eTickets and Web Logins

NOTE: eTickets can be used ONLY at the Kimmel Center, Merriam Theater, and Academy of Music

E-Ticket Basics
Before ending a call, be sure a patron knows how to log onto the website and print their eTickets.   *The best way to familiarize yourself to see eTickets for yourself!* Use the information below to print tickets for order #10895254

When assisting patrons with printing eTickets, please give them the following instructions.
1. Visit www.kimmelcenter.org (all eTix) or www.philorch.org (POA only)
2. Log in by clicking on "My Account" (see screenshots, appendix)
3. Once you log in, you will see the "My Account" page (see screenshots, appendix)
4. At the bottom of the "My Account" page, you will see an entry for every order of an upcoming performance, including those which are NOT set to eTicket
5. For those orders set to eTicket, you may click the "print" (or "reprint") button to click the tickets
6. One click will bring up all your performance tickets and parking vouchers for that order
7. NOTE: If your parking was placed in a separate order, you will have to find the print button for that order

Common eTicket Issues
"Tickets are not ready to print"   Do you have the order open in Tessitura? That will cause an error.
Is this an APO or major on-sale? The print flag might not have been set.
"I can't find my parking" Tell patron to scroll down. Parking prints with tickets.
"I don't see my order" Confirm they are using the proper login.
If duplicate accounts exist, please send account numbers to Mariangela to be merged.
"I can't login" confirm user and password. Check for duplicate accounts – see below for more information.

Creating a Login for a New Account
1. Enter patrons Constituent Information screen in Tessitura (Ctrl+G)
2. Navigate to the 'Addressess' tab
3. Navigate to the 'Login' radio buttons
4. If the patron already has a login, you will see a record in that area with Login, email, etc
5. If there is no existing record, click the 'Add' button in the lower left
6. Choose the appropriate email address.
7. Type the email address into the 'Login' field
8. Type a password into the 'Password' field.
9. Save the account information. Patron can now log in using their email and password!

Looking up a password for an existing account:
1. To find a patrons existing password, run the "TP - User Login Information" report
2. Enter the patron ID
3. The password is listed below the user address.

Setting a temporary password for an existing account:
1. To set a temporary password, click the 'temporary' Chiclet next to the password field.
2. Entire desired password *NOTE: Password must be 1 - 15 characters long with no spaces, commas or semi-colons.*

Resolving duplicate account issue ("login error"):
If multiple accounts use the same email address as a login, this will prevent web access to any of the accounts. To resolve this issue, identify all the accounts using that email as a login by doing an "Advanced Search" for "Electronic Address." Delete the logins from the account the patron does NOT wish to access.

NOTE 1: Simply having the email in another account will not cause an error; only if it is set as the login.
NOTE 2: Having two logins in a single account will not cause an error.
NOTE 3: If they have multiple accounts with tickets they need to access, you can create unique logins for each account. Each login will require a unique email address. After the call, have the accounts merged!