

# How to Access Your Mobile Tickets



## 1 Scan this QR code with your phone camera

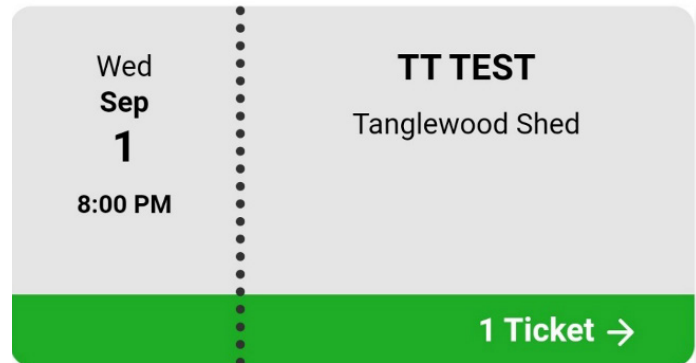


Log in using the same email address and password used to log in to bso.org.

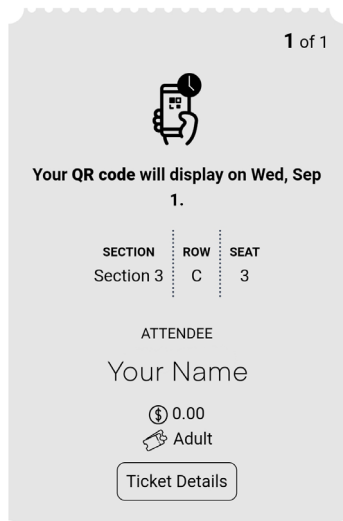
If you have forgotten your password, use the "Forgot Password?" link below the Log In button.

## 2 Select your event

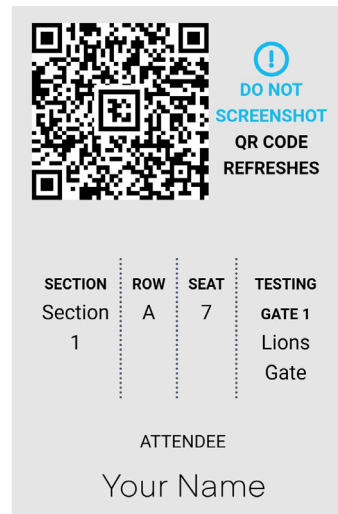
All Tanglewood mobile tickets look like this:



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



## 4 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 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.



Tanglewood