

Redeeming Season Passes at Itvb.com

1. From the Itvb.com home page, click on “Redeem Season Passes.”
2. Select show you wish to attend, and click “Purchase Tickets or Redeem Season Passes.”
3. Click on the date you wish to attend.
4. Enter the number of seats you require. Note that your seat choice must match the type of Season Pass you purchased. For example, if you have a Senior Season Pass, select senior seats.
5. The next screen will show (on the left) the tickets in your shopping cart, with the retail value. The next step is to access your record to apply your season pass to these tickets. Look on the right side for the log in screen.
 - a. **If you have logged in previously**, you will log in using your email and the password you created. NOTE: the passcode you received with your season passes is NOT your password to access the system. If you cannot remember your password, click on “Forgot my password.” This will send an email with a link to reset your password.
 - b. **If this is the first time** you have accessed the online system, scroll down and click “create patron account.” You will be asked to enter your email address as your login name, and to enter a password of your choice. After entering the password twice, click “sign up.”
6. Whenever you log in, the system will take you to the Customer Information page, where you can verify that all your contact information is correct. You can also make changes to the mailing lists you prefer. When done, click “Save and Continue.”
7. **Important: If your login does not take you to your record, with your name and address already entered, please contact the box office at 757-428-9233. It is possible we do not have the correct email address in your record.**
8. After verifying your Customer Information, you will return to your shopping cart to review your order.
 - a. Please check the date and number of tickets.
 - b. On the right you can add a donation if you choose.
 - c. You do not need to enter your passcode.
 - d. For “Delivery Method,” the default is “print at home.” You can print out a single sheet of paper, bring that to the theater on the day of the performance, and take it directly to the usher. If you do not wish to print at home, click on the arrow, select “Will Call,” and “Apply” to pick up your tickets at the theater Box Office before your performance.
 - e. Underneath the delivery method menu, you will see your season pass(es) listed. Click on the blue “apply” button.
 - f. This will take you to a screen that will show you your pass record. Click “Okay.”
 - g. When you return to the shopping cart the balance due will show “\$0.00.” At the bottom right of your screen, click “Complete Order.”
9. From the next screen, you can print your ticket to bring to the theater. You will also get an email confirming your reservation, and there is a link to print your ticket from this email as well.
10. The email also contains a link to follow should you need to change your date. We require that this be done at least one hour before the scheduled performance via on-line or box office phone or you forfeit your ticket.

Any problems using the on line system, please call the box office voicemail at (757) 428-9233. A Box Office volunteer will return your call and offer assistance.