# Houston Grand Opera

# HOW TO: ACCESS YOUR DIGITAL TICKET WALLET

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

SCAN ME

### ENTER YOUR USERNAME
*(Use email address you used to purchase tickets. Must have a registered account to login)*

**HoustonGrandOpera**
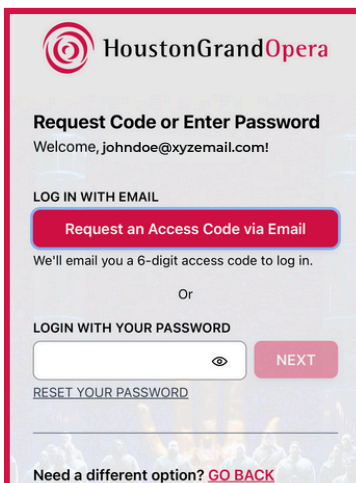
ENTER YOUR EMAIL

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.

### REQUEST ACCESS CODE OR LOGIN WITH PASSWORD
*(Code will be sent to your email, or login with password instead)*

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**Request Code or Enter Password**
Welcome, johndoe@xyzemail.com!

LOG IN WITH EMAIL

Request an Access Code via Email

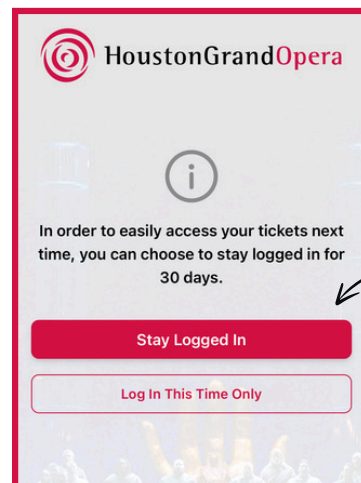We'll email you a 6-digit access code to log in.

Or

LOGIN WITH YOUR PASSWORD

[          ] 👁 NEXT

RESET YOUR PASSWORD

Need a different option? GO BACK

### TIP: STAY LOGGED IN
*(Skip this step in the future by choosing to stay logged in)*

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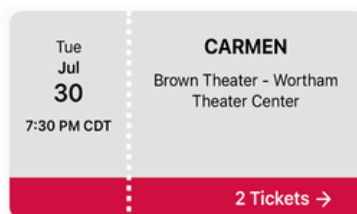In order to easily access your tickets next time, you can choose to stay logged in for 30 days.

Stay Logged In

Log In This Time Only

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

Tue Jul 30 7:30 PM CDT | **CARMEN**
Brown Theater - Wortham Theater Center

2 Tickets →

**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 are ready to be scanned at the performance venue**

**HoustonGrandOpera**

**CARMEN**

🕐 7:30 PM CDT - Tue, Jul 30, 2024
📍 BROWN THEATER - WORTHAM THEATER CENTER
501 Texas Avenue, Houston, TX 77002, United States

You can share your 2 tickets. | 📤 SHARE

1 of 2

⚠ DO NOT PRINT OR SCREENSHOT QR CODE REFRESHES

🎟 My Events | 🕐 History

wallet.houstongrandopera.org
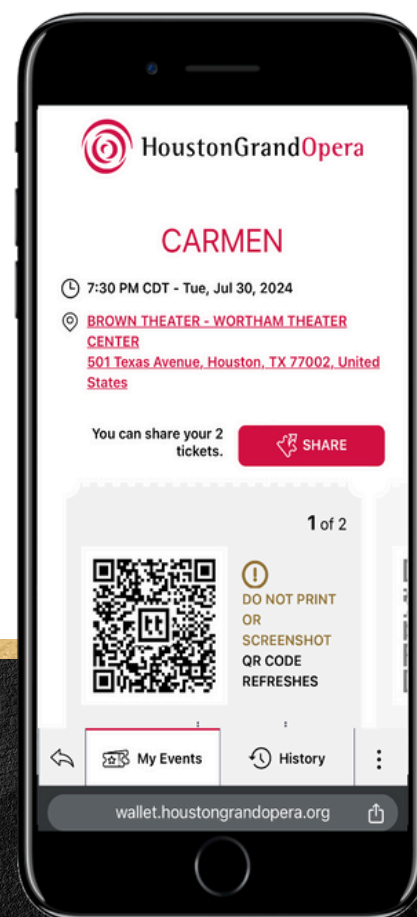
## *Quick Troubleshooting Tips*

- 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
- If 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**