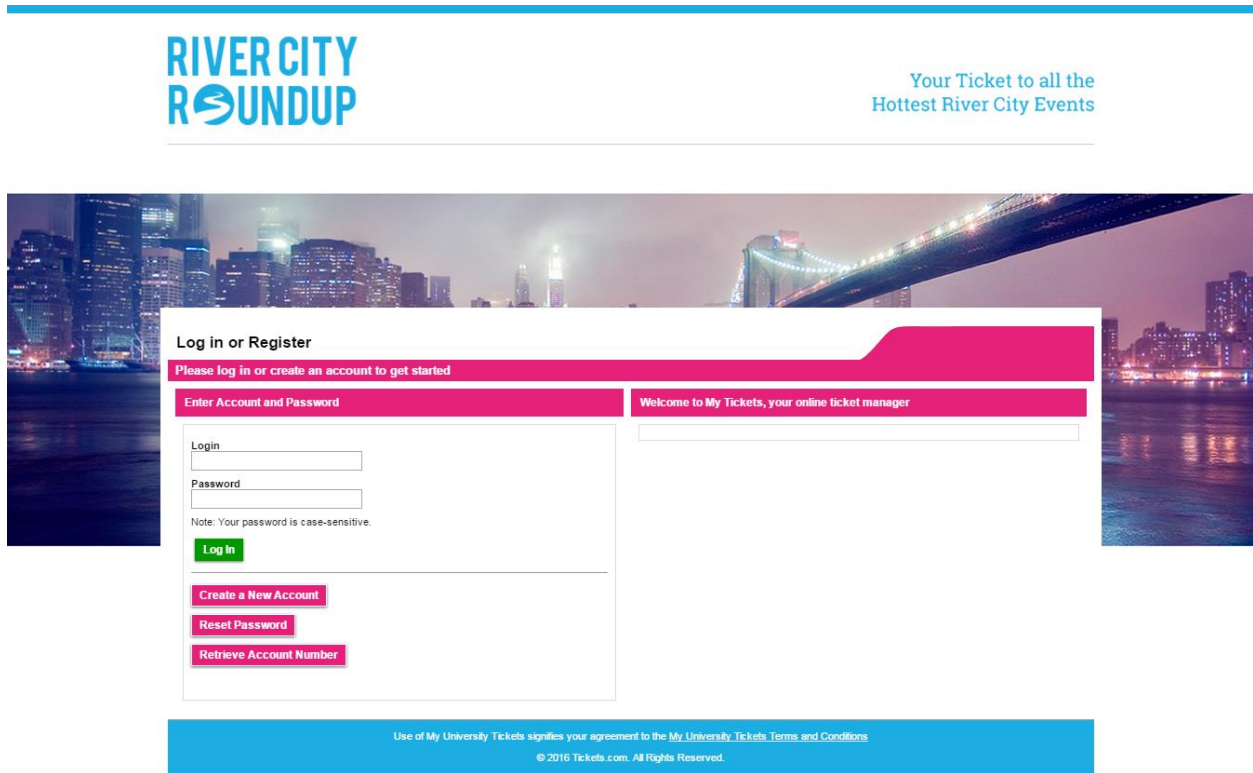


## Overview

MyTickets™ is a self-service online account management system, enabling patrons to perform numerous actions on their ticket inventory, as well as presenting new sales opportunities with renewals and special offers. Actions that can be taken on ticket inventory from within MyTickets include forwarding, printing, exchanging, and reselling tickets.

## Login Page

- To access your account in MyTickets, enter your login (account number or email) and password, and then click **Log In**.



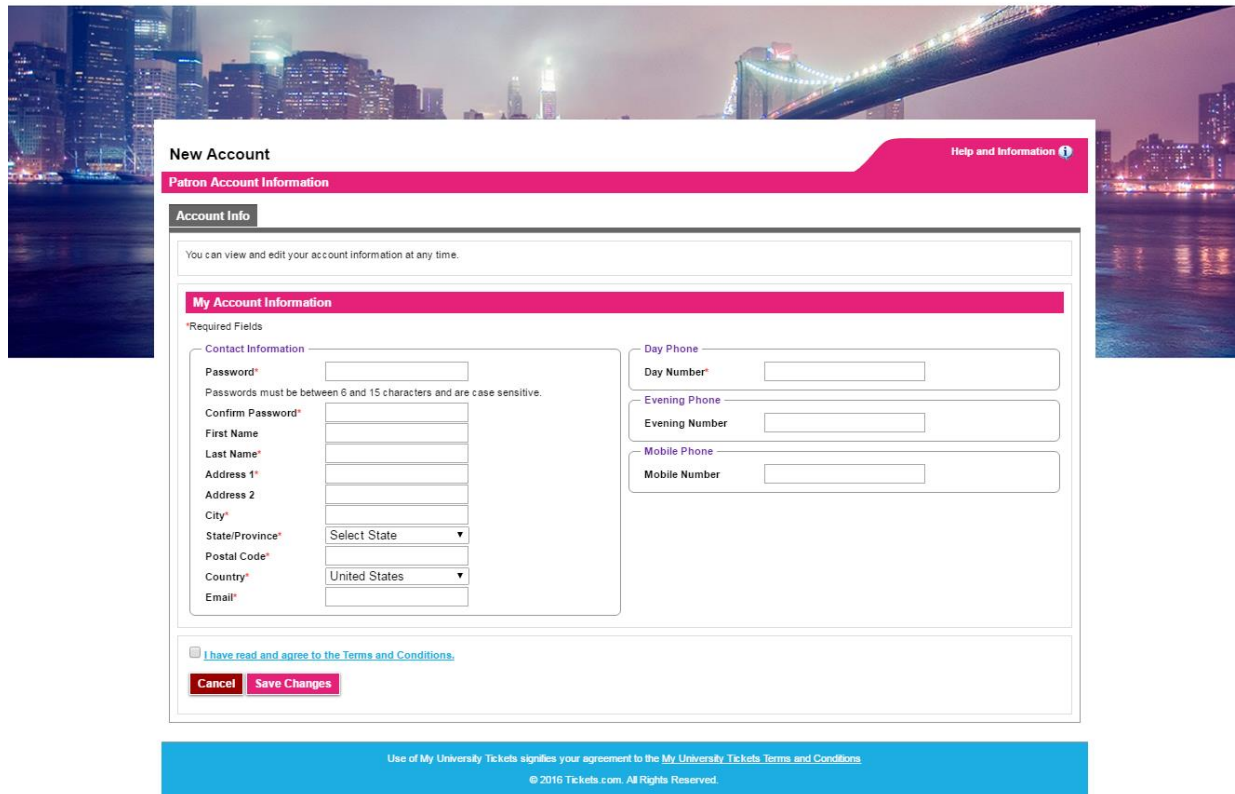
The screenshot shows the login page for River City Sundup. At the top left is the "RIVER CITY SUNDUP" logo. To the right, it says "Your Ticket to all the Hottest River City Events". The main content area features a "Log in or Register" form. The form has a pink header with the text "Please log in or create an account to get started". Below this, there are two columns. The left column is titled "Enter Account and Password" and contains fields for "Login" and "Password", a note "Note: Your password is case-sensitive.", and a green "Log In" button. Below these are three buttons: "Create a New Account", "Reset Password", and "Retrieve Account Number". The right column is titled "Welcome to My Tickets, your online ticket manager" and contains a large empty text input field. At the bottom of the page, there is a blue footer with the text "Use of My University Tickets signifies your agreement to the My University Tickets Terms and Conditions" and "© 2016 Tickets.com. All Rights Reserved."

\*Note – you will normally be brought to the *My Ticket Inventory* page when logging in. If it is your first time logging in to MyTickets, or if any of the required account information is missing, you will be brought to the *My Account* screen. If you have pending renewals, you will be brought to the *To Do List* screen.

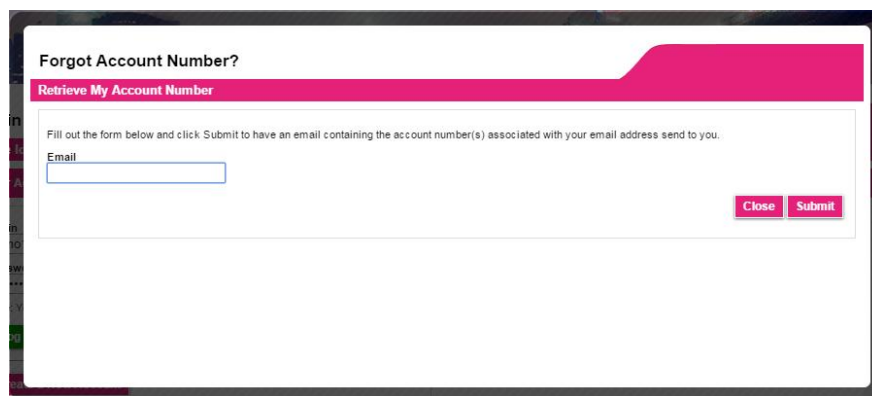
- If you do not have a MyTickets account, click **Create a New Account** on the *Login* page. This will take you to the *New Account* screen. Enter the required information and click **Save Changes**.



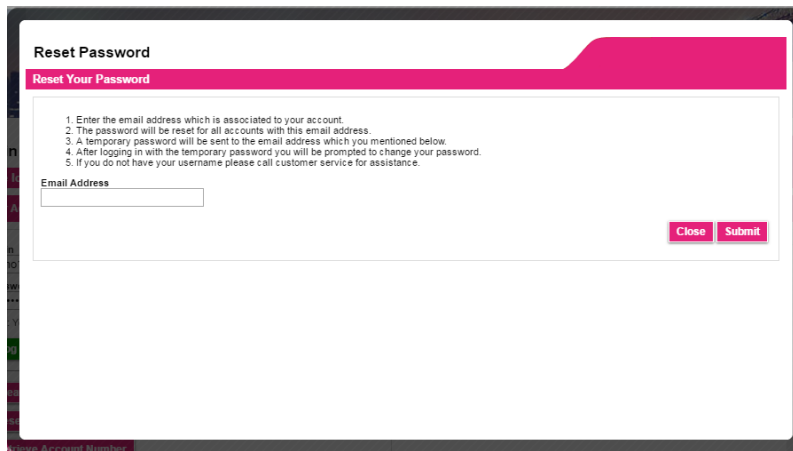
Your Ticket to all the  
Hottest River City Events



- If you have a MyTickets account but do not know your account number, click **Retrieve Account Number** on the *Login* page. Enter the email associated with your account and click **Submit**. Your account number will be emailed to you.



- If you have a MyTickets account but do not have your password, click **Reset Password** on the *Login* page. Enter the email associated with your account and click **Submit**. A new temporary password will be emailed to you.



The screenshot shows a web form titled "Reset Password" with a sub-header "Reset Your Password". The form contains a list of five instructions: 1. Enter the email address which is associated to your account. 2. The password will be reset for all accounts with this email address. 3. A temporary password will be sent to the email address which you mentioned below. 4. After logging in with the temporary password you will be prompted to change your password. 5. If you do not have your username please call customer service for assistance. Below the instructions is a text input field labeled "Email Address". At the bottom right of the form are two buttons: "Close" and "Submit".