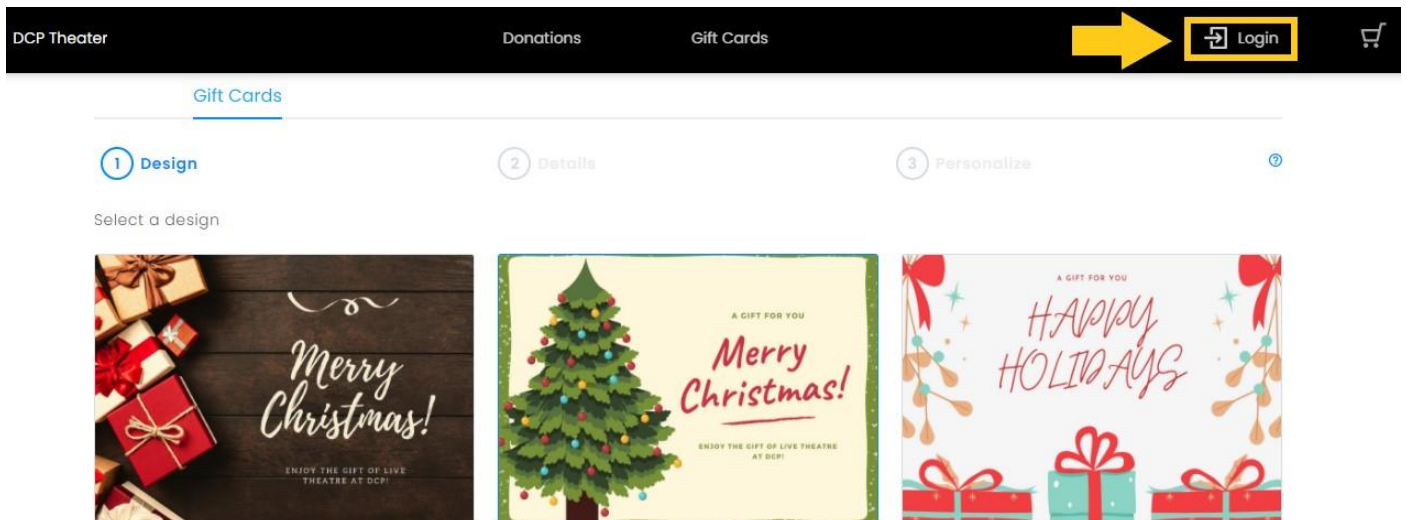


How To Claim Your Account in Audience View

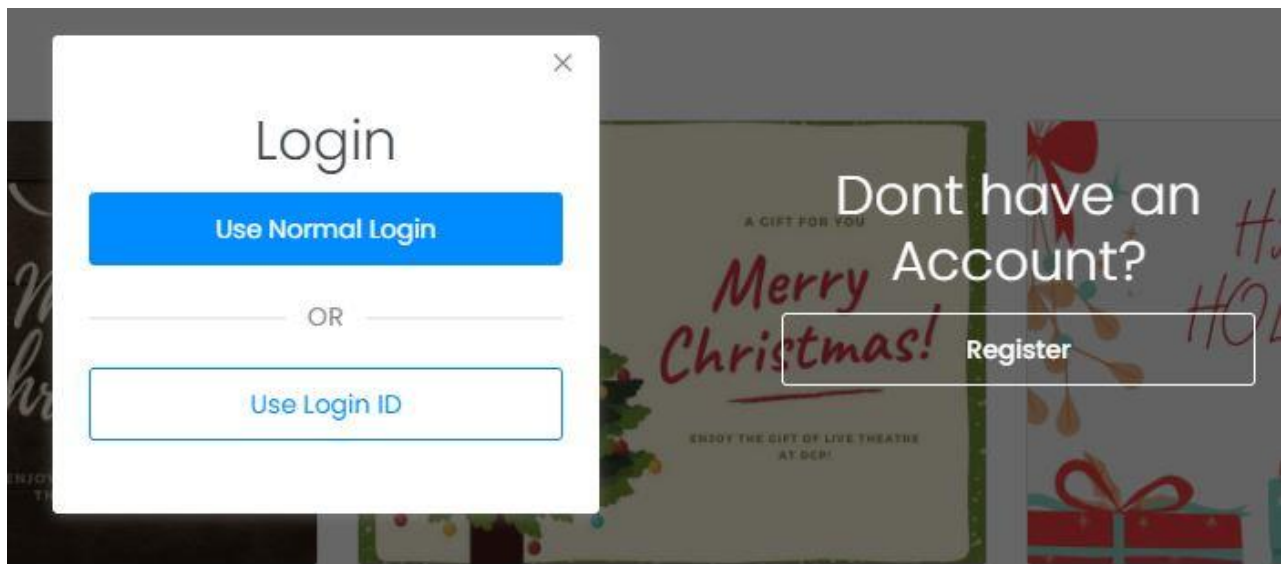
(Audience View also goes by OvationTix, they are the same system)

All Patron data was migrated from our old ticketing system into our new system, *AudienceView Professional*. If DCP had your email address on file in our old system, you already have a patron account in our new system that you can claim by using that email address.

1. Any page in our new online sales store has a “Login” button at the top of the screen:

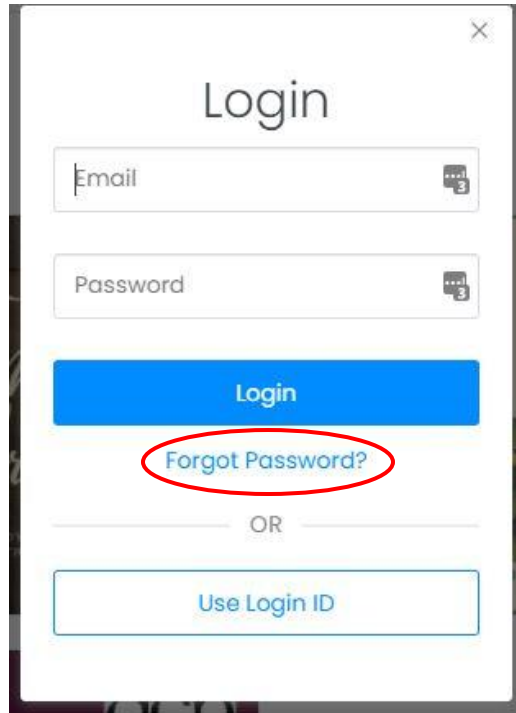


2. After clicking “Login” a translucent screen pops up with several options:



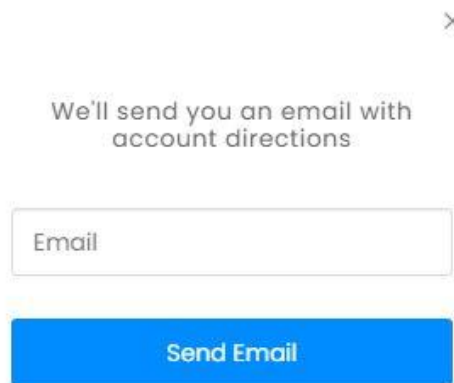
SELECT “USE NORMAL LOGIN”

3. The next screen will show a “Forgot Password?” option. Click there:



The screenshot shows a mobile login interface. At the top, the word "Login" is centered. Below it are two input fields: "Email" and "Password", each with a small icon of a speech bubble containing the number "3" on the right side. A blue button labeled "Login" is positioned below the password field. Directly under the "Login" button, the text "Forgot Password?" is circled in red. Below this, the word "OR" is centered between two horizontal lines. At the bottom, there is a light blue button labeled "Use Login ID".

4. The next screen will allow you to enter your email address to reset your account password. Continue to follow the prompts from there and once your password is reset you will be able to login to your Audience View account with the new password you just set up! You can continue to make a purchase or donation from there.



The screenshot shows a mobile screen for email reset. At the top right, there is a close button (an 'X' in a square). The text "We'll send you an email with account directions" is centered. Below this is an input field labeled "Email". At the bottom, there is a blue button labeled "Send Email".

IMPORTANT: If you enter your email address and the system tells you that address does not exist, please reach out to the Box Office to correct this issue before proceeding with a purchase or donation! We are trying to avoid duplicate patron records being created in the new system.

Please email BoxOffice@dcptheatre.com with your full name and phone number so we can locate your account in Audience View and update your email address on file. Box Office staff cannot reset your login password for you, but we can update your contact information and email address that is associated with your account.