



VISUAL STORY GUIDE:

Purchasing Tickets Online

to attend a

Rainbow Stage Summer Production

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Introduction

Welcome to Rainbow Stage's visual story guide to purchasing tickets after creating an online account. This guide is designed to make the process easier for first time buyers, care workers of patrons who may need assistance with the process, or patrons who are unfamiliar or are less comfortable with the buying process.

In this guide you will find visual representation as well as detailed descriptions of the process of creating an online account and buying tickets online after creating that account.

Rainbow Stage welcomes patrons of every kind. We are excited to have you attend our productions and we hope you find this guide helpful when making your purchase.

If you have any questions, concerns or suggestions, our box office staff will be more than happy to assist you. 204-989-0888

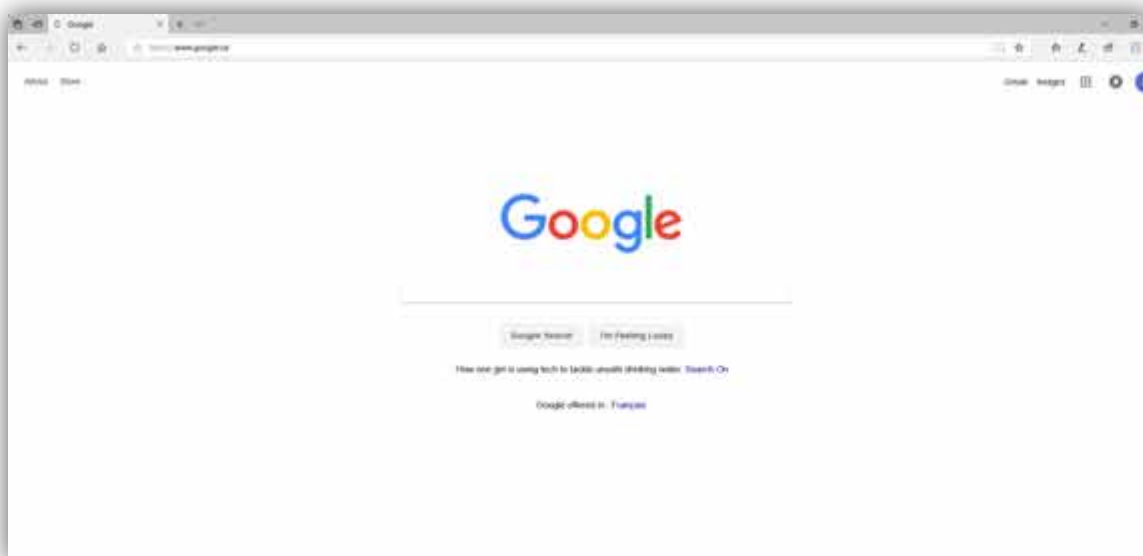
This visual guide uses images.

The images may not accurately represent the current shows being offered at Rainbow Stage.

The instructions remain the same.

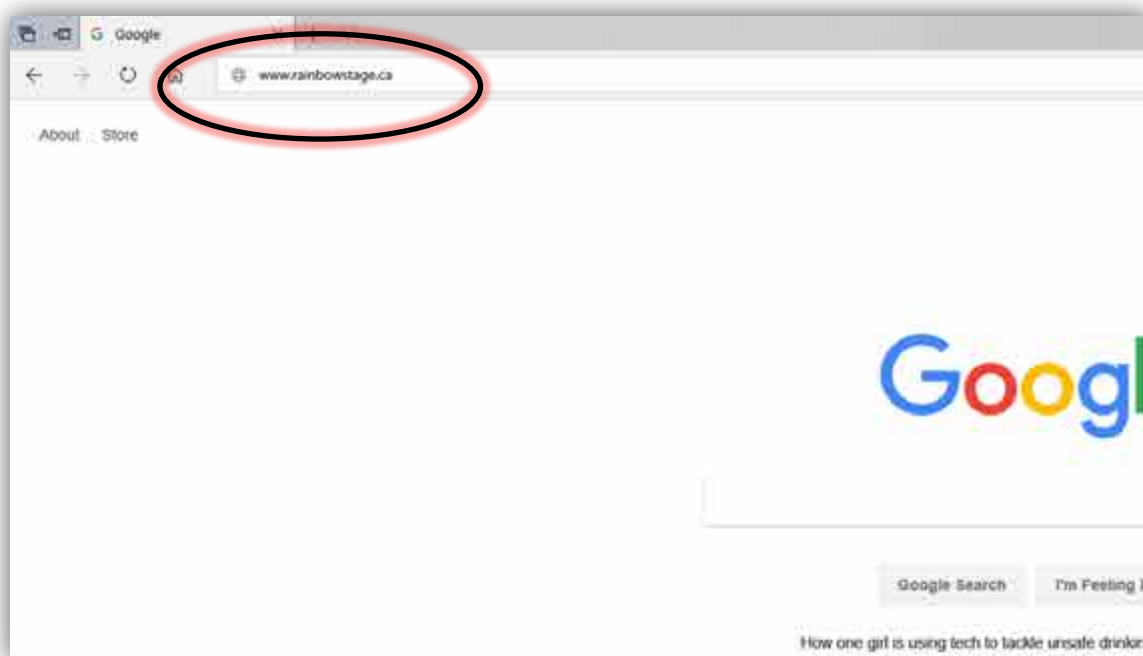
Getting to the Rainbow Stage Website

Open your internet browser



- The kind of browser you use does not matter
- Every home screen may look a little different

In your navigation bar (this is the area circled below), type www.rainbowstage.ca, then hit enter on your keyboard.

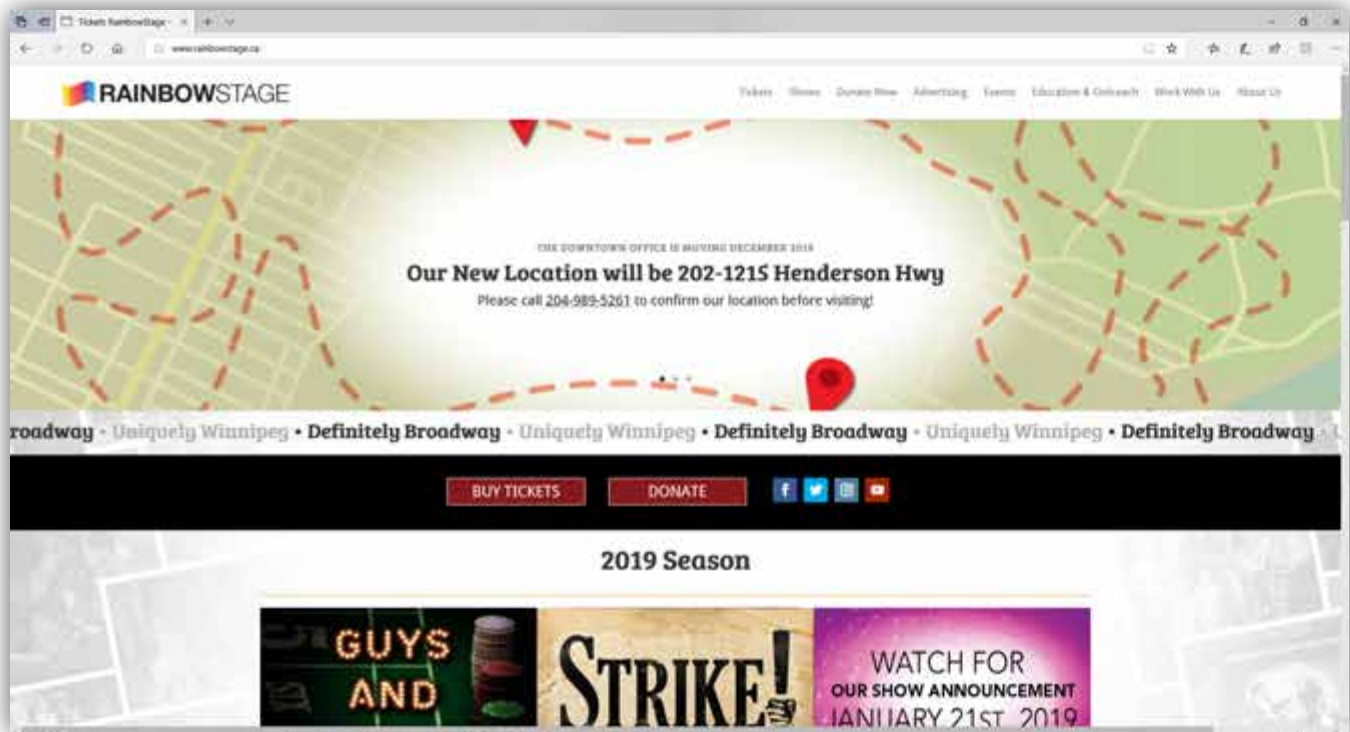


If you have questions about this page, please call 204-989-0888

This is the next page your screen will show you. This is the Rainbow Stage website HOME page in the photo below.

The image at the top of the screen (shown here as “Our New Location will be 202-1215 Henderson Hwy) will rotate through other images as well. These images are changed frequently to announce new things.

The black bar across the screen with the red buttons labeled “BUY TICKETS” and “DONATE” will remain still and does not change.

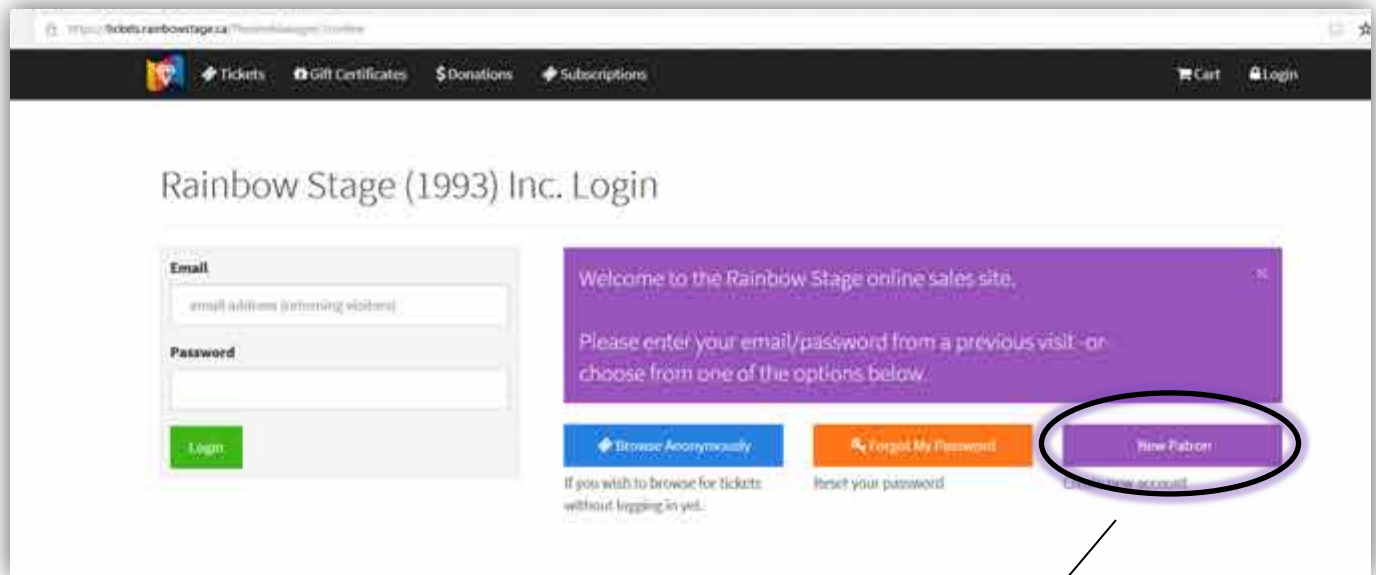


Click on the red button labeled “BUY TICKETS”



If you have questions about this page, please call 204-989-0888

Your screen will change and finish like this. This is the TICKET BUYING PAGE



New Patron:

If you have never purchased tickets for Rainbow Stage (online, over the phone or in person) then you will click here to set yourself up with an account.

Click on this button

For details on the other options, go to these pages:

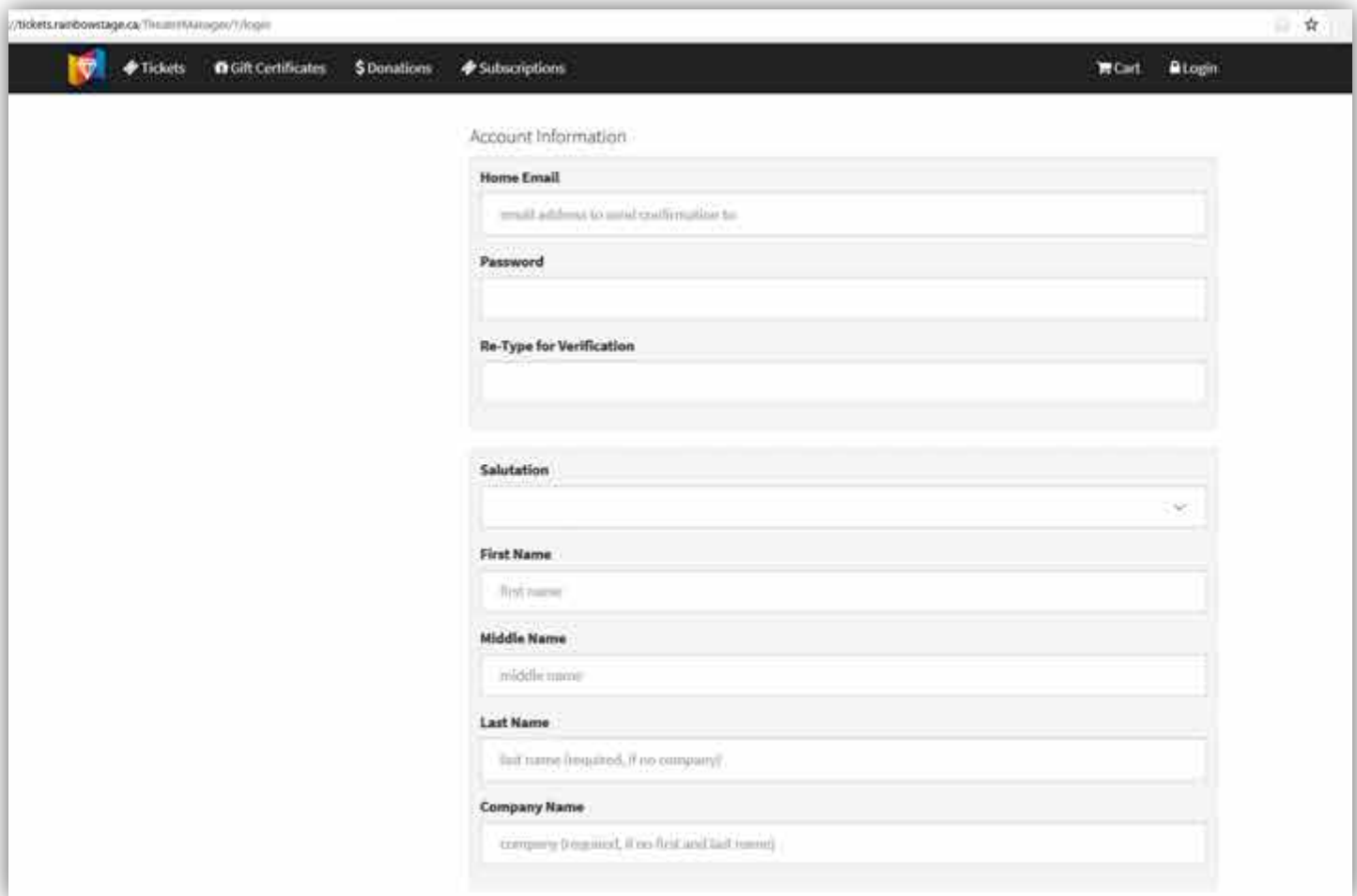
Browse Anonymously – go to page

Forgot My Password – go to page

If you have questions about this page, please call 204-989-0888

Creating Your Personal Account

This will be the next screen you see



The screenshot shows a web browser window with the URL `://tickets.rainbowstage.ca/TicketManager/?login`. The page has a dark navigation bar with links for Tickets, Gift Certificates, Donations, Subscriptions, Cart, and Login. The main content area is titled "Account Information" and contains two sections of form fields. The first section includes "Home Email" (with a placeholder "email address to send confirmation to"), "Password", and "Re-Type for Verification". The second section includes "Salutation" (a dropdown menu), "First Name", "Middle Name", "Last Name" (with a placeholder "last name (required, if no company)"), and "Company Name" (with a placeholder "company (required, if no first and last name)").

Now you can start typing in each box.

Use your personal information to complete the online form.

Scroll down to view more of the online form.

At the bottom of the form, you will see the option to enter a CAA membership number if you have one.

Rainbow Stage offers a CAA discount on some tickets.

If you do not have a CAA membership, leave this blank.

Additional Information

CAA/AMA Members are eligible to receive a discount to our season events when tickets are purchased prior to the event's opening night.

CAA Members

Enter your Membership Number 620 999 9999999 999

How may We Contact You?

Mail Notifications

☒ Please mail me periodic news and event updates

☐ Please do not mail me updates

Email Notifications

Visit [My Email Notifications](#) at any time to fine tune how you wish to be informed of events and activities at Rainbow Stage (1993) Inc. that interest you. Any contact information provided will be held confidential per our [privacy policy](#).

☐ **Constant Contact 2018**

Please check this box if you are interested in receiving information about upcoming events, ticket promotions and Rainbow Stage news. patrons from 2018 for constant contact mail list excludes "do not email" patrons

Create Account

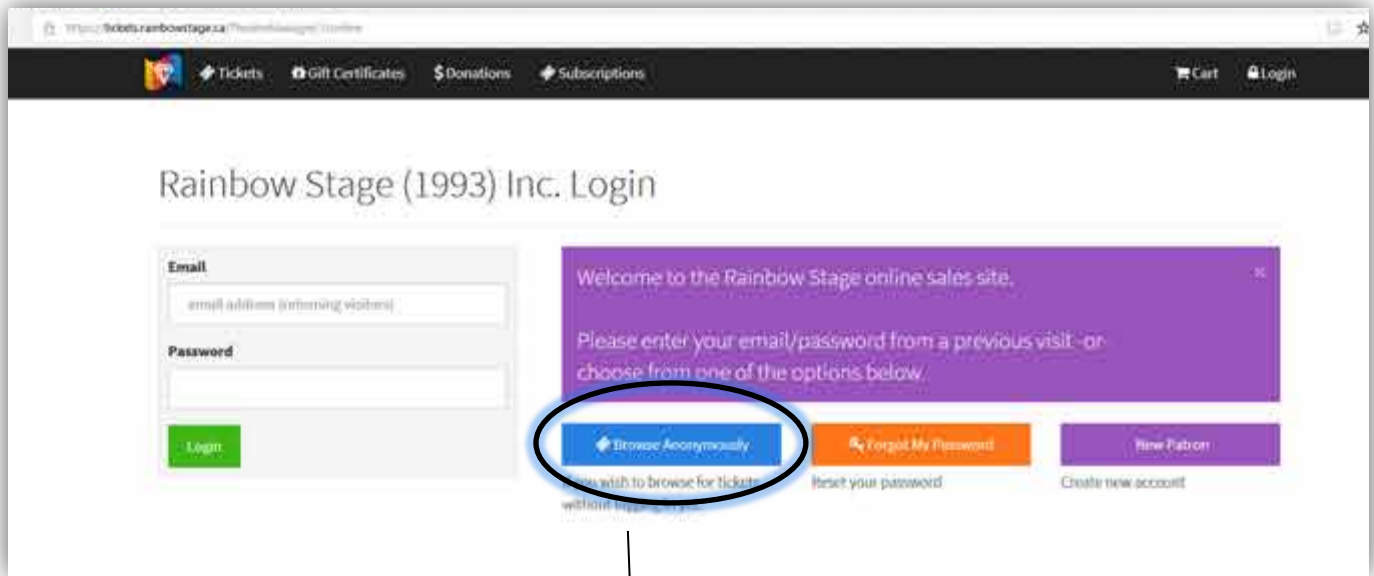
Cancel Adding Account

You can also select whether or not you would like to receive updates from Rainbow Stage via mail and email.

Click the green button labeled Create Account, when finished

If you have questions about this page, please call 204-989-0888

Browsing Anonymously



Browse Anonymously:

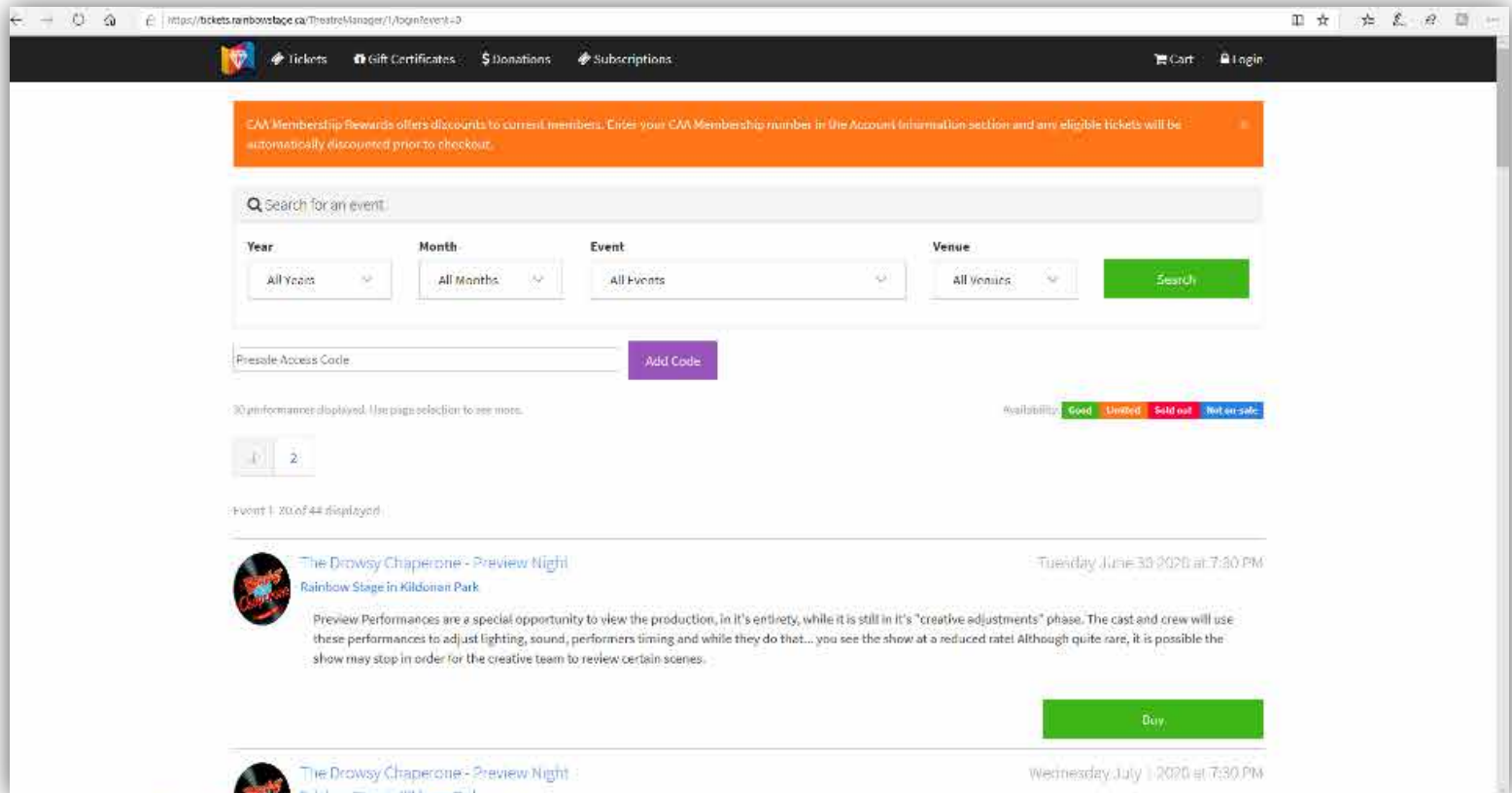
If you want to see what is available but not quite ready to purchase, click here.

Note: If you decide to purchase what you see while "Browsing Anonymously", you will be redirected back to this page and required to log in.

If you need to create a new account, you can do so at this time.

The next screen you will see is the list of all performances to choose from.

Just scroll through the list until you find the show and date that you'd like, then click BUY



If you have questions about this page, please call 204-989-0888

Forgot My Password

https://tickets.rainbowstage.ca/TheatreManager/1/.../passwordRequest

Tickets Gift Certificates Donations Subscriptions Cart Login

Rainbow Stage (1993) Inc. Login

Email
[input type="text"]

Password
[input type="password"]

Login

Welcome to the Rainbow Stage online sales site.
Please enter your email/password from a previous visit -or- choose from one of the options below.

Browse Anonymously Forgot My Password New Patron

If you wish to browse for tickets without logging in yet.

Forgot My Password:

Click here if you know you have an existing account but you don't remember your password.

The system will ask you to enter your email address and will send you a link to select a new password. This can take a few minutes to arrive in your inbox.

https://tickets.rainbowstage.ca/TheatreManager/1/login?onPasswordRequest=onPasswordRequest

Tickets Gift Certificates Donations Subscriptions Cart Login

Forgot Password

If the email address exists, we will email instructions to you that describe how to reset your password.
Your account will be locked until you complete the process of resetting your password for your safety when using our online sales.

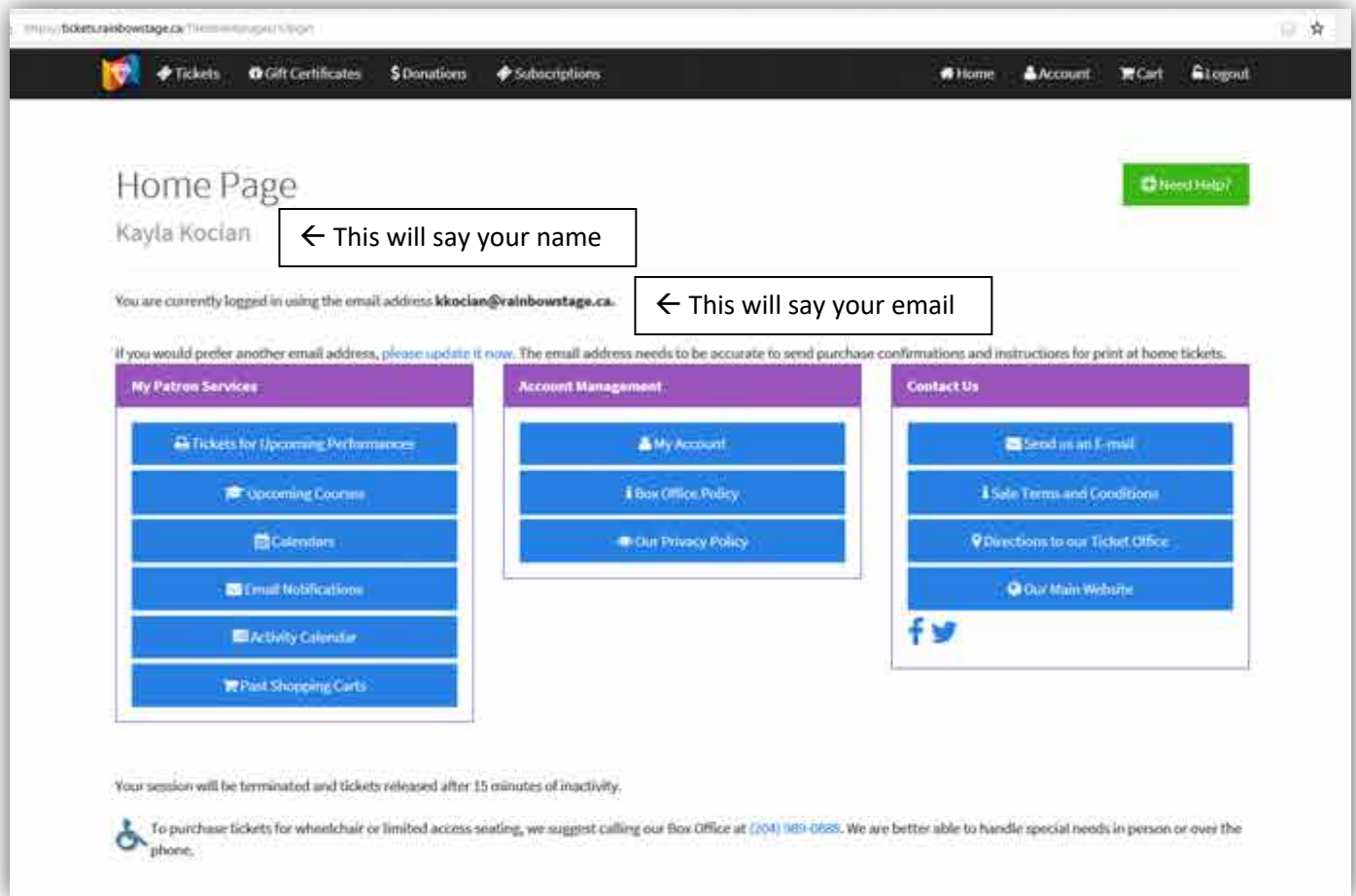
If the email address does not exist, you will receive nothing. Check your spam folder.

Email
[input type="text"]

Reset PW and Email Instructions Login Browse Anonymously New Patron

You are now logged into your account

This is the next screen you will see. This is your HOME PAGE

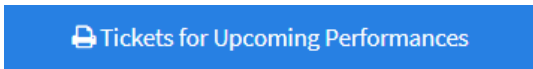


You can buy new tickets – click on the button  near the top of your screen

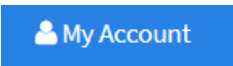
You can view tickets you've already paid for – click on the button



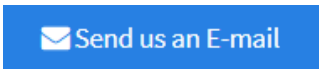
You can print tickets you've already paid for – click on the button



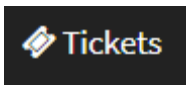
You can change your personal information -



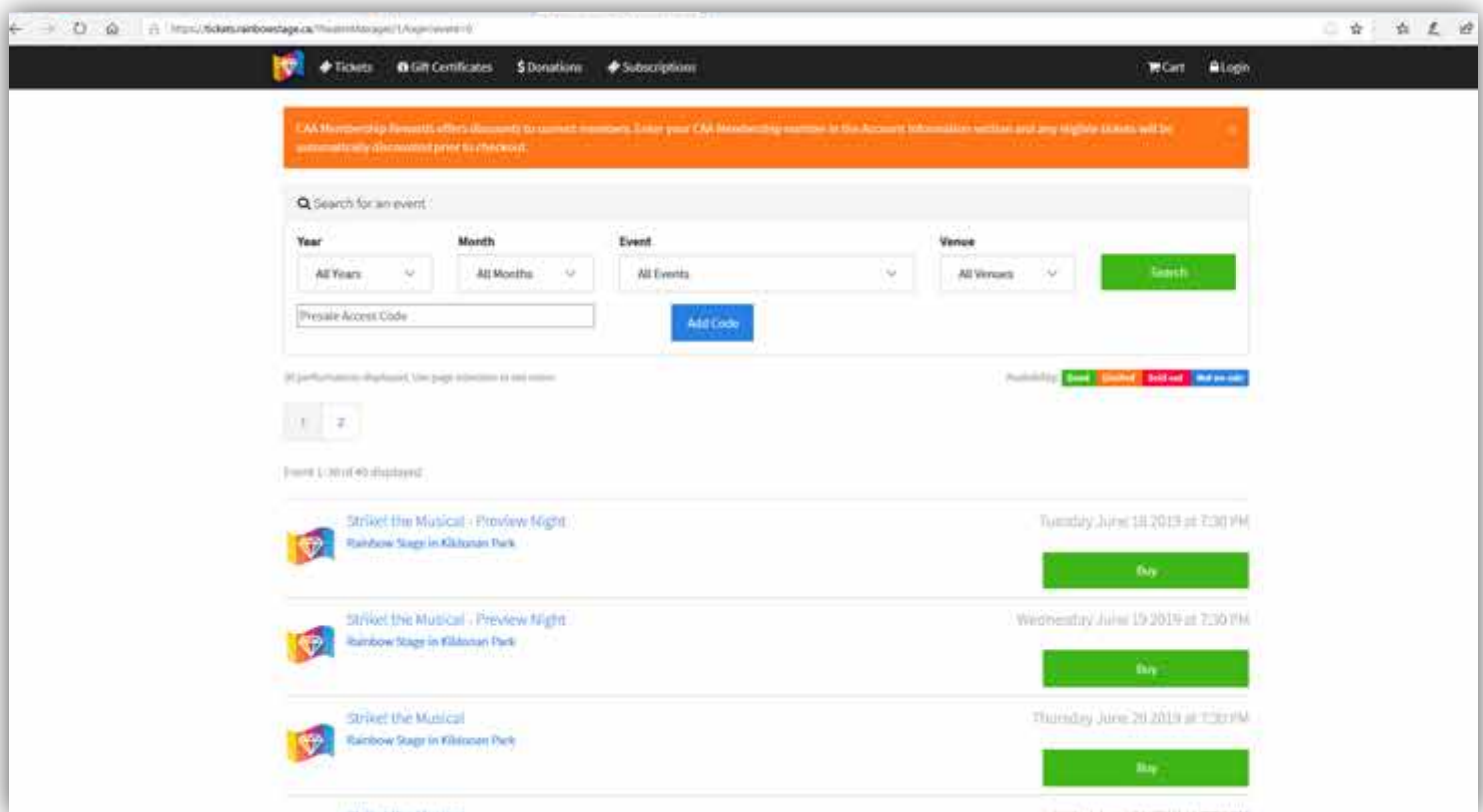
You can contact box office staff by email -



If you have questions about this page, please call 204-989-0888



Click on the icon at the top of your page, your screen will change to this page.



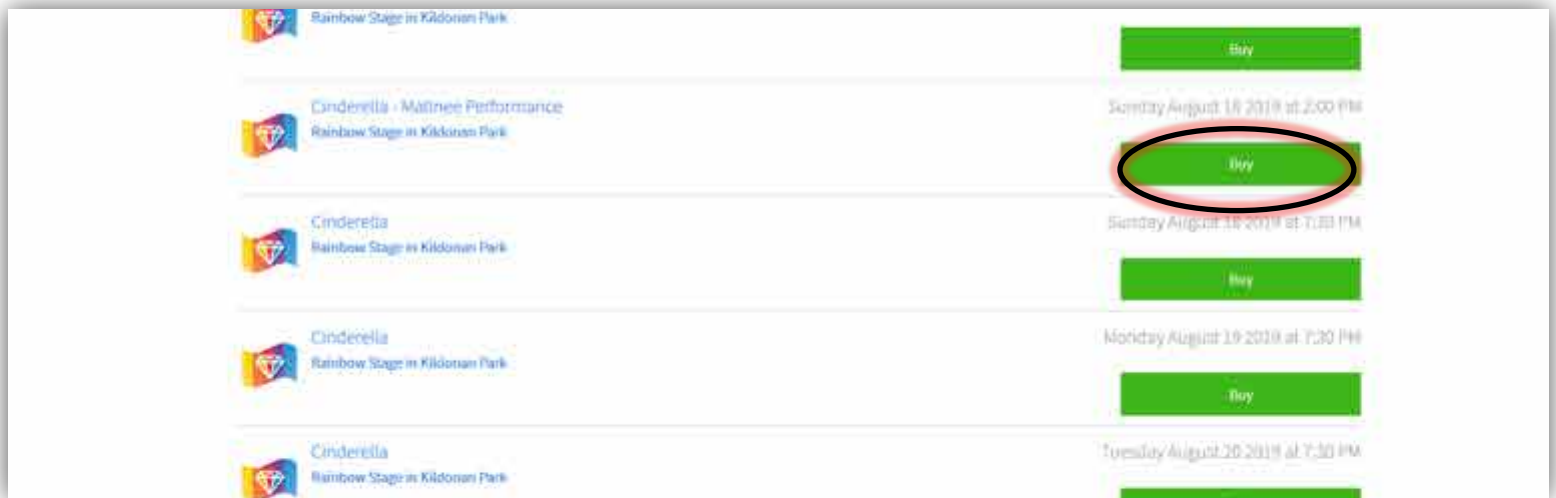
As you scroll through the page, you can see a list of show titles and the date and time that they are playing.

When the buttons labeled “BUY” on the right side of the screen are GREEN, this means there are a lot of tickets left.

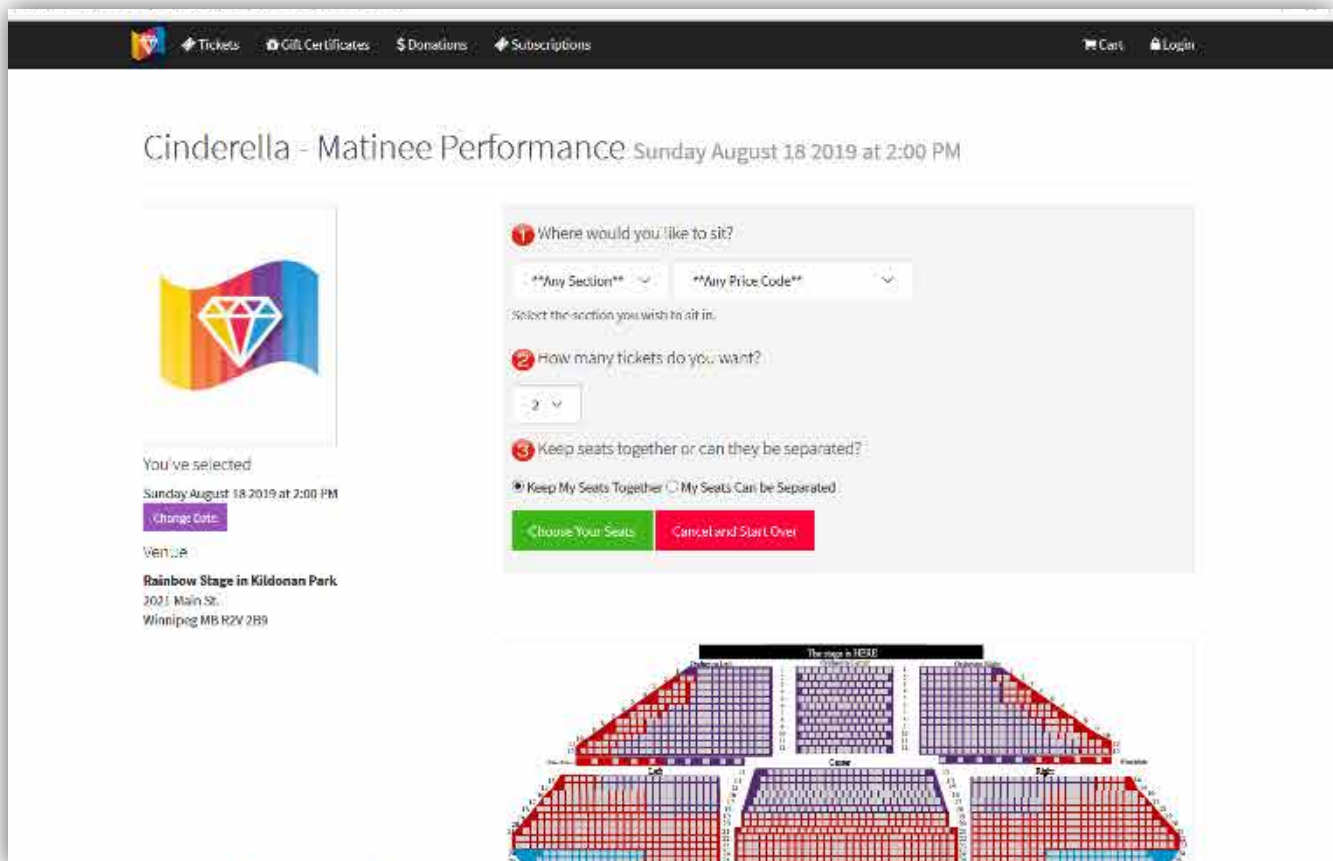
When the buttons labeled “BUY” on the right side of the screen are ORANGE, this means there are some, or few tickets left.

When the buttons labeled “BUY” on the right side of the screen are RED, this means there are no tickets left.

Once you have found the show you'd like to see, **double check the date and time**, click the BUY button in the column on the right.



After clicking that button, your screen will change to this:



If you have questions about this page, please call 204-989-0888

Click here to select how many seats you would like to purchase

Cinderella - Matinee Performance Sunday August 18 2019 at 2:00 PM

You've selected
Sunday August 18 2019 at 2:00 PM
[Change Date](#)
Venue
Rainbow Stage in Kildonan Park
2021 Main St.
Winnipeg MB R2V 2B9

1 Where would you like to sit?
Any Section **Any Price Code**
Select the section you wish to sit in.

2 How many tickets do you want?
2

3 Keep seats together or can they be separated?
☒ Keep My Seats Together ☐ My Seats Can be Separated

[Choose Your Seats](#) [Cancel and Start Over](#)

For the best seats available right now, click here

If you have questions about this page, please call 204-989-0888

The screen will change to this

https://tickets.rainbowstage.ca/TheatreManager/1/online

Tickets Gift Certificates Donations Subscriptions Cart Login

Cinderella - Matinee Performance Sunday August 18 2019 at 2:00 PM

Here are some good seats. If you prefer different ones, select some on the map below and then 'Change to newly selected seats'.

Section	Row	Seat	Seat Notes	Price Selection
Center	14	109		Adult - Regular \$65.00
Center	14	110		Adult - Regular \$65.00

You've selected
Sunday August 18 2019 at 2:00 PM
Change Date
Venue

Buy Tickets Shown Above Cancel and Start Over

Prefer different seats?

- Click on one or more available seats that you prefer on the seating chart below
 - Drag the seating chart or zoom in/out to move to different areas of the venue
- Click **Change to Newly Selected Seats**

You can see: (from top to bottom)

- The show title, date and time that you have selected
- The best seats that our ticket system has selected for you
 - To the right of the seat location, there is a drop down menu where Child Pricing can be selected if it's available in that section. (Child Prices are only available sections where adults are \$55 or \$39)
- A picture that gives you an idea of what the stage will look like when you are sitting in that seat
- "Buy Tickets Shown Above" – click here if you like these seats and want to go ahead with buying them
- "Cancel and Start Over" – click here if you would like to start from the very beginning
- "Change Date" – this is on the left side. Click here if you want to try a different show or date.

If you like the seats the computer has suggested for you, click

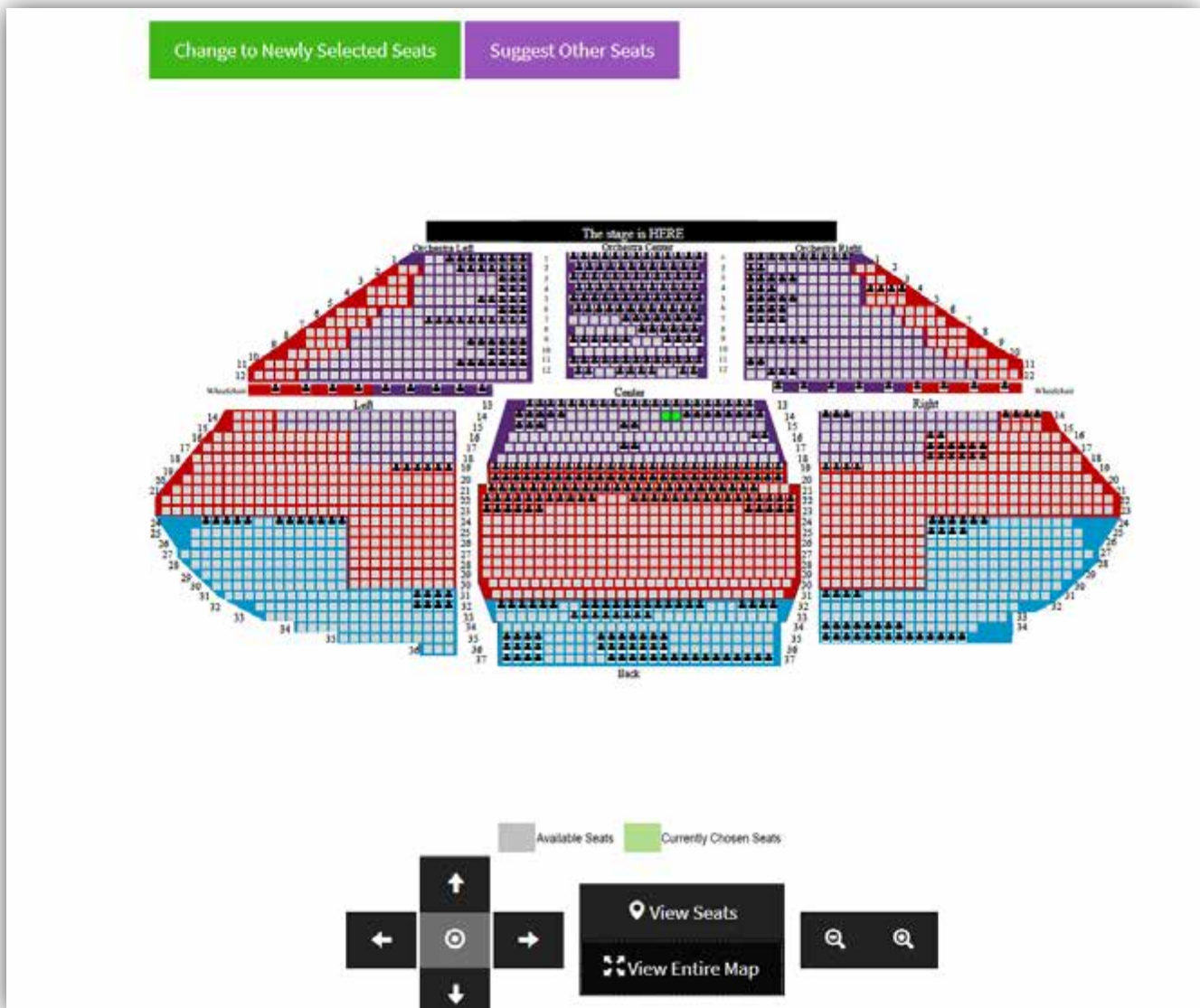
Buy Tickets Shown Above

See the next page for more options.

If you have questions about this page, please call 204-989-0888

If you want different seats...

Scroll down the screen, you will see this:



This is the seating map of the theatre.

The Green squares on the map will show you where the seats (that are listed at the top of your screen) are located.

The Grey squares show you seats that are available to buy.

The squares with black inside them are seats that are sold to other people. (if you look closely, you can see the black images look like tiny people)

If you see grey squares (seats) that you like better than your green ones, click on them, then click the big green button labelled "Change to Newly Selected Seats"

If you select the Purple Button labelled "Suggest Other Seats", the computer system will select new seats for you.

If you have questions about this page, please call 204-989-0888

There is a timer started once you have reached this page. You are given 15 minutes to complete your purchase.

Next, you will see this page

Shopping Cart #450405

Tickets have been placed on hold. ✕

Donate
Please consider making a donation. Rainbow Stage (1993) Inc. is a registered charity and your donation is completely deductible to the full extent of the law. ✕

Item	Qty	Description	Total	Remove
Tickets	1	Cinderella - Matinee Performance on Sunday August 18 2019 at 2:00 PM in the Rainbow Stage in Kildonan Park Center/14/109 Adult - Regular	65.00	<input type="checkbox"/>
Tickets	1	Center/14/110 Adult - Regular	65.00	
GRAND TOTAL (includes all applicable taxes)			\$130.00	Remove

[Checkout & Pay](#) [Continue Shopping](#) [Redeem My Passes/Gift Certificates](#) [Mail Me My Tickets](#)

Coupon Code: [Add Coupon](#)

If you wish to purchase another ticket, gc/pass or make a donation, select from the menu options at the top of the window.

You can choose:

Checkout & Pay – this brings you to the screen that asks for your personal payment information

Continue Shopping – is there another date or show you'd like to buy at the same time? You can add it by clicking here and going through this process a second time. All tickets will later show up together on this page.

Redeem My Passes/Gift Certificates – Did someone buy you a Rainbow Stage Gift Certificate as a gift? You can use it for payment here.

Mail Me My Tickets – click here if you want your tickets mailed to you.

Add Coupon – Sometimes special discounts are advertised and people use special passwords to unlock them.

If there are too many tickets in your account and you don't want to buy them all, click the box under the "Remove" column, next to the tickets you DON'T want, then click the RED *Remove* button.

If you would like to make a donation to Rainbow Stage with your purchase, please click on the *DONATE* button found inside the big orange box at the top.

If you have questions about this page, please call 204-989-0888

After clicking **Checkout & Pay**

Step 1 of 3: provide credit card information

You have received CAA
Membership discounting for 2
ticket(s) within your order today.

Ticket
Handling
Delivery
Method

☒ E-Ticket/print at
home

E-Tickets are not mailed. You must print the tickets on your own
printer and bring them with you to the event.

☐ Mail me my
tickets

Items mailed to you can be mailed to a specific address for a \$2.00
fee. **Mailed tickets** may take 5 to 7 business days to arrive at your
mailing address. Tickets for events within the next 7 days will not be
mailed out. Any tickets not received can be picked up at Will Call.
Rainbow Stage (1993) Inc. is not responsible for tickets lost in the
mail. However, lost tickets may be reprinted upon proof of purchase
(ie. order reference, bank statement, credit card info).

☐ Hold tickets at Will
Call

Will Call tickets can be picked up at the box-office during regular
business hours. Tickets not picked up before the event can be picked up
at the Will Call window one (1) hour prior to the event at the venue
where the event occurs.

Payment
Amount \$120.00 CAD

Payment
Method

MasterCard

Redeem My Passes/Gift Certificates

Card Number

with/without spaces

Month

Year

Name on card

Your name exactly as it appears on the card

Card CID/CVV2
Number

3 or 4 digit security code on the back of your card

How Did You Hear About
Us?

Bus Ads
Come To Most/All Shows
Facebook
Internet
Other

Comments

any information pertinent to this order

☒ I have read and accept all [Terms and Conditions of Sale](#) and clicking the checkbox
affirms my valid electronic signature for this purchase.

All ticket sales are final. No refunds or exchanges. [View Official Policies](#)

Continue to Step 2 of 3

Cart

This screen will ask you for personal
payment information such as:

- How would you like us to deliver your tickets?
- What kind of credit card are you using?
- All the credit card information

Rainbow Stage uses a ticketing system
that is very secure and no information
that you enter here is shared with any
outside sources.

Only one Rainbow Stage employee has
the ability to see the information that
you enter here.

If you have any questions about this
process, you may contact Kayla Kocian
at kkocian@rainbowstage.ca or 204-
989-5261 x102.

This is the next screen you will see after clicking Continue to Step 2 of 3 (green button)

Step 2 of 3: confirm that your card can be charged now

You have received CAA Membership discounting for 2 ticket(s) within your order today.

You selected to pick up your tickets at the Box Office or at Will Call on the night of performance.

Click **Charge my card NOW** button to continue the checkout process.

Charge \$120.00 CAD to my credit card NOW

1. If this page **does not change within one minute (1)** after clicking the 'Charge my card NOW' button, please contact our [box office](#) to verify that your order was processed and avoid erroneous credit card charges.
2. **When your order completes:**
 - You will receive an email confirmation containing details about your order.
 - A web page will display the confirmation.

Return to step 1 to change payment options

DO NOT click the browser BACK button to return to this window

Address	Rainbow Stage (1993) Inc. 202-1215 Henderson Hwy Winnipeg MB R2G 1L8 Canada Directions to our Box Office
Contact	Telephone: (204) 989-0888 Fax: (204) 989-5266 www.rainbowstage.ca tickets@rainbowstage.ca
Hours	Hours: Monday - Friday 9:00 AM - 5:00 PM CST

Review the information and click the green button that verifies that you are ready to charge the ticket amount to your credit card

This is the next screen you will see

Step 3 of 3: Order 175152 Successful

Print your tickets and/or receipt

Checkout completed. You will also receive an email confirmation.

Print a receipt for your records. It is not a ticket for admission. Your tickets will be available to pick up at the box office 1 hour prior to performance time.

Print Receipt

You can review all of your performance dates on the online calendar.

My Upcoming Events

Item	Qty	Description	Total
Tickets	1	Cinderella - Matinee Performance on Sunday August 18 2019 at 2:00 PM in the Rainbow Stage in Kildonan Park Center/14/109 CAA	60.00
Tickets	1	Cinderella - Matinee Performance on Sunday August 18 2019 at 2:00 PM in the Rainbow Stage in Kildonan Park Center/14/110 CAA	60.00
GRAND TOTAL (includes all applicable taxes)			\$120.00

Purchaser Info Kayla Kocian
202-1215 Henderson Hwy
Winnipeg, MB R2G 1L8

Order Reference 175152

Order Date 19 MAR 19 09:50:46.04

Payment Amount \$120.00 CAD

Card Number **** *

Authorization Code

Cardholder will pay Rainbow Stage (1993) Inc. in accordance with the cardholder agreement. Please contact us via telephone or e-mail if you have any questions about your purchase.

This shows you that your order went through successfully

Soon after, you will receive an email confirmation of the purchase.

This email will only include a PDF file of your tickets if you selected to receive your tickets via email.

No matter what delivery method you choose, you can always view and print your tickets from your Account Home Page, listed on page 8 of this visual guide.

If you have questions about this page, please call 204-989-0888