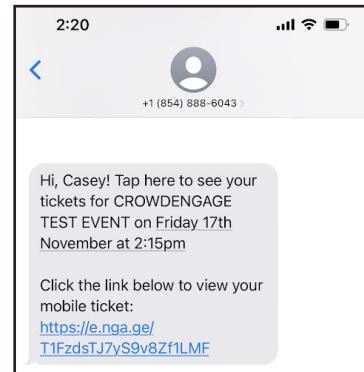


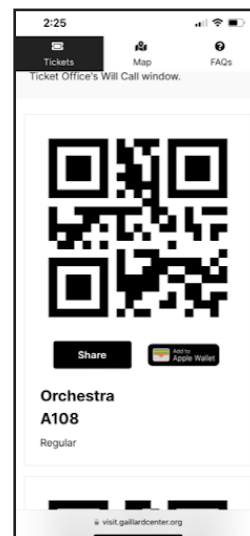
Access Your Gaillard Center Tickets

1. You will receive a text one week (7 Days) prior to your performance.

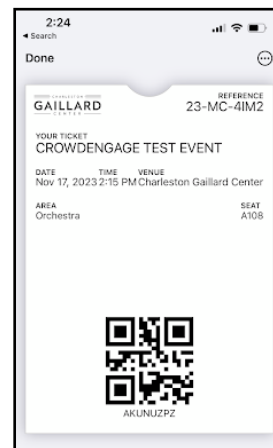
2. In the text, there is a link to your CrowdEngage Mobile Tickets.



3. The page will open in your phone browser.



4. You will have the option to share the tickets with another person and also save your ticket to your Apple or Google Wallet.



5. You can show the QR code to our Ushers or House Managers to scan at the doors of the Performance Hall.

Access Your Gaillard Center Tickets



Attending With Friends?

You can now share your Mobile Tickets directly with the other people attending the show with you.

Once you have opened the Mobile Tickets, click **SHARE** on the ticket you would like to send. The sharing options will appear and you can text the ticket link directly to another person

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

Access Your Gaillard Center Tickets

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.

Login

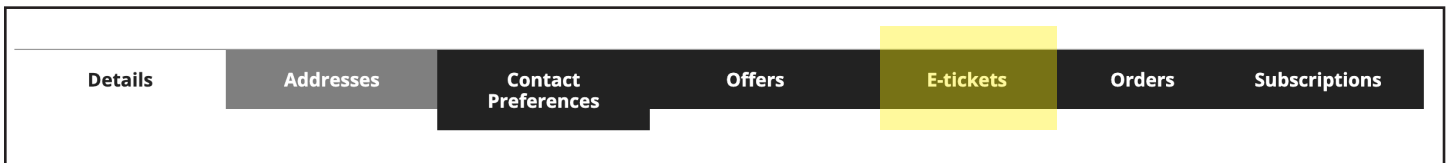
We have recently upgraded our ticketing system. If you have previously purchased tickets with the Charleston Gaillard Center using this email address, please click "Reset here" below and a link will be emailed to you asking you to create a password for our new ticketing system. If this is your first time purchasing with this email address, please click "Register now" below. If you're having any trouble, please reach out to our ticket office at 843-242-3099

Email address: (required) Password: (required)

New Customer? [Register now](#)
Forgot your password? [Reset here](#)

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

5. To access your tickets, click on the "E-tickets" tab.



6. Once in the "E-tickets" tab, you will see all of your upcoming performance tickets listed. Click "Download" next to the name of the event to download your tickets as PDF documents.

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

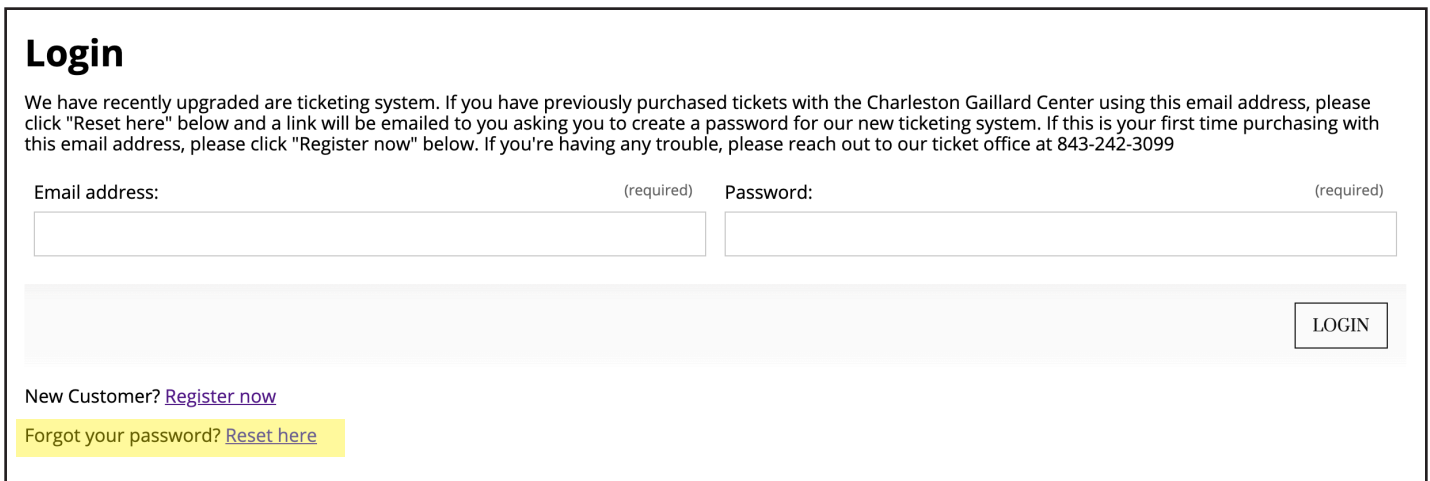
Reset Your Password

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".



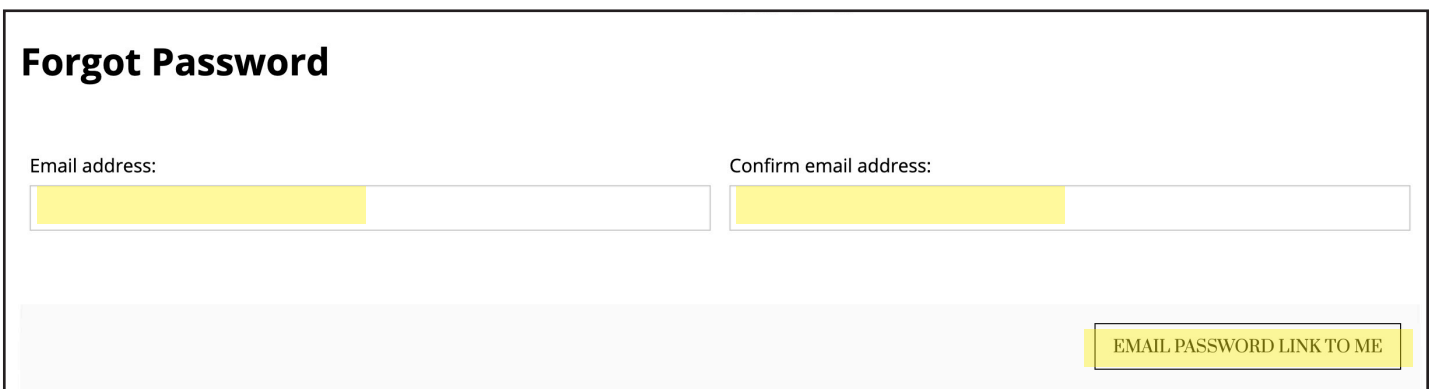
The screenshot shows the top navigation bar of the website. On the right side, there is a search icon, followed by links for "Membership", "Donate", "Sign In" (highlighted in yellow), and "Cart". Below these, a horizontal menu contains the following links: "BUY TICKETS", "VISIT US", "MEMBERSHIP & SUPPORT", "EDUCATION & COMMUNITY", "VENUE RENTAL", and "ABOUT US".

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



The screenshot shows the "Login" section of the website. It features a heading "Login" and a paragraph of text: "We have recently upgraded are ticketing system. If you have previously purchased tickets with the Charleston Gaillard Center using this email address, please click "Reset here" below and a link will be emailed to you asking you to create a password for our new ticketing system. If this is your first time purchasing with this email address, please click "Register now" below. If you're having any trouble, please reach out to our ticket office at 843-242-3099". Below the text are two input fields: "Email address:" (required) and "Password:" (required). A "LOGIN" button is positioned to the right of the password field. At the bottom left, there are two links: "New Customer? Register now" and "Forgot your password? Reset here" (highlighted in yellow).

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



The screenshot shows the "Forgot Password" section of the website. It features a heading "Forgot Password" and two input fields: "Email address:" and "Confirm email address:". Both input fields have a yellow highlight. At the bottom right, there is a button labeled "EMAIL PASSWORD LINK TO ME" with a yellow highlight.

Reset Your Password

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.

confirmations@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”.

Forgot Password

Email address:

Confirm email address:

[EMAIL PASSWORD LINK TO ME](#)

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.