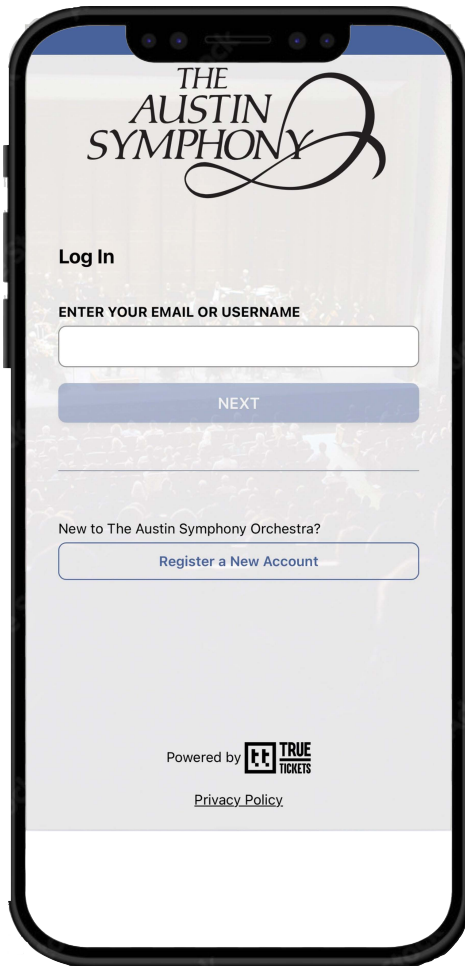
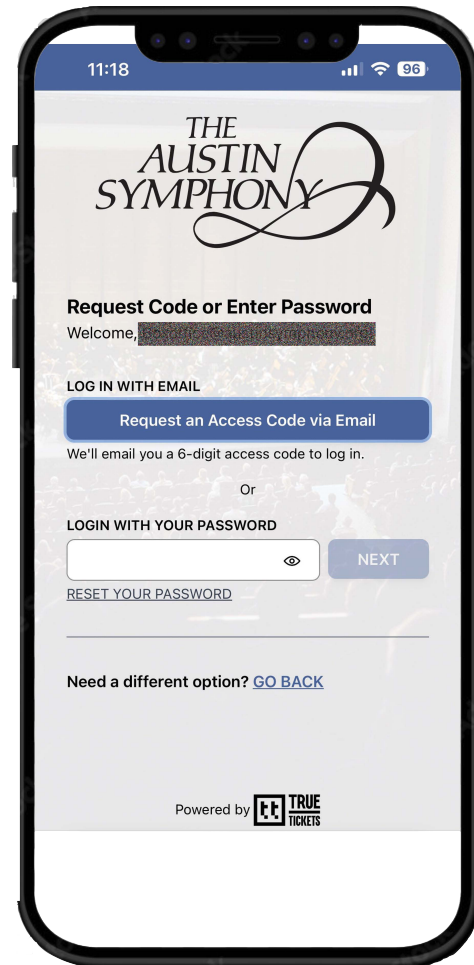


HOW TO USE DIGITAL TICKETS

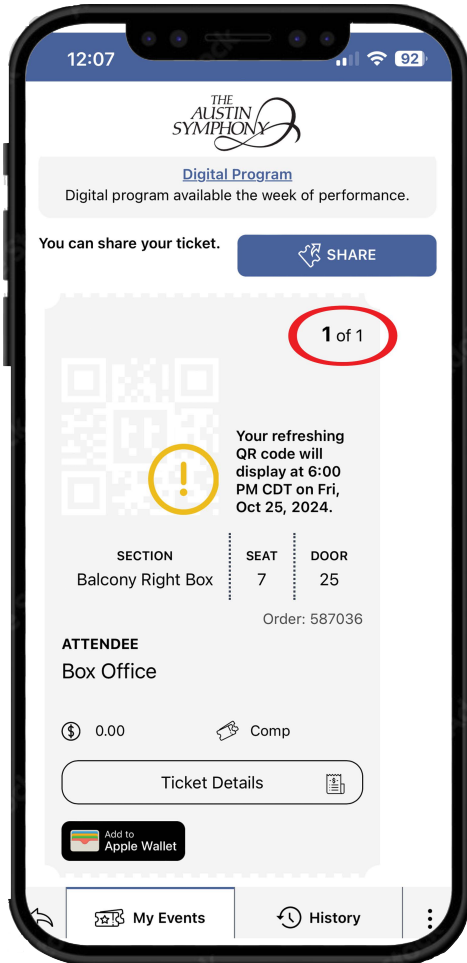
wallet.austinsymphony.org



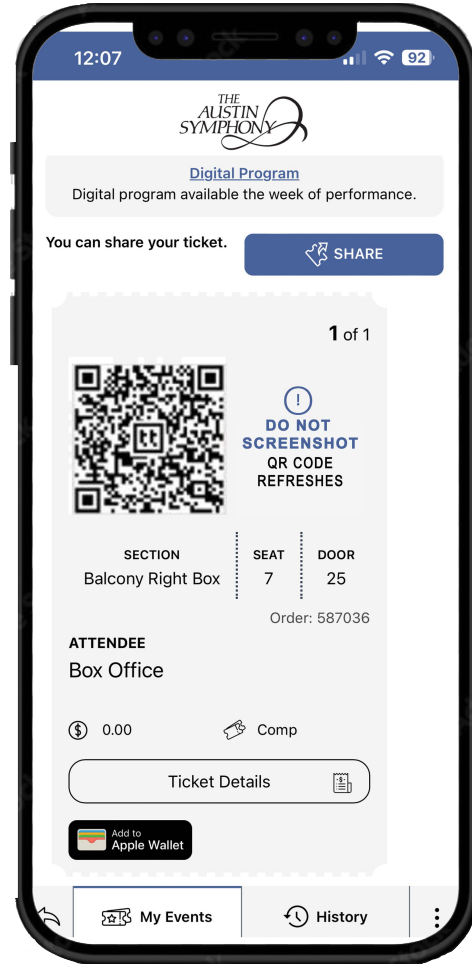
1. Log into wallet.austinsymphony.org using the same email from your Austin Symphony Orchestra account.



2. You can log in via an access code or your password associated with your account. There's a "RESET YOUR PASSWORD" option, if needed.



If you have more than 1 ticket, swipe left.

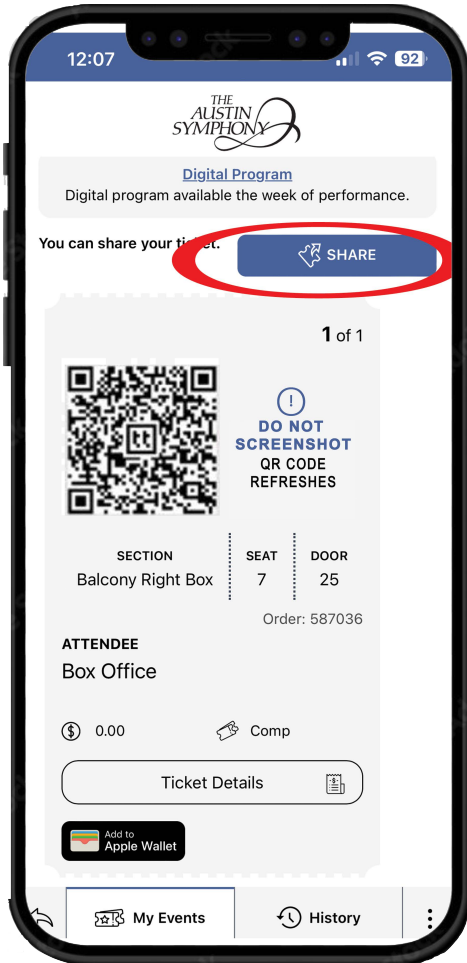


- After tapping a ticket, you'll see information like seat location, number of tickets and when the QR code will be active—which will be 1–3 hours before your show.

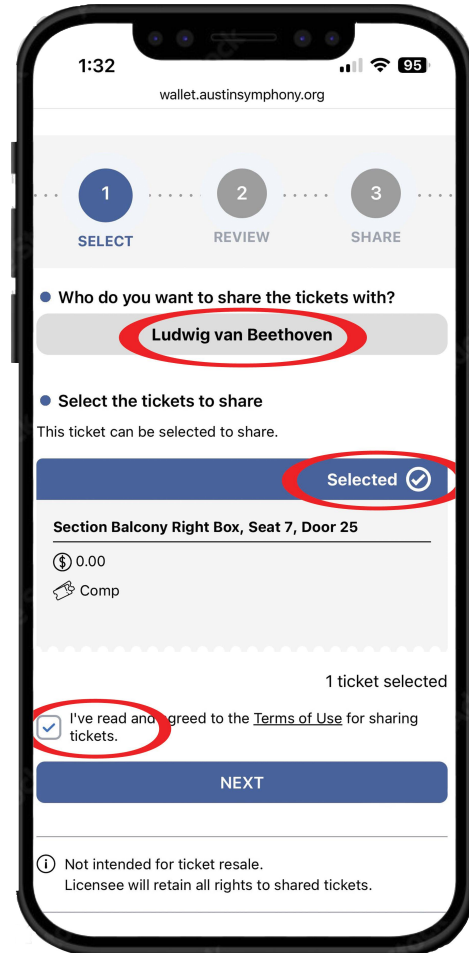
You can also add your ticket(s) to your Apple Wallet (not currently available on Android).

- Tickets may be shared or put into your Apple Wallet even if the QR code is not visible. Screenshots will not be accepted.

SHARING TICKETS

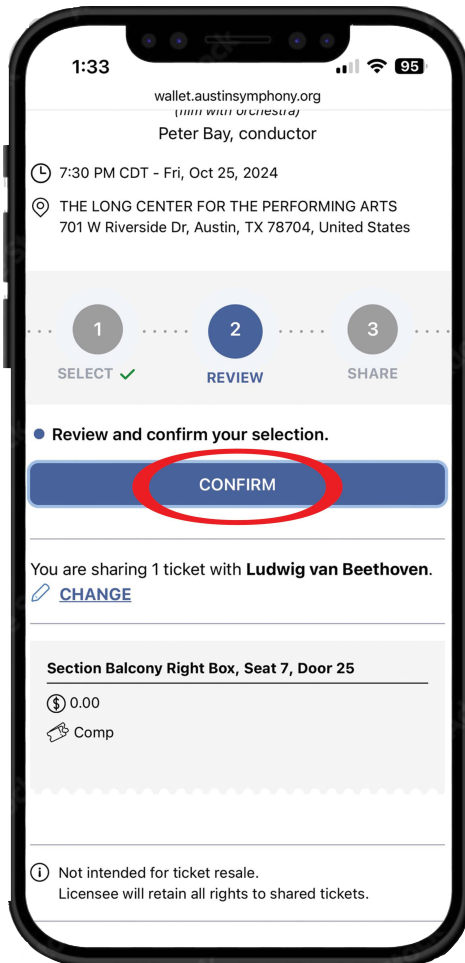


5. To share your tickets with someone, tap the SHARE button.

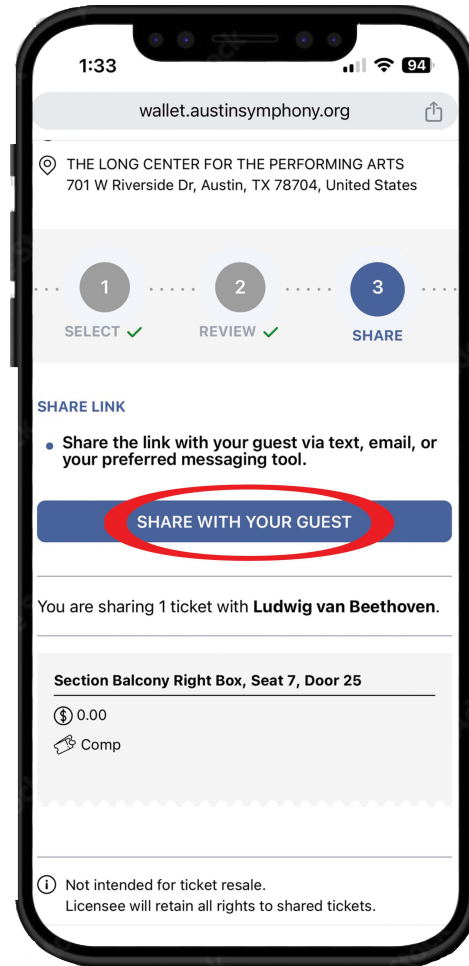


6. Fill-in who you want to share your tickets with and tselect the seats you would like to share. Then accept the "Terms of Use" and click NEXT."

SHARING TICKETS CONT...



7. Tap "CONFIRM" once you have looked over everything.



8. Tap "SHARE WITH YOUR GUEST" which will allow you to share via text, email, or tap on "copy" and you can paste it in any communication platform you wish.

FAQs

What is True Tickets?

True Tickets is a secure, contact-less, digital ticketing service that uses dynamic QR codes (which refresh about every 30 seconds) that are only available 1–3 hours before the concert, when doors open and ushers start scanning tickets.

Why is the Austin Symphony Orchestra using True Tickets now?

True Tickets' dynamic QR code feature helps prevent fraudulent tickets from appearing on third party websites.

Guests will continue to buy tickets through the interface they're familiar with (the Austin Symphony Orchestra website), but then they'll access their digital tickets through True Tickets at wallet.austinsymphony.org.

Can I store my tickets in my Apple or Android wallet?

As of now, only Apple users can use the digital wallet. Once you are logged into wallet.austinsymphony.org and find the concert that you want to store your tickets to, scroll down and tap the Apple Wallet icon.

Can I still use the Austin Symphony Orchestra app?

True Tickets (wallet.austinsymphony.org) has replaced the mobile app to help with fraudulent tickets appearing on third party websites. You will still be able to see all the same things the mobile provided in the past.