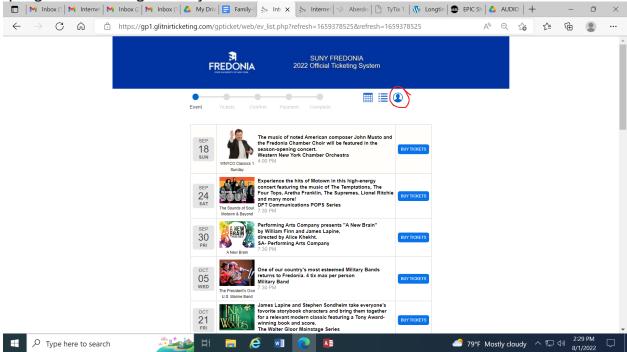
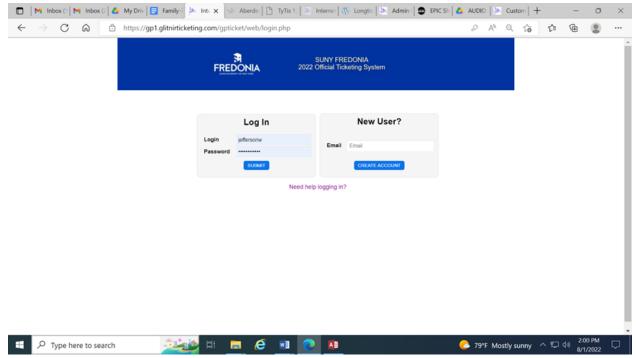
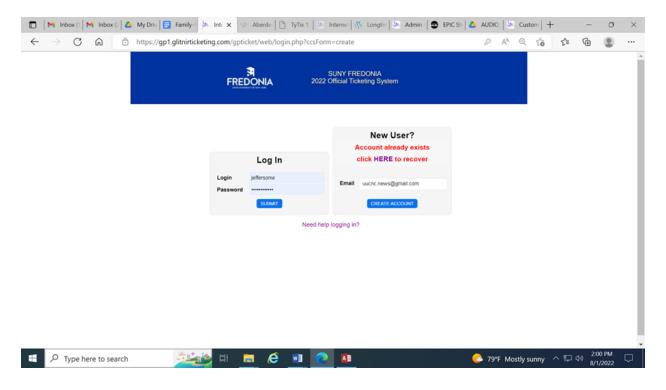
1. As your opening screen, you will likely see the list of shows currently on sale. Click on the little silhouette of a person's head in the circle to the right of the "progress bar" to get into your account.



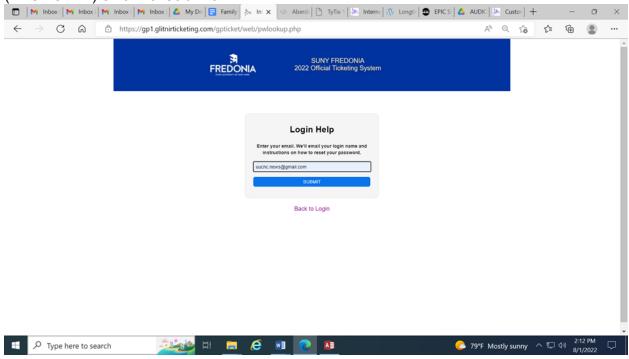
2. When you click on the little "head in a circle" you will come to the page below. Type your email address(<<email>>) into the box labeled Email under "New User?"



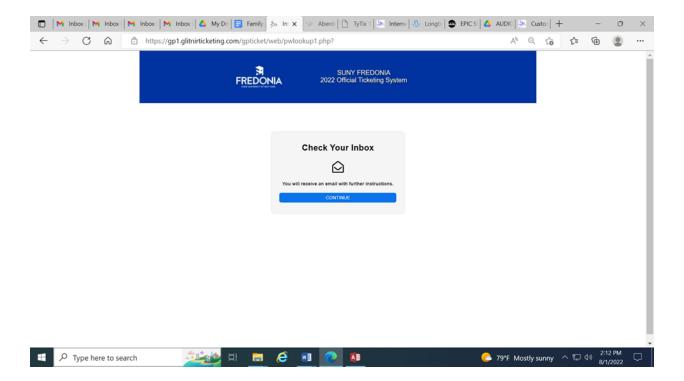
3. Click on the blue word "HERE" to proceed.



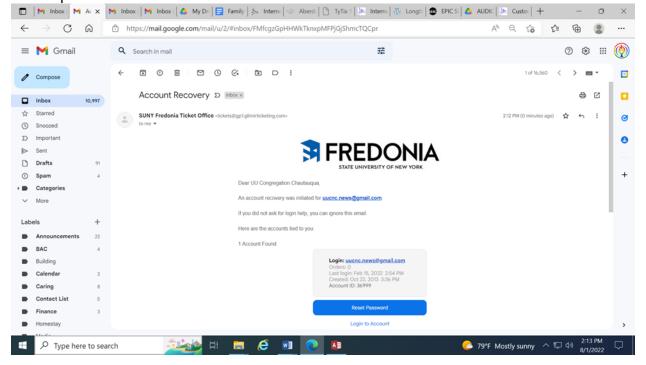
4. You will next come to this screen. They will enter their email address (<<email>>) and hit "submit."



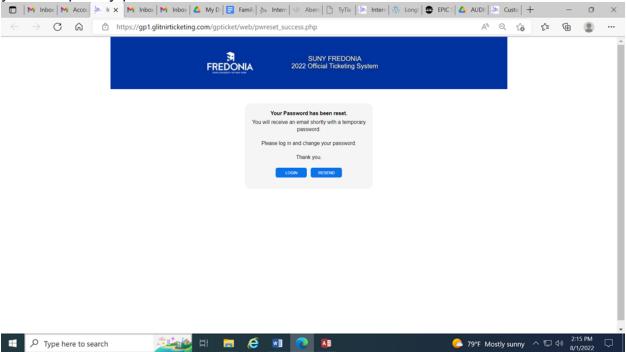
5. They will then see the screen below.



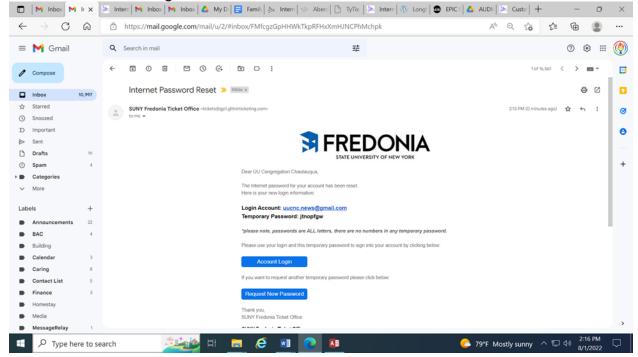
6. As instructed, go to your email (in a different tab on their browser). You will have an email that looks like the one below, go ahead and click on the button for "reset password."



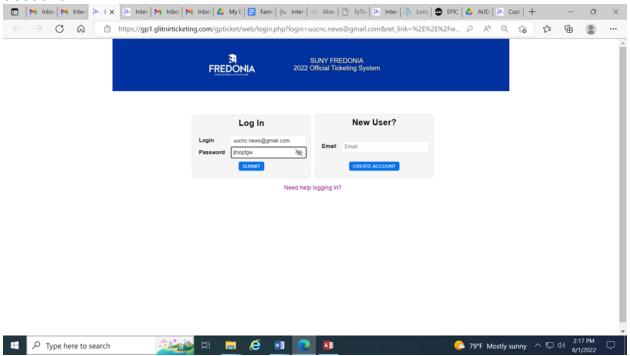
7. You will then be redirected BACK to the ticketing platform and see a screen like the one below. You should then RETURN to your email account to obtain your temporary password.



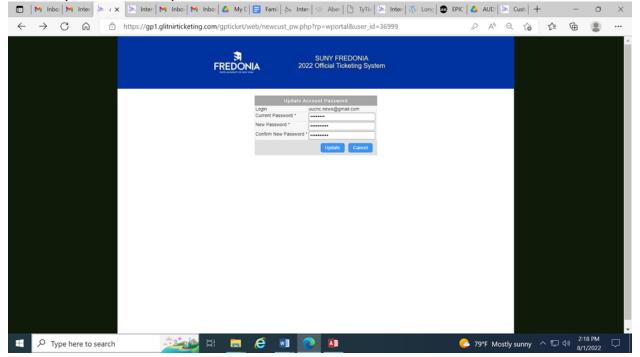
8. Here is a screenshot of the type of email with the new temporary password. Copy this password (highlight it with your mouse and use CTRL-C.) After this, click on "Account Login."



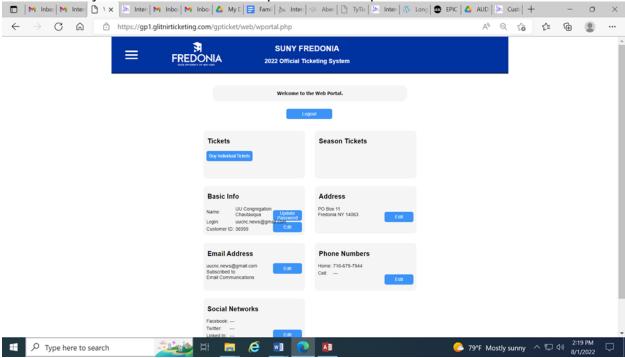
9 Use the "LOG IN" box on the left-hand side of the page below to get into their account.



10. One final step! Type in (or paste) your temporary password in the "Current Password" box, and then enter their new, self-chosen password, twice. Then, click "Update" to complete.



SUCCESS!! You are now at your "customer profile" page. You can make any desired changes here including providing your birthdate, Facebook page address, phone numbers, etc.(These are not required, just options) You can also click on "Buy Individual Tickets" to proceed with purchases.



If you have any questions about this process, Ticket Agents will be available Monday-Friday 9am-3pm at 716-673-3501 to help you work through this process should you become lost in the steps.

We ask for your patience as our office is short staffed, and we will be doing our best to give every patron the time and attention that they deserve in this process. If your phone call is not answered in a timely manner, please try again in a little bit as all of our representatives are busy helping other patrons.