SETTING UP YOUR PASSWORD

Go to the volunteer account login page: https://securesite.guthrietheater.org/account/login?ReturnUrl=..%2fcart%2fprecart.aspx%3fp%3d1800000000

Click on the blue “Forgot your login?”

*Do not click on “Register” under “Create an account” – this will create a new account for you, and you already have an account. Having more than one account can create issues with your volunteer login and rewards.
Enter your email address into the box that pops up (the email associated with your account will be the one that you have been using to communicate with the Volunteer Services Manager). Click “Submit.”
This notification will pop up – open another Internet tab and log in to your email.
Click on the email from “Support.”
Click on “Click Here to Login Now.”

Forgotten Something?

A 'forgot password' request was made for your email address on our website.

If you did not make this request, please contact boxoffice@guthrietheater.org or call 612.377.2224.

If you did make this request, click the link below to log into your account:

Click Here to Login Now

Guthrie Theater
818 South 2nd Street
Minneapolis, MN 55415
612.377.2224
A new Internet window will pop up. Enter the password that you would like, re-enter it, and click “Save Changes.”
A confirmation will pop up that your password has been updated. Close this window (it seems like it makes sense to click on “Continue Shopping,” but this will bring you to a non-volunteer account).
Go back to the login page (you can go back to the original Internet tab that you were using earlier, click on [this link](#) or follow the first steps of this tutorial). Enter your email address and the password you created and click “Login.”
This is the page you’ll see when you have successfully logged in to your volunteer account.
SCHEDULING SHIFTS

Click on the “Schedule Shifts” button.

Your cart contains items which will expire in 10 minute(s)

Please select from a option below.

- Schedule Shifts
- Maintain Schedule
- View/Redeem Rewards
- Order Tickets
- Checkout
A calendar will appear. Blue squares on the calendar have available shifts you are qualified to reserve.

*If you would like to see a new type of shift that you haven’t been seeing, or if there is a type of shift that you’re seeing that you’re not interested in, contact volunteers@guthrietheater.org.*
Click on a date that you would like to volunteer and scroll down to the bottom of the page. You’ll see a list of available shifts. Click on the “More Details” link to get information about dress code, the duration of the shift and a summary of the tasks that it involves. Check the box next to the shift(s) you’re interested in and click the “Add Selected Shifts” button.

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Positions for the date of: Sep 20, 2019

<table>
<thead>
<tr>
<th>Position</th>
<th>Time</th>
<th>Additional Info</th>
<th>Rewards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 4 Morning Concierge</td>
<td>9:00AM - 1:00PM</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>CostumeRentals Sale Assistant</td>
<td>9:45AM - 1:45PM</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>CostumeRentals Sale Assistant</td>
<td>12:00PM - 4:00PM</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Afternoon Concierge</td>
<td>1:00PM - 5:00PM</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Level 4 Afternoon Concierge</td>
<td>1:00PM - 5:00PM</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Kitchak Lounge Host-Evening</td>
<td>6:00PM - 10:00PM</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Evening Usher-VAM</td>
<td>6:30PM - 11:00PM</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Evening Usher-INT</td>
<td>6:30PM - 9:30PM</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Evening Usher-Curtain</td>
<td>6:30PM - 7:45PM</td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

Add Selected Shifts
When the page loads, you’ll see the shift(s) you selected next to the calendar. If you don’t want this shift, click on the “Remove” button.
CANCELING SHIFTS

Click on the “Maintain Schedule” button.

Your cart contains items which will expire in 10 minute(s)

Please select from an option below.

Schedule Shift | Maintain Schedule | View/Redeem Rewards | Order Tickets | Checkout
You will see a list of all of the shifts that you are signed up for. Click on the “Cancel” button next to the shift that you would like to cancel.
The shift will disappear from the page, but it will not be removed from your schedule until you have completed the checkout process (go to page 29 for checkout instructions).
CHECKING YOUR REWARDS BALANCE

Click on “View/Redeem Rewards.”

Your cart contains items which will expire in 10 minute(s)

Please select from a option below.

Schedule Shifts  Maintain Schedule  View/Redeem Rewards  Order Tickets  Checkout
This page shows you all of the details of your rewards.

- **Earned** is the amount of rewards you have earned since you started volunteering.
- **Used** is the amount of rewards you have used since you started volunteering.
- **Pending** is the rewards that you will earn for future shifts.
- **Available** is the balance that you have to work with now, after subtracting the “used” rewards but not including “pending.”
- **More Details** will list the shifts that rewards in any category came from (this feature is not working at the moment, but we are working on fixing it).
ORDERING TICKETS/REDEEMING REWARDS

Click on the “Order Tickets” button when you know your rewards balance and are ready to reserve tickets.

*Please note: you are about to be shown all performance dates, including those not eligible for rewards. The list of rewards dates is available in an email from the Volunteer Services Manager or by visiting this link (https://www.guthrietheater.org/Work-with-us/), scrolling down to the blue “For Current Volunteers” section, and clicking on “See Reward Offers.”
Click on the “Buy Tickets” link on the date that you would like to see the show (this button shows up when you move your mouse over the date).
This will bring you to more information about the show:

The Glass Menagerie

September 18, 2019 7:30PM

Gateway members: You must login before selecting seats. Select Standard pricing and your discount will be applied in the cart.

This is a preview performance: Ticket prices are lower to reflect that the production is still in rehearsal and a work in progress until Opening Night.

Content advisory: This production contains haze and the use of electronic cigarettes.

Age recommendation: We recommend patrons be ages 12 and up except for A Christmas Carol, which we recommend for ages 8 and up. Everyone must have a ticket, and children under 5 are not admitted. Call the Box Office if you have questions about a specific
Scroll down to choose your seating area. You can select from the list of blue buttons on the left side, choose a section of the theater from the diagram of the stage and house, or click on “Click here to have seats selected for you.”
Seats in Area 1A (the orange circles) are not eligible with rewards, but you may purchase seats in that section with your volunteer discount.
Click on the first seat you would like. A list of possible promo codes will appear. All of them have a monetary value, but don’t worry – as long as you’re on a rewards date and you’re not choosing a seat in Area 1A, you will be able to apply your rewards to this seat before being asked for payment information. Choose the “R:Guthrie Volunteer Discount” promo code.
Once you click on the price type, the seat will show up at the bottom of the screen. Click on the blue “View Seats” button with the shopping cart icon to see what you have chosen. If you’re reserving multiple tickets, go ahead and select the rest of them. If you chose something that you don’t want, click on the “Remove” button to remove it.
Click on the blue “Add to Cart” button when you have everything you need.
This brings you back to the “View/Redeem Rewards” section of your volunteer account. You’ll see each of the tickets you selected at the bottom of the screen with a “Redeem” button next to them. Click on this button for all of the tickets that you’re going to use your rewards for.
The page will refresh and the ticket(s) will be gone, because you have applied rewards to them. However, you’re not done yet! You need to go through the checkout process or the ticket will be released.
CHECKOUT

Click on the “Checkout” button.

Your cart contains items which will expire in 10 minute(s)

Please select from a option below.

Schedule Shifts  Maintain Schedule  View/Redeem Rewards  Order Tickets  Checkout
You will be taken to the Payment screen, and you’ll see a summary of your full transaction at the bottom of the screen.

You can change your delivery method here (the default is “Hold at Box Office,” but you can also choose to print them at home. Click on “Update Delivery Information” if you would like to change this.
Scroll down until you see the blue “Complete Transaction” button. Click on this button.
That’s it! You may print your receipt here. If you selected “Print at Home” tickets, they’ll be sent to your email. If you selected “Hold at Box Office,” they will be held at will call under your name. You or a friend/family member may pick them under your name.

Your order is complete

We look forward to seeing you at the Guthrie. You will receive an email confirmation soon. Please check spam, junk or other filters if you do not receive an email from us within 24 hours. Contact the Box Office at 612.377.2224 if you have questions about your order.

Order Information

Order Number: 3712843
Order Date: September 18, 2019 5:04PM

Please contact us should you have any questions about your order.