

We 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 this button,

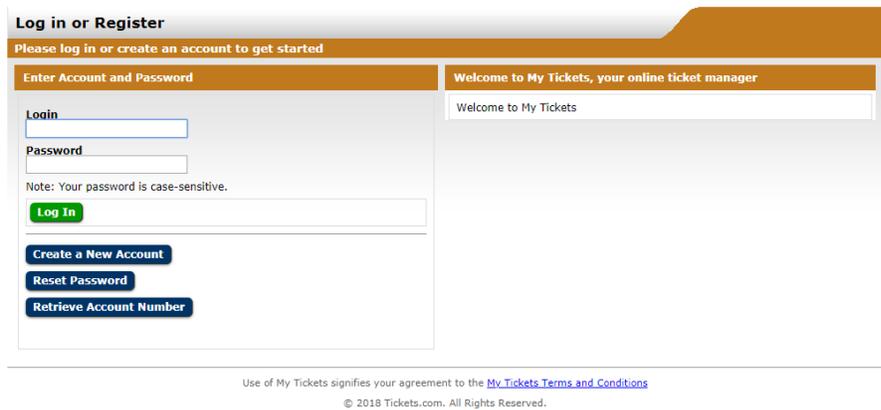
My Tickets Account

.....which will take you here:



Reference your **Renewal Invoice** for your Account# and Password.

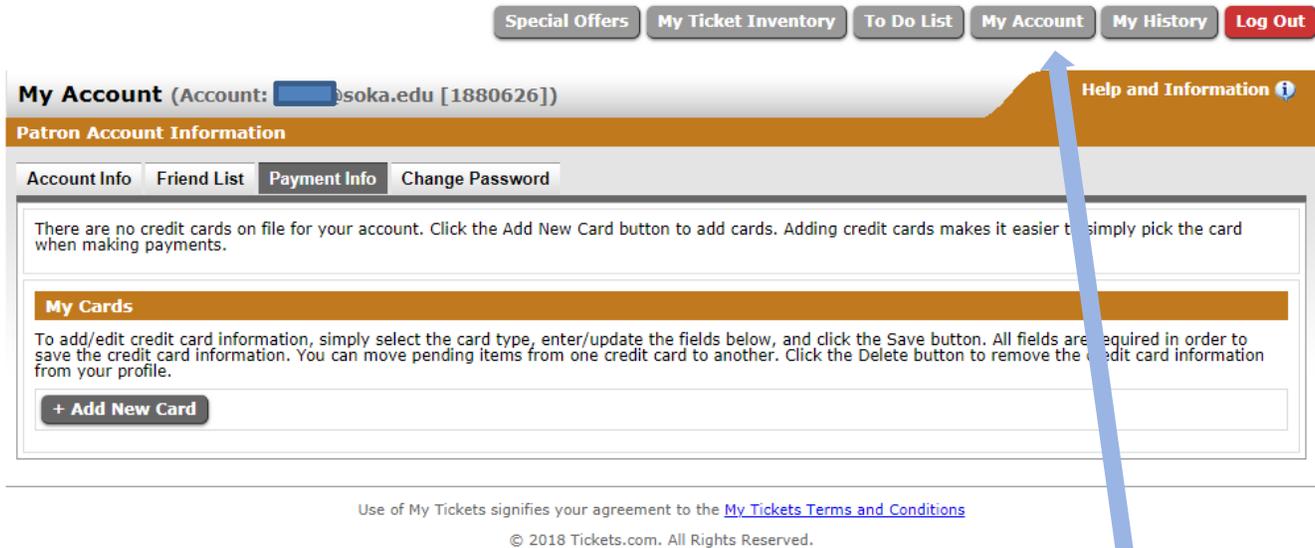
- “Login” will be your Account Number; a 7-9 digit number.
- “Password” will be an 8-character combination of letters and numbers.*
- Click the green “Log In” button to proceed.



*If you have used My Tickets in the past, please use your personalized password (the system-assigned one from your **Renewal Invoice** will no longer work.)

Use the “Reset Password” button if you forgot your previously personalized password.

You may be asked to accept the terms of the My Tickets website. You may also be prompted to change your password to one of your choosing.



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

However, please first review your account settings by clicking onto the “My Account” button. ★

- The information in the “Account Info” tab should be your Mailing Address, but will also be the default Billing Address for your payment credit card(s) if you do not have a credit card on file for your account.
- You can also add a Credit Card in the “Payment Info” tab, which will help if the Billing Address does not match your Mailing Address. Adding cards here makes it easier to make payments later during your renewal transaction.

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

[My Ticket Inventory](#)
[To Do List 3](#)
[My Account](#)
[My History](#)
[Log Out](#)

To Do List (Account: [redacted]@tickets.com [1820216]) [Help and Information](#)

Elaina Shepherd: Items needing your attention

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.

2018-2019 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.

Order	Action	Pending Item	Financial
<input checked="" type="checkbox"/> 15371328		2018-19 Sundays @Soka Series w/Pacific Symphony 2018-19 Pacific Symphony Series Section LOGERIGHT, Row H, Seat 246/247 Payment Options: 4 Payment Plan - see installment schedule for date	Order Total: \$252.00 Must Be Renewed by 6/5/2018 2:00pm.
<input checked="" type="checkbox"/> 15371330		2018-19 Soka University Jazz Festival 2018-19 Jazz Festival Section LOGELEFT, Row H, Seat 204/205 Payment Options: Pay in Full	Order Total: \$184.00 Must Be Renewed by 6/5/2018 2:00pm.
<input type="checkbox"/> 15371331		2018-19 TenPints New Music Series 2018-19 TenPints New Music Series Section GA, Row GA, Seat 74/75 Payment Options: -- Select Payment Plan --	Order Total: \$120.00 Must Be Renewed by 6/5/2018 2:00pm.

[Renew](#)

To Claim your Reservations:

1. Review the entire screen to confirm the correct Packages, Seat Assignments (Section name, Row letter, and Seat numbers), and the total price are correct. Reference your **Renewal Invoice** for detailed pricing information. If anything is incorrect you'll want to click on “Log Out” and contact us before proceeding.
2. 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. If you do not check an Order, you will not pay for it in this Transaction, but can return later (before 6/5/18 at 2:00pm) to claim it.
3. Use the drop-down menu(s) under each package titled “Payment Options” to select how you will pay for each Order. If you have more than one Order listed, 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 (**prior to May 31**), with the remaining 3 installments automatically deducted from your designated credit card on **June 29**, again on **July 31** and lastly again on **August 31**. Tickets from Orders on the 4 Payment Plan will not be shipped until the balance is paid-in-full.

After completing the above selections, click the “Renew” button on the bottom-right to proceed to the “**Renewals and Payments**” screen, starting with Delivery Options (see next page).

Soka Performing Arts Center: Online Package Renewal Instructions

(Account: [redacted]@tickets.com [1820216]) Help and Information

Elaina Shepherd: Renewal Cart - Delivery Options

1

Delivery Options

2

Credits & Payments

3

Confirmation

Order Id	Ticket Item	Order Subtotal	Select Delivery Method	Delivery Details
15371328	2018-19 Sundays @Soka Series w/Pacific Symphony 2018-19 Pacific Symphony Series Order Details	\$252.00	Soka Will Call - \$0.00 Apply To All	555 Anton Blvd 11th Floor Costa Mesa, CA 92626 USA Apply the selected Delivery Method and Delivery Details to all orders.
15371330	2018-19 Soka University Jazz Festival 2018-19 Jazz Festival Order Details	\$184.00	Soka Will Call - \$0.00 Select Soka Mail - \$0.00 Tickets@Home - \$0.00 Soka Will Call - \$0.00	555 Anton Blvd 11th Floor Costa Mesa, CA 92626 USA

Orders:	\$436.00
Soka Will Call:	\$0.00
Total:	\$436.00

*The cost of delivery shown above is an estimate. Exact delivery charges will be reflected on the payment page.

Cancel & Exit
Continue

Use the drop-down menus to Select (a) Delivery Method to each Order, and to apply the correct Address listed in the “Delivery Details” menu(s) if you selected the “Soka Mail” option, or for confirmation at Will Call. Click the green “Continue” button to proceed.

First, you will see a confirmation of your Payment Plan:

Renewals and Payments (Account: [redacted]@tickets.com [1820216]) Help and Information

2018-2019 Soka Renewals

1

[Delivery Options](#)

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Credits & Payments

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Confirmation

Renewal Cart - Summary	Payment Plan	Delivery
Ticket Item - Order #15371328 2018-19 Pacific Symphony Series Soka Performing Arts Center	4 Payment Plan - see installment schedule for date	Soka Will Call: 555 Anton Blvd 11th Floor Costa Mesa, CA 92626 USA
Ticket Item - Order #15371330 2018-19 Jazz Festival Soka Performing Arts Center	Pay in Full	Soka Will Call: 555 Anton Blvd 11th Floor Costa Mesa, CA 92626 USA

Verify the Payment Plan you selected for each Package, as well as the Delivery address for your tickets.

All patrons will then see an “Installments” section, even if opting to “Pay in Full.” The patron in this example 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 is much larger. To make your payment(s):

- Any cards you have used in the past may be available in the “Select Card” drop-down menu, or
- You may also choose to “Add Credit Card” to use a different card, and
- You can also “Split Payment” if you wish to make partial payments on multiple cards.

Installments

Installment Schedule

#	Installment Amount	Payment Method	CVC	Due Date	Amount
1	\$247.00	Split Payment	-- Select Card --	Due Now	247.00
2	\$63.00	Split Payment	-- Select Card --	06/29/18	63.00
3	\$63.00	Split Payment	-- Select Card --	07/31/18	63.00
4	\$63.00	Split Payment	-- Select Card --	08/31/18	63.00

Apply this card to all payments

Payment Due Now:	\$247.00
Balance Due:	\$189.00

Additional Information

Email Address: [redacted]@tickets.com
 To change your email address, enter your new email address in the two boxes below.

* Required Fields

Email Address* [redacted]@tickets.com

Confirm Email* [redacted]@tickets.com

Mobile Number* 5 [redacted]

Tickets.com Contact Information

Sign me up to join the Tickets.com Community for access to deals and promotions for live entertainment events

EMAIL

Tickets Total:	\$436.00
Convenience Fee:	\$0.00
Delivery Fee:	\$0.00
Subtotal:	\$436.00
Previously Paid Amount:	\$0.00
Credit Applied:	\$0.00
Total Amount Due:	\$247.00
Remaining Balance:	\$189.00

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

Verify your email address on the left-side of the screen to ensure your Confirmation is sent without delay.

To complete your transaction, you must check the box 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.

Please feel free to contact us using the information below if you have any questions.

Thank you for your continued patronage; we look forward to seeing you at the Center soon!

SOKA PERFORMING ARTS CENTER BOX OFFICE

Hours: Monday – Friday; 10:00am – 2:00pm

Phone: (949) 480-4278

Email: tickets@soka.edu

Tickets will be mailed or emailed starting in July, or after your balance is paid-in-full.