

# Bantry and Beyond

## Streaming FAQs

*If you are having difficulty getting access please contact the OCL [support portal](#) or email them at [support@ourconcerts.live](mailto:support@ourconcerts.live) you will typically receive a response within 5-10mins.*

### Why do I need to set up an account?

Bantry and Beyond was envisioned as a way of bringing great music to our audience, and to provide work for artists who have faced huge income losses during the pandemic. The decision was made to put the Virtual Festival behind a paywall. This means that ensure data security, customers must set up an account with the OCL platform. This is standard across paid streaming platforms.

### Why can't I download the app on my iPhone?

The iPhone does not support the OCL app. The app is compatible with iPads and AppleTV

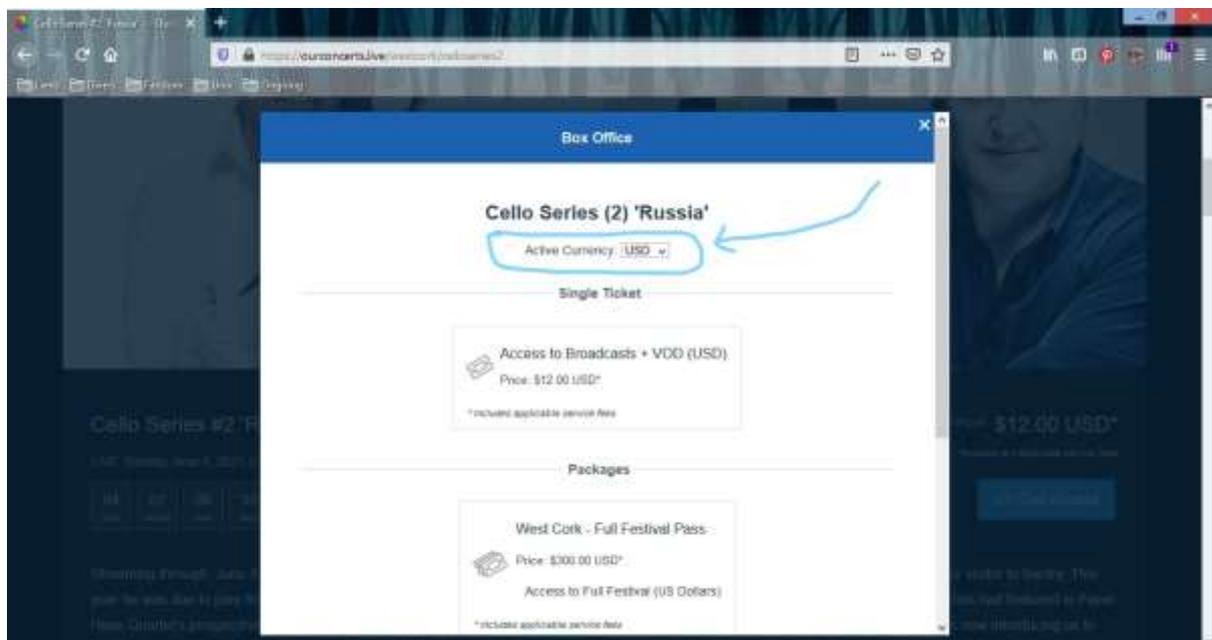
### Can I login on different devices?

You cannot simultaneously login on multiple devices. You must log out of one device before logging in on another device.

*If you are using an access code, please login on the device you intend to watch the concert on, otherwise you will have used your access code already.*

### The OCL page has payment in dollars, can I pay in euros?

Yes, you can pay in euros. When you go to purchase you will either see different tickets with dollars on the left and euros on the right, or you will see a drop down box at the top that will allow you to switch currencies:



**I want to buy multiple tickets that are not in a curated package, can I buy multiple concerts together?**

Yes, when you go to [ourconcerts.live/westcork](https://ourconcerts.live/westcork) you will see the option to buy multiple tickets. You can choose the concerts you want and any available discounts will be applied, i.e. bundles of 6 concerts come at a discount, so if you buy 10 concerts you pay €90 instead of €100 – 6 concerts for €50 + 4 concerts at €10 each

**I am having difficulty using OCL on my iPad.**

Make sure that your device has the latest updates.

**I am having difficulty using OCL on my desktop.**

Try logging out and using a different browser.