





## Concert Viewing Tips & Best Practices




### Where is the Concert?

Your digital concert link was emailed to you. Search for "Wichita Symphony Box Office" or [boxoffice@wso.org](mailto:boxoffice@wso.org) to locate the email.

Can't find it? Email [boxoffice@wso.org](mailto:boxoffice@wso.org) and we'll re-send the link to you.

### If you're a WSO Connect member, your email will look like this:

Here are your tickets for order (ORDER-000107559) Inbox x  

**Wichita Symphony Box Office** [boxoffice@wso.org](mailto:boxoffice@wso.org) via [vv8o8zeyv7v2p...](#) Thu, Oct 29, 12:24 PM (8 days ago)     
to me ▾


Dear PatronPortal,

At the time you placed your order, you elected to have your tickets delivered by email. Your order may contain a mix of in-person and virtual events.

Tickets for in-person events can be found in an attached PDF document. Please print these tickets and bring them to the event(s). You will only receive a PDF if your order contains live, in-person events.

Tickets and the link to view virtual events will be listed below. If any of your events take place in Zoom, please be sure you have the latest Zoom client for meetings installed. You can download it here: <https://zoom.us/download>

Your order contains tickets to one or more virtual events. THIS EMAIL IS YOUR TICKET - DON'T LOSE IT! To view your virtual event(s), click the button(s) below; don't worry we'll remind you when the viewing window begins.

[Serenade for Joy - Serenade for Joy at Home - Oct 30](#)  **Digital Concert Link**

If prompted, use code BA2B49A4313EFF1B  **Access Code**

[Fanfares for Uncommon Times - Fanfares for Uncommon Times at Home - Nov 20](#)

If prompted, use code 04DA430FA50DBA0F

[No Strings Attached - No Strings Attached at Home - Dec 11](#)

If prompted, use code 7BF7075E8D203204

If you purchased a 48-Hour Digital Rental, your email looks like this:

Your order has been submitted Inbox x



**Wichita Symphony Box Office** boxoffice@wso.org via p0debmnxkmjrxevy.ai3aw.e-... 12:38 PM (7 minutes ago) ☆ ↶ ⋮  
to me ▾

Dear PatronPortal,

This email may contain a mix of in-person and virtual events. Tickets for in-person events can be found in one or more attached PDFs. Please print them out and bring them to the event(s). The link to your virtual event is below.

Thank you for purchasing tickets to the Wichita Symphony. Details of your order are provided below. If you have any questions regarding your seats or the performance, please call the Symphony Box Office at 316.267.7658. Box Office hours are Monday - Friday, 10am - 5pm.

**Billing and Delivery Information**

PatronPortal Test Account  
225 W Douglas  
Wichita, KS 67202

3162677658

Delivery Method: Email  
Payment Method:  
Comp: \$0.00

**Order Detail**

Your order contains tickets to one or more virtual events. To view your virtual event(s), click the button(s) below a few minutes before the listed time.

[Serenade for Joy - Serenade for Joy at Home Rental](#) ← **Digital Concert Link**  
If prompted, use code A92387F63B98EF10 ← **Access Code**

*Do I Need An Access Code?*

Your access code should be automatically filled when you click on the concert link. If it is not auto-filled, the code is listed directly below the concert link in your email as indicated in the above image.

**Enter Your Access Code**

Your access code is available on your receipt. You can locate your receipt and access code for this live stream in your email.

BA2B49A4313EFF1B

I agree to the [terms of service](#)

START WATCHING

## *The Concert Won't Load*

First, please check your internet and WiFi connections are working properly. Next, we recommend clearing your cache. If the problem persists, please try a different internet browser.

## *Can I Watch on my TV?*

Our recommendations for watching the concert on a TV are:

1. Connect your laptop to your TV using an HDMI cable.
2. Use Apple AirPlay to cast the concert from your iPhone or iPad to your Apple TV or AirPlay compatible smart TV.
3. Use Google Chromecast to cast the concert from your computer to your TV.

**Please note:** *We recommend referencing Google for additional help as everybody's TV and connectivity differ.*

## *I Was Interrupted When Watching*

Don't worry! WSO Connect member links are active for unlimited viewing during the full 30-day availability. Rental links are active for 48-hours following when you first click to watch.

The video player is equipped with Play & Pause, Full Screen Mode, and a Video Progress Bar to skip forward or backward in the concert.

**Happy Viewing!**