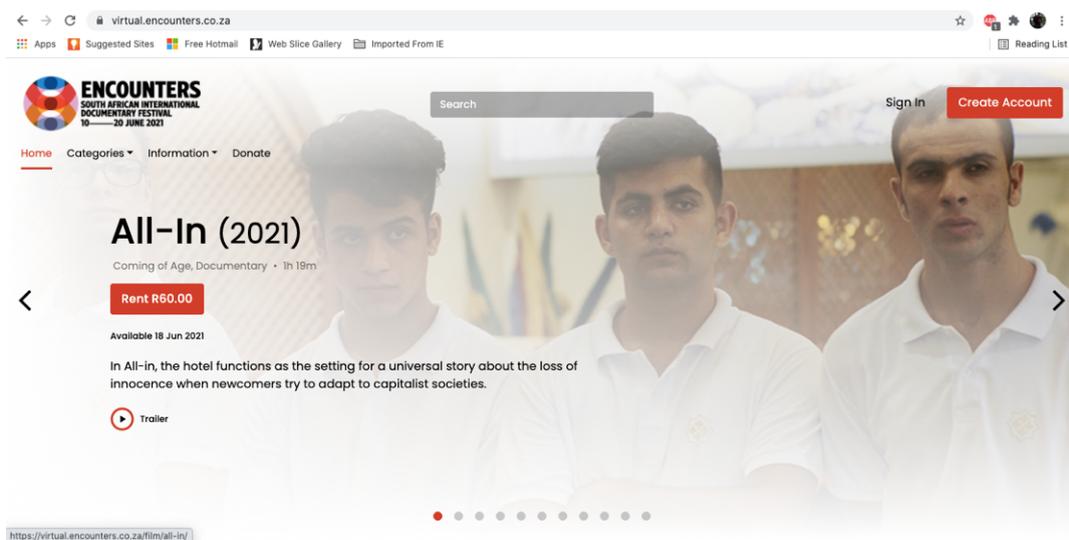


HOW TO REGISTER YOUR FESTIVAL PROFILE AND RENT A FILM OR FULL FESTIVAL PASS

Enter the following web address into your browser
virtual.encounters.co.za

You will see the home screen which looks like this:



On the far, top right hand side you will see 2 phrases: 'Sign In' or 'Create Account'
If you enjoyed watching films online last year during Encounters, your profile will still give you access, simply sign in with your email and email password.

If you have forgotten your password, type in your email address and click on the icon 'Forgot Password' – an email will be sent to you to reset it.

If you are a **first time visitor** to our streaming platform, click on '**Create Account**'. The following screen will open for you:

Create New Account

[Already have an account? Sign in](#)

Name

Email address

Password

Confirm your password

I agree to all the [terms & conditions](#).

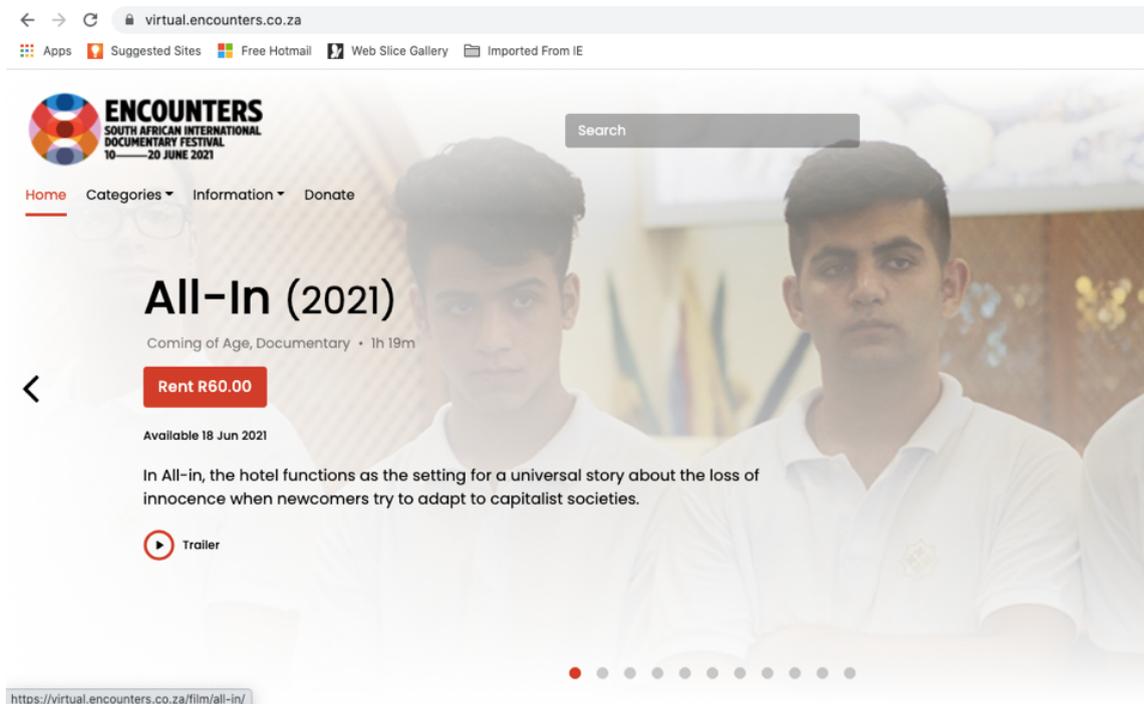
Submit

Simply fill in your details!

Once you have completed these fields, click the red **'Submit'** icon.

You now have a profile and can start booking your tickets.

After clicking submit, you will be taken immediately back to the home screen which looks like this.



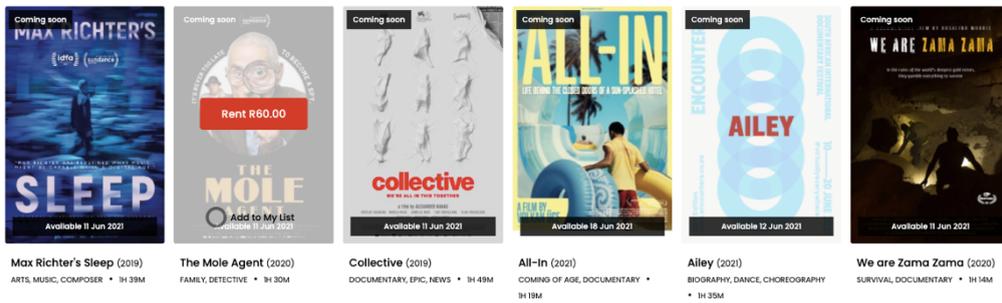
You can then search for a film by entering the name in the **grey search bar** at the top; by scrolling downwards through all of the categories; or by clicking on **'Categories'** in the menu bar where you can select from the drop down menu:

- Full Festival Pass
- International Feature Films
- South African | African Features
- International Short Films
- South African | African Short Films
- DOKFest.Munich
- SWISS Focus
- DOCi Short Films

Trailer Add to My List

You can scroll through all of the films on offer.

International Feature Films



Click on the film poster (for eg. The Mole Agent) to read more about it.

The Mole Agent (2020)
 Family, Detective • 1h 30m
 Rent R60.00
 Coming soon
 Available 11 Jun 2021

Academy Award Nominee 2021: Best Documentary

Octogenarian widower Sergio is recruited to go undercover at a Chilean old age nursing home, serving as the eyes and ears of a private eye hired to investigate the care its residents receive. Instead of simply serving his role, Sergio will find himself woven deep into the fabric of the home, forming fast friendships, breaking hearts and bringing joy, even as he rediscovers his own.

As his investigation proceeds along the most unconventional of manners, his greatest undercover finds will be the most human.

An exploration of ageing, loneliness and abandonment, both hilarious and deeply moving, played out in fly-on-the-wall observation, The Mole Agent is so pitch-perfect at times that it feels like it must be scripted.

Trailer Add to My List Share

Director: **Molte Aliberti**
 Language: Spanish
 Country: Chile

You can even watch the trailer before making your decision.



(To watch the trailer, simply click on the **red icon 'Trailer'** at the bottom of the synopsis, a screen will pop up that looks like the above example of *The Mole Agent*. **Press play** to watch it, click outside of the small screen to end it.)

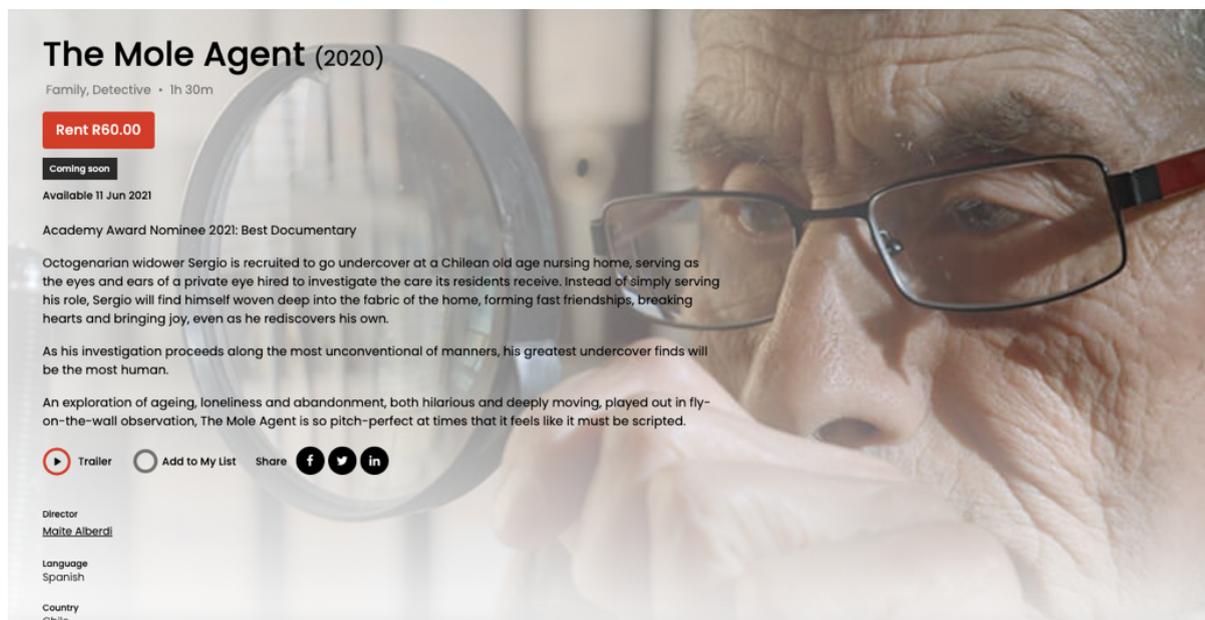
Like what you see? So rent it!

International, African and SA Feature length doccies are **R60 each**.

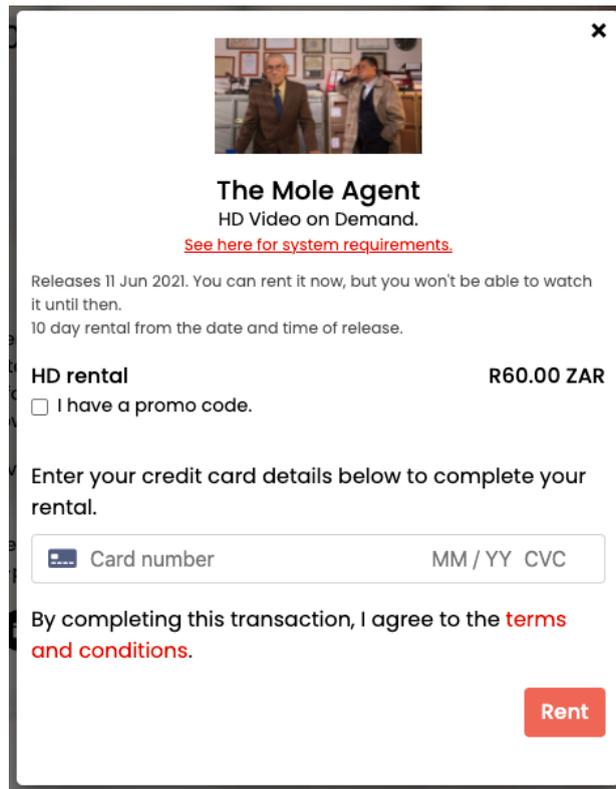
ALL shorts are **free** to watch and you will not be charged for them.

Or get a Full Festival Pass for **R500** (more info on this later).

For example, if you would like to rent *The Mole Agent* hover your cursor over the bright red **'Rent R60.00'** icon underneath the title.

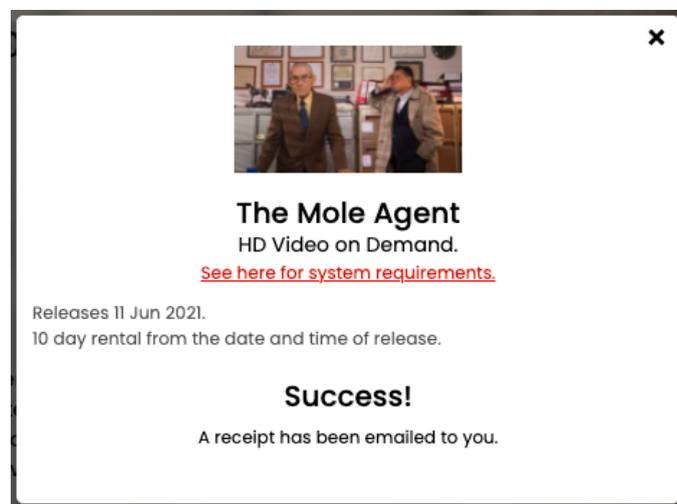


This window will pop up asking for your card details, enter them now and click 'Rent'.

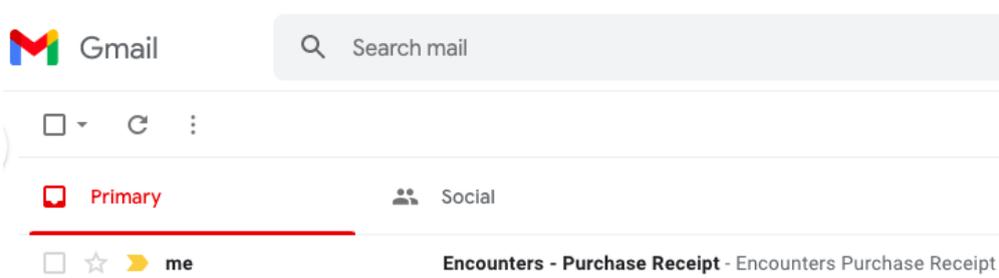


The screenshot shows a rental confirmation window for the movie "The Mole Agent". At the top is a small image of the movie's main characters. Below the image, the title "The Mole Agent" is displayed in bold, followed by "HD Video on Demand." and a red link "See here for system requirements." The release date is "Releases 11 Jun 2021. You can rent it now, but you won't be able to watch it until then." and the rental period is "10 day rental from the date and time of release." The rental price is "HD rental R60.00 ZAR". There is a checkbox "I have a promo code." which is unchecked. Below this, it says "Enter your credit card details below to complete your rental." and there is a form field for "Card number" and "MM / YY CVC". At the bottom, it says "By completing this transaction, I agree to the terms and conditions." and there is a red "Rent" button.

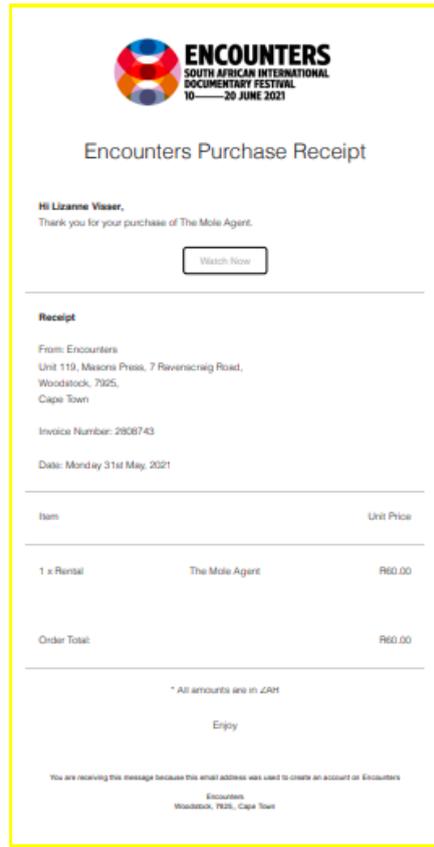
This window will pop up ensuring you that your purchase was successful and the film is now ready for you to watch.



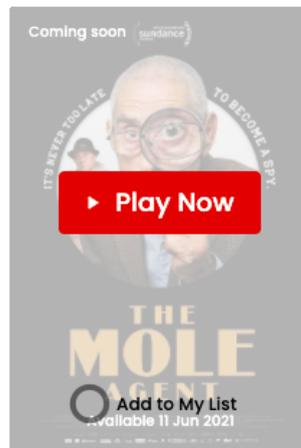
You will also get an email receipt of your purchase which looks like this:



This is your proof of rental purchase.



You will now see this on the film *The Mole Agent* poster:



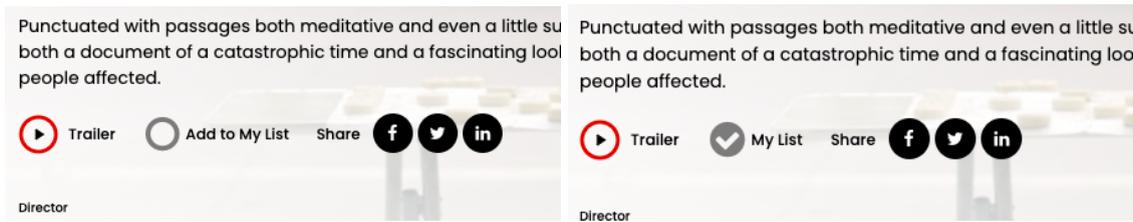
The Mole Agent (2020)

FAMILY, DETECTIVE • 1H 30M

If you click play before the film has launched on our streaming platform, it will display a **countdown clock** to let you know when you CAN press play and enjoy it.



When browsing our platform, you also click on films and add them to your watchlist – **JUST REMEMBER TO STILL RENT THEM** as adding them to your list does not automatically rent those films. See below:



The icon next to 'Trailer' will 'Add to My List' when you click on it.

The films that you have added to your list will from then on be displayed at the top of the home page when you sign into your account, like this:



My List



Wuhan Wuhan (2020)
HEALTH, PANDEMIC, COVID19 • 1H 30M

REMEMBER to rent the titles if you do indeed want to watch them.

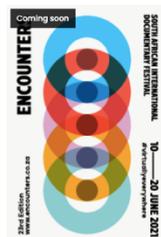
When the time has come for your rented film to start, the 'Play' button displayed over the poster will take you to the film and **you can enjoy watching it!**



The Mole Agent (2020)
FAMILY, DETECTIVE • 1H 30M

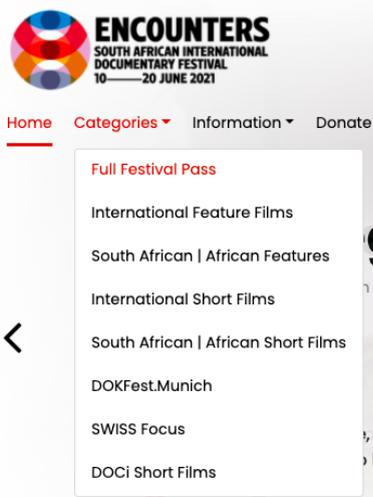
To purchase a **Full Festival Pass** and have access to watch all of the feature films as they become available, select 'Full Festival Pass' either from the home screen or the drop down menu under **'Categories'**:

Full Festival Pass



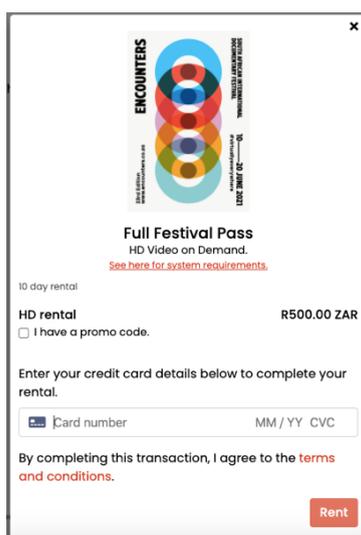
Full Festival Pass
36 FILMS

International Feature Films



OR

Same as with a **single film rental**, select **'Rent'**, add your card details and click on **'Rent'**. You will now have purchased the rental of all feature films throughout the festival.



Please go to our website industry events page <https://encounters.co.za/industry-events/> and register for the LIVE IN-CONVERSATIONS, PANEL DISCUSSIONS and INDUSTRY EVENTS.

If you missed the registration you can watch the LIVE IN-CONVERSATIONS, PANEL DISCUSSIONS after the film via our Encounters Facebook Page (<https://www.facebook.com/EncountersDocFest/>) or the Encounters YouTube Channel (<https://www.youtube.com/user/encountersdocfest>) on the designated date and time and watch the live event as it happens.

ENJOY THE FILMS AND REMEMBER TO WATCH IT ON ITS SCHEDULED DATE!