

The Little Theatre of Walla Walla

Online Ordering Instructions

Introduction

The Little Theatre uses AudienceView for processing our ticket sales. With this system you have an “account” with the theatre. Much like other online services you have a user login and password. It is IMPORTANT to use this account for all your purchases and donations. When you just make a purchase and fill in your information without logging in – you create duplicate accounts which takes an extensive amount of time to clean up and maintain.

Another great feature is you can update your information, address, phone, emails etc. You can also view your past purchases and donations.

If you have purchased tickets online or in the box office – you should have an account in the system. However, if you do not have an email or have not provided one to use at the time of your purchase, you will need to set up an account and we will find duplicates and merge them.

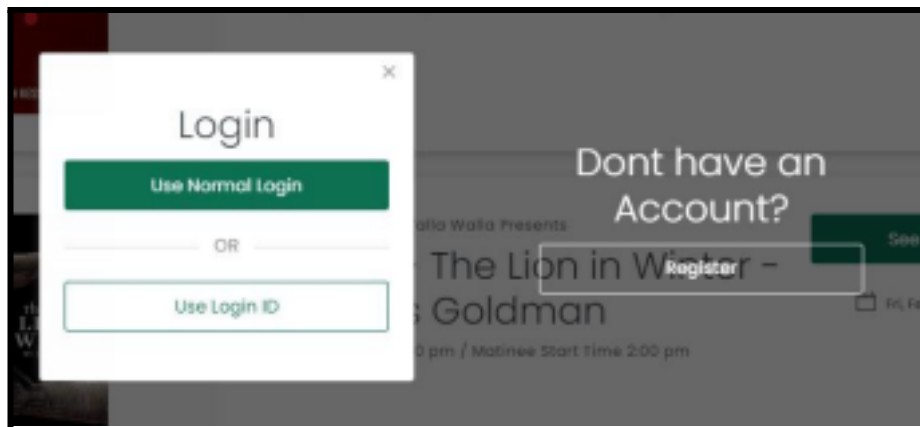
Your user login is the **primary email on your account**. Your password will be set by you.

When you click Buy Tickets, Buy Season Package, Buy Products or Make a Donation – you will be taken to our AudienceView website.

The first thing you should do is Login (found in the upper right corner of the screen).

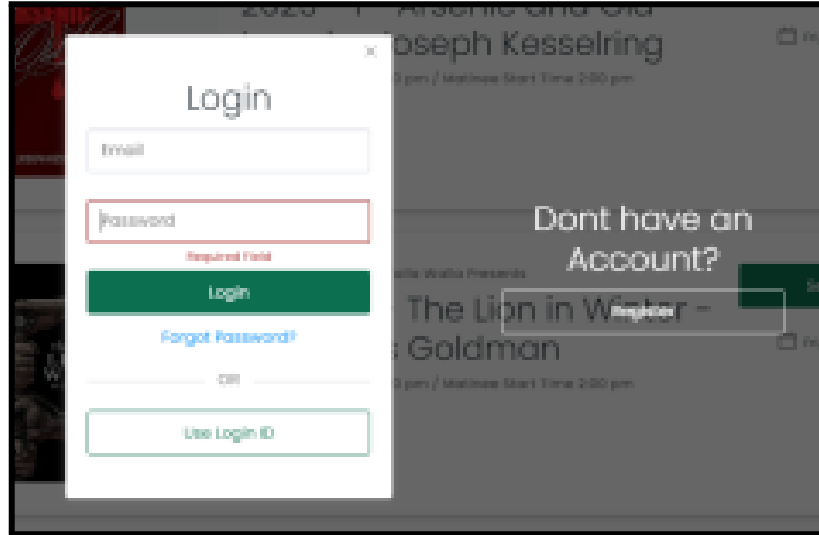


After you click the Login (see above) you will see the following pop up in the middle of your screen.



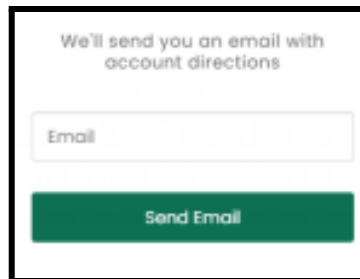
If you have purchased tickets before, please use the “Use Normal Login” option (green button). You will then see the following screen.

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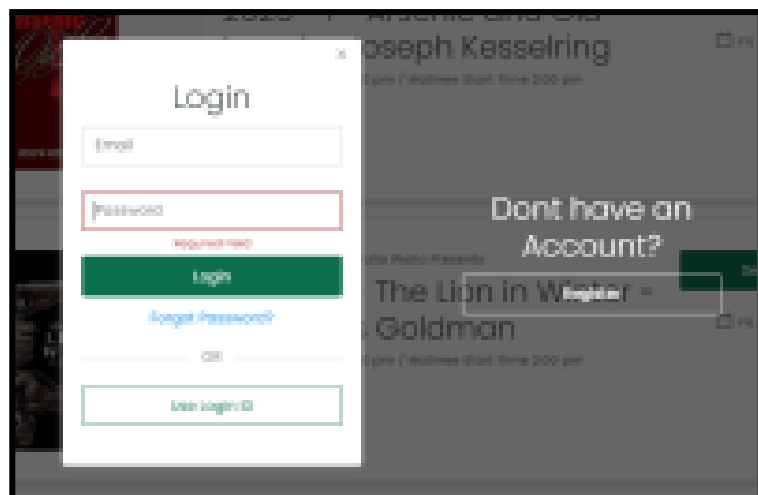
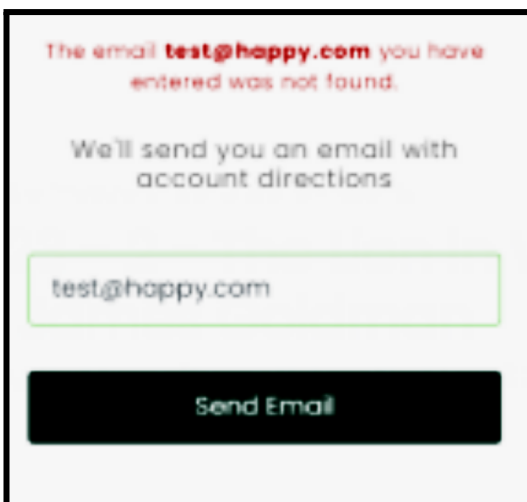


Type in your email address.

If you have used this system, use your password. If you have forgotten, click Forgot Password. You will be sent an email to reset your password. Please be sure to make note of it so you can use it in the future.



If the system doesn't find you, you will see the following screen (left picture below)..

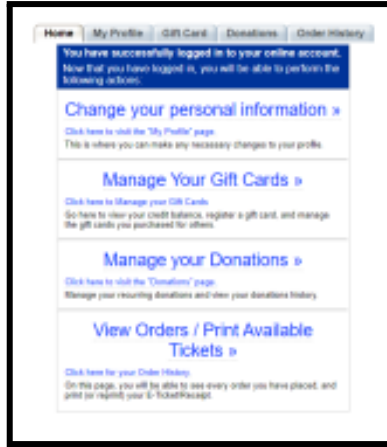


If this happens you will need to choose the Register option - see above right picture.

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Once you have logged into the system you may see a screen that looks something like this...



From there you can manage your account. See the tabs under My Account...

- My Profile – update your personal information
 - When updating address information please do not use any punctuation
e.g. 1500 S Evergreen St --- not ~~1500 S. Evergreen St.~~
Billing address will be used for mailings unless you indicate a different Shipping Address.
- Gift Card – if you receive a gift card you will need to register it through this choice, then you can view balance and see orders of gift cards.
- Donations – you can see an overview, see recurring donation information and your history of donations.
- Order History – you can view your previous orders, reprint receipts, reprint your e-tickets.

Across the top of the screen, you will see a variety of choices, click the Shopping Cart to go to the more user-friendly purchasing screen.

To get back to your account options

Click your name in the red banner

Click My Account

You will see the screen on the previous page

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To Purchase Season Packages

Click **Season Packages** in the red banner across the top of the screen

Season Package – Select Your Seat...

This package will allow you to select the dates you want to attend each of the four (4) season productions, and the seat you want to sit in, which will be the same for all four shows. You will have a choice to print your tickets, or you can put them in Will Call for pickup at the show.

Season Package – Flex Pass ...

This is our traditional “season pass”. You get four (4) seat tickets to use in any combination you choose.

e.g. you can use 2 seats on the first show, 1 on the second show and one on the fourth show or any configuration of your choice.

Each package you purchase also gives you a year membership to The Little Theatre. This gives you the following privileges:

- An invitation to the Annual Business meeting, with voting rights
- Invitations to Special Events such as free admission to this year’s dramatized reading of “A Christmas Carol” •

Membership ONLY communications

Ticket processing fees are included in all package purchases.

We will post instructions on how to use your Flex Pass and how to purchase individual tickets soon. If

you have any questions, please email ... boxoffice@ltww.org and we will get back to you as soon as possible.