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
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**

Timed Ticketing
This pre-sale date MEMBERS ONLY, please sign in
This is a member’s pre-sale date. You must sign in to verify your eligibility.

Selected date

Thursday August 06

Selected time

9:00 AM – 11:00 AM

**Mobile**

Timed Ticketing
Selected date

Wednesday August 05

Selected time

9:00 AM – 11:00 AM
3. 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.

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).
Reserving Timed Tickets

1. 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).

2. 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.

3. 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.
5. When your ticket reservation is processed, you will see this screen:

![Sample Purchase Confirmation Email]

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
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.