Accessing On-Demand Content

Accessing *Alone Together* Livestreams

### 1. Accessing On-Demand Content

1. You must be logged in with an active SFJAZZ membership in order to access On-Demand content.

   a. Navigate to SFJAZZ.org, click “Login” at the top of the screen, and enter the email address and password associated with your SFJAZZ account. Upon login, you’ll be redirected to your membership profile. From there, click on “SFJAZZ Digital” under “Membership benefits,” or click “View All” under the “Digital” tab at the top of your screen to be brought to the Digital Landing Page.

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**Not an active member, or need to renew your membership?**

Click the “Membership” tab, then click “Join or Renew” to activate your membership!
2. Click the month for which you want to see SFJAZZ Digital offerings.

3. Scroll down to “SFJAZZ ON DEMAND,” select the concert you would like to rent, and click “View” to be taken to the Concert Detail Page.

4. From the Concert Detail Page, click “Rent” to add the concert to your cart. If you’re not sure, you can scroll down the page to watch a trailer of the concert! Note: if don’t see “Rent,” please make sure you’re logged in with an active Membership.
5. You will then be taken to your shopping cart. You may checkout or continue shopping. Click “Checkout” to be brought to the payment page. **Note: your cart contents will expire after 30 minutes of inactivity.**

If you click “Continue Shopping,” you’ll be brought to the SFJAZZ homepage. To get back to the Digital Landing Page from the homepage, click the “Digital” tab at the top of the screen (see Step 1 screenshot).

6. When you click “Checkout,” the next page will give you the opportunity to make an additional donation to SFJAZZ (your support is greatly appreciated!). You can click “Skip,” or add a donation to your cart that will support SFJAZZ’s artistic and education programs.
7. From the Donation page, you will be brought to the Payment page, where you can enter your payment information, double-check your billing address and cart contents, and complete checkout. Be sure you have “Digital Product” selected as your delivery method. If combining digital and physical merch, be sure to select a delivery method for your physical merch (this will not affect your digital purchase). Click “Checkout” to complete your purchase.

8. After completing payment, you'll be brought to the Confirmation page. All SFJAZZ digital content you've purchased will display on this page, including any links necessary to access your digital content. You will also receive an e-receipt to the email address listed in your membership account, which will contain your payment receipt as well as any links necessary to access your digital content.
Note: You can click “My Concerts” under the “Digital” tab at SFJAZZ.org for anytime access to your purchased digital concerts.

Accessing Alone Together Livestreams

1. To access SFJAZZ’s Alone Together Livestreams, visit the Digital Landing page and scroll down to “Alone Together” for information about that month’s concert. Click “View” to be brought to the purchase page for that month’s livestream. (Note: You must be logged in to your SFJAZZ account with an active membership in order to purchase livestream access.)

Please Note: Alone Together Livestreams are live events that happen at an appointed time. However, each livestream page also lists dates and times for a rebroadcast and On-Demand viewing period. Your “ticket” to a livestream also grants access to both the rebroadcast, as well as the On-Demand period (with unlimited views).

2. From the livestream purchase page, click “Buy,” then follow steps 6-9 above. Enjoy the show!