eTickets and Web Logins

NOTE: eTickets CANNOT be used for Longwood Gardens

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 Catherine 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: Go to the reports and Utilities icon in Tessitura

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!

APPENDIX: SCREENSHOTS

Kimmel Center Home Page, "My Account" Link
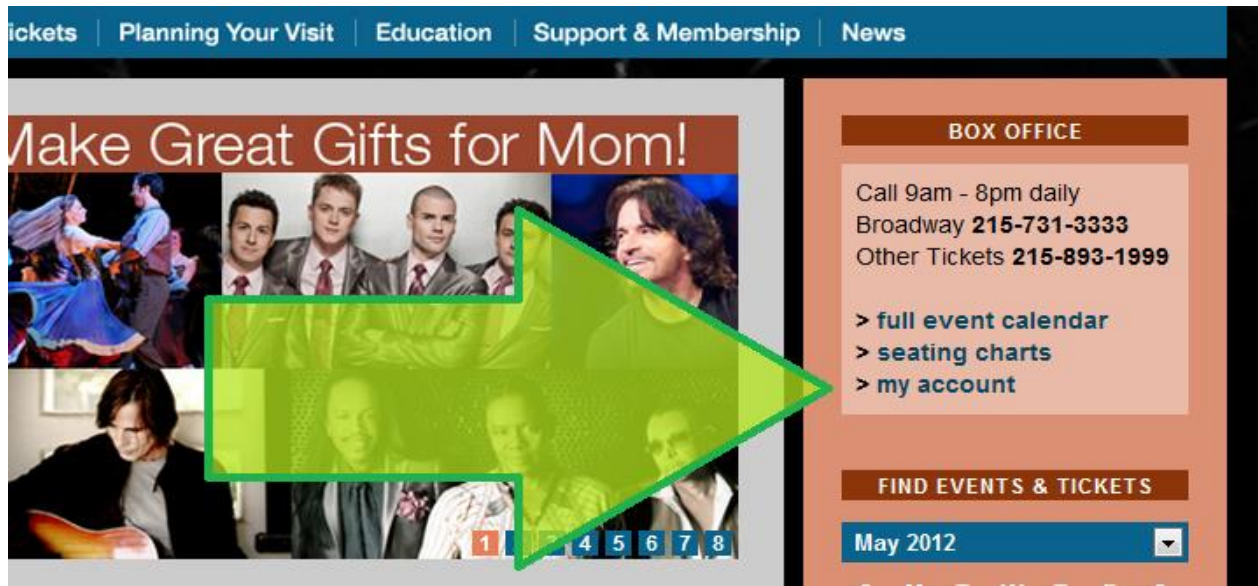
PhilOrch.org home page, "My Account" Link
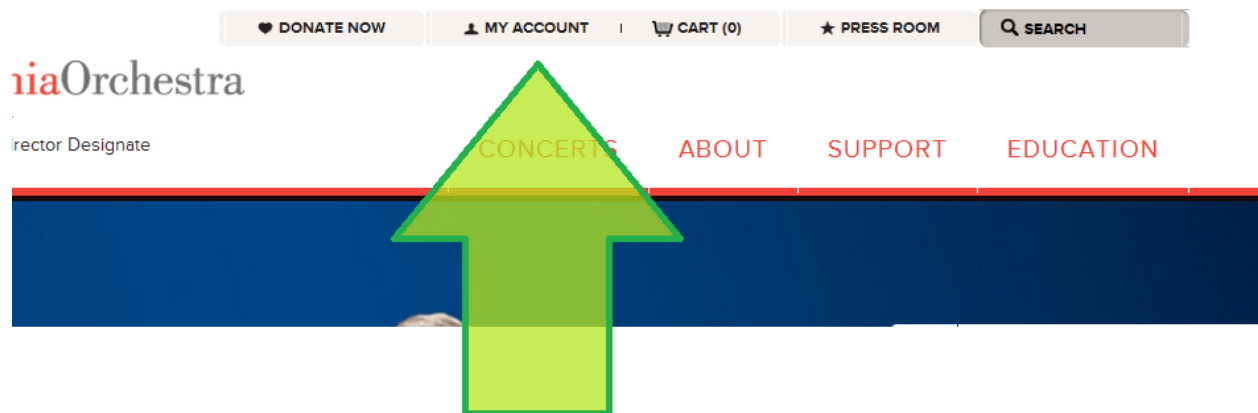
My Account Page:

Welcome Joshua
If this is not your account, please **logout**.

Purchase Single Tickets   **Buy Broadway Subscriptions**

Joshua's Account

Personal Information:

My Information:	[Edit]
My Email jbecker@ticketphiladelphia.org	[Edit]
My Email Preferences:	[Edit]

Interests and preferences:

You have [4] interests.   [Edit]

Joshua's Memberships and Subscriptions

Orders

View / Manage My Tickets

Upcoming Events:
Listed below are the upcoming events you have purchased. For tickets purchased with the Print-At-Home (eTicket) deliver... ...y PRINT your tickets to these events at any time. Please be aware that when you RE...RINT your tickets will make ...e originals invalid, so be sure to destroy your original tickets to avoid any later confusion.

Order # : 10860733
[Print]

Curtis at ...
Friday, May 11, 2012
Mann Center

Tickets:
Outside Seating:-4294

*Seat Locked. Please call 215-893-1999.

Sample eTicket

TICKET *philadelphia*

Mann Center
52nd and Parkside

Ticket Number
8747787

Customer Number
1895303

Order Number
10860733

Seat: *General Admission*

MC-TP Call Center
Each Ticket Admits Four

Mann Center Presents

Curtis Institute of Music
Gateway to Europe
Appassionato Finale:
Gala Concert

Fri, May 11, 2012 - 8:00PM

Sec.   Row/Box   Seat No. Price

General Admission   **$0.00**

01 6002 98051

Doors open to the ticket holders at 6pm.

Gold   Silver   Parking

The barcode only allows one entry per person

Unauthorized duplication or re-sale of this ticket may prevent your admittance to this event
All Sales are final. There are no refunds or exchanges.

Ticket purchases will appear on your credit card statement as TICKET PHILADELPHIA. Artists are subject to change without prior notice and a change of artist is not cause for a refund. Inclement weather is not a cause for refund unless a performance is actually cancelled. In the event of severe rain or snow, weather updates and performance status are noted on the homepage of the venue or presenting organization.

All persons entering the venue, including babes in arms, must have a ticket. Please check event listing for family-friendly designation. Latecomers and those who exit during the performance will be seated at the discretion of the facility staff. Copying any performance by camera, audio, or video recording equipment is prohibited.

Login Setup Screen: