

## ONLINE RENEWAL INSTRUCTIONS

- Go to [www.wagnernoel.com](http://www.wagnernoel.com) 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 ([info@wagnernoel.com](mailto:info@wagnernoel.com))


### 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.

#### My Invoices

Order ID	Item	Amount	Actions
237410324	Total Invoice Amount	\$227.00	<a href="#">Past Invoices</a>
	Amount Paid To Date	\$0.00	<a href="#">Payment History</a>
	Overdue Amount	\$0.00	
	Next Payment Amount	\$227.00	<a href="#">Pay Now</a>

- 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).*

THE UNIVERSITY OF TEXAS OF THE PERMIAN BASIN

Overview **My Tickets** Membership Browse Events Help **C** Account **F** [Make a Payment](#)

**Details for Order: 226927160**

[View All Orders](#)

**B**

**Customer User Name:** lori.proffitt@wagnemoel.com

**Organization:** University of Texas of the Permian Basin (UTPB)

**Customer Name:** Lori Proffitt

**Address1:**

**Address2:**

**City, State/Province:** , TX

**Country/Territory:** United States

**Passcode or Member Code:**

**Confirmation Code:** 16081546

**Balance:** \$303.00 [Transaction History](#)

**Total:** \$303.00

**Order Fee:** \$7.00

**Delivery Fee:** \$0.00

**Delivery Method:** Regular Mail

**Last Printed Time:**

**Order Date:** May 5, 2021 1:06:35 PM EDT

**Order Tickets:** **E**

[REQUEST CHANGE](#)

Status	Package	Performance	Venue	Section/Row/Seat	Price Code	Total
RESERVED	MOSC GRAND SERIES 2021-2022	GET THE PICTURE (MOSC MASTERWORKS) (Sep 11, 2021 7:30 PM)	Wagner Noel Performing Arts Center	GALLERY•J•10	GRAND PACKAGE	\$148.00

**D**

- Verify Package & Seat Information under **Order Tickets** (D).
  - 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 [confirmation@etix.com](mailto:confirmation@etix.com) 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 432-552-4437 during normal business hours.

**\*\* Please Note \*\*** If you call, please expect a delay in response.