

# How to Access Your Mobile Tickets

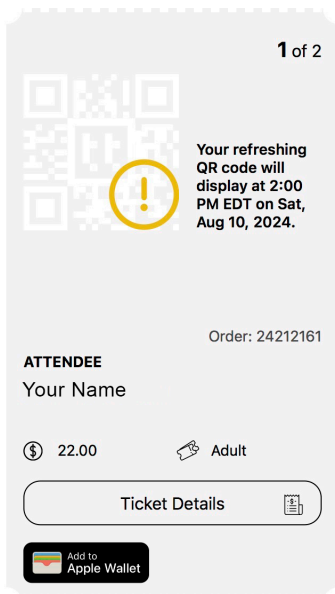


## 1 Scan this QR code with your phone camera

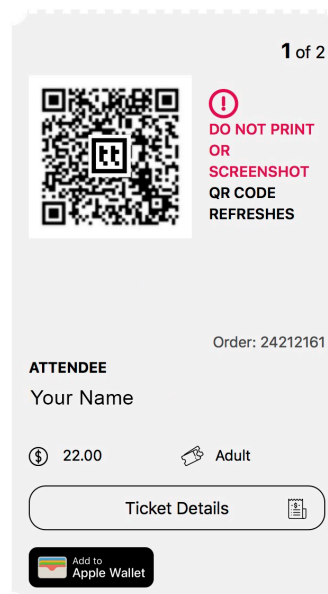


Enter your email address, then request an access code or enter your password.

## 2 Once you select your ticket, it will look like this:



## 3 Present your ticket to be scanned by a gate attendant



The QR code will become visible a few hours before gates open for each performance. It will look like this.

### Quick Troubleshooting Tips:

- To view your mobile tickets, open a browser (ex. Safari, Google Chrome).
- If you are unsure of your login information, please contact [customerservice@bso.org](mailto:customerservice@bso.org) or call **888-266-1200** (Monday–Friday 10am–4pm, Saturday 12:30pm–4:30pm) or **413-637-5180** (if close to performance time).
- If you have previously logged in and things don't look as expected, refresh the page.
- The QR code is dynamic and continuously refreshes. Please **DO NOT** take a screenshot of your ticket or print it out. A screenshot or print out will not scan.

