



### **All-Access or 5-Pack Ticket Package Redemption Instructions:**

- Browse the Ottawa Festival Program and the Film Schedule [HERE](#)
- Click on **My Account** and **Sign In** using the email and password used when you purchased your package (*Click Forgot Password to reset password*)
- *\*Please note, do NOT continue with Facebook or Sign-In with Google*
- Once signed in, click on **My Account** and **Fulfill Package**
- As you browse the scheduled films, the only ticket you will see available to you is the ticket that corresponds to the package you are redeeming
- Click the **FREE** ticket type when selecting a ticket
- **In-Person Screening?** Click on **Select Your Seat**, and seating map will pop up for you
- Click **Add to Cart**
- **Digital Screening?** You won't need to select a seat, just click **Add to Cart**
- Repeat these steps for all of the films in your package
- When you have fulfilled your package, click **Check Out**
- **Complete Order** - a confirmation email will be sent to you with a list of your films
- For **In-Person Screenings** - individual PDF tickets will be attached - please have these tickets ready to scan at the door for entry
- For **Digital Screenings** - you will receive an individual voucher code that will unlock access to that film on our Inside Out online portal at [watch.insideout.ca](http://watch.insideout.ca)

### **Digital Access Included with the All-Access Package and Supporter Membership:**

- Instructions on how to access the digital platform to view digital screenings will be communicated in our weekly newsletter closer to the festival. Stay tuned!

Thank you for supporting Inside Out!

If you have any questions, or need assistance, please reach out to [boxoffice@insideout.ca](mailto:boxoffice@insideout.ca) or give our office a call at 416-977-6847 and someone from our team will get back to you as soon as we can.