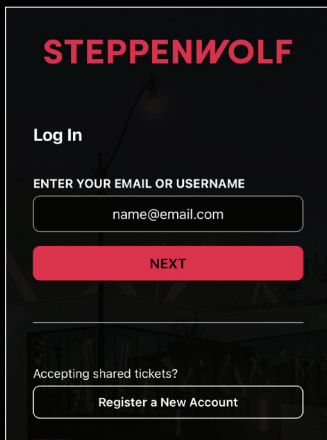


STEPPENWOLF

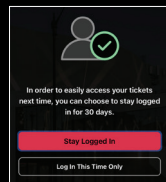
HOW TO ACCESS DIGITAL TICKETS



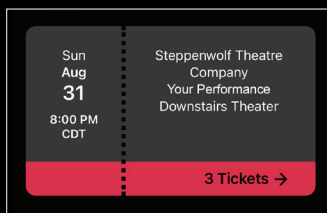
STEP 1 Visit wallet.steppenwolf.org

On your mobile device, log in using the same email and password you used to purchase tickets. **You do not need to create new account credentials to access digital tickets.**

You can also log in using the passwordless authentication feature. Passwordless authentication will send a code to the email address associated with your account, and can only be done from a mobile device.



Before you arrive for your performance, log in to your Digital Wallet, bookmark the web address and select "Stay Logged In" when prompted.

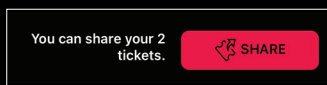


STEP 2 View & Manage Your Tickets

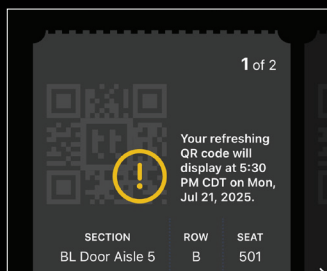
Tickets are delivered to your Digital Wallet immediately upon purchase. After logging in, you will be able to see digital tickets for your upcoming performance(s).

If the "Share" button is enabled, you can send tickets to others in your party. Please note that if the recipient uses an email address that is not in our database, they will be prompted to create an account in order to accept the tickets into their Digital Wallet.

Tickets can be added to an Apple or Google wallet on your mobile device once they are available.



Sharing all tickets in your wallet may be restricted. If you need to give all of your tickets to a friend, call the box office at 315-335-1650.



STEP 3 Scan Your Ticket at the Theatre

The scannable QR code will appear a few hours before doors open for the performance. Your barcode includes technology to protect it from being duplicated. **Screenshots or printouts will not be accepted upon entry.**

TROUBLESHOOTING TIPS

- Open a browser (e.g., Safari, Firefox or Google Chrome) on your mobile device to view your Digital Tickets.
- If you have forgotten your login credentials, use the "Forgot Password?" link below the "Log In" button, or use the passwordless authentication feature.
- If you experience any issues with your QR code, try refreshing the page, and make sure your phone's browser is using light mode, and the brightness is turned up.