

HANOVER THEATRE & CONSERVATORY

The Official Downloading MyHanover Ticket Guide

2 Southbridge Street • Worcester, MA 01608 • TheHanoverTheatre.org • 877.571.7469

Worcester Center for Performing Arts is a registered not-for profit 501(c)(3) organization, which owns and operates The Hanover Theatre and Conservatory for the Performing Arts. The organization also operates the Jean McDonough Arts Center (JMAC) and provides free public programming for the Francis R. Carroll Plaza and the outdoor Bank of America Stage, located directly in front of The Hanover Theatre. All donations are tax deductible to the fullest extent allowed by law.

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Welcome to MyHanover

MyHanover is the easiest way to access and manage your tickets on your smartphone.

Once you add MyHanover to your phone, you can:

- View your tickets anytime
- Transfer tickets to friends and family
- Access your tickets even if you lose internet service at the theatre

This guide will walk you through each step.

MyHanover is not downloaded from the Apple App Store or Google Play Store. It is added to your phone directly from your Hanover Theatre account in just a few steps.

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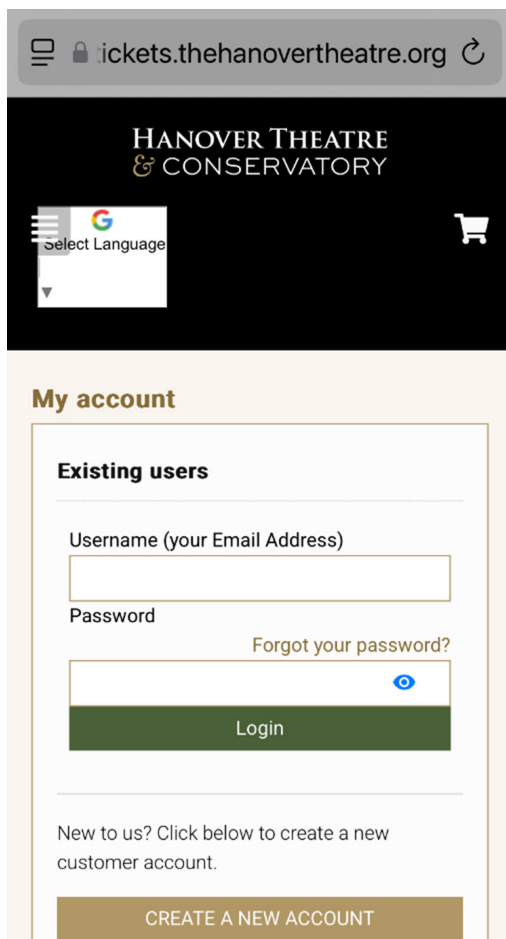
How to Add MyHanover to Your Smartphone

Step 1: Visit TheHanoverTheatre.org/login on your mobile device and sign in using the email address and password you used when purchasing your tickets. Don't remember your password? Tap on forgot password.

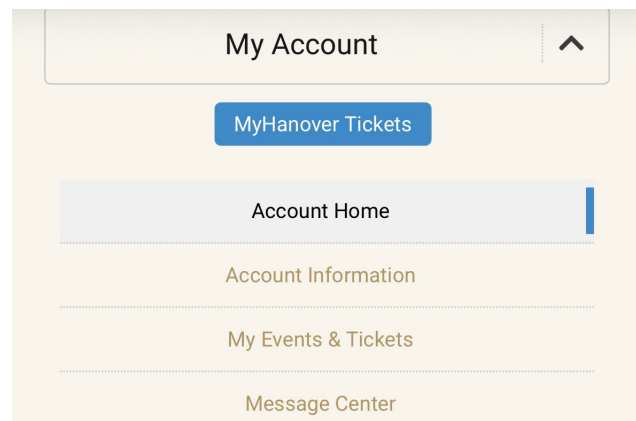
Step 2: Tap the dropdown arrow (caret) next to 'My Account'.

Step 3: Tap MyHanover Tickets.

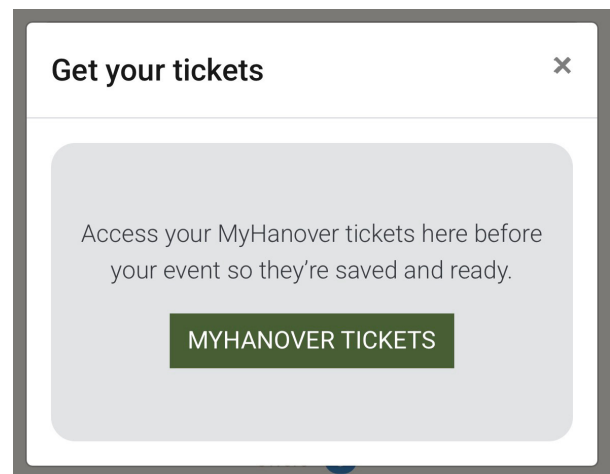
Step 4: Tap the green MyHanover Tickets button.



The screenshot shows the mobile website's login page. At the top, the URL is tickets.thehanovertheatre.org. Below the header, there's a "Select Language" dropdown and a shopping cart icon. The main section is titled "My account" and contains a login form for "Existing users". The form has fields for "Username (your Email Address)" and "Password", with a "Forgot your password?" link. A green "Login" button is at the bottom of the form. Below the login form, there's a link to "New to us? Click below to create a new customer account." and a brown "CREATE A NEW ACCOUNT" button.



The screenshot shows the "My Account" dropdown menu. The menu is titled "My Account" and has a dropdown arrow. Below the title, there's a blue "MyHanover Tickets" button. Below that, there are four menu items: "Account Home", "Account Information", "My Events & Tickets", and "Message Center".

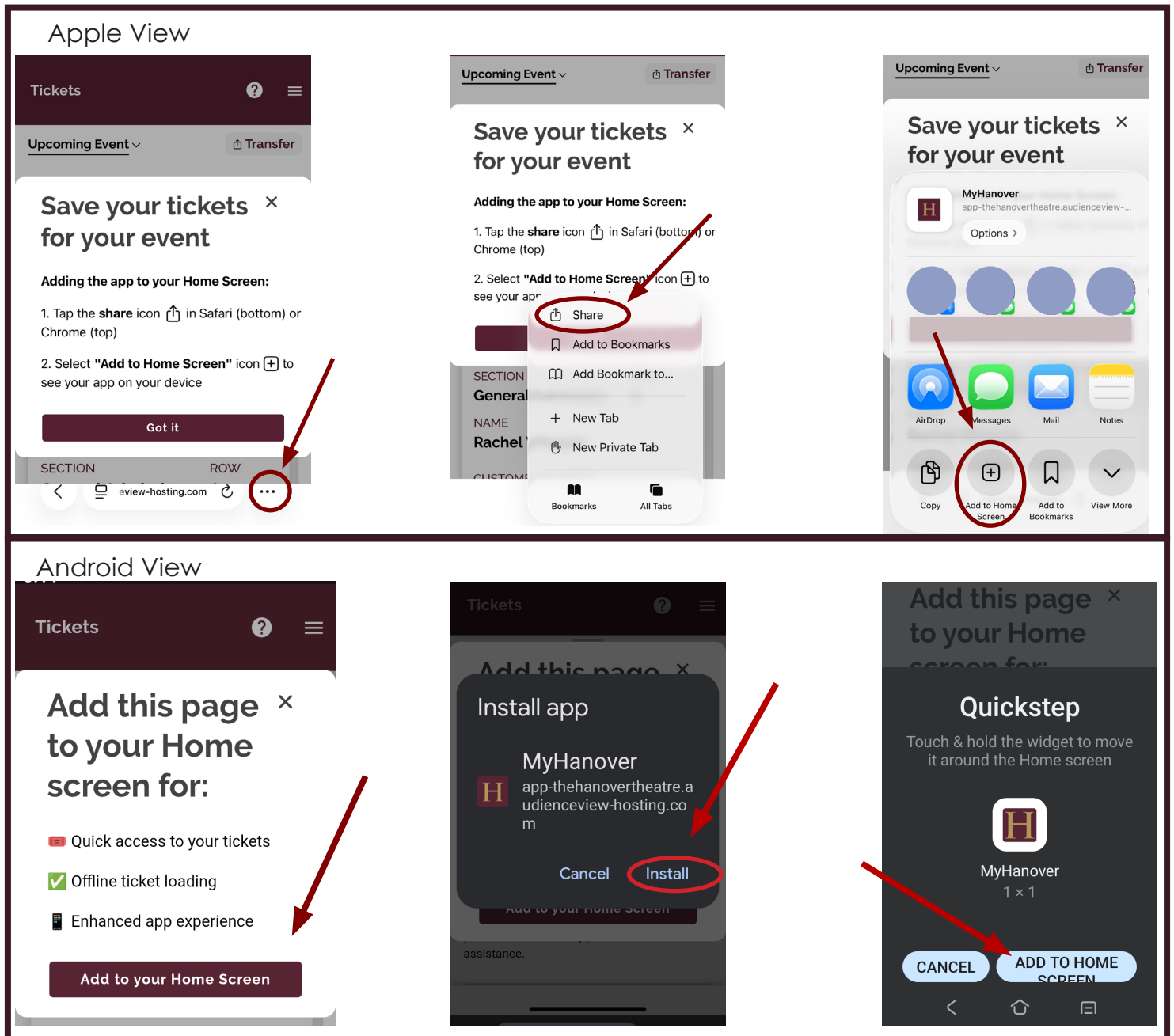


The screenshot shows a modal titled "Get your tickets". The modal has a close button (X) in the top right corner. The text inside the modal says "Access your MyHanover tickets here before your event so they're saved and ready." Below the text is a green button labeled "MYHANOVER TICKETS".

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How to Add MyHanover to Your Smartphone

Step 5: Follow the prompts to add MyHanover to your phone's Home Screen.
This only takes a few seconds and allows you to open your tickets just like an app.
*Don't see this? Tap the question mark.

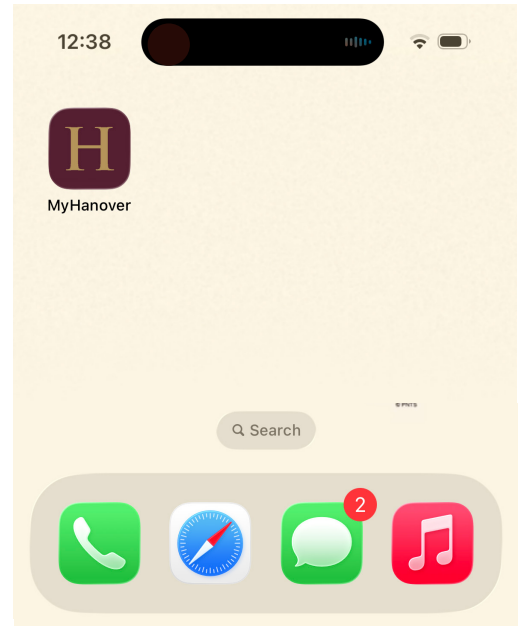
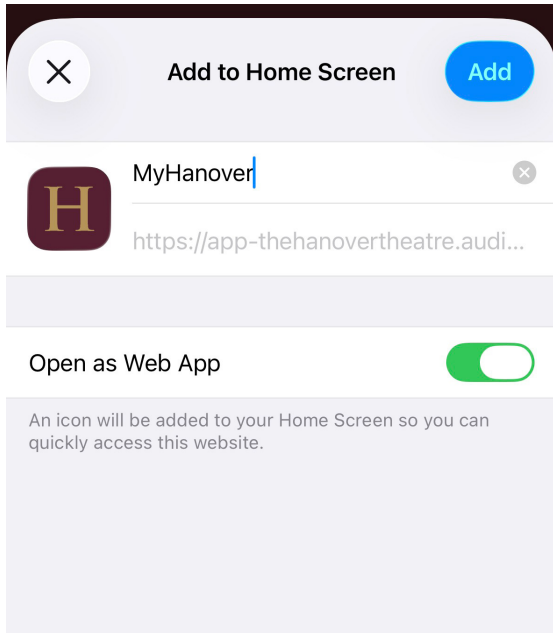


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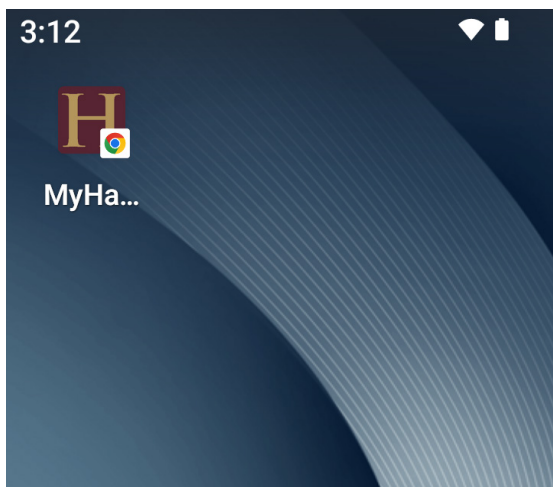
How to Add MyHanover to Your Smartphone

Step 6: Tap the button 'Add' to add to your homescreen. **You're all set! Your tickets are now saved in your MyHanover and ready to use.**

Apple View



Android View



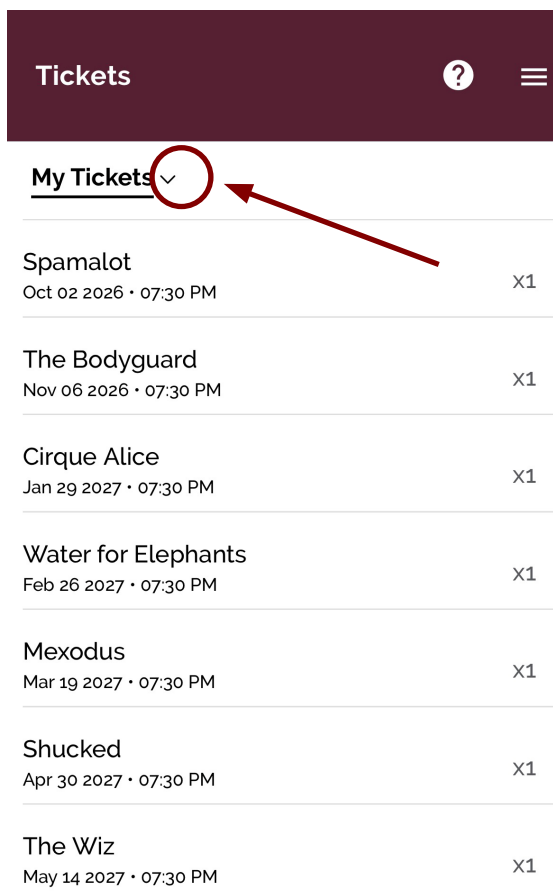
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How to View Your MyHanover Tickets

Open MyHanover from your phone's Home Screen. Your upcoming event will appear automatically. Tap the event to view your tickets. We recommend opening MyHanover at least 48 hours before your performance to make sure your tickets have loaded.

Tap on the down arrow near "My Tickets" to switch between "Upcoming Event" and "My Tickets"

*Please note: Tickets purchased through TheHanoverTheatre.org, in person at the box office, or by phone will appear in your MyHanover. **Tickets purchased through any third party will be sent to you separately.**



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Frequently Asked Questions

Why is The Hanover Theatre using Digital Tickets?

A digital ticket is a convenient and flexible way to receive and manage tickets. It's our effort to make your experience the very best. Digital ticketing provides:

- Quick, easy, contactless entry to the venue using your mobile phone
- The ability to manage, view, and transfer tickets at any time
- Sustainability by reducing paper waste
- Reduced risk of lost, stolen, counterfeit or forgotten tickets

Why can't I see my tickets right away?

Some events use delayed ticket delivery. Your tickets will automatically appear in MyHanover at least 48 hours before your performance.

Can I have multiple tickets in MyHanover?

Yes. If you purchase multiple tickets to a show they will all appear in your MyHanover app. We recommend transferring tickets at least 48 hours before the show to are planning on arriving at different times.

Can I use a screenshot of my ticket?

No. Screenshots will not scan because every ticket uses a secure, live QR code that changes to prevent fraud.

When should I access my tickets?

We recommend accessing your tickets in your MyHanover app at least 48 hours before the show to avoid issues with connectivity when trying to enter and find your seat. We will send you an email before your show as a helpful reminder.

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Frequently Asked Questions

Will my tickets work if I don't have internet at the theatre?

Yes. Once you've added MyHanover to your phone and your tickets have loaded, they'll still be available even if you lose internet or cell service.

What if I do not have a smartphone?

If you do not have access to a smartphone, please contact the box office at 877.571.7469.

What if I forget, lose, or break my smartphone before my show?

When you arrive at the theatre simply go to the box office, present your ID, and they will assist you.

What if I am running into an "Online sales cannot proceed" error and cannot log into my account to access myHanover app?

If you are receiving a message that says "Online sales cannot proceed with transactions at this time" you may have to close the tab or clear your recent browsing history. To clear your recent browsing history, follow the steps on page 16.

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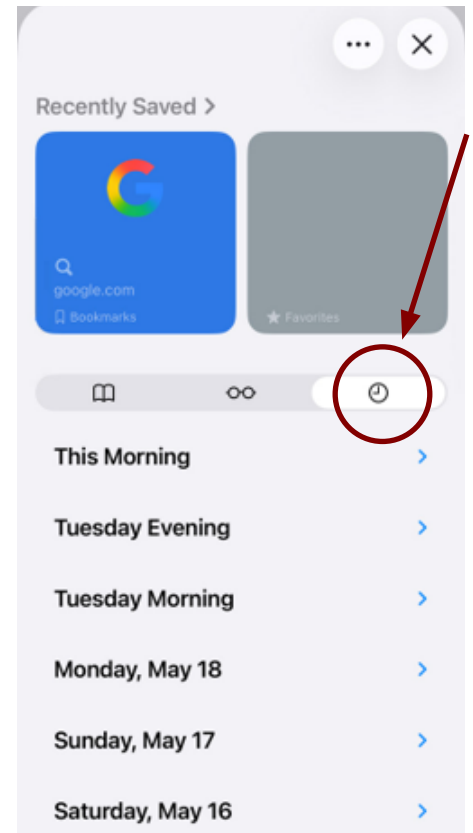
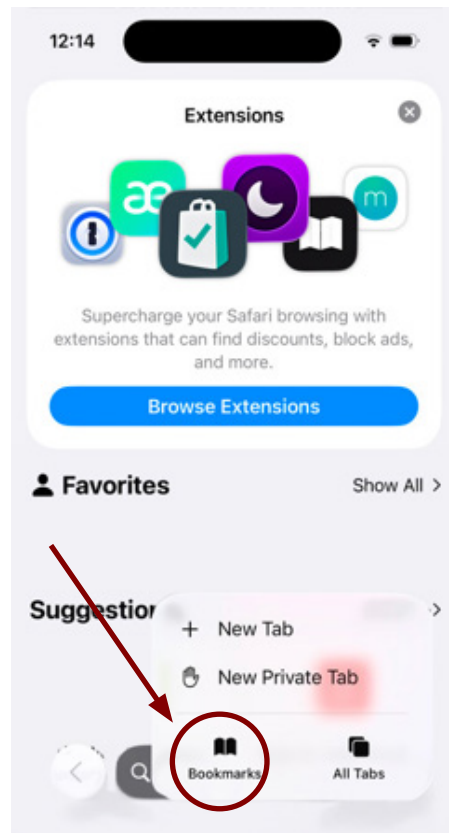
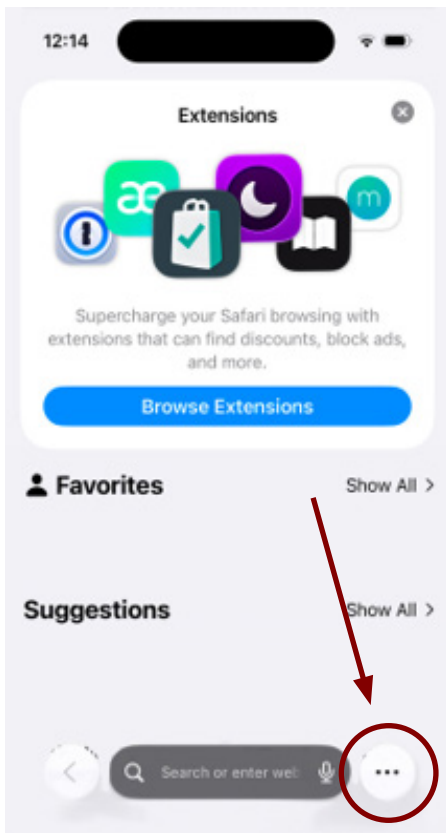
Having Trouble Logging In?

If you receive the message: "Online sales cannot proceed with transactions at this time."
Clearing your recent browsing history usually fixes the issue.

Step 1: Tap the three dots or the overlapping squares on the bottom right-hand corner.

Step 2: Tap Bookmarks.

Step 3: Tap the clock.



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Having Trouble Logging In?

Step 4: Tap the three dots in the top right corner.

Step 5: Tap Clear and clear your last hour of browse history.

Step 6: Exit out of TheHanoverTheatre.org tab.

Step 7: Open a new tab, and log in again at TheHanoverTheatre.org/login. You will now be able to login to load your myHanover app and tickets.

