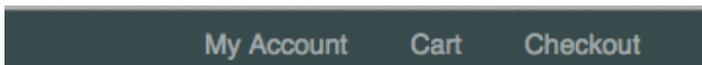


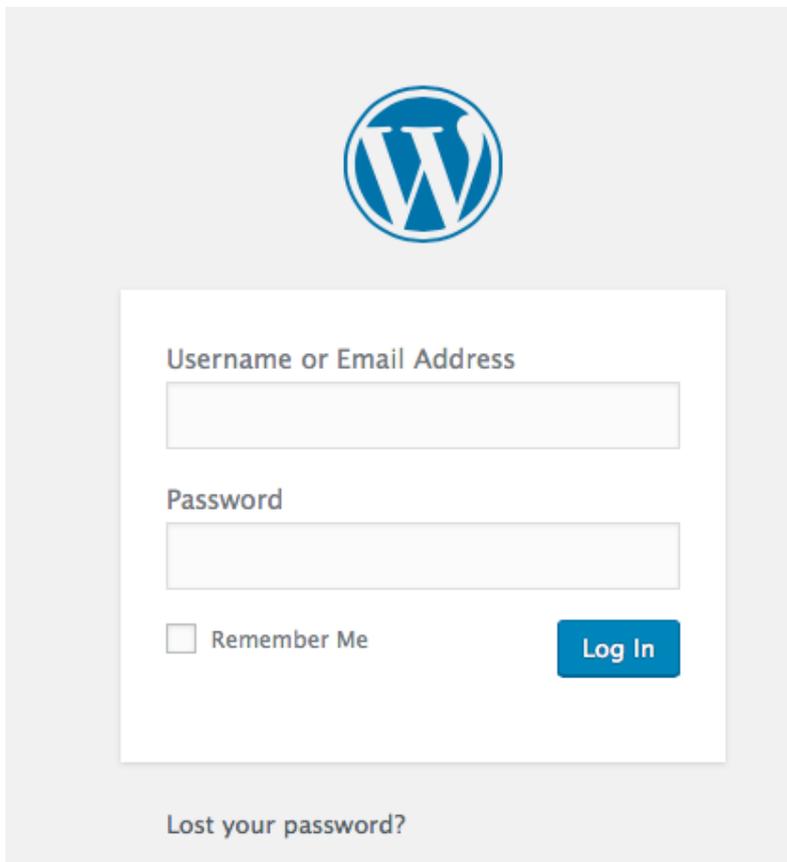
## LOGGING IN AND PURCHASING RYE ARTS FESTIVAL TICKETS

1. Go to the Rye Arts Festival website using your web browser. The address is [www.ryeartsfestival.co.uk](http://www.ryeartsfestival.co.uk)
2. Search in the top right hand corner for the wording "My Account" and click on it to log in.



Box Office: 01797 224442

3. The next screen should look like this:

A screenshot of the WordPress login page. At the top center is the WordPress logo (a blue circle with a white 'W'). Below it is a white login form with a light grey border. The form contains two input fields: "Username or Email Address" and "Password". Below the password field is a checkbox labeled "Remember Me". To the right of the checkbox is a blue "Log In" button. At the bottom of the form is a link that says "Lost your password?".

Username or Email Address

Password

Remember Me

[Lost your password?](#)

Fill in your username and password and click the login button. If you are using your own computer (rather than one available for others to use), you can click on the 'remember me' box to tick it and your computer will remember your password and username for you.

4. If you have your username but have forgotten your password, click on the 'lost your password?' wording at the bottom and the system will send you a new password. Once you have logged in for the first time, you can reset your password in your "My Account" area to something more suitable. If you have lost your username, please e-mail [web@ryeartsfestival.co.uk](mailto:web@ryeartsfestival.co.uk) and they will send you a reminder.

5. Once you have safely logged in you should see a screen like this:

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Home Events Exhibitions Booking Info Rye Friends Sponsors Help Contact

## My Account

- [Dashboard](#)
- [Orders](#)
- [Subscriptions](#)
- [Downloads](#)
- [Addresses](#)
- [Account details](#)
- [Logout](#)

Hello **[redacted]** (not **[redacted]**? [Sign out](#))

From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#) and [edit your password and account details](#).

6. Now click on the blue 'Events' tab to start choosing your tickets...

The first screen you will see should look like this at the top. It allows you to choose events by Category (e.g. Classical music, Drama etc.), date or in a Diary format covering the whole Festival.

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**Search Events:**

## Special Productions

7. Click on any picture or wording to read more about an event. Use your 'back' button to go back to the previous page at any time until you find an event you would like to attend.

8. To the right of the picture showing the event you will see the option to purchase ticket/s

£10.00 – £20.00

SEATING

[Clear selection](#)

£20.00

In stock

[Add To Basket](#)

Welcome Friend!

Your 10% discount will be applied at the next step.

In this instance, you can choose a ticket type (Premium, Nave or Side) and the appropriate cost will appear below.

Then click on the figure '1' and use the up and down toggles to choose the number of tickets you wish to purchase.

Once you are happy with your choice, click on the "Add to Basket" button.

You can now use your browser back button to continue to add more tickets to your basket.

Each time you put a ticket/ tickets in your basket you will get a message like this:

✔ "Gould Piano Trio" has been added to your basket. [View basket](#)

9. Once you are happy that you have all the tickets you require, you can either click on the View basket button (as shown above) or if you have gone beyond that page, look for the “Cart” wording in the top right hand corner of each page of our website.



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Click on ‘Cart’ and you will get to a screen something like this:

## Cart

	Product	Price	Quantity	Total
×	 <a href="#">My First 50 Years in Politics</a>	£20.00	1 <input type="text"/>	£20.00
×	 <a href="#">Gould Piano Trio</a>	£20.00	1 <input type="text"/>	£20.00
				<a href="#">Update Cart</a>

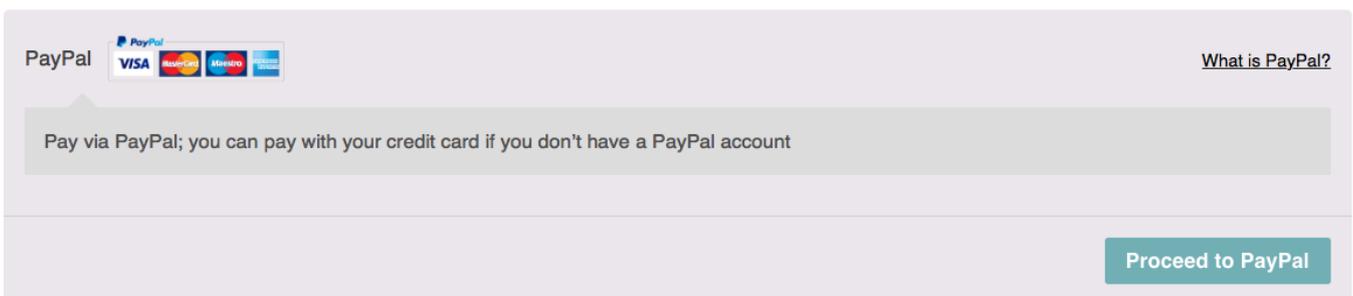
## Cart Totals

Subtotal	£40.00
Coupon: friend discount	-£4.00
<b>Total</b>	<b>£36.00</b>



10. At this point you can remove ticket/s by clicking on the red cross to the right of the relevant event or change quantities using the toggle buttons next to the quantities shown for each event. Once you have everything the way you want it, click on the ‘Update Cart’ and then the ‘Proceed to checkout’ buttons.

11. The next page will show all your billing details. At this point you can change your address, phone and e-mail etc. You will see a message like this at the bottom of the webpage:



You will note that you DO NOT have to pay with a Paypal account but the payment gateway used by Rye Arts Festival is via Paypal.

12. Click on the Proceed to Paypal button at this point and, as long as your computer is NOT ALREADY logged into a Paypal account, the next screen you see should look either like this:

**Choose a way to pay**

**Pay with my PayPal account** PayPal

Log in to your account to complete the purchase

Email

PayPal password

This is a private computer. [What's this?](#)

[Forgotten your email address or password?](#)

**Pay with a debit or credit card**

(Optional) Sign up to PayPal to make your next checkout faster

in which case, either click on the “Pay with my Paypal account” or “Pay with a debit or credit card” wording...

or this:

Log in to PayPal

Stay logged in for faster checkout

[Having trouble logging in?](#)

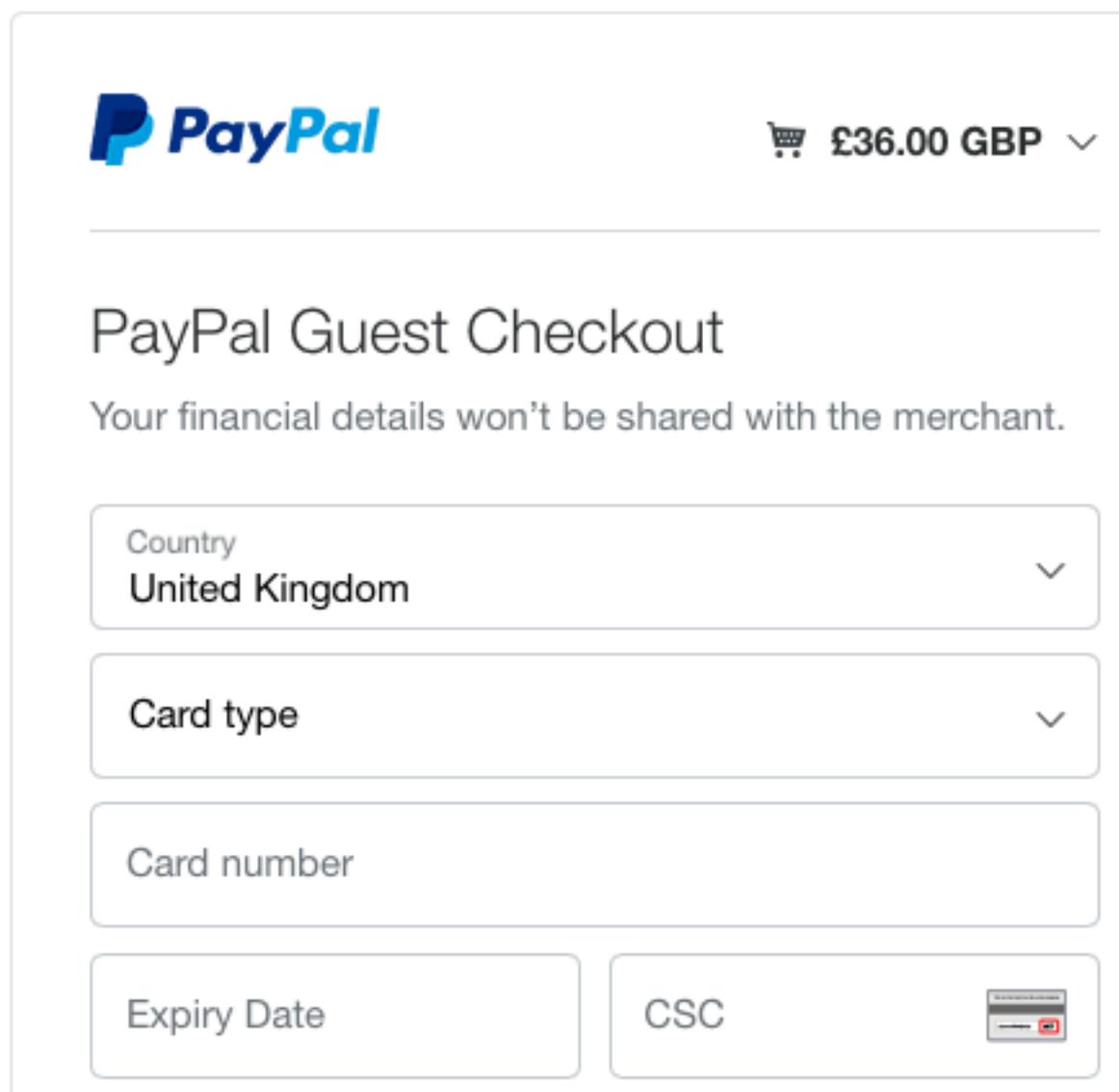
or

You will get this page if the computer you are using has been used in the past to log into a Paypal account.

At this point you can either log in to your Paypal account or, if you do not have access to the account, or do not wish to use it on this occasion, click on the grey “Pay with debit or credit card” button at the bottom of the screen

13. If you click on the Pay with debit or credit card option, you will be put through to a Paypal Guest Checkout page, which looks like this:

## Rye Arts Festival



**PayPal**  **£36.00 GBP** 

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### PayPal Guest Checkout

Your financial details won't be shared with the merchant.

Country  
United Kingdom 

Card type 

Card number

Expiry Date

CSC 

At this point you will need to input your card details and complete your transaction. Some of your other details (billing name/ address etc) will have been input automatically, although you do have the option of updating them at this stage as well.

14. Once your payment is being processed you will receive an e-mail from Rye Arts Festival to let you know that your order is in hand.

15. Once your payment has been processed (often only a few minutes but, depending on the bank account/credit account it can take up to 48 hours) you will receive a second e-mail from Rye Arts Festival with your tickets attached as a pdf. You can print out your tickets at home (use your printer's 'layout' function to print up to four tickets per A4 sheet) and bring them with you to the event.

Each ticket has a unique number in the top right hand corner, which is linked to your order. Only one ticket per number will be allowed access to the venue.