

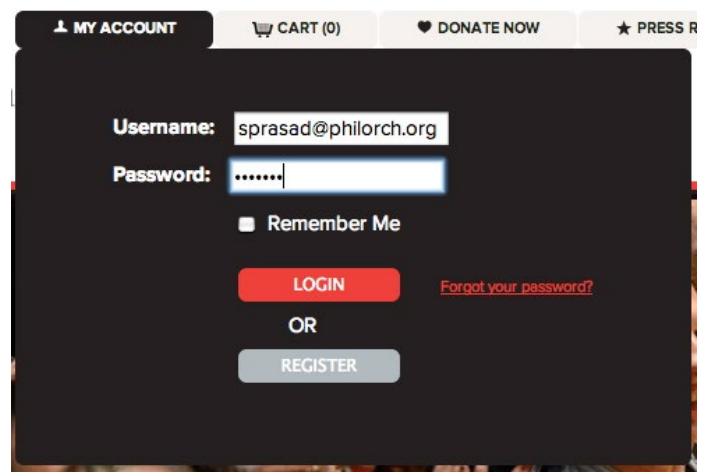
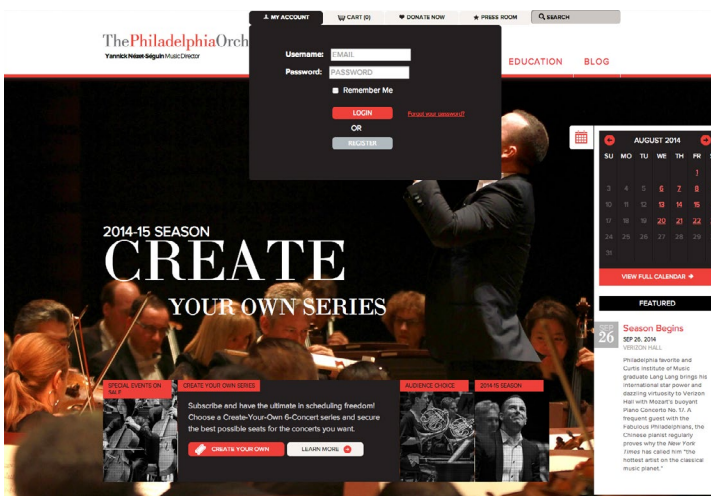
Philadelphia Orchestra MyAccount Guide

Overview

The purpose of this document is to explain the various sections to My Account on The Philadelphia Orchestra's website. This guide will aid TicketPhiladelphia Employees with POA Patrons who may need assistance in using this new feature.

1. Sign In to My Account

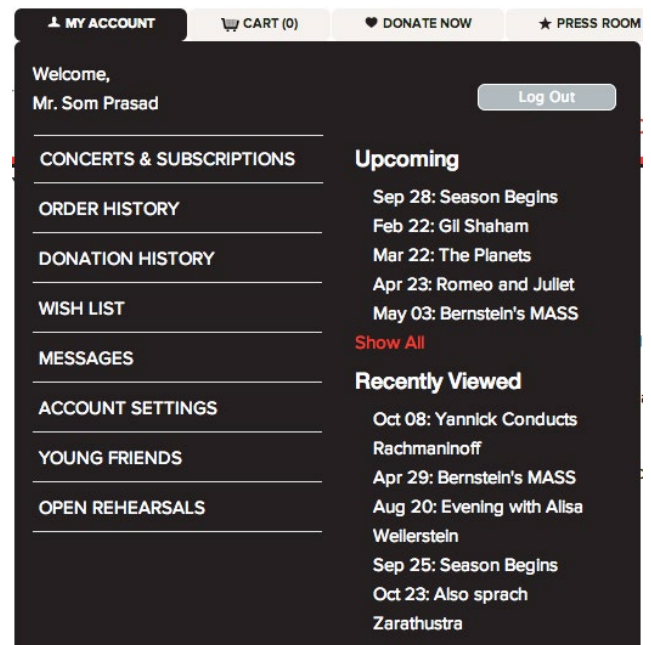
Patrons can sign-in to MyAccount by hovering their pointer over the **My Account** button. This will enable a drop-down box that will display fields for a username and a password. If the patron does not have an account, he or she can select the gray button labeled **Register**. **The username and password is the same as the purchase path used to checkout.**



Once the patron is logged in, they may access the various sections in My Account. These include **Concerts & Subscriptions, Order History, Donation History, Wish List, Messages, and Account Settings**. Depending on the constituency of the patron, he or she may also be able to view other sections, such as Young Friends and Open Rehearsala. More information about these sections are listed later in this document.

A new feature in My Account tracks the patron's viewing history. This can be found in the drop-down when hovering the pointer over the My Account button. This feature is only activated when the patron is logged into his account.

The drop-down also gives the patron the opportunity to view his upcoming concerts at a glance. Full details will be listed in the **Concerts & Subscriptions** or **Order History** sections of My Account.





The Philadelphia Orchestra One South Broad St, 14th Floor, Philadelphia, PA 19102, Phone: 215.893.1900 www.philorch.org

2. My Account: Subscriptions & Concerts

After the patron successfully logs in, he will be directed to the Subscriptions & Concerts page. This page lists upcoming concerts that the patron has tickets for, which can either be from his subscription package or if he has purchased individual tickets. There are tabs at the top of the page that can also lead the patron to review past concerts and events that he has attended. If a patron has purchased subscription parking, it will appear in a tab next to the "Past Events" tab.

WELCOME, MR. SOM PRASAD

My Account

Concerts & Subscriptions

Order History

Donation History

Wish List

Messages

Account Settings


Young Friends

Open Rehearsals


PROMOTIONAL BLOCK

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus a consequat nulla. Aenean aliquam magna non hendrerit scelerisque.


YOU RECENTLY VIEWED




Apr 29
Bernstein's MASS



Oct 08
Yannick Conducts
Rachmaninoff



Apr 09
Beethoven and
Mozart



Feb 11

Concerts & Subscriptions

Upcoming Events

Past Events

Show: All Upcoming Events

SEP 28

Season Begins

Philadelphia favorite and Curtis Institute of Music graduate Lang Lang brings his international star power and dazzling virtuosity to Verizon Hall with Mozart's buoyant Piano Concerto No. 17. A...

Like 0

Tweet 0

MANAGE DETAILS

FEB 22

Gil Shaham

Conductor Robin Ticciati teams up with star violinist Gil Shaham in a program featuring four composers all united in having been at the forefront of new styles or schools. Wagner epitomized high...

Like 0

Tweet 0

MANAGE DETAILS

MAR 22

The Planets

Nadja Salerno-Sonnenberg has been a Philadelphia favorite ever since she debuted with the Orchestra at the age of 10; Yannick Nézet-Séguin calls her "one of the great ladies of the violin." In this...

Like 0

Tweet 0

MANAGE DETAILS

APR 23

Romeo and Juliet

This concert explores the unknown worlds of distant stars, buried ruins of a past civilization beneath our feet, and the depths of our inner souls and passions. Conductor Stéphane



The Philadelphia Orchestra One South Broad St, 14th Floor, Philadelphia, PA 19102, Phone: 215.893.1900 www.philorch.org

3. My Account: Order History

The Order History section displays the patron's subscription and single ticket purchases. Clicking on **Manage Details** displays all of the details associated with that order. For example, if the order was for a subscription series, it would list all of the concerts and the assigned seats. If the order is for a single tickets, it would display the assigned seats.

WELCOME, MR. SOM PRASAD

My Account

[Concerts & Subscriptions](#)

[Order History](#)

[Donation History](#)

[Wish List](#)

[Messages](#)

[Account Settings](#)

[Young Friends](#)

[Open Rehearsals](#)

PROMOTIONAL BLOCK

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus a consequat nulla. Aenean aliquam magna non hendrerit scelerisque.

YOU RECENTLY VIEWED

Order History

Order Placed:
Aug 12, 2014
Order #: 14133216
Total: \$1,212.00

Events:
Subscription: Treasures Past and Present
Subscription: Bernstein's MASS
Subscription: Romeo and Juliet
Subscription: The Planets
Subscription: Gil Shaham
Subscription: Season Begins

[MANAGE DETAILS](#)

Order Placed:
Mar 27, 2014
Order #: 13633636
Total: \$0.00

Events:
Mar 28, 2014: Mozart's "Linz"

[MANAGE DETAILS](#)

Order Placed:
Mar 21, 2014
Order #: 13613174
Total: \$0.00

Events:
Mar 22, 2014: Brahms's First

[MANAGE DETAILS](#)

MAY 13, 2015
08:00 PM

Treasures Past and Present
Verizon Hall

Section	Row	Seat
* This seat has yet to be assigned		
* This seat has yet to be assigned		

* Identified items are not currently available for exchange or donation. Please try later, or contact Ticket Philidelphia at 215.893.1999

MAY 3, 2015

Bernstein's MASS

Verizon Hall

MAR 28, 2014
02:00 PM

Mozart's "Linz"
Verizon Hall

Section	Row	Seat
Orchestra	R	113
Orchestra	R	114

Tickets: \$0.00
Fees: \$0.00
Contributions: \$0.00

Patron: Mr. Som Prasad
Address: 710 S Darien Street
Philadelphia, 191472030

Deliver: Hold at Box Office

[CLOSE DETAILS](#)



The Philadelphia Orchestra One South Broad St, 14th Floor, Philadelphia, PA 19102, Phone: 215.893.1900 www.philorch.org

4. My Account: Donation History

This section displays the history of donations for a patron. It also shows a message of what level of giving the patron may be, and when his membership ends. The patron can also download a PDF version of the tax receipt for his own personal records.

WELCOME, MR. SOM PRASAD

My Account

Concerts & Subscriptions

Order History

Donation History

Wish List

Messages

Account Settings

Young Friends

Open Rehearsals

PROMOTIONAL BLOCK

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus a consequat nulla. Aenean aliquam magna non

You are currently giving at the New Friend's Circle level and your membership expires on Aug 11, 2015. We thank you for your support of the Philadelphia Orchestra.

Donation History

FRIENDS OF THE PHILADELPHIA ORCHESTRA

Support the music you love!

♥

DONATE NOW

Thank you for your support. Your donation history includes contributions from Aug 12, 2014 to Aug 12, 2014. For information about benefits, events, and donation history and tax receipts, or to pay and outstanding pledge balance, please contact the Annual Fund office at 215.893.3151

Show: All

Aug 12, 2014

Fund: Annual Fund
Campaign: 2013-2014

Total: \$100.00

Download Tax Receipt

5. My Account: Wish List

The Wish List displays the concerts that the patron *wishes* to attend, or save for later. Please note that these concerts have **not** been purchased. The patron can add concerts to the wish list by visiting any concert detail page and clicking on the button.

WELCOME, MR. SOM PRASAD

My Account

Concerts & Subscriptions

Order History

Donation History

Wish List

Messages

Account Settings

Young Friends

Open Rehearsals

PROMOTIONAL BLOCK

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus a consequat nulla. Aenean aliquam magna non hendrerit scelerisque.

Wish List

Show: All Upcoming Events

OCT 29

Mahler's "Resurrection"

"A symphony must be like the world," Mahler said. "It must embrace everything." The composer had a close association with The Philadelphia Orchestra: Leopold Stokowski and the Orchestra gave the U.S....

Like

0

Tweet

0

Remove

MAR 11

Beethoven's "Pastoral"

We have lost a great friend and musical collaborator. Maestro Rafael Frühbeck de Burgos passed away on June 10 in Pamplona, Spain. Our thoughts are with his family at this time. We are grateful for...

Like

0

Tweet

0

Remove

OCT 29

Also sprach Zarathustra

Concert Detail Page With Wish List Button

Also sprach Zarathustra

ADD TO WISH LIST

Vladimir Jurowski - Conductor
Alina Ibragimova - Violin

PROGRAM
Anderson - The Stations of the Sun
Mozart - Violin Concerto No. 4
INTERMISSION
Strauss - Also sprach Zarathustra

Friday, October 24, 2014
2:00 PM
VERIZON HALL

Favorite guest conductor Vladimir Jurowski returns to lead The Philadelphia Orchestra in two popular works: Strauss's *Also sprach Zarathustra*—seared into the pop culture canon by Stanley Kubrick's 1968 film 2001: A Space Odyssey—and Mozart's sprightly Violin Concerto No. 4. The young Russian



The Philadelphia Orchestra One South Broad St, 14th Floor, Philadelphia, PA 19102, Phone: 215.893.1900 www.philorch.org

6. My Account: Messages

Messages will notify a patron about his subscription, concerts, or donations. The patron can save these messages to review at a later date, or delete them.

WELCOME, MR. SOM PRASAD

My Account

Concerts & Subscriptions

Order History

Donation History

Wish List

Messages

Account Settings

Young Friends

Open Rehearsals

PROMOTIONAL BLOCK

Lorem ipsum dolor sit amet,
consectetur adipiscing elit.
Vivamus a consequat nulla.
Aenean aliquam magna non
hendrerit scelerisque.

YOU RECENTLY VIEWED



Apr 29
Bernstein's MASS

Messages

Show: All

Previously Read

Feb 2, 2011

Something

Delete

Jan 1, 2013

Message for PMM - POA Maestro Circle Mmb

Delete

Jan 1, 2013

Something just for POA staff.... stuff here and more stuff and this other thing that you all need to know

Delete



The Philadelphia Orchestra One South Broad St, 14th Floor, Philadelphia, PA 19102, Phone: 215.893.1900 www.philorch.org

7. My Account: Account Settings

This section displays the patron's account details. The patron can update his account information, as well as change his password. These settings apply to the uncontrol grouped household account. If the user is logged in on a non-household account, it is the uncontrol non-household account. Also, the additional addresses button is used only by the POA Development office.

WELCOME, MR. SOM PRASAD

My Account

[Concerts & Subscriptions](#)

[Order History](#)

[Donation History](#)

[Wish List](#)

[Messages](#)

[Account Settings](#)

[Young Friends](#)

[Open Rehearsals](#)

PROMOTIONAL BLOCK

Lorem ipsum dolor sit amet,
consectetur adipiscing elit.
Vivamus a consequat nulla.
Aenean aliquam magna non
hendrerit scelerisque.

YOU RECENTLY VIEWED



Apr 29
Bernstein's MASS



Oct 08
Yannick Conducts
Rachmaninoff



Apr 09

Account Settings

Account Details

Name:

Mr. Som Prasad

Street *

710 S Darien Street

Suite/Apt

City *

Philadelphia

State *

Pennsylvania

Postal Code *

191472030

Country *

USA

Phone 1 *

(215) 413-5881

Phone 2

(215) 893-7640

[Update Account](#)

[Privacy Policy Help](#)

Change Password

Email:

sprasad@philorch.org

Current Password *

Change Password *

Confirm Password *

Passwords Must Have:

- ✗ At least one uppercase letter
- ✗ At least one lowercase letter
- ✗ At least one number
- ✗ And be at least 8 characters

[Update Password](#)

[Your Additional
Addresses](#)



The Philadelphia Orchestra One South Broad St, 14th Floor, Philadelphia, PA 19102, Phone: 215.893.1900 www.philorch.org

8. My Account: Other Sections

Depending on the patron and his constituencies, he may have additional sections in his My Account. Some other sections include Open Rehearsals, eZseatU, and Young Friends. Each of these sections have their own special messaging.

WELCOME, MR. SOM PRASAD

My Account

[Concerts & Subscriptions](#)

[Order History](#)

[Donation History](#)

[Wish List](#)

[Messages](#)

Open Rehearsals

Open Rehearsals

In appreciation of your generous support, you qualify for eight Open Rehearsal tickets

Click [here](#) to obtain your Open Rehearsal ticket(s).

WELCOME, MR. SOM PRASAD

My Account

[Concerts & Subscriptions](#)

[Order History](#)

[Donation History](#)

[Wish List](#)

[Messages](#)

[Account Settings](#)

Young Friends

The Young Friends of The Philadelphia Orchestra membership program brings together dynamic young adults in the greater Philadelphia area with a love for music and a burgeoning interest in exploring arts and culture. As a Young Friend, experience the magnificence and exquisite beauty of the world-renowned Philadelphia Sound from the best seats in Verizon Hall.

Click [here](#) to and enter the Promotional Word YOUNGFRIENDS