

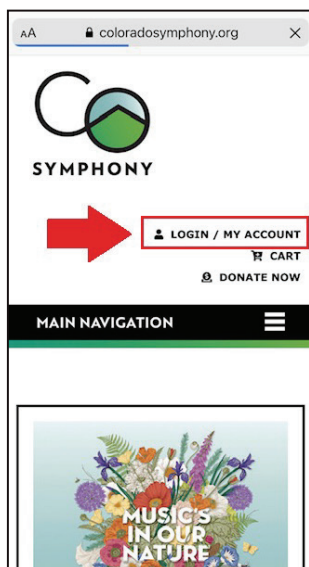
HOW TO ACCESS YOUR ELECTRONIC TICKETS

Other ticket access options: have the tickets scanned directly from your email or print the tickets from your email and bring them to the concert.

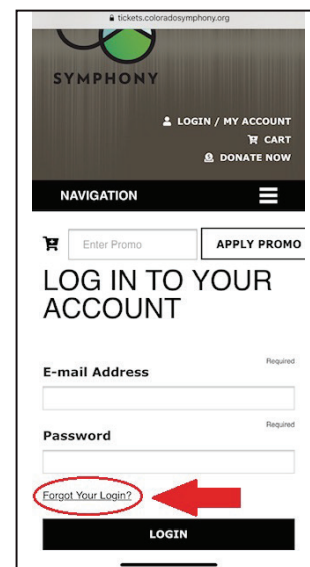
Take Note: These screenshots are from a phone. If you are accessing your tickets on a tablet or computer your screen may look slightly different.

- #1** On your mobile phone, tablet, or computer go to:
coloradosymphony.org

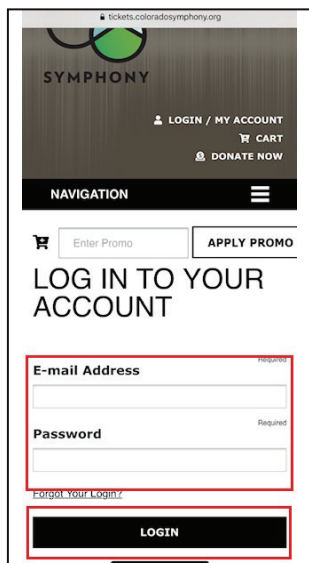
- #2** Click LOGIN/MY ACCOUNT



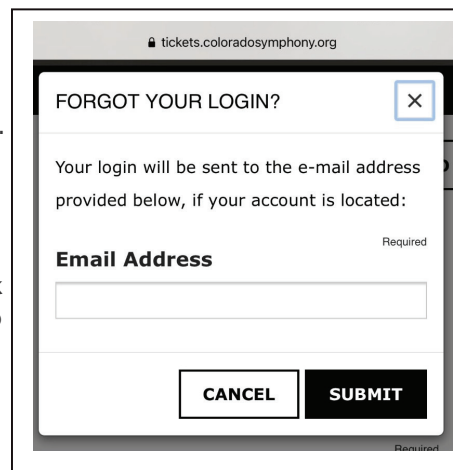
- #4** If you don't remember your password, click Forgot Your Login?



- #3** Enter your email address and password and click LOGIN



- #5** You will be prompted to submit your email address. A forgotten password email will be sent to you. Follow the link in the email to change your password.

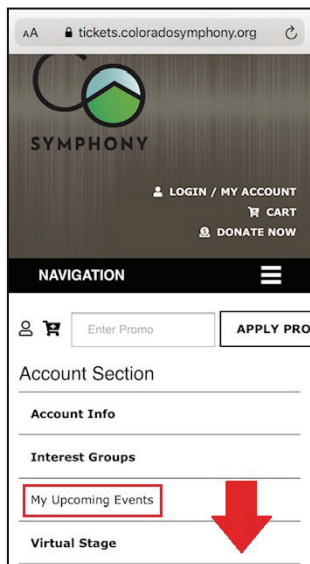


TICKET ACCESS / CONTINUED

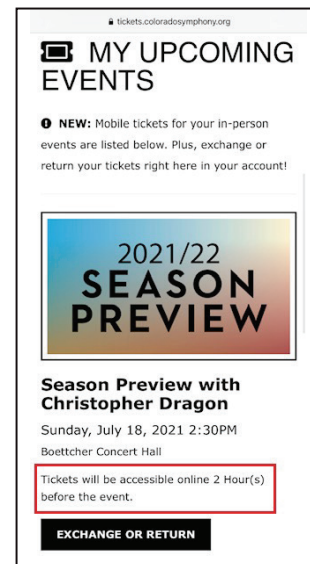
- #6** Once you have logged in to your account you will be automatically directed to the My Upcoming Events section of your account.

From here you can update your account information, update your email interests, view Virtual Stage events, and see all of your upcoming performances.

Scroll down to see your tickets for upcoming events.



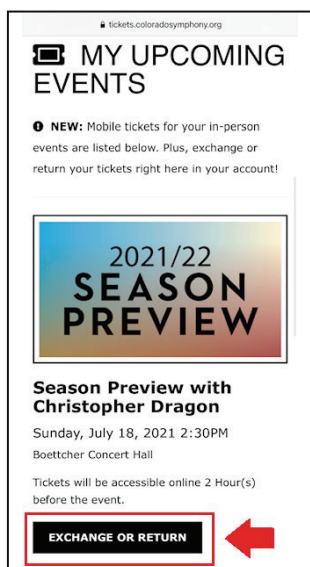
- #8** Two hours before the concert the text that reads "Tickets will be accessible online 2 hours before the event" will become a button that says View Mobile Tickets.



- #7** Scroll down the My Upcoming Events page to see the performances that you have tickets to.

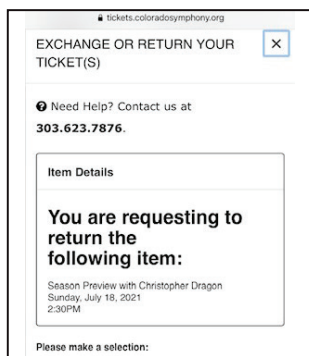
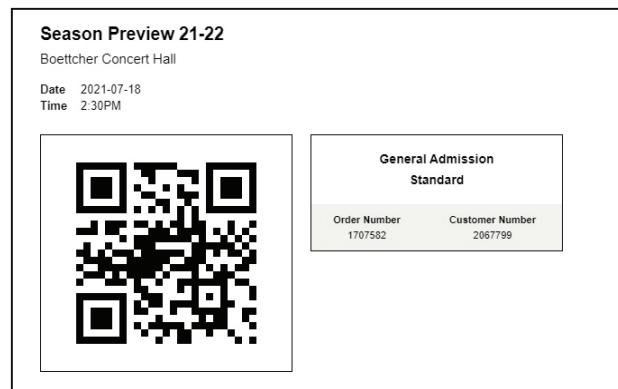
Click the Exchange or Return button to exchange your tickets to another performance or return them as a donation or account credit.

No need to call the box office!



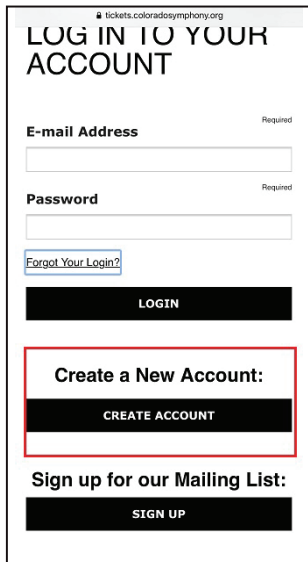
- #9** When you arrive at Boettcher Concert Hall, click the View Mobile Tickets button and have an usher scan your tickets directly from your phone.

If you have trouble accessing your tickets at the concert the Box Office staff will be onsite to assist you!



TICKET ACCESS / CONTINUED

#10 If you haven't set up an online account, or the system can't locate your account with your email address, click **CREATE ACCOUNT** and follow the steps to create an account. It will take upto 24 hours for your new online account to merge with your existing Symphony account and for your tickets to appear.



The screenshot shows the login page for tickets.coloradosymphony.org. It has a title 'LOG IN TO YOUR ACCOUNT'. There are two input fields: 'E-mail Address' and 'Password', both marked as 'Required'. Below the password field is a link 'Forgot Your Login?'. There are three buttons: 'LOGIN', 'CREATE ACCOUNT' (highlighted with a red border), and 'SIGN UP'. The 'CREATE ACCOUNT' button is under the heading 'Create a New Account:'. The 'SIGN UP' button is under the heading 'Sign up for our Mailing List:'.

HELP If you have trouble logging in, creating an account, or have questions call the Box Office for assistance. **303.623.7876**