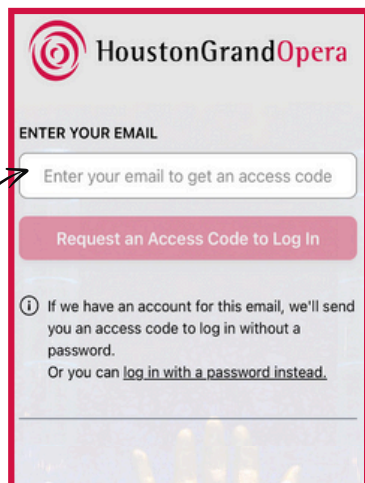


HOW TO: ACCESS YOUR DIGITAL TICKET WALLET

- 1** On your mobile device, go to wallet.houstongrandopera.org
or scan the QR code➔



SCAN ME



HoustonGrandOpera

ENTER YOUR EMAIL

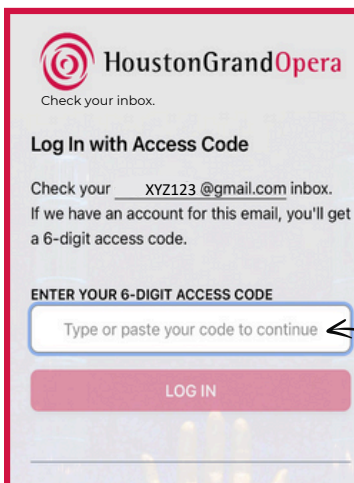
Enter your email to get an access code

Request an Access Code to Log In

ⓘ If we have an account for this email, we'll send you an access code to log in without a password. Or you can [log in with a password instead.](#)

ENTER YOUR USERNAME

(Use email address you used to purchase tickets. Must have a registered account to login)



HoustonGrandOpera

Check your inbox.

Log In with Access Code

Check your XYZ123@gmail.com inbox. If we have an account for this email, you'll get a 6-digit access code.

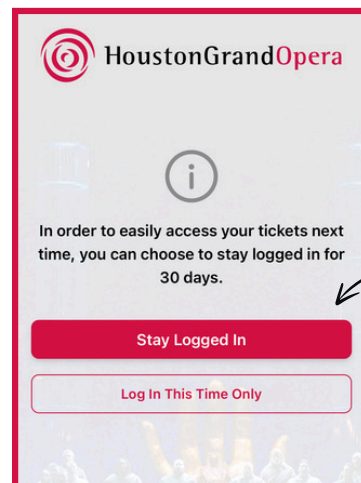
ENTER YOUR 6-DIGIT ACCESS CODE

Type or paste your code to continue

LOG IN

ENTER ACCESS CODE

(Code will be sent to your email, or use password by clicking link to login with password instead)



HoustonGrandOpera

ⓘ

In order to easily access your tickets next time, you can choose to stay logged in for 30 days.

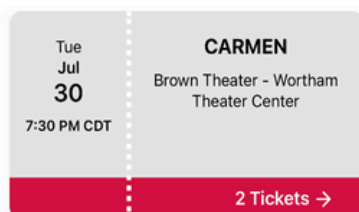
Stay Logged In

Log In This Time Only

TIP: STAY LOGGED IN

(Skip this step in the future by choosing to stay logged in)

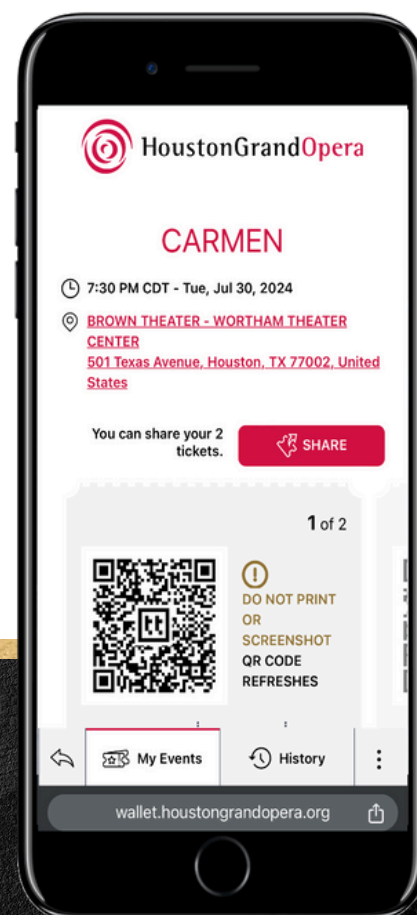
- 2** Tap your event to see **ALL** the details of your ticket.



- 3** Scroll to see your seat location, event information and revolving QR code.

SCREENSHOTS AND PRINTOUTS ARE NOT ACCEPTED!

- Digital tickets use a revolving QR code for increased security
- The QR code will not appear until the date and time listed in your wallet (usually 48 hours prior to the event)
- When the QR code appears, your tickets is ready to be scanned at the performance venue**



Quick Troubleshooting Tips

- To the to the wallet, open a browser on your mobile device (ex. Safari, Google Chrome, etc.)
- Must use the same email address used to purchase on the HGO.org website
- Is you have previously logged in and things don't look as expected, refresh your page
- Your QR code will not display until 48 hours before the performance
- Still need help? Contact Customer Care at 713-228-6737 or email CustomerCare@HoustonGrandOpera.org**