

Discovery Museum Ticket Reservation System: Member Registration and Advance Ticket Reservations

All visitors must reserve tickets in advance to visit the Museum—even members. Members can reserve tickets up to three days prior to their scheduled visit; nonmembers can reserve tickets up to two days prior to their scheduled visit.

Before you begin--important

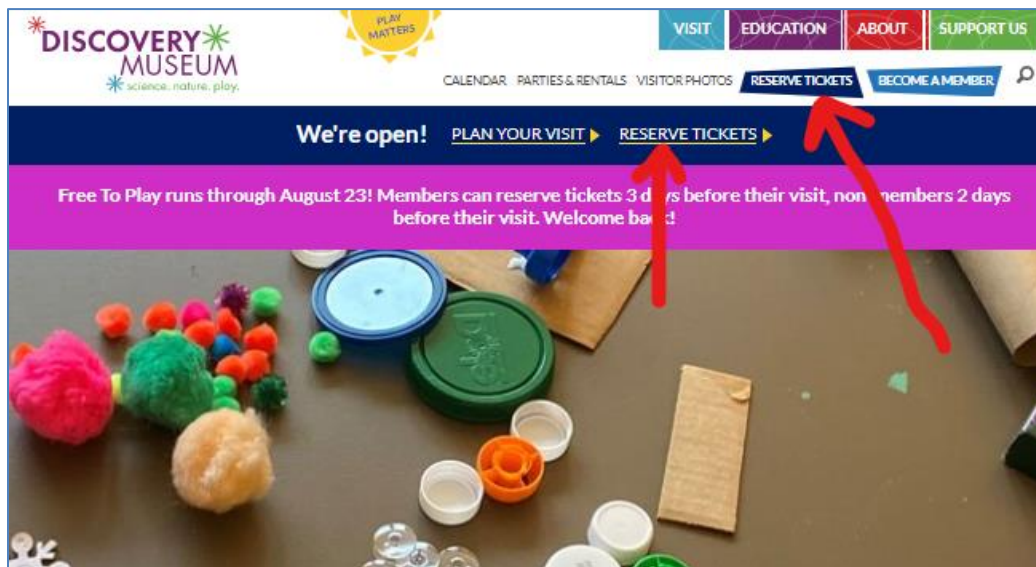
1. Members must register to create an account in our new Ticket Reservation System: if you haven't visited the Museum since we reopened in July, you do not yet have an account (it is separate from our membership and email databases).
2. Only ONE person per membership can create an account in the new Ticket Reservation System—and it must be the Primary Member on your membership.
3. You will need to know the name, address, and email address for the Primary Member on your membership as it appears in our membership database (if you've moved or changed your email address etc., since becoming a member, the new information won't work)
4. If you don't know 2. or 3. – call us first!

Accessing the new Ticket Reservation System

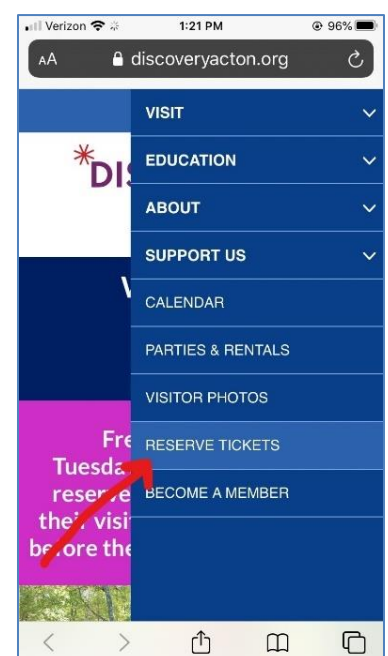
Members must create an account in our new Ticket Reservation system on their first visit to the site, and then log into it each time after that in order to not be charged for tickets.

1. Go to our website <https://www.discoveryacton.org/>
2. Click on **RESERVE TICKETS**

Desktop



Mobile



– or –

Alternately, you can reach our new Ticket Reservation System from your eMembership digital membership card app on your mobile phone:

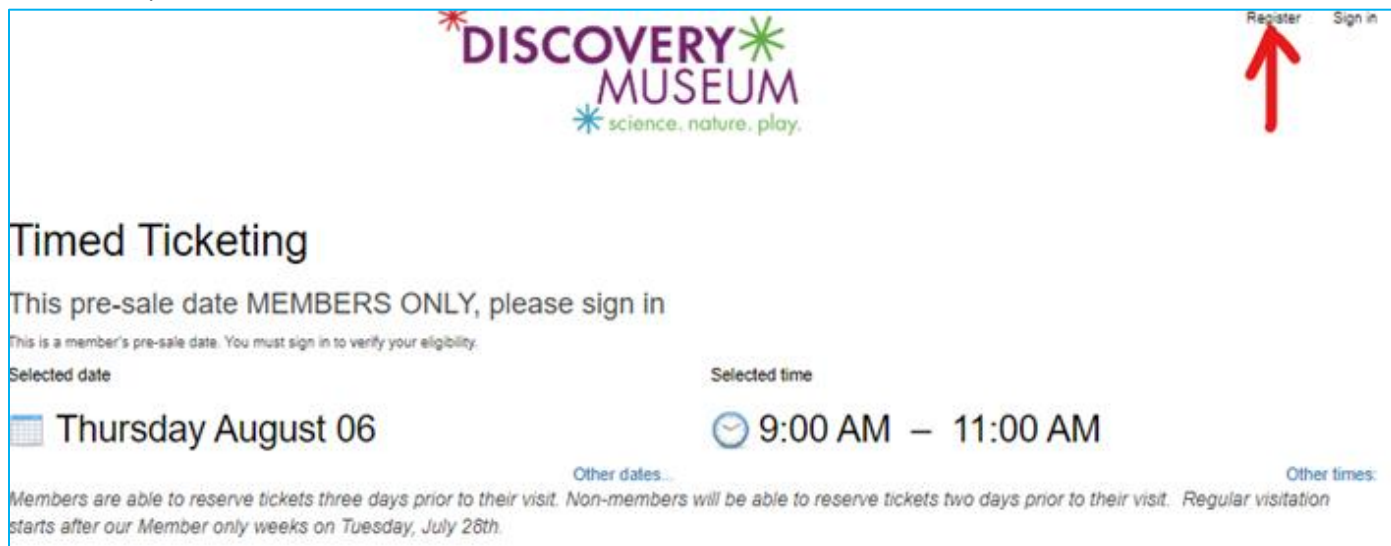
1. Go to the dropdown in the upper right corner of your digital membership card.
2. Click on **Reserve tickets**.



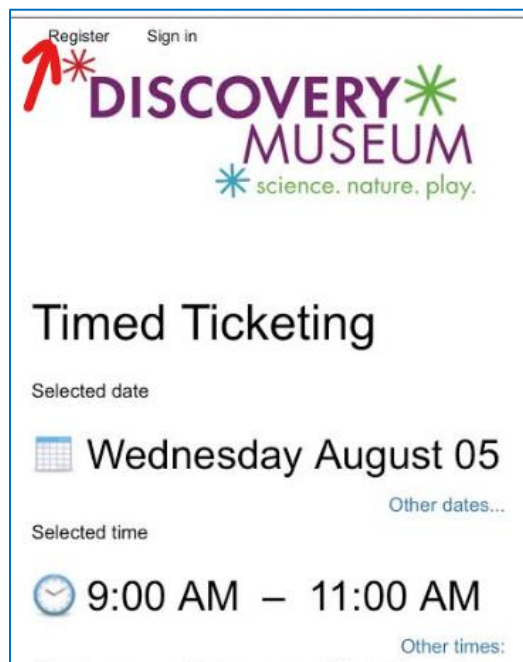
One-time only: Registering in the new Ticket Reservation System

1. You will come to the Timed Ticketing screen.
2. Click on **Register** in the upper right corner (desktop) or on upper left corner (mobile) of the screen (see below).

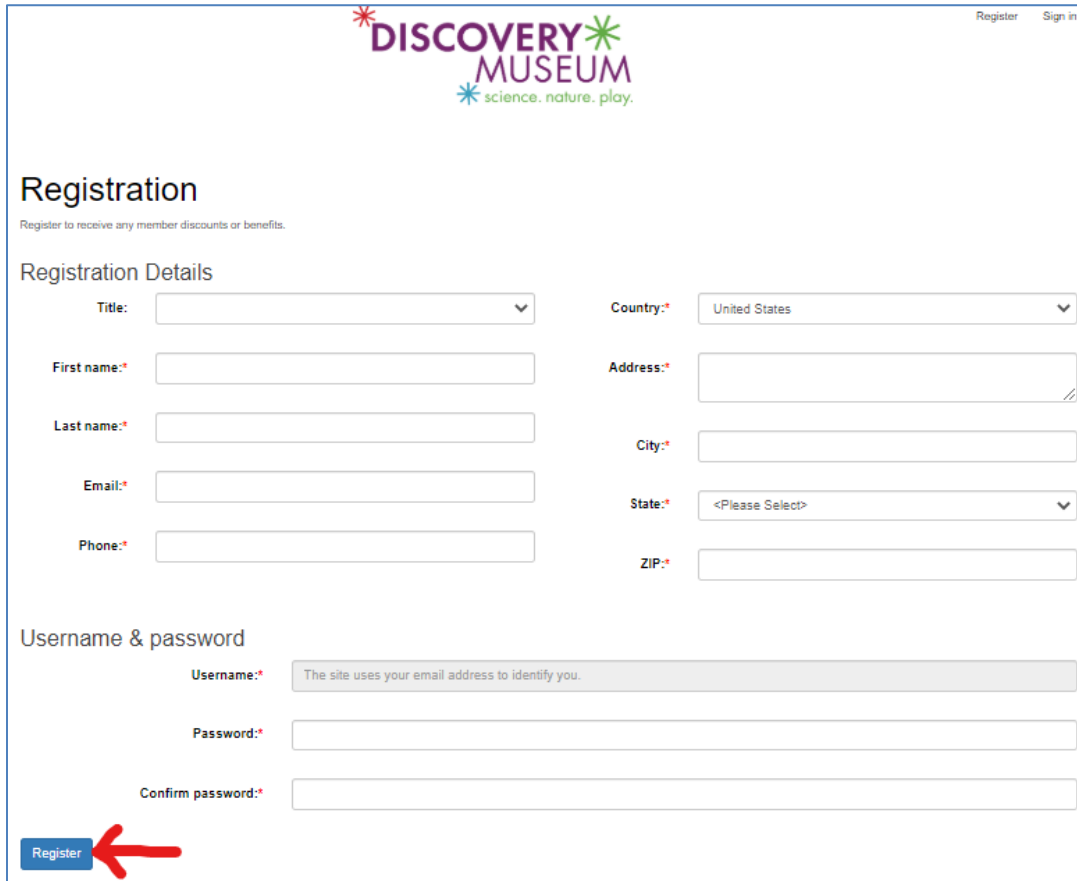
Desktop



Mobile



- Complete the registration form, using the contact information for the Primary Member on your membership (call us if you are not sure, or if any data has changed), and click **Register**.



The screenshot shows the Discovery Museum registration page. At the top right, there are links for "Register" and "Sign in". The main heading is "Registration" with a subtext "Register to receive any member discounts or benefits." Below this is the "Registration Details" section, which includes two columns of form fields: Title, Country (set to United States), First name, Address, Last name, City, Email, State (set to <Please Select>), Phone, and ZIP. Below the registration details is the "Username & password" section, which includes a Username field (with a note: "The site uses your email address to identify you."), Password, and Confirm password fields. A blue "Register" button is located at the bottom left, with a red arrow pointing to it.

If your registration can be processed successfully, you will see the screen below; if you receive an error message, you may have entered information for a non-primary member on your membership, or entered some information incorrectly. Please try again or contact us if you receive an error message.

When you are logged into the Ticket Reservation system, you will see your email address at the top of the screen, in the upper right (desktop) or upper left (mobile) (see below).



The screenshot shows the Discovery Museum registration confirmation page. At the top right, there is a link for "msmith@xyz.com | Sign out" with a red arrow pointing to it. The main heading is "Registration" with a subtext "Thank you for registering, Mary Smith." and a red arrow pointing to the subtext. At the bottom right, there is a "Back" link.

Reserving Timed Tickets

- To make a timed ticket reservation, sign in to the Ticket Reservation System with your user name and password created when you registered. Once signed in, you will see your email address at the top of the screen, on the right (desktop) or on the left (mobile).
- You will see the Timed Ticketing screen, which will show one available date and timeblock—but these can both be changed. Look for the blue links and click **Other dates** and **Other times** to see what other timeblocks are available (remember, members can reserve tickets up to 3 days in advance of their visit). If a timeblock is full, it will not appear.

Desktop

DISCOVERY MUSEUM
science. nature. play.

Register Sign in

Timed Ticketing

Selected date
Thursday August 06

Selected time
12:00 PM – 2:00 PM

Members are able to reserve tickets three days prior to their visit. Non-members will be able to reserve tickets two days prior to their visit. Regular visitation starts after our Member only weeks on Tuesday, July 28th.

If you are unable to select a date/time within the 2 to 3 day window, or unable to enter the desired amount of tickets without hitting the 7 ticket maximum, that means that date and time are sold out or there are not enough tickets available to complete your requested order. Please select another date and/or time.

Important note: By reserving tickets to visit the Museum, you are agreeing to follow our health and safety guidelines, including:

- do not visit if you or anyone in your party is sick or experiencing symptoms of COVID-19
- visitors ages 5 and up must wear a mask or facial covering at all times, ages 2-4 encouraged.
- follow all safety signage on the campus, including gallery capacity limits

Mobile

T-Mobile Wi-Fi 8:31 AM 88%

blackbaudhosting.com/20

Register Sign in

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Timed Ticketing

Selected date
Thursday August 06

Selected time
12:00 PM – 2:00 PM

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If you are unable to select a date/time within the

- Review the date, time, and number of tickets you are reserving (see below). If there are any errors, click **Empty Cart** and start over. (You can also make a donation to the Museum on this screen—thank you for considering that if you are able.) If your order details are correct, click **Check out** at the bottom of your screen.

smackie@discoveryacton.org | Sign out

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Empty Cart

Tickets

Timed Ticketing - Member Adult

Member pre-sale event
Friday, July 31, 2020 9:00 AM

1 at \$0.00 Remove \$0.00

Timed Ticketing - Member Child

Member pre-sale event
Friday, July 31, 2020 9:00 AM

1 at \$0.00 Remove \$0.00

Reserving a ticket? Please consider a donation:

\$

Add

5. When your ticket reservation is processed, you will see this screen:

Thank you! Your transaction has been completed successfully.

Total: \$0.00
Date: 7/28/2020
Order: 11155080

Tickets	
Timed Ticketing - Member Adult Member pre-sale event Friday, July 31, 2020 3:00 PM 2 at \$0.00	\$0.00
Timed Ticketing - Member Child Member pre-sale event Friday, July 31, 2020 3:00 PM 2 at \$0.00	\$0.00
Total: \$0.00	

Please watch your email for a confirmation.

6. You will receive a confirmation email after your ticket request is processed. You will not receive actual tickets and do not need to bring printed tickets to the Museum, simply give your name at the Admissions desk and we will look up your reservation. At that time you will pay the cost of your admission minus any valid discounts or coupons.

Sample purchase confirmation email

Subject: Thank you from Discovery Museum

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Dear Sarah,

Thank you! Here is a summary of your transaction:

Total: \$0.00
Date: 7/30/2020
Order: 11156487

Tickets

Timed Ticketing - Member Adult 1

Member pre-sale event
 Sunday, August 02, 2020 9:00 AM

Troubleshooting:

- If a timeblock is showing as available but you cannot reserve tickets, you may be trying to reserve more tickets than remain available in the timeblock. Please select a new timeblock.
- If you are a member, here are some reasons to contact us before registering:
 - You have moved and are not sure what address we have on file.
 - Your email address or phone number have changed.
 - You were given the membership as a gift and are not sure what contact information we have on file.
 - You are not the primary member and/or you don't know the contact information of the primary member.
 - You have a nicknamed name and you aren't sure if you are in our system as the nickname or legal name.
- Please contact us if:
 - You reserved tickets for the wrong time and/or date and need to change it.
 - You are no longer able to visit at the time and date that you reserved.
 - You try to register but receive an error message that says you are not a member (but in fact you are a member). In this case you likely entered slightly different information than we have on file for your membership, which creates a duplicate record. We can easily fix this.

Please contact us with any questions or problems. You can reach the Membership Manager, Sarah Mackie, via email to smackie@discoveryacton.org or via phone 978-264-4200 ext. 135.