



American Stage Personal Ticketing Account Guide

STEP-BY-STEP INSTRUCTIONS

Below are some steps we wanted to share with you to make sure you can utilize and enjoy your American Stage ticketing account to its fullest.

1. Step-by-step instructions for you to **Create** and/or **Access** your personal American Stage ticketing account
2. **Book** upcoming performances, events or classes from your your personal American Stage ticketing account
3. **Watch** Virtual Stage productions and access special events from your personal American Stage ticketing account

HOW TO ACCESS YOUR AMERICAN STAGE ACCOUNT

If you've previously purchased American Stage tickets online or through our box office, you have an American Stage account! Here's how to log in:

- Go to www.americanstage.org, click the **Your Account** button at the top of the page. You can also use the following direct link: <https://tickets.americanstage.org/TheatreManager/1/login>
- Enter your email address. This is the **email address to which you receive American Stage ticket order confirmations.**
- Enter your password. If you don't remember setting up a password, just click on the orange **Forgot My Password** button on the login page, enter your email address, and you will receive an email that will guide you through the password reset process.
- Once you are logged in, you will be brought to your **Home Page***. From here, you can navigate options along the top of the page. **If you have a multi-person household, you will be asked on the **Select Household Member Page** which member you are. Select your name, enter your password and hit the login button.*

If you've never purchased American Stage tickets before, you'll need to set up an American Stage account! To do so:

- Go to www.americanstage.org, click the **Buy Tickets** button in the middle of page, and then click **Login** button in the upper right corner of the screen. You can also use the following direct link: <https://tickets.americanstage.org/TheatreManager/1/login>
- Click the **New Patron** button.
- Fill out all of the required fields to set up an account, including an email address and password.
- Click the **Create Account** button.
- Once you are logged in, you will be brought to your **Home Page**. From here, you can navigate options along the top of the page.

BOOK A VIRTUAL STAGE TICKET FROM YOUR AMERICAN STAGE ACCOUNT

- Once you're logged in to your account, you can book tickets for any of our upcoming virtual productions! Just click the **Tickets** button in the upper left corner of the screen.
- Select a virtual production by clicking on the red **Buy** button on the event you're interested in. Once you specify the number of tickets you'd like (**you'll only need one per household**), click the red **Buy Tickets** button.
- Then, click the red **Buy Tickets Shown Above** button, and you'll be brought to a new screen.
- Finally, click the red **Checkout & Pay** button, and you're all set!

WATCH A VIRTUAL STAGE PRODUCTION FROM YOUR AMERICAN STAGE ACCOUNT

- Once you have a ticket to any of our virtual productions, **you can watch the production directly from your American Stage account at showtime!**
- On the **Home Page** of your account, click **Tickets for Upcoming Performances** under the **My Patron Services** column. If you do not see this option, ensure you're on your account's **Home Page** by clicking the **Home** button in the upper right corner of the screen.
- Click **Watch** to view the production at showtime. You will be prompted to enter a password. This is separate from your American Stage account password and will be provided via email an hour prior to showtime (single performance streams) or your weekly member email (members). It will also be shown underneath the Watch Now button.

Thank you for engaging with our Virtual Stage and Academy!

Please contact us via telephone at (727) 823-7529 or e-mail at boxoffice@americanstage.org if you have additional questions about our programming, or if you'd like assistance from our team in accessing your American Stage account or connecting with our Virtual Stage.

Box Office Hours

Monday - Friday 10:00 AM - 1:00 PM EST

Performance Days: Starting 1 hour before showtime