1. In the browser of your choice, navigate to www.gaillardcenter.org.

2. In the top right-hand corner of the screen, click “Sign In”.

3. When prompted, enter your email address and password. Once entered, click the “Login” button in the bottom right-hand corner.

   If you do not remember your password, follow instructions beginning on page 4 of this document.

4. From here, you will be in “My Account”, where you can update your personal information.

5. To access your Subscription click on the “Subscriptions” tab.

(continued on next page)
6. You should see your Charleston Symphony Masterworks or Pops Subscription on the page. To renew, click the “Buy Subscription” link.

7. If you have a Masterworks or Pops Series Subscription, the events will automatically be selected at the top. Enter the number of series you wish you purchase, and click the “Next” button.
8. Confirm that the selected shows are correct, and press the “Next” button.

9. A seatmap of the Martha & John M. Rivers Performance Hall will appear. *Your seats will be automatically selected.* Scroll down and press the “Next” button. If you would like to change seats, you must complete the hard copy order form and indicate your change request. Please email info@charlestonsymphony.org with questions.

10. Your subscription will be added to your **Cart**. Scroll down and confirm your shows, the total cost, and then click the “Checkout” button.

11. Follow the instructions on the Checkout page to complete your purchase!

*If you need further assistance, please contact the Gaillard Center Ticket Office at (843) 242-3099 or ticketing@gaillardcenter.org.*
1. In the browser of your choice, navigate to www.gaillardcenter.org.

2. In the top right-hand corner of the screen, click “Sign In”.

3. Below the Login information, click on the “Reset here” link next to “Forgot your password?”.

4. On the next screen, enter and confirm your email address, then click “Email Password Link to Me”.

Forgot Password

Email address: 
Confirm email address: 

EMAIL PASSWORD LINK TO ME
5. Navigate to your email inbox, and look for an email with the subject line of “New Password” from the email confirmations@gaillardcenter.org. You will see the message below. Click on the link which is highlighted below.

If you do not see the email after a few minutes, check your junk, spam, or promotions folder in your email as it may have been flagged.

confirmanetions@gaillardcenter.org

to

Dear

This is a message from Charleston Gaillard Center.

We've received a request to reset your password. If you made this request, please click here to change your password.

This link will expire in 12 hours. If you didn't make this request, you can ignore this email and your password won't be changed.

With best wishes,

Charleston Gaillard Center

6. Once clicked, a new window will open. Under “Set your Password”, enter in your new password and confirm it. Once done, click on “Change Password”.

7. Click “Continue” on the next page to enter your account.

If you need further assistance, please contact our Ticket Office at (843) 242-3099 or ticketing@gaillardcenter.org.