

The Long Goodbye: Livestream Edition

Essential information for ticket-holders

This email contains essential details on how ticket-holders can access [The Long Goodbye: Livestream Edition](#), which takes place at 8pm GMT (3pm EST, 12noon PST) on Saturday 19 December, along with answers to some frequently asked questions.

Please note that the stream will contain rapidly flashing/strobe lights, strong language and adult themes.

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How and where can I access the stream?

[The Long Goodbye: Livestream Edition](#) is exclusively accessible to people who have bought tickets via the MIF website and have an MIF account.

Follow the link below to the streaming page, then click 'Log in to your MIF account' and log in to access the stream.

Please note that the stream will contain rapidly flashing/strobe lights, strong language and adult themes.

[Click here to access the stream.](#)

What time does the stream begin?

The stream will start promptly at 8pm GMT (3pm EST, 12noon PST) on Saturday 19 December.

We recommend that you log in 20 minutes before the stream is due to begin.

How long does it last?

The stream will last approximately 30 minutes.

I have bought a ticket but I don't have an MIF account – how can I access the stream?

You will need to create an MIF account to access the stream. To do so, visit mif.co.uk/my-account and follow these three steps:

1. Click 'Reset here', next to 'Forgotten your password' (Important note: please do not click 'New customer? Register here').
2. Type your email address into the blank boxes as directed.
3. Click 'Email password link to me'.

You will then receive an email with instructions as to how you can reset your password (note: the email will say 'reset' rather than 'create' because it will recognise your email address, which is linked to your e-ticket).

Once you have configured your MIF account with a password in this way, you should [follow this link to the streaming page](#) and use your email address and new password to log in – giving you access the stream.

Help – I've forgotten my password!

No problem! Visit mif.co.uk/my-account and click 'Reset here' (next to 'Forgotten your password?').

I can't find my booking confirmation or log in to my account and/or access the stream.

Please check all email folders, including your junk/spam folder, for your booking confirmation and/or any other correspondence you think you may be missing.

If you still cannot access either your account or the stream, please contact us at tickets@mif.co.uk

Can I stream the event on my TV?

The event will stream through an internet browser. To watch it on your television, you'll need to connect the phone, tablet or computer on which you're streaming the event to your TV – either with a HDMI cable, if your devices both have HDMI ports, or wirelessly, through such methods as AirPlay (Apple devices), Google Chromecast, Samsung Smart View and others.

We recommend wearing headphones for an enhanced audio experience.

If you'd like to watch the event on your TV, we recommend that you allow plenty of time to connect your devices in order to ensure that everything is correctly configured by the time the stream is due to start.

Because of the variety of possible devices and connection methods, we're unable to offer individual technical support – please instead refer to the manual(s) for your chosen device(s), and to [this useful article from our friends at Cog Design](#).

Will I be able to watch the stream on catch-up later?

This is a one-time-only stream – it will only be available to watch in real time.

Can I pause the stream?

The stream can only be watched in real time. If you pause and resume the stream, it will resume at whatever point it has reached in the real-time broadcast, not at the point where you paused it. For example: if you pause the stream for five minutes and then resume, you'll miss five minutes of the event.

Will there be captioning available?

Yes – the stream will be closed-captioned for all viewers.

How did this stream come about?

[The Long Goodbye](#), Ahmed's electrifying live music show, was due to premiere in Manchester and New York in March, commissioned and presented by Manchester International Festival (MIF) and Brooklyn Academy of Music (BAM). COVID-19 caused its postponement – but Ahmed has now created this one-off online performance for the digital realm as a companion piece to the live show, which MIF is planning to premiere in 2021.

You can read more about MIF and BAM, including details of our future events, at mif.co.uk and bam.org.

Thanks again for booking for [The Long Goodbye: Livestream Edition](#). We hope you enjoy the show.

[Click Here to Access the Stream](#)