#### **MENUHIN HALL WEBSITE**

#### Quick Guide ..... Booked your tickets but have problems logging into your account!





## **Before Checking Out**

ou will need a Menuhin Hall account to check out and complete your ticket purchases. The next screen allows you to create a Menuhin Hall account, log into an existing Menuhin Hall account, or request a password change to an existing Menuhin Hall account.

| Login  |
|--|
| Have you got an account with us?   |
| If NO, click "New Customer? Register Now" at the bottom of this page   |
| If you can't remember whether you have an account, click<br>"New Customer? Register Now" at the bottom of this page,<br>and you will be prompted if your account already exists. If an<br>account exists, a link will be emailed to your email address<br>where you can set a new password. You will not be able to<br>proceed until you have accessed this email. |
| If you have an account and have forgotten your password,<br>please click "Forgotten your password? Reset here" at the<br>bottom of this page. A link will be emailed to your email<br>address where you can set a new password. You will not be<br>able to proceed until you have accessed this email.   |
| Please note: Passwords should be between 6 and 20 characters long.   |
| Email address:   |
|  |
| Password:  |
|  |
| LOGIN  |
| New Customer? Register now<br>Forgotten your password? Reset here  |
|  |
|  |
| Forgotten Password   |

#### Create a New Account if ...

i. You haven't booked with the Menuhin Hall before.

ii. You have changed your internet provider and have a new email address.

iii. You have forgotten the email address you previously used to register with us.

You can create a new account by clicking on the 'Register Now' text, which is just below the 'LOGIN' button. The full process of creating a new account can be found on the next page of this document.

If the email address you have entered has already been registered, you will be asked to reset your password.

|--|

Click on the 'Reset here' text just below the 'LOGIN' button and simply enter the email address you used to create the account. Once you have confirmed the email address too, and clicked on the big red box below you will be sent a link to your Inbox that will allow you to reset your password.

| Log into an Existing Account |
|------------------------------|
|------------------------------|

EMAIL PASSWORD LINK TO ME

Email address:

Confirm email address:

Simply Enter your email address and password in the boxes provided. If you misspell or use a different email address to the one you used to create the account, it will not recognize your details and will display this message above the email address box. *Login failed. Please check your email address and password and try again.* 

### **Creating a New Account**

O you have never booked with The Menuhin Hall before and you need to create a new account. Firstly you will be asked to fill in a few details about yourself. The information that you enter is secure and is covered by the Data Protection Act from 1998. For more information click <u>here</u>.

| [            | Details Address Contact Preferences   |
|--------------|---|
| De           | tails   |
| Plea         | ase enter your personal details below:  |
| Title        | p.  |
| Mr           |   |
| Firs         | st Name:  |
| Ma           | ark   |
| (req         | uired)  |
| Las          | t Name:   |
| Tir          | ne  |
| (req         | uired)  |
| Em           | ail:  |
| ma           | arktime@internetprovider.co.uk  |
| (req         | uired)  |
| Con          | firm Email:   |
| ma           | arktime@internetprovider.co.uk  |
| (req         | uired)  |
| Pho          | ine:  |
| lobil        | e.  |
|              | 34 567890   |
| )ate d       | of Birth:   |
| 1            | ¥   |
| Jan          | uary •  |
| 196          |   |
|              |   |
|              | vord:   |
| •••••        |   |
| requir       |   |
| assv<br>assv | vords should be between 6 and 20 characters long.<br>vord must be between 6 and 20 characters long. |
|              | m Password:   |
| ontir        |   |
|              |   |
| nanuli       |   |
| requir       | vords don't match.  |
|              |   |

There are three screens to navigate through, your main details, your address and your contact preferences.

Some fields are 'Required' i.e. you will not be able to move on to the next screen until these fields have been completed e.g. the 'Last Name' box.

You will need to confirm your email address and account password by entering them a second time.

The password must be between 6 and 20 characters long. As you can see, if you fail to do this, you will be prompted with a message telling you so. Another error message will also be displayed if your passwords don't match.

#### Click on 'NEXT'

#### **Creating a New Account (continued)**

ext you need to enter your address details. Just enter your post code, click on 'FIND ADDRESS', and select your address from the list provided. The rest of your address will automatically be filled in.

|  | a Addr              | ress        | Contact     | Preference  | es           |
|--|---------------------|-------------|-------------|-------------|--------------|
| Addres   | 55                  |             |             |             |              |
|  | neck your add       | lease and r | nako anvi   | -honnes as  | necessary    |
| Fledbe u   | IECK your add       | 1935 and 1  | llane any i | inanyes a.  | i Necessary. |
| Country:   |                     |             |             |             |              |
| United   | Kingdom             |             |             |             | •            |
| Postcode   |                     |             |             |             |              |
| KT11 30  | -                   |             |             |             |              |
| Kui ~  |                     | <u></u>     |             |             |              |
| FIND   | ADDRESS             |             |             |             |              |
| (manufaced)  |                     |             |             |             |              |
| (required)   |                     |             |             |             |              |
| Name:  |                     |             |             |             |              |
| Mr Mark  | Time                |             |             |             |              |
|  |                     |             |             |             |              |
| (required)   |                     |             |             |             |              |
| For billin   | g addresses t       | his should: | be your n   | ame as it a | appears on   |
| For billin<br>your card  | g addresses t<br>I. | this should | be your n   | ame as it a | appears on   |
| For billin   | g addresses t<br>i. | this should | be your n   | ame as it a | appears on   |
| For billin<br>your card  | g addresses t<br>I. | this should | be your n   | ame as it : | appears on   |
| For billin<br>your card  | g addresses t<br>I. | this should | be your n   | ame as it i | appears on   |
| For billing<br>your card   | g addresses t<br>I. | this should | be your n   | ame as it a | appears on   |
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| For billing<br>your card   | g addresses t<br>I. | this should | be your n   | ame as it i | appears on   |
| For billing<br>your card   | g addresses t<br>I. | this should | be your n   | ame as it i | appears on   |
| For billing<br>your card<br>Line 1:<br>(required)<br>Line 2:           | g addresses t<br>I. | this should | be your n   | ame as it i | appears on   |
| For billin<br>your card<br>Line 1:<br>(required)<br>Line 2:<br>Line 3: | g addresses t<br>I. | this should | be your n   | ame as it i | appears on   |
| For billing<br>your card<br>Line 1:<br>(required)<br>Line 2:           | g addresses t<br>I. | this should | be your n   | ame as it i | appears on   |
| For billin<br>your card<br>Line 1:<br>(required)<br>Line 2:<br>Line 3: | g addresses t       | this should | be your n   | ame as it a | appears on   |
| For billin<br>your card<br>Line 1:<br>(required)<br>Line 2:<br>Line 3: | g addresses t       | this should | be your n   | ame as it a | appears on   |

If you need to return to the previous screen, click on 'PREVIOUS' rather than using your internet explorer's back button. Click on 'NEXT' for the final stage of the account creation process.

Please decide how you wish to be contacted by clicking on the appropriate boxes to, to comply with the Data Protection Act.

To complete, click on 'CREATE MY ACCOUNT'.

| KT11 3QQ FIND ADDRESS required? Vame: Mr Mark Time (required?) For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required?) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon   | Details Address              | Contact Preferences                |
|---|------------------------------|------------------------------------|
| Please check your address and make any changes as necessary. Country: United Kingdom  Postcode: KT11 3QQ  FIND ADDRESS  required?  Name: Mr Mark Time  required? For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School required? Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon       | Address                      |                                    |
| Country:<br>United Kingdom  Postcode:<br>KT11 3QQ  FIND ADDRESS  required: Name: Mr Mark Time  required: For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon  |                              |                                    |
| United Kingdom   Postcode: KT11 3QQ  FIND ADDRESS  required:  Name: Mr Mark Time  required: For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School required: Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon  | Please check your address ar | nd make any changes as necessary.  |
| United Kingdom   Postcode: KT11 3QQ  FIND ADDRESS  required:  Name: Mr Mark Time  required: For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School required: Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon  | Country:                     |                                    |
| KT11 3QQ FIND ADDRESS required? Vame: Mr Mark Time (required?) For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required?) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon   |                              | *                                  |
| KT11 3QQ FIND ADDRESS required? Vame: Mr Mark Time (required?) For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required?) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon   |                              |                                    |
| FIND ADDRESS         (required)         Wame:         Mr Mark Time         (required)         For billing addresses this should be your name as it appears on your card.         Line 1:         Yehudi Menuhin School         (required)         Line 2:         Millfield         Line 3:         Cobham Road         Line 4:         Stoke D'abernon | Postcode:                    |                                    |
| required) Vame:  (required) For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon   | KT11 3QQ                     |                                    |
| Name:<br>Mr Mark Time<br>(required)<br>For billing addresses this should be your name as it appears on<br>your card.<br>Line 1:<br>Yehudi Menuhin School<br>(required)<br>Line 2:<br>Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon  | FIND ADDRESS                 |                                    |
| Mr Mark Time (required) For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon   | (required)                   |                                    |
| Mr Mark Time (required) For billing addresses this should be your name as it appears on your card. Line 1: Yehudi Menuhin School (required) Line 2: Millfield Line 3: Cobham Road Line 4: Stoke D'abernon   | N                            |                                    |
| (required)<br>For billing addresses this should be your name as it appears on<br>your card.<br>Line 1:<br>Yehudi Menuhin School<br>(required)<br>Line 2:<br>Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon   |                              |                                    |
| For billing addresses this should be your name as it appears on<br>your card.<br>Line 1:<br>Yehudi Menuhin School<br>(required)<br>Line 2:<br>Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon   |                              |                                    |
| Yehudi Menuhin School<br>(required)<br>Line 2:<br>Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon   |                              | ould be your name as it appears on |
| (required)<br>Line 2:<br>Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon  | Line 1:                      |                                    |
| Line 2:<br>Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon  | Yehudi Menuhin School        |                                    |
| Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon   | (required)                   |                                    |
| Millfield<br>Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon   |                              |                                    |
| Line 3:<br>Cobham Road<br>Line 4:<br>Stoke D'abernon  | Line 2:                      |                                    |
| Cobham Road<br>Line 4:<br>Stoke D'abernon   | Millfield                    |                                    |
| Cobham Road<br>Line 4:<br>Stoke D'abernon   | Line 3:                      |                                    |
| Line 4:<br>Stoke D'abernon  |                              |                                    |
| Stoke D'abernon   | several in 1 years           |                                    |
|   | Line 4:                      |                                    |
| Line 5:   | Stoke D'abernon              |                                    |
| Line 5:   |                              |                                    |
|   | Line 5:                      |                                    |
|   |                              |                                    |

| Town:             |      |
|-------------------|------|
| Cobham            |      |
| (required)        |      |
| County:           |      |
| County:<br>Surrey |      |
|                   |      |
| PREVIOUS          | NEXT |
|                   |      |

| New Ac         | count                       |                     |  |
|----------------|-----------------------------|---------------------|--|
| Details 🔪      | Address                     | Contact Preferences |  |
| Contact Pre    | eferences<br>be contacted b | ıy Email            |  |
| 🔲 I'm happy to | be contacted b              | y Post              |  |
| PRE            | /IOUS                       | CREATE MY ACCOUNT   |  |

# Page

#### **Your Account Details & Donations**

ow that you have created your Menuhin Hall Account, you can now manage various aspects of your account at any time by logging in using the email address and password you have just used.

|                      |                              |            |                          |          |            | MY BASKET   MY ACC | OUNT 🛃   |
|----------------------|------------------------------|------------|--------------------------|----------|------------|--------------------|----------|
|                      | BOOK TICKETS                 | ABOUT US 🗸 | INFORMATION $\checkmark$ | LECTURES | RECORDINGS | HIRE THE VENUE     | CHECKOUT |
| My Account<br>Logout |                              |            |                          |          |            |                    |          |
| DETAILS              | Orders<br>No items available |            |                          |          |            |                    |          |
| ADDRESSES            |                              | NEXT       |                          |          |            |                    |          |
| CONTACT PREFERENCES  | 11/24/003                    |            |                          |          |            |                    |          |
| OFFERS               |                              |            |                          |          |            |                    |          |
| ORDERS               |                              |            |                          |          |            |                    |          |
| PAYMENT CARDS        |                              |            |                          |          |            |                    |          |

Other options include looking at your Order History and managing credit and debit cards you have used to purchase your tickets. Now click on 'MY BASKET' at the top of your page, and you will be directed to a page where you can make a donation to the school.

|  | BOOK TICKETS                                      | ABOUT US 🗸                                 | INFORMATION ~                                  | LECTURES               | RECORDINGS | MY BASKET   MY ACC | OUNT E |
|--|---|--|--|------------------------|------------|--------------------|--------|
|  |   |  |  |                        |            |                    |        |
| Donations  |   |  |  |                        |            |                    |        |
| The Menuhin Hall and The Yehudi<br>the UK and worldwide.   | Menuhin School's aim                              | is to create future                        | generations of great                           | musicians in           |            |                    |        |
| Thanks to the generous donations<br>bursaries for those who struggle v<br>students' lives.<br>Support Us | we receive, we are ab<br>with the fees, as well a | le to financially su<br>s funding projects | pport our pupils throu<br>which directly enhan | igh student<br>ces our |            |                    |        |
| Amount:<br>£   |   |  |  |                        |            |                    |        |
| 2.00   |   |  |  |                        |            |                    |        |
| CONTINUE WITHOUT   | DONATING  | CONT                                       | INUE WITH DONAT                                | ON                     |            |                    |        |
|  |   |  |  |                        |            |                    |        |

Click on one of the above options available to begin the Checking Out process.

# Page

#### **Checking Out**

ou are now ready to complete your ticket purchases. First of all, choose your ticket delivery option and click on 'CONTINUE'. If you choose to have your tickets posted, you will be asked to confirm your

delivery address. You can edit or add a different delivery address if required.

| Checkout  | Checkout  |
|---|---|
| Ticket Delivery Billing Details Summary Payment   | Ticket Delivery Billing Details Summary Payment   |
| Ticket Delivery   | Ticket Delivery Please choose an address to have your tickets posted to:  |
| Please choose a delivery option for your tickets:   | Mr Mark Time (default)  |
| Post my tickets to me<br>(+ £1.00)  | Yehudi Menuhin School<br>Milifield<br>Cobham Road<br>Stoke D'abernon<br>Cobham  |
| <ul> <li>Leave my tickets at the box office<br/>(Not available for your choice of tickets)</li> </ul>   | Surrey<br>KT11 3QQ<br>United Kingdom  |
| CONTINUE  | ADD ADDRESS<br>CONTINUE   |
| Ticket Delivery Billing Details Summary Payment   | ]   |
| Billing Details   | You also have the opportunity to add a  |
| Please choose a payment method:  New card   | different address for your credit card details.   |
| Please select an address for your card (card details will be taken at the final stage of checkout): Store my card details                                   |   |
| <ul> <li>Mr Mark Time (default)<br/>Yehudi Menuhin School<br/>Millifieli<br/>Cobham Road<br/>Surrey<br/>KTI 300<br/>United Kingdom</li> <li>EDIT</li> </ul> | Storing credit card details for your next<br>purchase is optional. If you don't want us to<br>store your card details, untick the 'Store my<br>card details' box. Click on 'CONTINUE' |
| Checkout  | You are now presented with your ticket  |
| Ticket Delivery Billing Details Summary Payment   | purchase summary. You still have the  |
| September Showcase Concert 2017, 28 Full Price x 2 @ £17.50   | opportunity to add or remove tickets by   |
| September 2017 19:30  | clicking on 'EDIT BASKET'.  |
| EDIT BASKET   | Ŭ   |
|   | Before you can click on 'CONTINUE' you  |
| Ticket Total: £35.00<br>Ticket Delivery Fee: £1.00  | will need to read and agree to the Menuhin  |
| Total: £36.00   | Hall's terms and conditions.  |
| By checking this box you agree to our terms and conditions  |   |

#### **Checking Out (continued)**

astly you will need to enter your credit or debit card details. The card number and expiry date will undergo some validation, and error messages may appear during this process.

| Ticket Delivery 👌 Billing Details 👌          | Summary | Payment |    |
|--|---------|---------|----|
| Payment                                      |         |         |    |
| Total to pay: £36.00                         |         |         |    |
| Card Type:                                   |         |         |    |
| Visa   |         |         | •  |
| (required)                                   |         |         | 10 |
| Card Number:                                 |         |         |    |
| Card Number:                                 |         |         |    |
| (required)                                   |         |         |    |
| Please enter a valid credit card number.     |         |         |    |
| Expiry Date:                                 |         |         |    |
| 11/11  |         |         |    |
| (mm/yy)                                      |         |         |    |
| (required)<br>The date must be in the future |         |         |    |
| The date must be in the tuture               |         |         |    |
| Start Date:                                  |         |         |    |
|  |         |         |    |
| (mm/yy) UK Maestro and Solo only             |         |         |    |
|  |         |         |    |
| Issue Number:                                |         |         |    |
|  |         |         |    |
| UK Maestro and Solo only                     |         |         |    |
| Security Code:                               |         |         |    |
|  |         |         |    |
| (required)                                   |         |         |    |
|  |         |         |    |

Page

Once you have clicked on 'CONFIRM PAYMENT', it may take a short while for your card details to be authorized so please don't navigate away from this screen, be patient until the order has been confirmed.

Congratulations, you have booked some tickets for a concert at the Menuhin Hall, and you will receive an email confirming the process. If you need any further help booking tickets either email <u>boxoffice@menuhinhall.co.uk</u> or call the Box Office on 08700 842020 Monday to Friday from 10am to 12.30pm or between 1pm and 3pm.