



26 Nov - 6 Dec
2020

Online Screenings Frequently Asked Questions

Will the festival be available to me?

Online films are available to stream on [The Projector Plus](#) in **Singapore** only.

Do I have to pay?

Moonlight Cinema Films are available for free.

All other feature films are at \$10 for a 48h viewing window.

All short films are at \$2 for a 48h viewing window.

Purchase window: Films can be pre-ordered from 18 Nov 1200H, but can only be streamed on the specific dates indicated in the film pages. Films will be available to purchase up till 48 hours after the specified date.

Where can I find the films I have purchased?

You may find your purchased films on The Projector Plus [Purchase List](#)

Where can I stream the films from?

The films will be streamed on [The Projector Plus](#). You will have to [register for an account](#) to stream our film selections there. Registration is free.

Streaming on The Projector Plus: Creating an account

How do I create an account?

Register for free [here](#). There is no subscription fee.

When should I create an account?

You can create an account anytime. We advise that you create your account before the start of the festival so that we can assist you before the festival begins in the unlikely event that you may experience issues.



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For technical assistance, please email: info@theprojector.sg. The team will respond within two hours during operating hours, from 8:00 to midnight SGT.

Why do I need to enter my date of birth when creating an account?

The Projector Plus is based in Singapore, and is subject to the regulation of the Infocomm Media Development Authority of Singapore (IMDA), which stipulates that viewers may only watch rated content according to their age. The Projector Plus collects your date of birth to ensure compliance with regulations.

By agreeing to their [Terms & Conditions](#), you confirm that the date of birth you provide is your true date of birth.

Why do I need to create a pin?

This will enable you to watch R21 content (content restricted to ages 21 years and up), provided you are of age to do so.

Choose a memorable 4-digit pin, and don't share it with others. Make sure you remember your pin, otherwise only we can reset it for you.

If you need to reset your pin, email: info@theprojector.sg, with the subject "R21 Pin Reset" and we will help you set up a new pin. There may be delays so R21 Pin reset, so please remember it!

When does my 48h viewing window begin?

Films will be available for streaming on the specific dates indicated in the film pages.

Your viewing window begins the moment you start watching the film, and you must complete your viewing within 48 hours.

The films will be removed from the platform 48 hours after the purchase window closes. Please check the individual film pages and SGIFF social media for more details soon.

I tried to create an account, but nothing happens when I click "Create Account". What do I do?

Check that you have not used spaces or special characters in the information you have filled in:

E.g. First Name: XXX XXX - Omit spaces in your first or last name.



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E.g. Password: p@ssword! - The system only accepts Alphanumeric passwords.

I forgot my password, what do I do?

You may reset your password via The Projector Plus platform anytime.

I would like to change my password, how do I do that?

You may reset your password via The Projector Plus platform anytime.

I forgot my pin, what do I do?

Email: info@theprojector.sg, with the subject "R21 Pin Reset" and we will assist you. There will be delays expected for R21 Pin resets.

I would like to change my pin, how do I do that?

Pin management is currently not available. Try your best to stick with the one you chose. Otherwise, email: info@theprojector.sg, and we will assist you. There will be delays expected for R21 Pin resets.

Streaming on The Projector Plus: Technicalities

What are the system requirements?

You can watch on PCs running Windows 7+, and Intel-based Macs running OSX 10.12+. You can also watch on Android tablets and phones using Chrome and on iPhones and iPads using Safari.

Please note that viewing with CHROME on Mac is disabled for SGIFF Films only.

The platform does not support Microsoft Edge browser at the moment.

You will need a broadband or fiber internet connection. Dial-up will not work. For the best viewing experience, use a wired connection to your modem.

Can I watch the content on my SmartTV?

For now you can:

- Use screen mirroring between your device and TV



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- Connect a HDMI cord from your laptop to TV

You will be able to watch on 4th Generation APPLE TV only and Chromecast is available on selected devices.

If you have issues with the above recommendations, email info@theprojector.sg. The team will respond within two hours during operating hours, from 8:00 to midnight SGT.

The film is stalling, and I am stuck at buffering, what do I do?

If your internet connection is poor or inconsistent, you may experience problems during playback. Please ensure you are not downloading other content simultaneously. It may be best to restart your computer and try streaming on an incognito browser.

Why do I occasionally have a visible watermark while watching my rented film?

For security reasons, all SGIFF films will have an occasional watermark on the top right corner of the screen.