

## How to Watch **Live From Music Hall** at Home: A Step-by-Step Guide

**Step 1:** Choose your device (desktop computer, laptop, tablet, or smartphone) and make sure you're connected to the internet.

**Step 2:** Open your web browser (Google Chrome, Safari, Microsoft Edge, Firefox, etc) and type [cincinnatisymphony.org/live](https://cincinnatisymphony.org/live) in the search bar at the top of the page.



Once you have typed [cincinnatisymphony.org/live](https://cincinnatisymphony.org/live) into the search bar, press Enter on your keyboard or press Go on a mobile device.

**Congrats!** You are now on the page where you will watch all of our digital concerts.

**Step 3:** Scroll down the page as far as you need to until you can see your Live From Music Hall video on your screen. When the concert is about to start, click the play button in the center of the video to begin watching—enjoy the performance!



[About](#) / [Watch + Listen + Learn](#) / [Live From Music Hall](#)

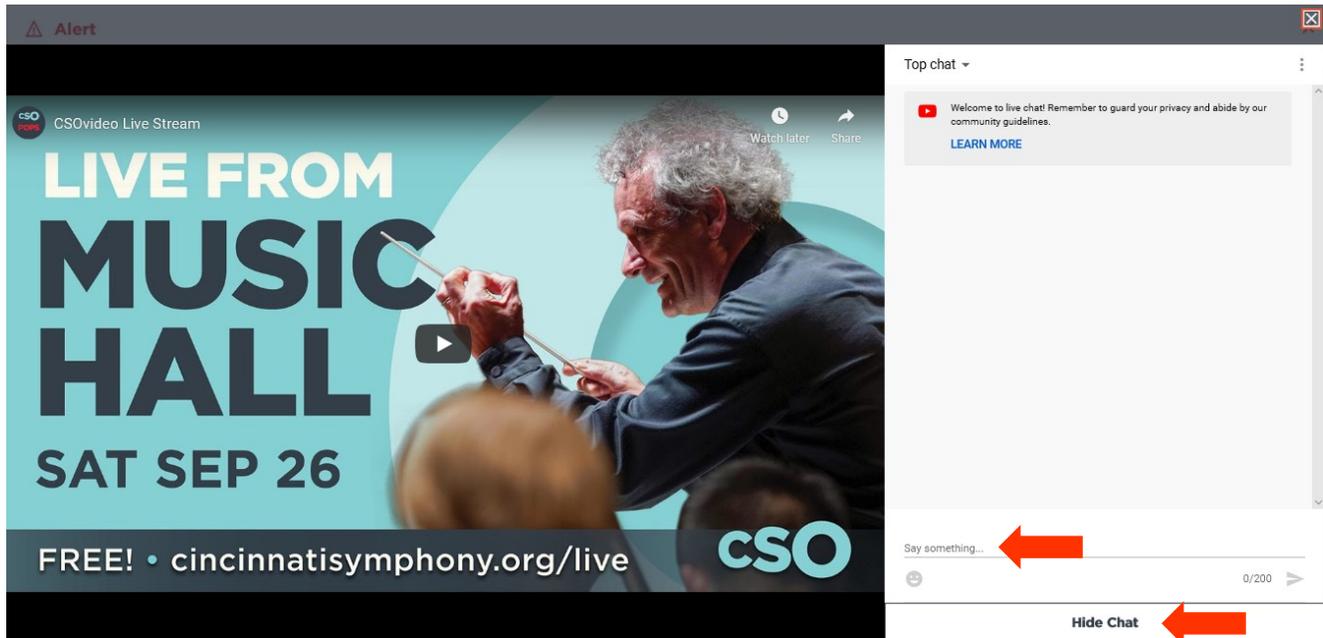


CSO Digital Season Opener | Sat Sept 26 at 8:00 pm  
Watch by clicking the video above on Sept 26. [View artists and program.](#)  
Attend a watch party at Washington Park or Fountain Square. [View details.](#)

**Step 4 (Optional):** Once you begin watching the performance, you will have the option to participate in a live chat. **Note:** This option is only available on a desktop computer or laptop.

Click the chat area where it says “**Say something**”, type in your message and press **Enter** on your keyboard to send the message. If you are not logged into your YouTube or

Google account, you will need to sign in or create an account to participate in the chat. This will take you directly to the YouTube video page once completed. You can continue to watch your concert there or you may return to [cincinnatisymphony.org/live](https://cincinnatisymphony.org/live) via **Step 2**. Once signed in, you will have access to the chat in both locations.



If you do not wish to participate in the live chat, click the “**Hide Chat**” button at the bottom of the chat window to exit out of the live chat.

Visit our [Create a Concert Hall at Home](#) guide for our top tips for a great digital concert experience.

**Need assistance?** If you run into any issues while following the steps in this guide, please contact the **Box Office at 513.381.3300** or send us an email at [hello@cincinnatisymphony.org](mailto:hello@cincinnatisymphony.org). We are standing by to assist you from 6-9 pm EST on all scheduled live stream days.

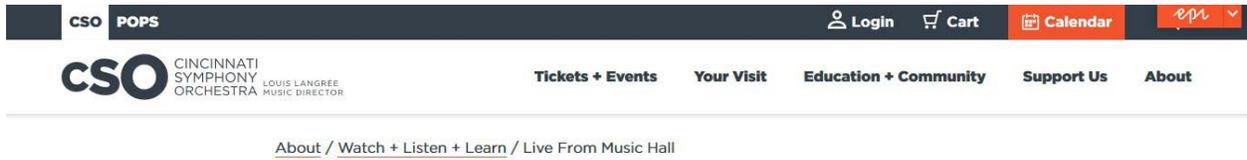
*Please note that while we are ready with resources to help you, we are not experts in general technology troubleshooting. If you are experiencing problems with your internet connection or your devices, we recommend contacting customer support for your service provider or other professional service like GeekSquad or Apple Support.*

If you are a current Subscriber or Donor, please see below for steps on how to log in to your All-Access portal.

## **How to Enter the Subscriber and Donor All-Access Portal**

**Step 1:** Follow steps 1-2 in the guide above to navigate to the **Live From Music Hall** page on the CSO and Pops website.

**Step 2:** Once on the Live From Music Hall page, scroll down past the first video until you see Enter Subscriber and Donor All-Access Portal. Click the button to be taken to the password page.



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[View Subscriber and Donor All Access](#)

**Step 3:** In the password field, enter the password you received in your Concert Guide mailer and/or in your email and click submit.



## Live From Music Hall All-Access

Please enter your password to enter the subscriber and donor all-access portal. If you forgot your password or have any questions, please contact the Box Office at 513.381.3300 for assistance.

Enter Access Code

[Submit](#)

**Congrats!** You are now in the Subscriber and Donor All-Access Portal where you can watch all of our digital concerts and enjoy additional bonus content. Content will continue to be added to this page throughout the season.

**Step 4:** Scroll down the page as far as you need to until you can see your Live From Music Hall video on your screen. When the concert is about to start, click the play button in the center of the video to begin watching—enjoy the performance!



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