

Digital Ticket Wallet Step by Step Guide

Access Digital Ticket Wallet page 2

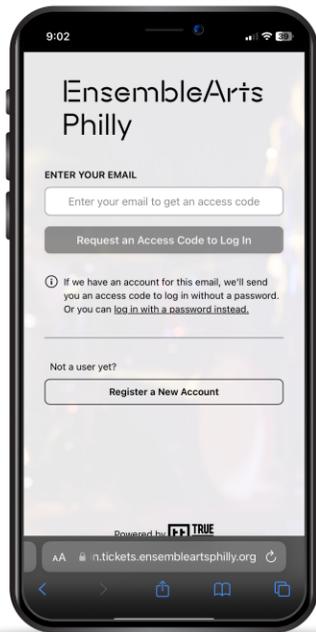
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Access Digital Ticket Wallet

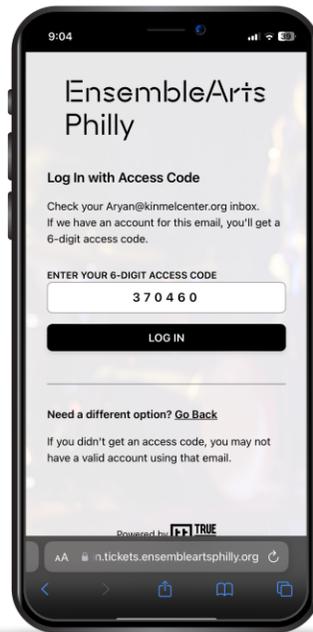
STEP 1



Log in to your Ensemble Arts Philly Digital Ticket Wallet at tickets.ensembleartsp Philly.org.

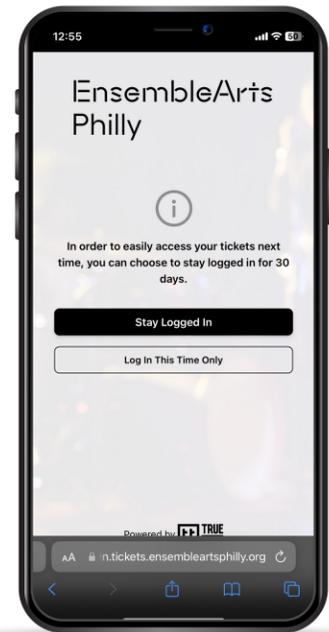
Enter your email address to receive an access code to log in. If you know your Ensemble Arts Philly account password, you can select “log in with a password instead.”

STEP 2



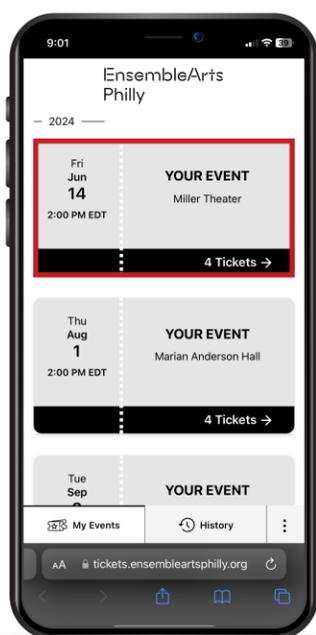
If you opt to sign in with an access code, a 6-digit access code will be sent to your email. Enter that code.

STEP 3



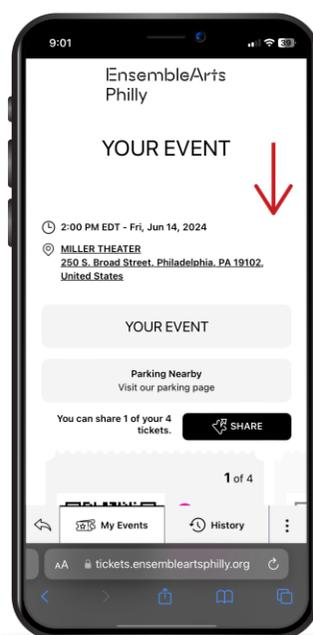
For your convenience, you can remain logged in for 30 days by selecting “Stay Logged In” (recommended). If you would like to log in manually each time, select “Log In This Time Only.”

STEP 4



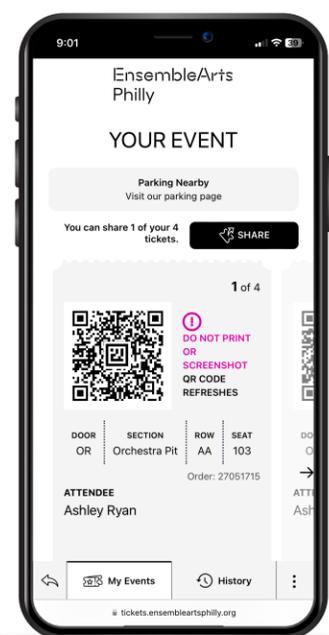
Find your upcoming performance on the “My Events” list. Tap to access your tickets.

STEP 5



Review important performance information at the top of your event. Scroll down to view individual tickets with scannable QR code.

STEP 6

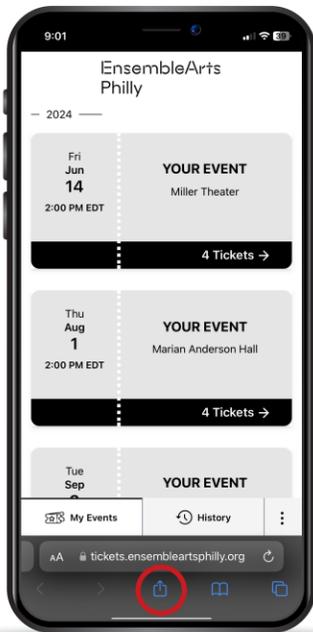


Present the scannable QR code to the usher. If you have multiple tickets, scroll from side to side to view all tickets.

Save Digital Ticket Wallet

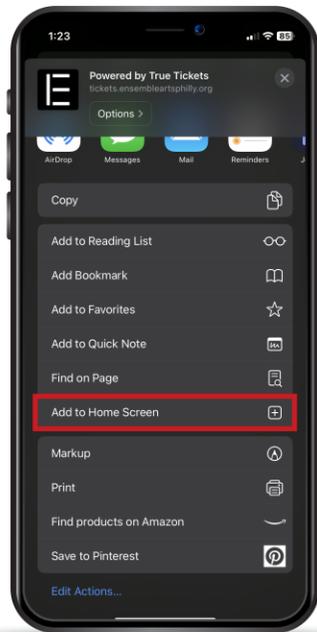
iPhone

STEP 1



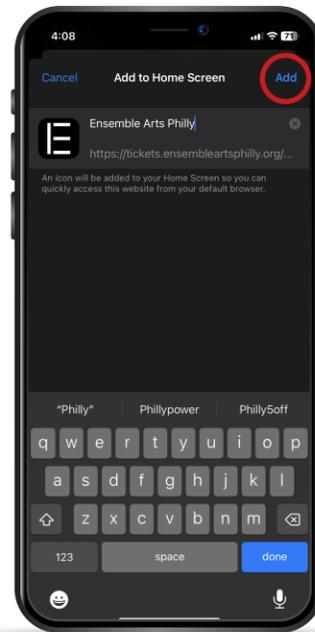
Open your Digital Ticket Wallet.

STEP 2



Scroll and click "Add to Home Screen."

STEP 3



Select "Add."

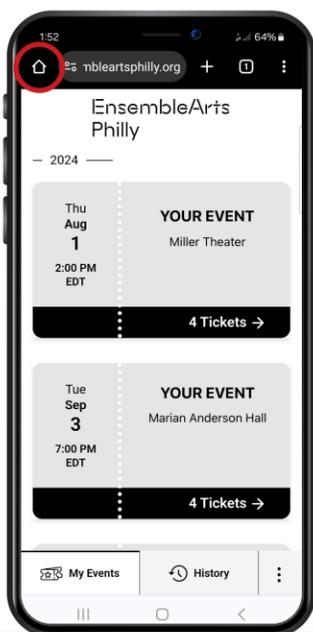
STEP 4



Now you have a short cut to your Digital Ticket Wallet. You can also add your tickets to your Apple Wallet.

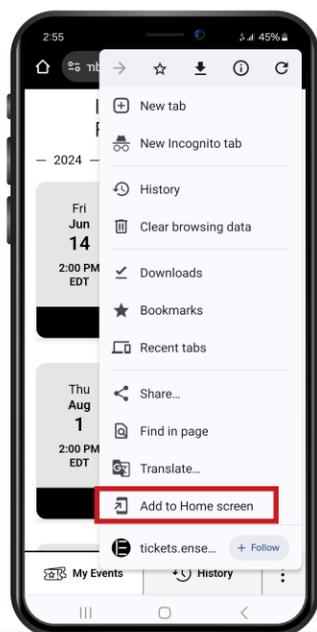
Android

STEP 1



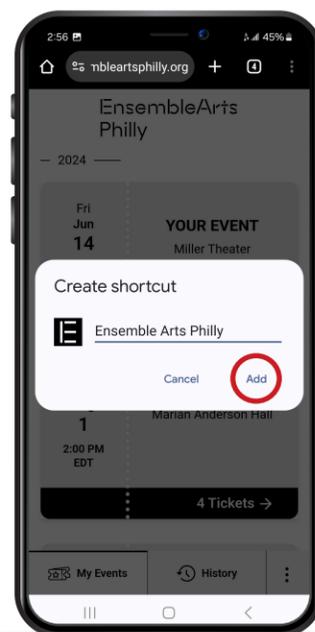
Open your Digital Ticket Wallet.

STEP 2



Scroll and click "Add to Home Screen."

STEP 3



Select "Add."

STEP 4



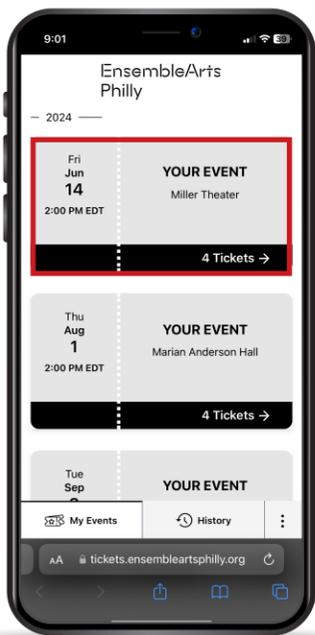
Now you have a short cut to your Digital Ticket Wallet.

Share Tickets

Share tickets with your friends and family.

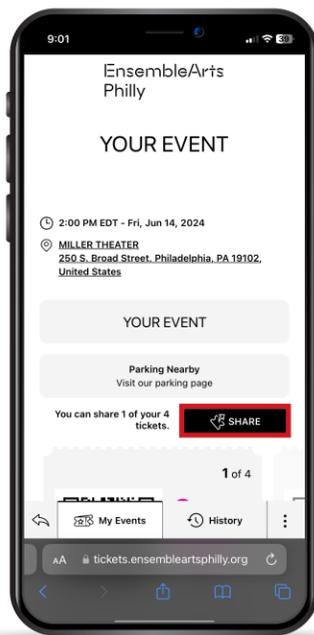
To access ticket(s), your guest will need to log in or register an Ensemble Arts Philly account.

STEP 1



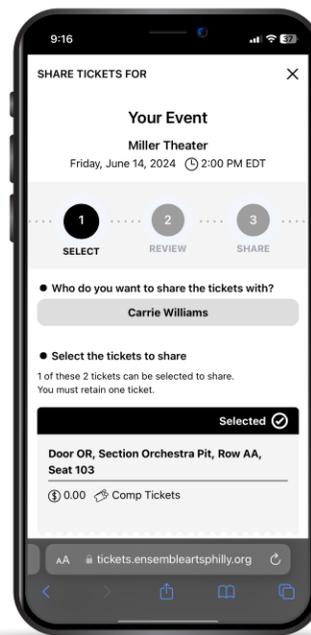
Select the ticket(s) you would like to share.

STEP 2



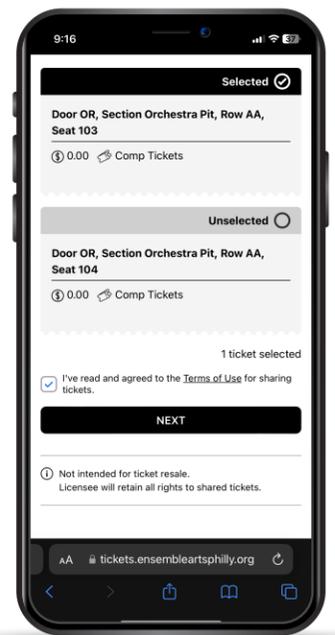
Select "SHARE."

STEP 3



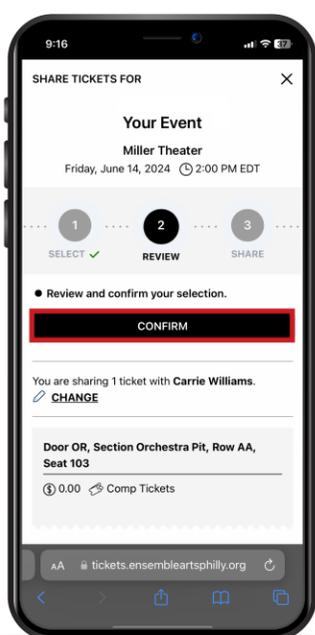
Enter the full name of the person with whom you would like to share the ticket(s).

STEP 4



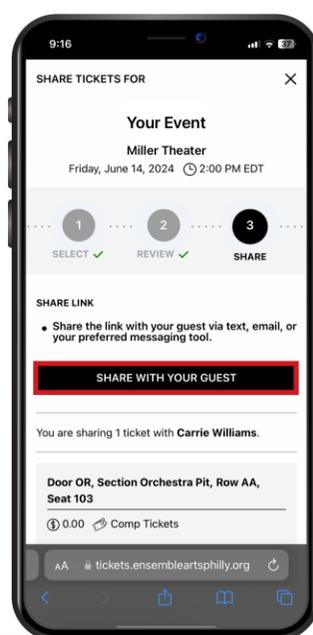
Select the ticket(s) you would like to share.

STEP 5



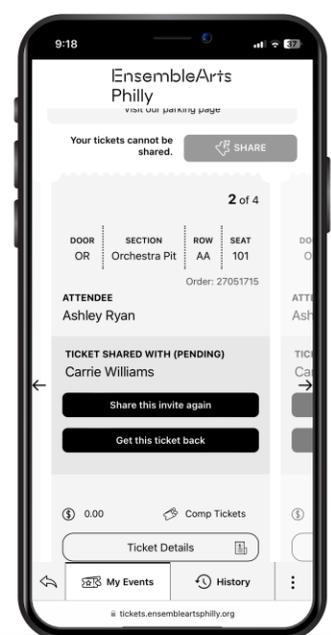
Review and click "CONFIRM."

STEP 6



Share ticket(s) with your guest via text message, email, or copy link to send separately.

STEP 7



Your wallet will show "TICKET SHARED WITH (Pending)" until your friend accepts the ticket(s).

Refer to "Manage Shared Tickets" page for details.

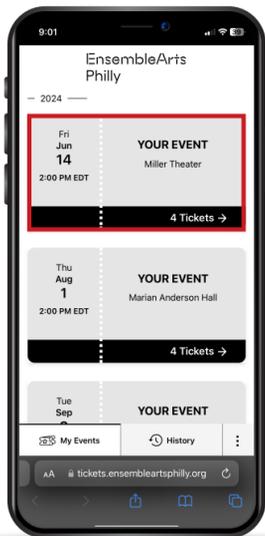
Manage Shared Tickets

Manage Tickets You Shared

After a ticket is shared it is still visible in your wallet. You can manage the ticket(s) by sharing the invitation again or getting the ticket back from the person with whom you shared it.

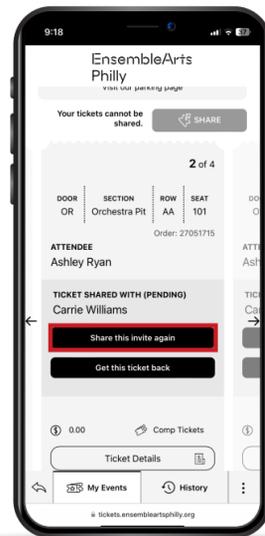
SHARE TICKET AGAIN

STEP 1



Select the event in your wallet.

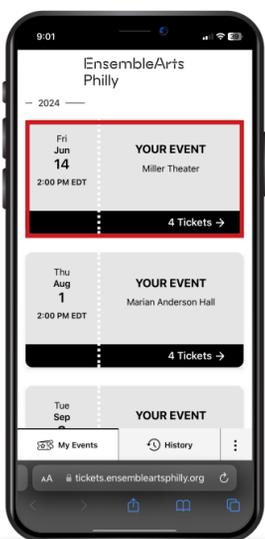
STEP 2



Select "Share this invite again" button. Follow additional prompts as needed

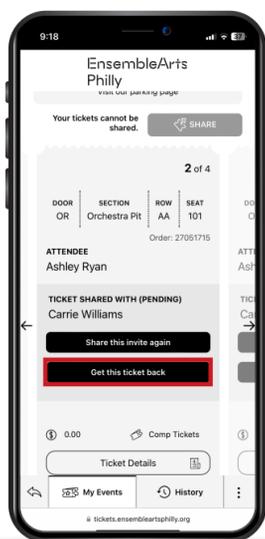
GET TICKET BACK

STEP 1



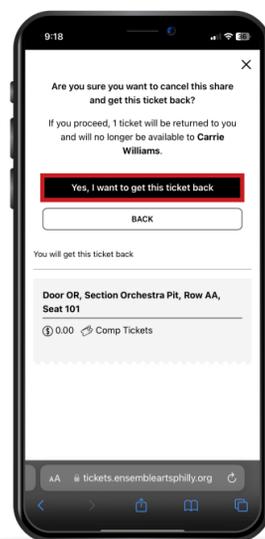
Select the event in your wallet.

STEP 2



Select "Get this ticket back" button.

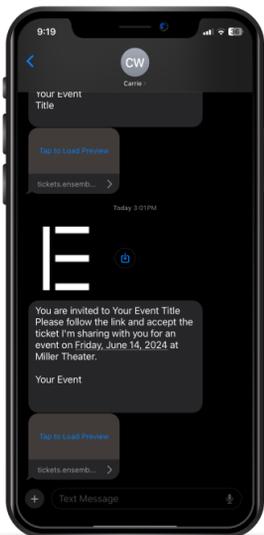
STEP 3



Confirm "Yes, I want to get this ticket back."

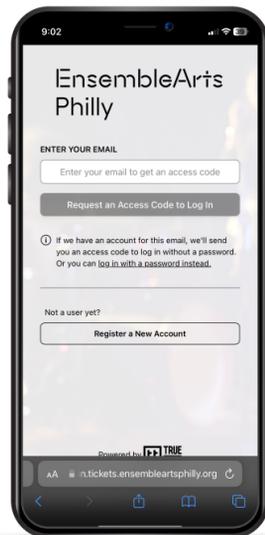
Manage Tickets Shared With You

STEP 1



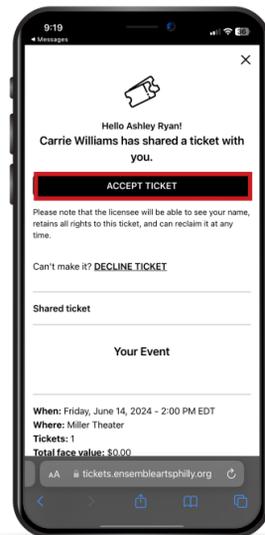
Click the link you received to accept ticket(s).

STEP 2



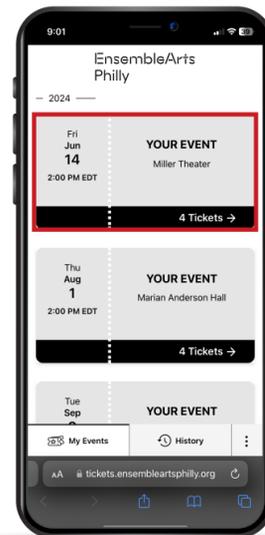
Log in or register an Ensemble Arts Philly account to accept the ticket(s).

STEP 3



Once logged in, you can accept the ticket(s).

STEP 4



The accepted ticket(s) will show up in your Digital Ticket Wallet. See "Access Tickets" page for more information.