



## Online Ticketing Frequently Asked Questions: *Ticketing, Online Ordering, and Obtaining Member Discounts*

### SELECTING TICKETS:

- **I'm having difficulty selecting the date/time.**  
If the event you are trying to purchase tickets for is a multi-day event, the ticketing system will default to the first day of the event. To change the date, click on the text reading "other dates..." and click the arrows to toggle to a different month. Available dates are in black font. Unavailable dates are grayed out and not clickable.
- **I can't select the number of tickets I need.**  
It's possible that the event date/time/or ticket category is sold out or you wish to purchase more tickets than are available. To see if an event category is sold out, select the date and time you wish to attend. If sold out, it will be stated next to the ticket types.

### MEMBER DISCOUNTS:

- **I am a museum member, how many complimentary tickets do I receive?**  
Strawbery Banke Museum members enjoy free museum admission, free or discounted admission to unforgettable signature events, and discounts to unique talks and educational programs based on membership levels. For membership levels and benefits associated with each, visit [strawberybanke.org/join/membership-levels.cfm](https://strawberybanke.org/join/membership-levels.cfm).
- **How do I get discounted/complimentary member tickets online?**  
Members will be notified via email when the member pre-sale period begins. This email will be the only way to access tickets during the pre-sale period. With the new ticketing system, sign-in once you have registered an account. Add the desired number of member and/or nonmember tickets to the cart as needed. **The system will know what membership level you have and automatically apply the appropriate discount to "member" tickets only.**
- **I didn't receive a promo code. How do I obtain my member discount?**  
With Altru, promo codes are no longer needed. Signing in to your account will automatically apply the appropriate discount to tickets during the checkout process.
- **How do I get my discount in the online ordering process?**
  - 1) Click on Get tickets link, which is sent to you by email.
  - 2) If you have already registered an account use the sign-in link at the top right of the screen.
  - 3) The link takes you to Friday. If you want tickets for Saturday click the blue Other dates... link and find on calendar.
  - 4) Type in the desired quantity of tickets. **Member tickets are listed at the same price as non-member tickets. The discount will be applied in the cart.**
  - 5) Click the blue Add to Cart button on the bottom left.

- 6) If you want to buy tickets for the other night use the Continue shopping button to return to the previous page. Then select the Other date... option.
- 7) Then click the blue Check Out button on the bottom right.
- 8) Email confirmation will be sent to you via WebMaster.

**Tip:** Members receive discounted or complimentary tickets based on membership level. Additional tickets are at full price.

- **What do I do if I'm not receiving member emails?**

There are multiple reasons why member emails may not be delivered. Sometimes the museum's emails are picked up by spam filters or are sent to a "promotions" inbox. To make sure you are receiving emails from Strawberry Banke Museum, please add [mmcnutt@sbmuseum.org](mailto:mmcnutt@sbmuseum.org) to your "safe senders" or contact list.

It's possible that you may have accidentally unsubscribed, there is a typo in your email address, or your membership has lapsed. For additional email troubleshooting, please contact the membership office via [membership@sbmuseum.org](mailto:membership@sbmuseum.org) or 603.770.0257.

#### **CREATING A MEMBER ACCOUNT:**

- In order to purchase discounted member tickets, you must first create a user account. Creating an account is simple and free. Strawberry Banke values your privacy and does not share your information with any third parties.
  1. Click the following link [Strawbery Banke Museum \(blackbaudhosting.com\)](http://StrawberyBankeMuseum.blackbaudhosting.com), which will direct you to a page where you can create an account.
  2. Fill in your contact information and create a password using your preferred methods of communication.
  3. You will receive a confirmation email once your registration is complete.
  4. Going forward, use your email address and password to sign in.

#### **RESETTING ACCOUNT PASSWORD:**

- If you've forgotten your password, follow these steps to reset and regain access to your account.
  1. Click the "sign in" text at the top right-hand side of the screen.
  2. In the pop-up window, click on the text saying "[Forgot your password?](#)"
  3. In the next window, enter the email address associated with your existing account.
  4. Once a valid email is entered, an email with reset instructions will be sent to the associated account. If you do not receive the email, please check your junk email folder. If you still do not receive an email, the entered email address may not be associated with an Altru account and the user should "create an account" or contact Strawberry Banke Museum for assistance.

#### **LIBRARY MEMBERSHIPS & DISCOUNTS:**

- Libraries who have museum passes may use them for free admission to Ghosts on the Banke. Each library has 2 passes, which cover free admission for a family. Libraries can use 2 passes for each night of Ghosts on the Banke. Patrons using the Library Pass should bring their pass to the

check in area for the event. For questions on Library memberships, please contact the membership office via [membership@sbmuseum.org](mailto:membership@sbmuseum.org) or 603.770.0257.

#### **CORPORATE PARTNERS/SPONSOR DISCOUNTS:**

- Corporate partners receive complimentary tickets to select Signature Events (Baby Animals, 4th of July, Ghosts on the Banke, Candlelight Stroll) based on sponsorship level. For questions on corporate partnerships, please contact Wendy McCooles, Manager of Community and Corporate Engagement, at Wendy McCooles [wmccooles@sbmuseum.org](mailto:wmccooles@sbmuseum.org) or 603.422.7552.

#### **CONFIRMATION AND COMPLETING AN ORDER:**

- **I've completed my order, where are my tickets?**  
Strawbery Banke Museum uses Altru as a ticketing platform. The fastest way to find your tickets is to search your inbox for an email from WebMaster. Your tickets are available as a link in the email. If for some reason you did not receive your tickets via email, please contact Strawbery Banke via [sregan@sbmuseum.org](mailto:sregan@sbmuseum.org) or 603.241.1644.
- **I have my tickets. Do I need to print them?**  
You do **NOT** need to print your tickets. Strawbery Banke Museum will have a list of names, ticket types, and ticket quantities.

#### **TROUBLESHOOTING:**

- Are you still experiencing problems ordering tickets? If so, please contact Sarah Regan, Member and Visitor Services Associate, at [sregan@sbmuseum.org](mailto:sregan@sbmuseum.org) or 603.241.1644.