

Frequently Asked Questions

Who is presenting the show?

The University of Wonder & Imagination is produced by Cahoots NI.

What is it about?

This interactive show is broadcast live over Zoom and into your home or classroom for you to watch on your laptop, tablet or even smart TV! It takes place in a magical University where nothing is quite as it seems. You will meet the mysterious Professor Bamberg, choose your subjects of study, enter themed rooms, encounter problems and puzzles and unlock your magical powers. In this ambitious new type of immersive event, decisions made by the audience shape each unique experience.

Who might like it?

The University of Wonder & Imagination will appeal to family audiences and also to schools audiences. Age guide 7+. **We ask that there is always an adult present with any children throughout their entire University of Wonder & Imagination experience.**

How long is the show?

Approx 1 hour with no interval

What do public audiences need to take part?

You will need a device such as a laptop or tablet, with a camera and microphone function, a good internet connection and the Zoom app. If you have a smart TV, you may wish to connect your device to it so that everyone can have a great view on a larger screen!

What do schools audiences need to take part?

You will need a device such as a laptop or tablet, with a camera and microphone function, a good internet connection and the Zoom app. This device should be placed at the front of the class. You may wish to connect your device to a larger screen so that everyone can have a great view!

How do I download Zoom?

You can download Zoom from this link: <https://zoom.us/download> For a guide on how to use Zoom, click here: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

It is recommended that you download Zoom before joining the performance, as this can sometimes take a few minutes. If you already have Zoom, please make sure you are using the most up to date version.

When will I get the link?

For schools: The link will be emailed to the email address provided on Monday 30 November.

For families: The link will be emailed to the email address provided on Friday 4 December.

If you haven't received the link, don't forget to check your junk!

What happens if I'm booking tickets for people outside of my household?

An email address is needed for every device booked. Please specify individual email addresses when booking. Please do not share your individual link with anyone else. Your ticket link only covers those watching from your device. Please make sure your 'Zoom name' is the ticket buyers name, so we know to admit you into the correct session! Please ensure that only email addresses belonging to adults and not children are shared.

What happens if I'm late to the performance?

Follow the steps to enter the performance as normal and we will admit you at a suitable part of the show.

I've followed the link, now what do I do?

When joining the call you will see a Zoom window showing the time and date of the performance. If you can see this, then you're in the right place! Please wait for us to admit you to the University.

We do endeavour to start the performance right on time, so please try to be prompt, however there's a small possibility that the performance will not begin at the exact time stated on your ticket to give latecomers a chance to join.

What happens if my Wifi goes down during the performance?

If you lose connection we will readmit you to the performance once you are back online and request access. If you are having further technical issues, please contact the Cahoots NI Team on +447434661671.

Will I be seen by others during the performance?

Yes, and that's part of the fun! If you do not wish to be involved in this way, you may switch your camera off, but we require access to your microphone on so we can interact with you throughout the show.

What safeguarding measures are in place?

We ask that there is always an adult present with any children throughout their entire University experience and that only email addresses belonging to adults and not children are used to book tickets to participate in the performance. We also ask that the device you are watching the performance on is in a communal area such as living/kitchen room, and not in a bedroom. If you choose to turn your camera on, you will see other audience members and they will see you. Please ensure everyone in the household is aware the performance is in progress and is mindful of what they say and do on camera.

How does it work?

You will be emailed with a personal ticket link to join 'The University of Wonder & Imagination on Zoom, an online meeting platform, the day before your chosen show time and date.

Click on the show link you will receive in your email confirmation, or enter the URL into an internet browser on the device you will be using to view the performance.

Follow the prompts to install any Zoom Video Communications required software. You can download Zoom from this link: <https://zoom.us/download>

It is recommended that you download Zoom before joining the performance, as this can sometimes take a few minutes. If you already have Zoom, please make sure you are using the most up to date version.

The University will open 30 minutes before the start of each show. You should connect no less than 10 minutes before the show start time

At show time, we will give you simple instructions on how to set up your device to allow for the best possible immersive experience.

Then the performance will begin!

You may leave the show at any time by simply closing the Zoom app.

Please make sure everyone in your household is aware the show is taking place, and they will be featured on camera and seen by other audience members.

For a guide on how to use Zoom, click here: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>