

Managing Your ASO Subscription

Thank you for being a part of the ASO family.

Year after year, the ASO welcomes thousands of visitors of all ages to Symphony Hall to enjoy classical music with Atlanta's finest musicians. As a subscriber, you can now take advantage of exclusive benefits such as complimentary access to our Behind the Curtain virtual concert series, flexible ticket exchanges up to 24 hours prior to a concert, advance notice of select special programming, and savings on additional Delta Classical Series concerts.

What do I need to know before my visit to Symphony Hall?

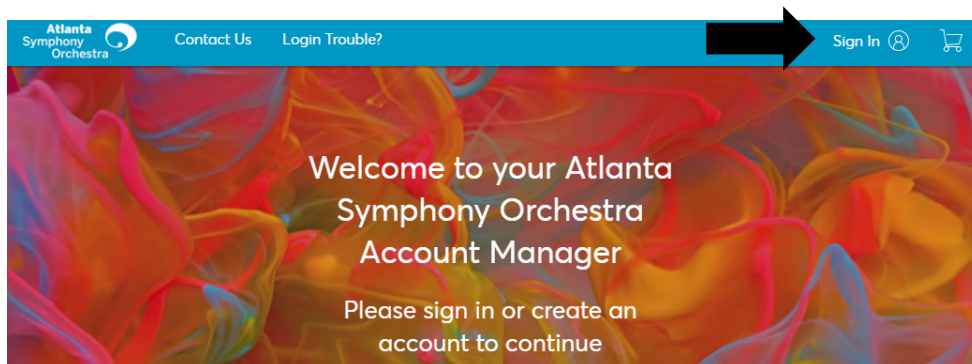
For information regarding directions, dress code, concert length and intermissions, dining options, accessibility, and other frequently asked questions, please visit our website at www.aso.org/plan-your-visit.

How do I manage my account and what is Account Manager?

The ASO has a new ticketing system through Ticketmaster, called Account Manager. This system allows patrons to manage their account online anytime day or night without having to call the box office. Patrons can purchase new tickets, make exchanges, transfer or donate tickets, and access tickets digitally through a mobile device or print-at-home capability. Account Manager is also where subscribers will access virtually streamed concerts in our Behind the Curtain Series and additional bonus content throughout the year.

How Do I login to my account through Account Manager?

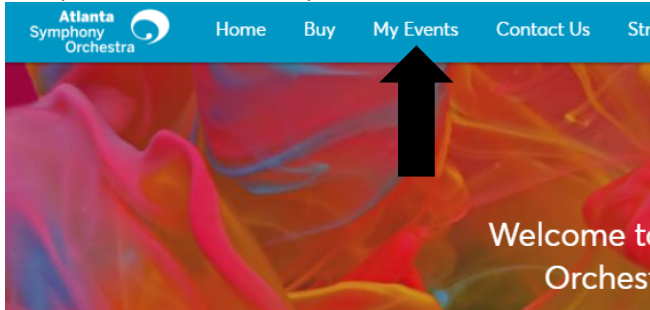
Simply go to www.aso.org/myaccount to access your information and click '**Sign In**' on the top right of your screen. Enter in the primary email address associated with your account. Once you enter your email, you will select "**Forgot Password**" to create a new one and an email will be sent to you with further instructions to set up your password. *You may be asked to enter in a mobile phone number. This is an added security measure to protect your account.*



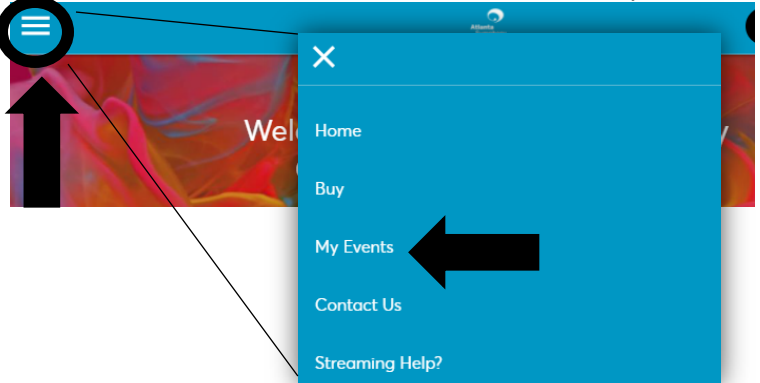
How Do I access my concerts in Account Manager?

The ASO is migrating to a digital ticketing platform. In order to print your tickets, access the ticket barcode from your mobile device, or make exchanges or transfers, you will go to “My Events”. *If you do not have access to a mobile device or home printer, please contact the Subscriptions Team at 404-733-4800.*

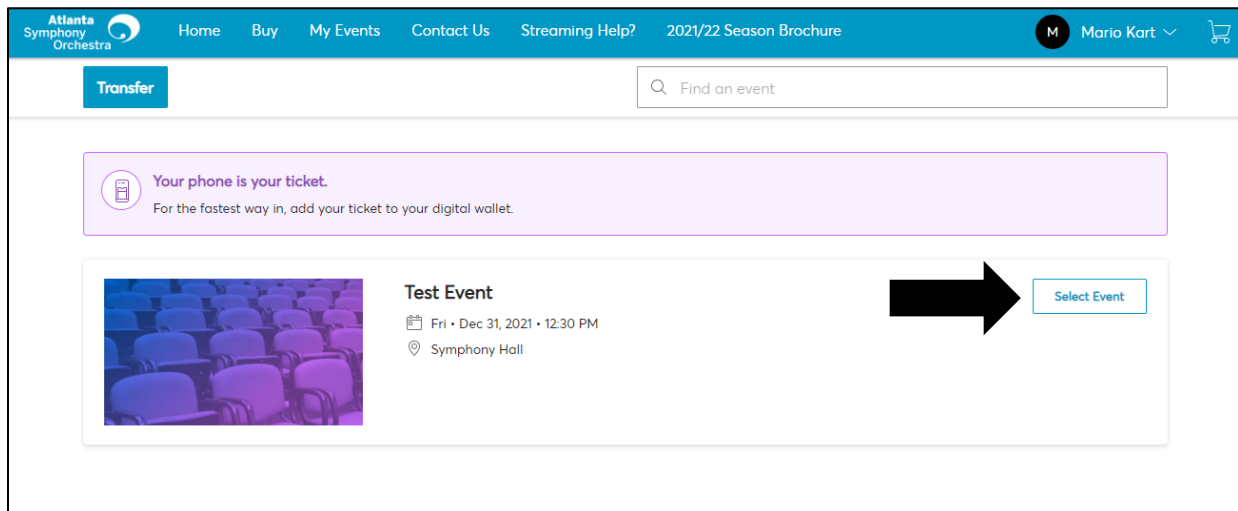
Computer View: Click “My Events”



Mobile/Tablet view: Click the menu button then “My Events”



On this page, you will see all purchased concerts. Click the “Select Event” button next to each concert you wish to View, Print, Transfer, Exchange or Donate Tickets.

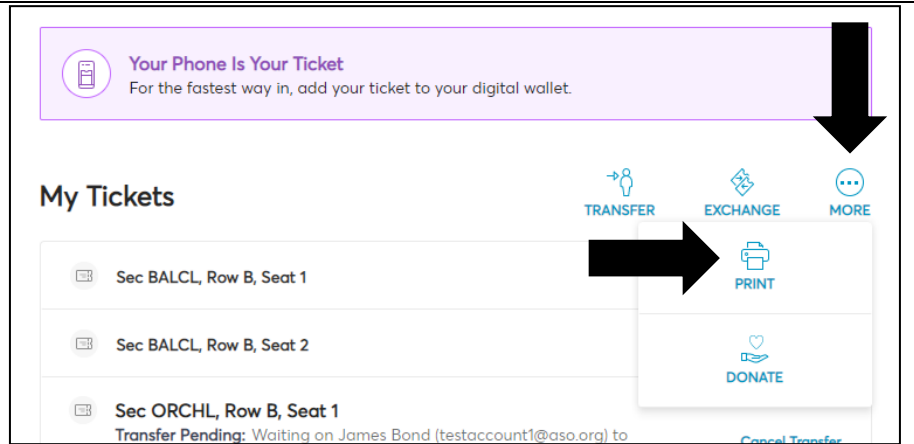


Do I need to print my tickets?

Because the ASO is migrating to a digital ticketing platform, you have the option to either print your tickets and home and bring them with you to Symphony Hall, or simply bring your mobile device with you to access your ticket's barcode to be scanned by an usher directly from your device. *If you do not have access to a mobile device or home printer, please contact the Subscriptions Team at 404-733-4800.*

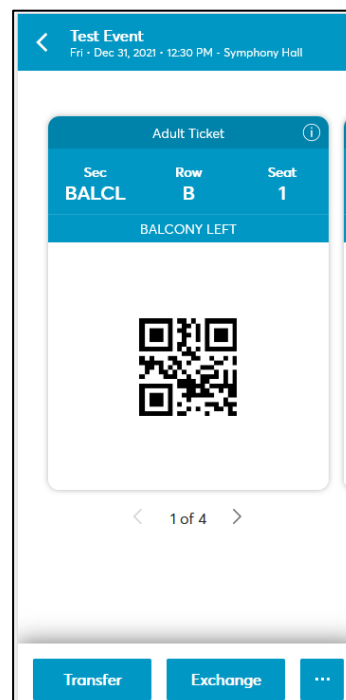
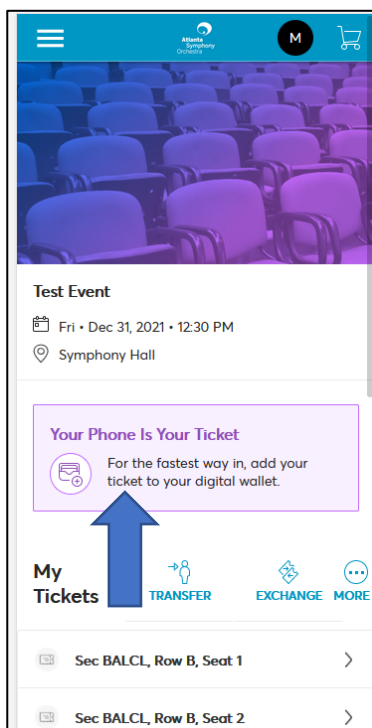
To print your tickets, click "Select Event" shown in the above screen and then click "More".

1. Select the tickets you want to print and click continue.
2. Account Manager will ask if you want to generate not barcode for your printed tickets. Select this if you previously printed but misplaced your tickets. Otherwise, just select click "Print".
3. Your tickets will appear in a new tab or you will be prompted to download the PDF file for your tickets. **Note: make sure your pop-up blocker is turned off.**
4. Open and print your tickets.

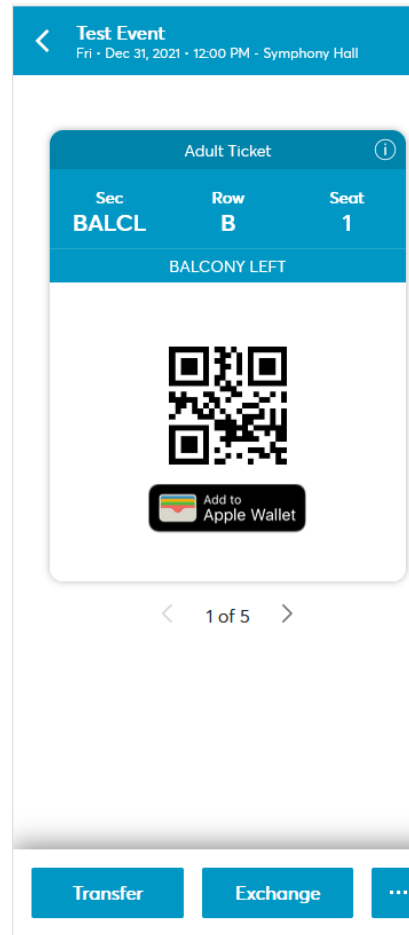
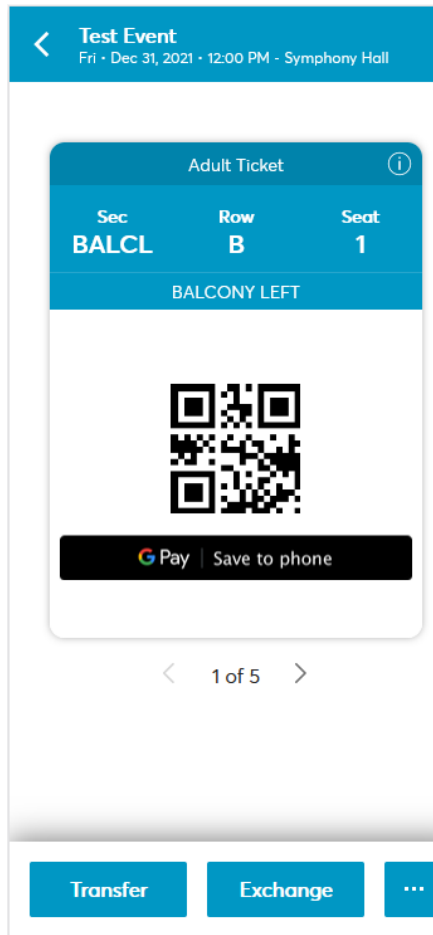


How do I use my mobile device for tickets to my concerts?

1. Log in to Account Manager on your mobile device, navigate to My Events, and select the event with tickets you want to view.
2. Select the ticket you want to view and a QR code will appear for your ticket. This is what will be scanned when you attend a concert. Please note a screenshot of your tickets will not be valid upon entry.
3. If you have multiple tickets, you will swipe to the left and your additional tickets will appear to be scanned.

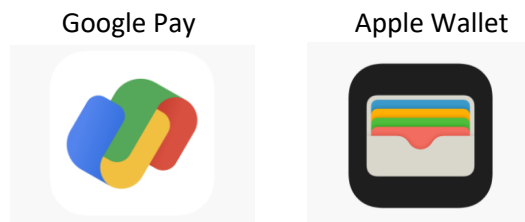


4. You will note a helpful tip that states 'For the fastest way in, add your ticket to your digital wallet. This process can be used to download your ticket to your phone for quick access when you arrive at Symphony Hall. This will avoid slow internet connections which may delay your entry.'
5. When viewing the QR code on your mobile device, you will see one of the following prompts for storing your tickets in either Google Pay or Apple Wallet.



You may access these tickets through your mobile device app and expedite your ticket scanning upon arrival. You will not have to login to Account Manager to access your tickets if they are located in your digital wallet.

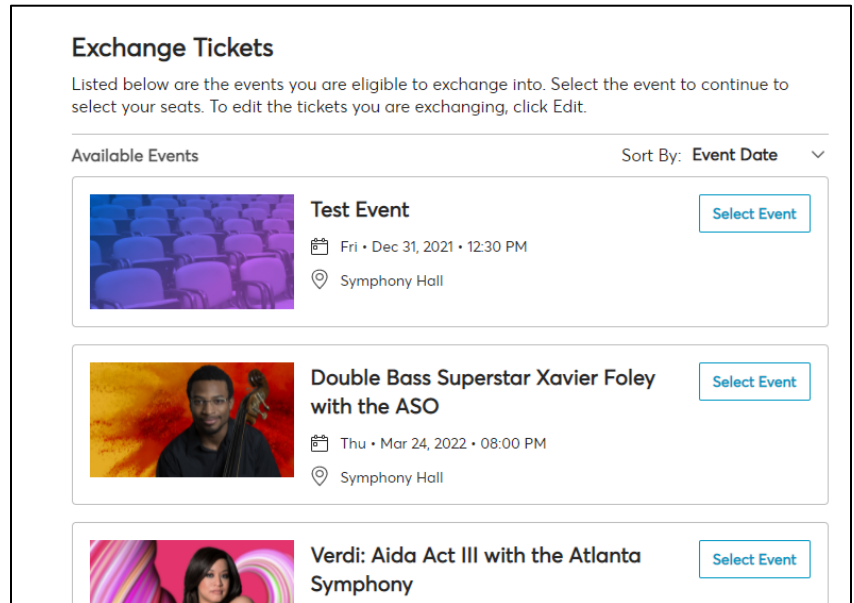
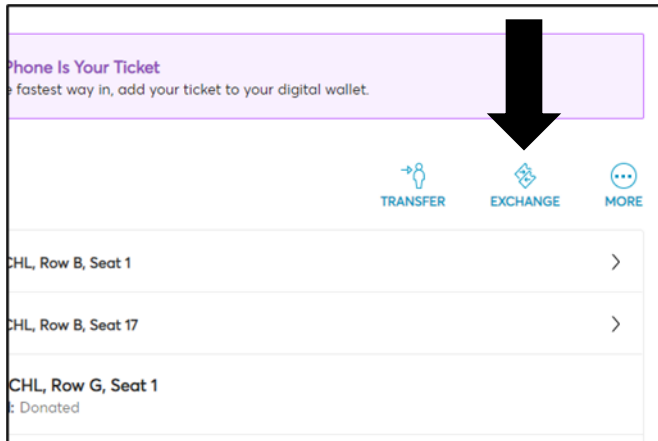
*Please note a screenshot of your tickets is NOT valid.



I'd like to make ticket exchanges. How do I do that in Account Manager?

It is now possible for patrons to make exchanges online, 24/7 without having to call the box office during business hours. This can still be done up to 24 hours prior to a concert, at no additional fee. Simply login to your account following the prompts, navigate to My Events, and select the event with tickets you want to exchange.

1. On the right side, select "Exchange."
2. Select the seats you want to exchange and click 'Continue'.
3. Select the event you want to exchange into.




4. Select the seats you want on the map and add them to your cart. Click the cart icon in the top right and click "Continue" to go to your cart and review the exchange.
5. The Cart will display the event you are exchanging out of and the event you are exchanging into. **If the price is less than or equal to your current tickets**, click "Submit" and your exchange will be processed. **If the price of the new seats is greater**, it will display the difference as the amount due. Click "Next" to continue.

Review the details of your exchange

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Next to proceed to the checkout step.

New Event




Test Event

Qty: 1 Ticket


Fri • Dec 31, 2021 • 12:30 PM

Symphony Hall

New Tickets

 Section ORCHL, Row M, Seat 12

Event selected for exchange




Test Event

Qty: 1 Ticket

Fri • Dec 31, 2021 • 12:30 PM

Symphony Hall

Tickets selected for exchange

 Sec BALCL, Row B, Seat 1

Summary

Cost of New Seats:	\$99.00
Section ORCHL, Row M, Seat 12	\$99.00
Applied Credits:	\$34.00
Total cost of new seats:	\$99.00
Applied Credits:	-\$34.00
Total Amount Due:	\$65.00

Note: Review your selections, your current seats won't be exchanged until your payment is successful.


Next

- Select your preferred delivery method for your new tickets and continue to Payments. Enter in your payment information and submit your order. You will receive a confirmation of your exchange via email. Your new tickets will appear on the “My Events” page in place of your old tickets.

How do I transfer my tickets to someone else?

You may transfer tickets to anyone free of charge through Account Manager. Once transferred, the recipient will receive an alert via email and will have until just before the concert to accept them. To complete a transfer, login to Account Manager, navigate to My Events, and select the event with tickets you want to transfer.




- On the right side, select “Transfer.”





Your Phone Is Your Ticket


For the fastest way in, add your ticket to your digital wallet.

My Tickets

 TRANSFER
 EXCHANGE
 MORE

 Sec ORCHL, Row B, Seat 1

 Sec ORCHL, Row B, Seat 17

 Sec ORCHL, Row G, Seat 1
Donated: Donated

- Select all seats you want to transfer and click continue.
- Enter in the first name, last name, and email address of the patron to which you want to transfer the tickets. You can also include an optional message for the recipient. Click “Transfer” to continue.
- You will see a confirmation that the tickets were sent, and a copy of the confirmation will be emailed to you.

How do I purchase parking?

Valet or parking deck tickets can be added at any time. Mobile device or printed tickets should be presented to the parking attendant at the time of entry. **Please remember if you print your concert tickets to print your parking tickets as well.**

1. Click "Purchase Parking" from the menu at the top.
2. Select the desired parking events from the list.
3. Add your selection to your cart and check out.

How do I add on holiday concerts?

For the 21/22 Season, we are pleased to announce the addition of Christmas with the ASO and The Messiah. Please follow the prompts below to add these exciting shows to your concert line-up.

1. elect the desired holiday concert from the list.
2. Choose your seats on the seat map and add to your cart.
3. Click "Buy" to go back to the event list and add more concerts, or click the shopping cart to check out.