you might remember our technical issues. We want to assure you that we are using a different company that has been doing outdoor screenings for 15 years. We've also put a few things in place to prevent power issues.

Family Film

Q: Is it reserved seating?

A: This screening is NOT reserved seating.

Q: How do the tickets work for the event?

A: Select the number of adults and the number of children that will be in your party. The tickets are

designed to be \$5 per family, so if you have more than one adult in your party, contact Marissa Cardona at mcardona@erjchouston.org or at 713.551.7215 and she will help you with your \$5 family ticket.