

TICKET EXCHANGE – SHORT VERSION

You can exchange your own tickets on Ticketor. This will probably be faster than having Marilyn (BoxOffice) do it. **Sign In** at www.ticketor.com/svct with email and used to buy the password your tickets. Mouse **over Welcome [your name]**, and a menu should pop down. Slide down to **Tickets** to reveal another menu to the right. Slide down to **Exchange Tickets** and click. Then follow the prompts.



TICKET EXCHANGE — LONG STEP-BY-STEP VERSION (but really it is not that hard)

You can exchange your own tickets on Ticketor. This will probably be faster than having Marilyn (BoxOffice) do it.

1. Sign In:

Go to www.ticketor.com/svct. At the top of the page you'll see **sign in/sign up**. Sign in with the email and password you used to buy the tickets. (If you didn't make an account, do it now to manage your tickets. The system has your email, you just need to choose a password.)

Mouse over **Welcome [your name]**, and a menu should pop down. Slide down to **Tickets** to reveal another menu to the right. Slide down to **Exchange Tickets** and click. A new window should pop up. It will probably say Your Shopping Cart is Empty.

2. Select the tickets you want to exchange:

Scroll down to find the invoice for the tickets you want to exchange. Click on it to open. There will be a list of the tickets you purchased. **Click on the [nearly invisible] checkbox at the right of each ticket you want to exchange**. Then click on the blue "Exchange Selected Items" link below the ticket list. You should see a pop-up box to tell you that tickets have been added to the exchange list. Click OK.

3. Select your new tickets

Close the invoice window with the close box (X) by the green banner at the top right of the window. (This may seem wrong and scary but is correct.)

Scroll up to **Tickets** right below **svct.org** and above the thick black banner. Click Tickets. The ticket window will open.

Click on the date you want. (**To see next month's performance dates, click Next Month** at the top right of the calendar.) Scroll down to the seating chart. Select your new seats, making sure to select the same price level(s) as your original tickets. **HELPFUL HINT:** If you make a mistake, click on one of the seats you selected to delete your incorrect choice, then redo.

Click Proceed to checkout. (Optional but greatly appreciated: at the next window, add a donation of any size to SVCT.)

4. Check out with your new tickets

At the top of the checkout page will be a list of the tickets you are exchanging. At the right of each is a box that says "Remove". **DO NOT CLICK THIS BOX!** *It removes the ticket from the exchange list and you won't be credited for it.*

Below the exchange list are the seats you just selected. Check to be sure they are what you want.

If you are making an even exchange, the number of tickets and total cost should be the same for the tickets to be exchanged and the new tickets. (This is another sign you are doing it right.)

Scroll down to delivery method and make your choice. (I recommend e-ticket as email.) Don't worry about refund protection; we're going to be very understanding, given the circumstances.

In the next box down (Price), the blue amount at the bottom should be Total: USD \$0.00

If your buyer information isn't already there, enter it. Agree to follow COVID protocols and tell us (again) how you heard about the event. Check the box about being over 18 and agreeing to the T&C. The amount due should again be Total: USD \$0.00. Click Reserve.

You can print your new tickets now from the pop-up box, or wait for the confirmation email to print. Or keep the email and show the new tickets on your phone at the theater.

-- Proceed to the checkout page to exchange your tickets. Your net cost should be zero.

You can also transfer your tickets to someone else if that person has a Ticketor account.

If you still need help, please email Marilyn (boxoffice@svct.org)