ONLINE RENEWAL INSTRUCTIONS

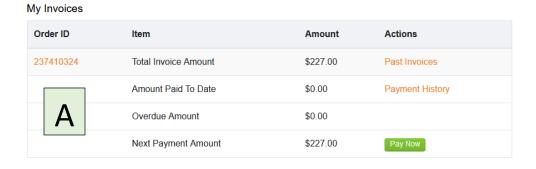
Go to <u>www.wagnernoel.com</u> and click on the **SYMPHONY** tab in the navigation bar, click the "**Subscription**" feature. Or click the "**Renew My Subscription** - **Online**" button on the email you received from Wagner Noël PAC (<u>info@wagnernoel.com</u>)

Log In or Create an Account:

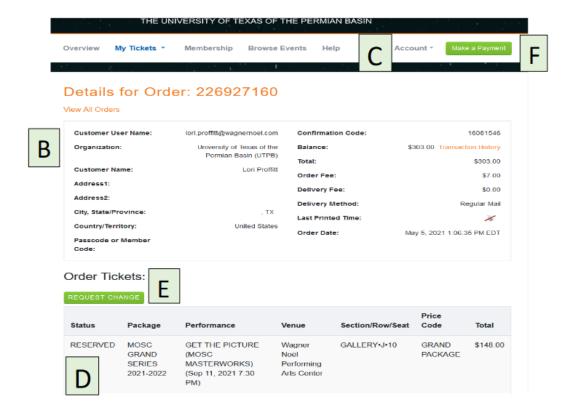
- On the Invoice you received, you will find your USERNAME at the top Right.
 Enter your USERNAME and password (case sensitive). If you forgot your password or have never set one up, click "Having trouble logging in?" and enter your USERNAME in appropriate box and click "Reset Password.
- You will be sent password reset instructions via email that will include a temporary password. This password will expire in 10 minutes. You'll now be able to login to your account.
- **If you have trouble logging in, please call the box office at 432.552.4437 for assistance. Please note, the Box Office will be closed on Friday May 6, 2022.

Review Your Account:

- After logging into your account, you will be on your Account Overview Page.
- Click on the Order ID # listed under My Invoices (A) to verify order details.



- Look over the Invoice you received to verify your information is correct. (B)
 - If any contact information needs to be changed or updated, click on Account (at the top right of the page) (C) to make changes.
 - **Please note** It is recommended for you to change your temporary password to one that you will remember. (C).



- Verify Package & Seat Information under Order Tickets (D).
 - o If you wish to change seats or change to a different subscription package, click on the *REQUEST CHANGE* button (E) and fill out the change form. Someone from the box office will contact you within 3-5 business days to take your request. No further action is needed at this time.
 - If everything is correct and you are ready to renew your seats as listed with no change, click on the MAKE A PAYMENT button (F) to complete your renewal.
- Once your renewal is complete, you will receive an email confirmation from <u>confirmation@etix.com</u> that will serve as your receipt of purchase.
- Your West Texas Symphony Season Tickets will be mailed to the address on the account in August 2022.
- If you have any questions or need help with the online renewal process, please contact the box office at 432-552-4437during normal business hours.

^{**} Please Note ** If you call, please expect a delay in response.