Account Manager Guide – Renewing Your Season Seats

- 1. Visit https://oss.ticketmaster.com/aps/dpac/EN/account/login to log in to your DPAC account manager.
- 2. After logging in, you will see your season invoice(s). Click 'continue' next to the invoice labeled "1819 SunTrust Broadway Season" to begin the renewal process (IMAGE A).



- 3. On the next screen, you will see your current performance time and seats. Click the red 'continue' button.
- 4. You will now have the option to upgrade your parking to the East Deck Parking garage, or make a donation to Triangle Rising Stars. (IMAGE B). If you are making a donation or upgrading parking, enter the quantity you would like and click 'add to invoice' at the bottom of the screen. Otherwise, click 'skip.'

Additional Options Would you like to upgrade your parking or donate to Triangle Rising Stars? Complimentary parking is still offered as a Season Seat Member perk in nearby city owned parking decks. To upgrade your parking, select your performance time and quantity of passes to upgrade your parking to the East Parking Deck located directly adjacent to DPAC and the Aloft Hotel. Parking packages and price listed include parking for each of the 8 season shows. 7 show package members will have parking opted out of in June. Donate to Triangle Rising Stars for as little as \$5! **Add Parking and Donations** Select your Quantity or click skip Qty Price Type Total Triangle Rising Stars Donation US \$5.00 US \$0.00 0 * Multiple Dates 18-19 East Deck Parking Tuesday US \$56.00 US \$0.00 0 * DPAC Multiple Dates

IMAGE B

5. On the next screen, you have the option to select the **full eight show package**, indicate your **opt out** preference, sign up for **auto renew**, and **request a seat change**. (**IMAGE C**). If you are requesting a seat change, you may indicate your preferences on this page. When you are finished, click the red 'continue' button at the bottom of the page.

IMPORTANT: Please note that there are five mandatory questions that must be answered. They are questions 1, 2, 4, 5, and 16, and are denoted by a red asterisk. Until these questions are answered, the 'continue' button at the bottom of the screen will be inactive, and you will be unable to proceed through the renewal process.

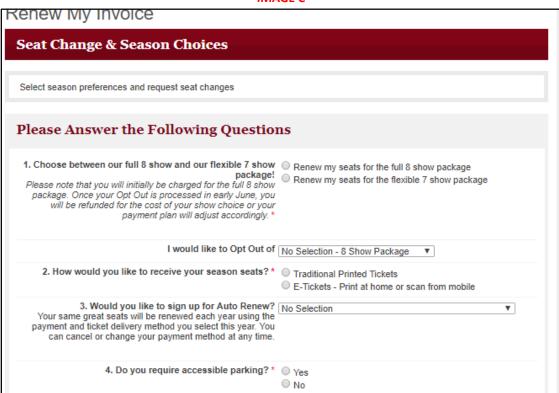
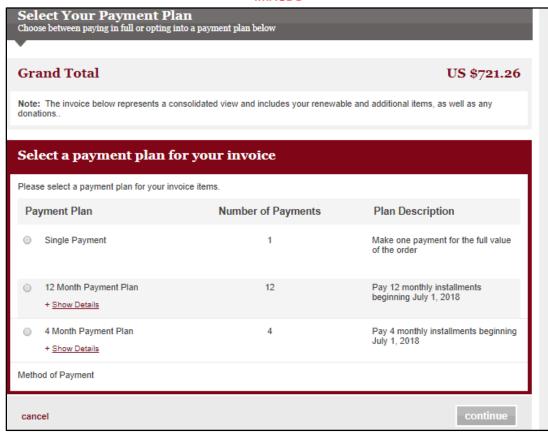


IMAGE C

6. On the next screen, you will be able to indicate your **payment preference**: Single Payment (pay in full), 12 Month Payment Plan, or 4 Month Payment Plan. (**IMAGE D**). Select your preferred payment method, and click 'continue.'

IMAGE D



7. On the next screen, you may select the payment card you would like to use for your method of payment. (IMAGE E). You may choose from existing cards on your account, add a new credit card, or enter multiple credit cards. After entering your payment information, click 'complete' to complete your renewal.

IMAGE E

