

We humbly encourage you to, please, read through this tutorial in its entirety before you begin, in case you have questions or concerns. When you are ready, go to this website: www.soka.edu/pac/tickets and click on the “MyTickets Account” button, which will take you here:

My Tickets Account

SOKA PERFORMING ARTS CENTER

S O K A U N I V E R S I T Y O F A M E R I C A

Your email or Acct# here...



- For the “Login” field, use your email address or the Account# included on your renewal **Invoice**.
- For the “Password” field, use the Password on your **Invoice** (a combination of letters and numbers eight-characters long) or, if you have used My Tickets in the past, use your personalized password (the system-assigned one will no longer work.) Or, use the [Reset Password](#) button to create a new password.

***When you log in for the first time, you will be asked to accept the terms of the My Tickets website. You will also be prompted to change your password to one of your choosing. Your log in action is now complete.

SOKA PERFORMING ARTS CENTER

S O K A U N I V E R S I T Y O F A M E R I C A

[My Ticket Inventory](#) [To Do List 2](#) [My Account](#) [My History](#) [Log Out](#)

My Account (Account: 1820216)

[Help and Information](#)

Patron Account Information

[Account Info](#) [Transfer List](#) [Payment Info](#) [Change Password](#) [Email Preferences](#)

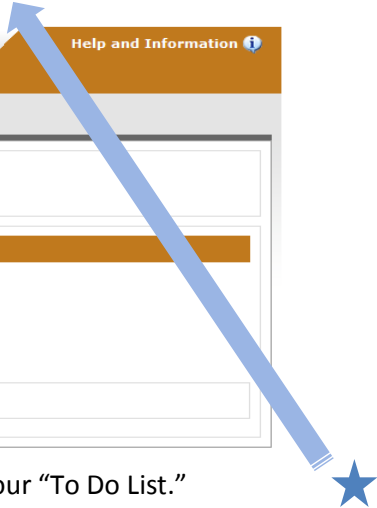
To change the password, enter your old password and your new password (twice), then click the Save Changes button.
Passwords must be between 6 and 15 characters and are case sensitive.

Change Password

*Required Fields

Old Password*
New Password*
Confirm Password*

[Save Changes](#)



Once you have successfully logged in, you will automatically be directed to your “To Do List.”

However, we recommend you first review your contact information by clicking on the “My Account” tab. This will speed up your renewal transaction because your Address in your “My Account” settings must match the billing address for your payment credit card or your online transaction will be declined.

After you review and update your Account Info, click back to your “To Do List” tab where you can review your season ticket orders in “Pending Renewals/Payments”:

SOKA PERFORMING ARTS CENTER

S O K A U N I V E R S I T Y O F A M E R I C A

My Ticket Inventory

To Do List **2**

My Account

My History

Log Out

To Do List (Account: 1820216)

Help and Information ⓘ

Elaina Shepherd: Items needing your attention

Pending Transfers

Pending Renewals/Payments

Scheduled Payments

On this page you can claim reservations, schedule payments, and make manual payments on orders that are not yet paid in full.

Reservations

Listed below are the pending reservations on your account.

2017-2018 Soka Renewals

The orders in this renewal group can be renewed in any desired combination. After selecting the orders to renew in this transaction and choosing your payment option, click the Renew button to renew the selected orders.

<input checked="" type="checkbox"/>	Order	Action	Pending Item	Financial
<input checked="" type="checkbox"/>	11876356		2017-18 World Music Series 2017-18 World Music Series General Admission, Row GA, Seat 399/400 Payment Options: 4 Payment Plan - see installment schedule for date Installment Schedule 4 Payment Plan - see installment schedule for dates	Order Total: \$184.00 Must Be Renewed by 6/6/2017.
<input checked="" type="checkbox"/>	11876997		17-18 Chamber Music Series 2017-18 Chamber Music Series Loge Right, Row H, Seat 246/247 Payment Options: Pay in Full Installment Schedule Pay in Full	Order Total: \$528.00 Must Be Renewed by 6/6/2017.

Renew

To Claim your Reservations:

- Review the entire screen to ensure the correct Packages, Seat Assignments (Section name, Row letter, and Seat numbers), and the total price are correct. Refer to your Invoice for detailed pricing information. If anything is incorrect you'll want to click on "Log Out" and contact us before proceeding.
- Confirm which package(s) you'd like to renew by checking the box to the left of each Order number, or check the box just left of the word "Order" to select all.
- Select the payment plan for each package using the drop-down menu ("Payment Options"). If you have more than one package reservation, you can actually "Pay in Full" for some and still choose the "4 Payment Plan" for others.
- NOTE: If you choose the "4 Payment Plan" for any of your reservations, the first installment is charged immediately (but prior to June 6), with the remaining 3 installments automatically deducted from your designated credit card on June 30, again on July 31 and lastly again on August 31.
- When you have completed the above selections, click the "Renew" button on the bottom-right and you will proceed to "**Renewals and Payments**" (screen example Page 3, further instructions on Page 4)...

SOKA PERFORMING ARTS CENTER

S O K A U N I V E R S I T Y O F A M E R I C A

My Ticket Inventory To Do List **2** My Account My History Log Out

Renewals and Payments (Account: 1820216)

Help and Information **i**

2017-2018 Soka Renewals

1

[Delivery Options](#)

2

Credits & Payments

3

Confirmation

Renewal Cart - Summary	Payment Plan	Delivery
Ticket Item - Order #11876356 2017-18 World Music Series Soka Black Box Theatre	4 Payment Plan - see installment schedule for date	Mail: 555 Anton Blvd 11th Floor Costa Mesa, CA 92626 USA
Ticket Item - Order #11876997 2017-18 Chamber Music Series Soka Performing Arts Center	Pay in Full	Mail: 555 Anton Blvd 11th Floor Costa Mesa, CA 92626 USA

i Please use the My Account tab to update your address information. You will need to start the renewal/payment process over after making any changes.

Specify your payment information below. Note that the billing address of the credit card entered must match the address information below.

Installments

Installment Schedule

#	Installment Amount	Payment Method	CVC	Due Date	Amount
1	\$574.00	Split Payment American Express: ***1553 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Apply this card to all payments	<input type="checkbox"/> What's This?	Due Now 574.00
2	\$46.00	Split Payment Visa <input checked="" type="checkbox"/>			06/30/17 46.00
3	\$46.00	Split Payment American Express: ***1553 <input checked="" type="checkbox"/>			07/31/17 46.00
4	\$46.00	Split Payment Visa <input checked="" type="checkbox"/>			08/31/17 46.00

Payment Due Now: \$574.00
Balance Due: \$138.00

Additional Information

Email Address: eshepherd@tickets.com

To change your email address, enter your new email address in the two boxes below.

* Required Fields

Email Address*

Confirm Email*

Tickets Total:	\$712.00
Convenience Fee:	\$0.00
Delivery Fee:	\$0.00
Subtotal:	\$712.00
Previously Paid Amount:	\$0.00
Credit Applied:	\$0.00
Total Amount Due:	\$574.00
Remaining Balance:	\$138.00

Note: Fees are only charged with your initial payment. However, they are displayed here for all payments for your reference.
 Clicking Submit Payment will charge your credit card.
 All sales are final. There are no refunds or exchanges.

Note: By entering credit card information below and submitting payment, you agree to be bound by the terms of your selected payment plan. You agree to pay the amounts shown on the dates indicated. If you have selected an auto debit payment plan, you agree that the payment credit card entered will be automatically charged on the dates indicated for the amount due for each installment.

I agree to the above terms and conditions

Cancel Order & Exit Go back to delivery options **Submit Payment**

Review the screen (on page 3) for accuracy, starting at the top of the page:

- Verify the Payment Plan you selected for your Package(s), as well as the “Mail” address for your tickets. This address must match the **billing address** for the credit card(s) you will be using for payment.
- If the address is incorrect, you can use the “My Account” tab to make changes before continuing but your renewal transaction will start over. **This is why we suggested to update your information when you first logged in (see page 1).*

The “Installments” section follows, even if you are opting to “Pay in Full.” To **make your payment(s)**:

- Select any cards you have used in the past from the “Select Card” drop-down menu; or
- You may “Add Credit Card” to use a new/different card; and
- You can also “Split Payment” if you wish to make partial payments on multiple cards.

**The patron in the example on Page 3 chose to “Pay in Full” for one package, but chose the “4 Payment Plan” to make installment payments on the other package, which is why the first payment amount is much larger.*

After you complete entering and selecting your payment arrangements, **verify your email address** on the left-side of the screen. This will ensure you receive your receipt via email.

To complete your transaction, be sure to **check the box** under the red-text verbiage that affirms “I agree to the above terms and conditions” so you can click on “**Submit Payment.**”

Congratulations! You are done. 😊 You will receive an email confirmation receipt of your online transaction.

Tickets for orders with a zero-balance will be printed and mailed starting in September, but you are welcome to contact us should you desire email delivery or that we retain your tickets at the Box Office in Will Call instead.

Please do feel free to contact us using the information below if you have any questions. As a reminder, you may start processing your online renewals at 10:00 a.m. on Tuesday, May 9.

We thank you for your continued patronage and look forward to seeing you at the Center soon.

SOKA PERFORMING ARTS CENTER

Box Office hours: Monday – Friday; 10:00 a.m. – 2:00 p.m.

Phone: (949) 480-4278

Email: tickets@soka.edu

If you encounter any difficulties and want to exit your transaction and avoid making payment:

- Click the red “Cancel Order & Exit” button at the bottom of the final webpage; and
- Click “Log Out” at the top of the page to exit MyTickets completely.
- You may then start over or call us for guidance. We are here to help!