



QUAD CITY SYMPHONY ORCHESTRA  
MARK RUSSELL SMITH, MUSIC DIRECTOR AND CONDUCTOR

## PATRON PORTAL LOG-IN GUIDE

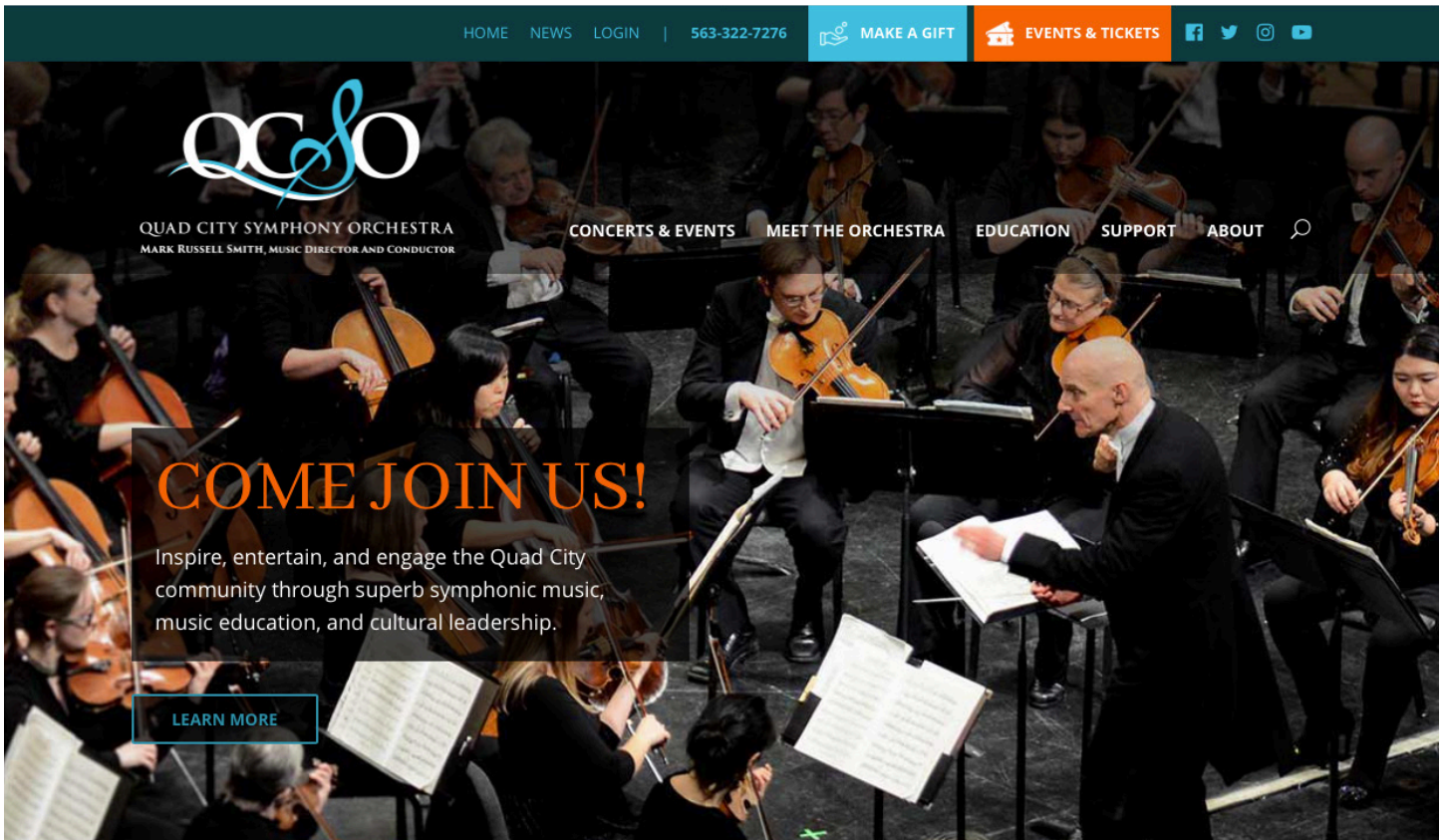
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FOR ADDITIONAL QUESTIONS OR ASSISTANCE: 563.322.7276

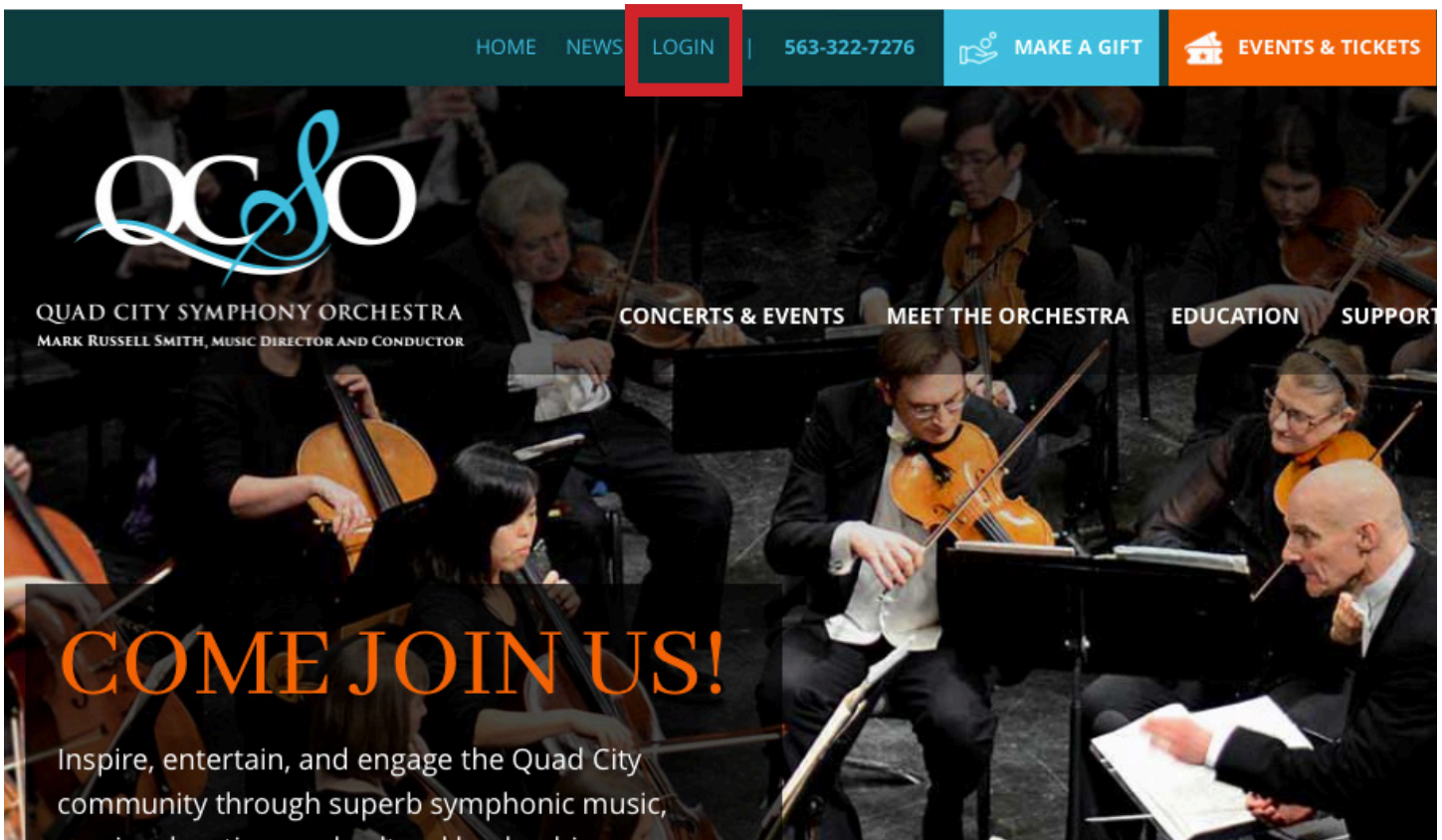
## STEP 1

Visit [www.QCSO.org](http://www.QCSO.org) in your web browser.



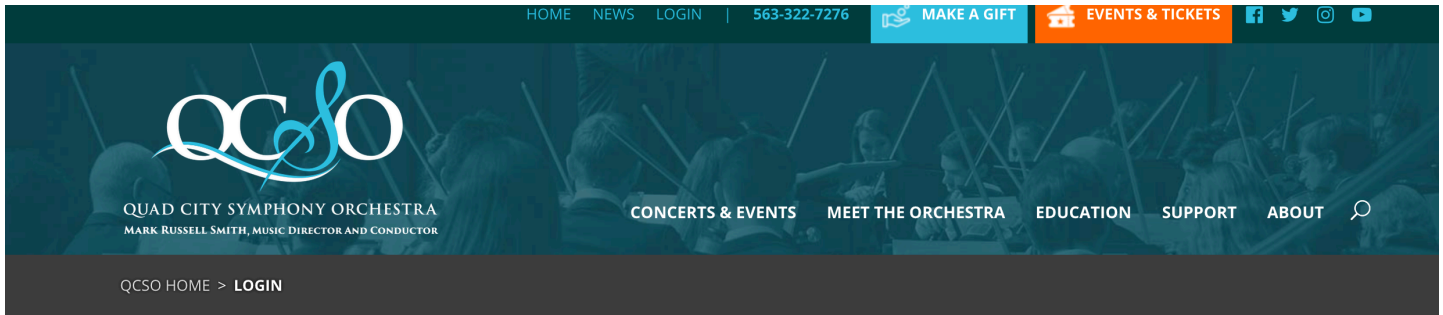
## STEP 2

Click **Login** at the top center of the page



## STEP 3

### Click Subscriber Login



## QCSO Logins

Please select the appropriate login link. Please note, you should already have your login credentials and/or password.



## STEP 4

Type in your Patron Portal **USERNAME** and **PASSWORD** and click **ENTER**.

**NOTE:** If you do not know your username or password, skip to page 6 or 9.



### Welcome to our 2018-19 Season!

All renewing subscribers have a Patron Portal login, your username is the email address you used to order your subscription. If you do not remember your password, it can be reset below.\*

If you would like to request access to the Quad City Symphony Portal to renew online, please [Click Here](#).  
*Please allow one business day to process your request.*

*\*If you do not receive an email after resetting your password, your Patron User Account may not be enabled for that email address, and you will need to complete the request access form [HERE](#).*

**Enter your username and password**  
Username   
Password   
  
[Forgot Your Password?](#)



## STEP 5

Review your Pending Subscription Renewals. If your subscription order is not the first page you see upon logging in, click **PENDING SUBSCRIPTION RENEWALS**.

[Pending Subscription Renewals](#)[My Account Information:](#)[All Events](#)[View Cart](#)[Log Out](#)

[My Contact Information](#)[Order History](#)[Donation History](#)[Pending Subscription Renewals](#)

**Pending Subscription Order: ORDER-000107890**  
Created Date: 4/4/2018 4:44 PM  
Subtotal: \$0.00

Name	Subscription Details	Qty.	Disc. Total	Total
ITEM-000318628	2018-19 Season Packages - Masterworks Saturday Subscription - Zone 1 - Comp	2	\$0.00	\$0.00

Name	Subs. Name	Fulfillment Item Details
ITEM-000318635	SUB-000008480	QCSO Masterworks I: French Moderns - Saturday, October 6 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318629	SUB-000008480	QCSO Masterworks I: French Moderns - Saturday, October 6 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318630	SUB-000008480	QCSO Masterworks II: Rachmaninoff's 3rd Piano Concerto - Saturday, November 3 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318636	SUB-000008480	QCSO Masterworks II: Rachmaninoff's 3rd Piano Concerto - Saturday, November 3 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318631	SUB-000008480	QCSO Masterworks III: Celebrating Bernstein's Centennial - Saturday, December 1 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub

## STEP 7

Scroll to the bottom of the page, select the appropriate option, and follow the on-screen instructions.

ITEM-000318629	SUB-000008480	QCSO Masterworks I: French Moderns - Saturday, October 6 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318630	SUB-000008480	QCSO Masterworks II: Rachmaninoff's 3rd Piano Concerto - Saturday, November 3 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318636	SUB-000008480	QCSO Masterworks II: Rachmaninoff's 3rd Piano Concerto - Saturday, November 3 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318631	SUB-000008480	QCSO Masterworks III: Celebrating Bernstein's Centennial - Saturday, December 1 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318637	SUB-000008480	QCSO Masterworks III: Celebrating Bernstein's Centennial - Saturday, December 1 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318632	SUB-000008480	QCSO Masterworks IV: Mahler's 9th Symphony - Saturday, February 2 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318638	SUB-000008480	QCSO Masterworks IV: Mahler's 9th Symphony - Saturday, February 2 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318633	SUB-000008480	QCSO Masterworks V: Beethoven's 5th Symphony - Saturday, March 2 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318639	SUB-000008480	QCSO Masterworks V: Beethoven's 5th Symphony - Saturday, March 2 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318634	SUB-000008480	QCSO Masterworks VI: Quad Cities Past & Present - Saturday, April 6 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318640	SUB-000008480	QCSO Masterworks VI: Quad Cities Past & Present - Saturday, April 6 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub

[Renew and pay](#)[Submit a change request](#)[I don't want to renew](#)

## RETRIEVING PATRON PORTAL LOG-IN INFORMATION

### FOR SUBSCRIBERS NEW TO PATRON PORTAL

From the Patron Portal Log-in Screen select **CLICK HERE** as highlighted below.

#### Welcome to our 2018-19 Season!

All renewing subscribers have a Patron Portal login,  
your username is the email address you used to order your subscription.  
If you do not remember your password, it can be reset below.\*

If you would like to request access to the  
Quad City Symphony Portal to renew online, please [Click Here.](#)  
*Please allow one business day to process your request.*

*\*If you do not receive an email after resetting your password,  
your Patron User Account may not be enabled for that email address, and  
you will need to complete the request access form [HERE](#).*

Enter your username and password	
Username	<input type="text" value="testaccount@qcso.org"/>
Password	<input type="password"/>
<input type="button" value="Enter"/>	
<a href="#">Forgot Your Password?</a>	

Complete the provided form with your information and click **SUBMIT**.

Join our mailing list!

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Email*	<input type="text"/>
<input type="button" value="Submit"/>	

You will receive an on screen confirmation as well as an email sent to the address provided in the form.

Join our mailing list!

Thank you for your Patron Portal Access request. Please allow one business day for processing.

## Thank you for your Patron Portal Access Request



QCSO Box Office <boxoffice@qcso.org> sent by [1 more](#)

Friday, April 6, 2018 at 1:52 PM

To: Caitlin Bishop

### Quad City Symphony Orchestra

**Thank you for your Patron Portal Access request. Please allow one business day for processing.**

Once your request has been processed you will receive another email with information about subscription renewals. [Scroll to the bottom of that email.](#)

Quad City Symphony Orchestra Box Office [info@qcso.org](mailto:info@qcso.org) via [fcixgsv8xz1as0.i-aflseau.na88.bnc.salesforce.com](#)

to me 



QUAD CITY SYMPHONY ORCHESTRA  
MARK RUSSELL SMITH, MUSIC DIRECTOR AND CONDUCTOR

Dear Matt,

QCSO 2018-19 Season Subscription Renewal is underway!

EARLY RENEWAL OFFER ENDS May 14, 2018!

We want to make renewing tickets as easy as possible, so we now provide an online renewal option.

By renewing your subscription by May 14, 2018, your subscription processing fee (\$10.00) is waived and the \$2.00 per ticket fees on any of the additional 2018-19 concerts. Choose to have your tickets emailed and save the (\$4.00) mailing fee.

**SAVE TIME, RENEW ONLINE**

Renewing online is quick and easy. At the bottom of this email you will find a link to our new online portal system. When you click on the link below,

Your Login information will be provided in the bottom left hand corner of that e-mail

[retURL=](#)

If you experience any difficulties, please contact [info@qcso.org](mailto:info@qcso.org) or by phone at 563-322-QC

For complete season information, please visit [www.qcso.org](#)

Sincerely,

Your Friends at the Quad City Symphony Orchestra

\* Already renewed? You may still login to your account to view your information and to purchase additional tickets. Please update your personal information each time you buy tickets.

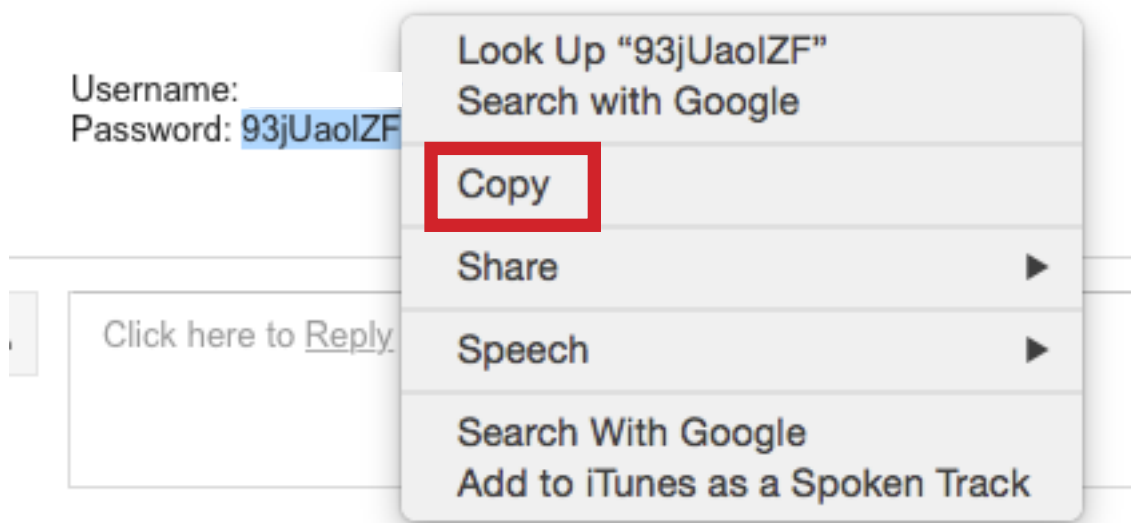
Your Quad City Symphony Orchestra Credentials

Username: testaccount@qcso.org  
Password: 93jUaolZF

**NOTE:** Passwords are very case sensitive, so it is strongly recommended you copy the password and paste it on the log-in screen.

You can copy the password by highlighting it with your mouse, and either:

1. Right clicking, and select Copy



**-OR-**

2. Selecting "control" and "c" (for PC) or "command" and "c" (for MAC) at the same time with your keyboard.

**PLEASE PROCEED TO PAGE 11**

## RESETTING YOUR PATRON PORTAL PASSWORD

### FOR SUBSCRIBERS WHO KNOW THEIR PORTAL USERNAME

From the Patron Portal Log-in Screen enter your Patron Portal USERNAME select **FORGOT YOUR PASSWORD** as highlighted below.

### Welcome to our 2018-19 Season!

All renewing subscribers have a Patron Portal login,  
your username is the email address you used to order your subscription.  
If you do not remember your password, it can be reset below.\*

If you would like to request access to the  
Quad City Symphony Portal to renew online, please [Click Here](#).  
*Please allow one business day to process your request.*

*\*If you do not receive an email after resetting your password,  
your Patron User Account may not be enabled for that email address, and  
you will need to complete the request access form [HERE](#).*

**Enter your username and password**

Username

testaccount@qcso.org

Password

Enter

[Forgot Your Password?](#)

The page will refresh with the message that your password has been reset as highlighted below.

Login

[All Eve](#)



Your portal password was reset. You will receive an email with your new password momentarily.

### Welcome to our 2018-19 Season!

All renewing subscribers have a Patron Portal login,  
your username is the email address you used to order your subscription.  
If you do not remember your password, it can be reset below.\*

If you would like to request access to the  
Quad City Symphony Portal to renew online, please [Click Here](#).  
*Please allow one business day to process your request.*

*\*If you do not receive an email after resetting your password,  
your Patron User Account may not be enabled for that email address, and*



You will immediately receive an email to the address associated with your account containing your **USERNAME** and **PASSWORD** at the bottom of the email.

**Your new Quad City Symphony Orchestra Patron Portal password**

Inbox x

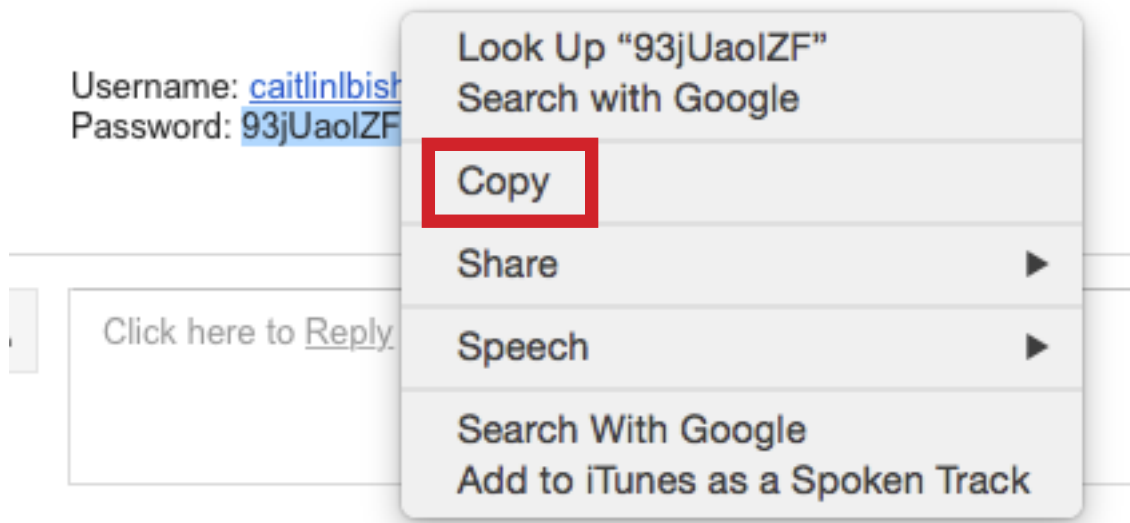
**Quad City Symphony Orchestra Box Office** info@qcso.org via g33yj72iemesf0.i-afiseau.na88.bnc.salesforce.com  
to me ▾  
Dear Subscriber  
Thank you for contacting customer support. Your new Patron Portal password can be found below.  
Please visit the following page to login to the Patron Portal with your new password: [https://qcsymphony.secure.force.com/ticket/PatronTicket\\_Pu](https://qcsymphony.secure.force.com/ticket/PatronTicket_Pu)  
Thank you,  
Quad City Symphony Orchestra Customer Support

Username: testaccount@qcso.org  
Password: fl5wnlcWW

**NOTE:** Passwords are very case sensitive, so it is strongly recommended you copy the password and paste it on the log-in screen.

You can copy the password by highlighting it with your mouse, and either:

1. Right clicking ("control" or "command" + click on a laptop), and select Copy



**-OR-**

2. Selecting "control" and "c" (for PC) or "command" and "c" (for MAC) at the same time with your keyboard.

## RETURN TO THE PATRON PORTAL LOG-IN SCREEN

Type in your Patron Portal username and **PASTE** your password and click **ENTER**.

You can paste the password by highlighting it with your mouse, and either:

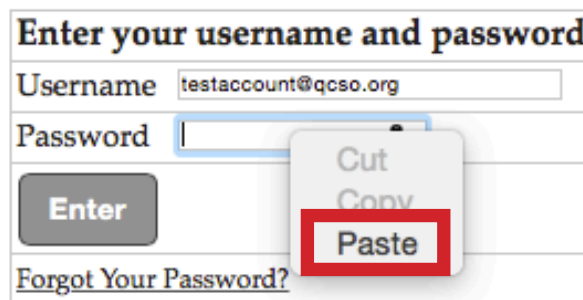
1. Right clicking ("control" or "command" + click on a laptop), and select Paste

### Welcome to our 2018-19 Season!

All renewing subscribers have a Patron Portal login,  
your username is the email address you used to order your subscription.  
If you do not remember your password, it can be reset below.\*

If you would like to request access to the  
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your Patron User Account may not be enabled for that email address, and  
you will need to complete the request access form [HERE](#).*

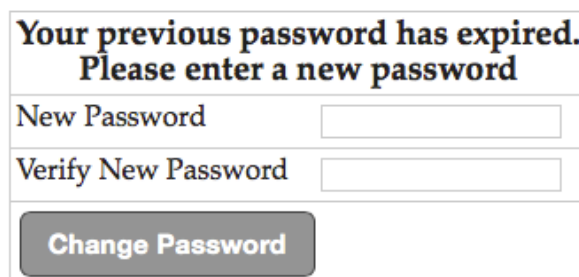


**-OR-**

Selecting "control" and "v" (for PC) or "command" and "v" (for MAC) at the same time with your keyboard.

If your log-in was successful you will receive the message "Your previous password has expired". Please **CREATE A PASSWORD** of your choosing and enter it in the provided fields then select **CHANGE PASSWORD**. (*Your created password must be at least 6 characters long and contain a number/symbol and uppercase letter.*)


#### Change Password



**PLEASE CONTINUE WITH STEP 6 ON PAGE 4**

## ACCESSING SUBSCRIBER PRE-SALE TICKETS

To access events only open to current and renewing subscribers. Log-in through patron portal using the Steps 1-5 provided on pages 2-4, and select **ALL EVENTS**.



QUAD CITY SYMPHONY ORCHESTRA  
100 YEARS  
MARK RUSSELL SMITH,  
MUSIC DIRECTOR AND CONDUCTOR

Pending Subscription Renewals
My Account Information: Melissa Mohr [All Events](#) [View Cart](#) [Log Out](#)

My Contact Information
Order History
Donation History
Pending Subscription Renewals

**Pending Subscription Order: ORDER-000107890**

Created Date: 4/4/2018 4:44 PM

Subtotal: \$0.00

Name	Subscription Details	Qty.	Disc. Total	Total
ITEM-000318628	2018-19 Season Packages - Masterworks Saturday Subscription - Zone 1 - Comp	2	\$0.00	\$0.00

Name	Subs. Name	Fulfillment Item Details
ITEM-000318635	SUB-000008480	QCSO Masterworks I: French Moderns - Saturday, October 6 at 8:00 p.m. - B - Row:F - Seat:11 - Comp Sub
ITEM-000318629	SUB-000008480	QCSO Masterworks I: French Moderns - Saturday, October 6 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-000318630	SUB-000008480	QCSO Masterworks II: Rachmaninoff's 3rd Piano Concerto - Saturday, November 3 at 8:00 p.m. - B - Row:F - Seat:12 - Comp Sub
ITEM-	SUB-	QCSO Masterworks II: Rachmaninoff's 3rd Piano Concerto - Saturday, November 3 at 8:00

Scroll through the full list of events, and select the events for which you want to purchase tickets, and follow the on screen instructions.

Performance Schedule
My Account Information: Melissa Mohr [All Events](#) [View Cart](#) [Log Out](#)

### QCSO Audition Deposit

#### QCSO Audition Deposit

Please remember, if you order additional concerts with your subscription order you will save the \$2.00 per ticket fee. This is a subscriber benefit!

### QCSYEs Audition Fee

Thank you for registering for an audition for the QCSYEs 2017-2018 season. We will email you with a confirmation of your audition time and location as soon as that information becomes finalized. Please refer to the [QCSYEs audition website](#) for information on what to prepare for your audition. If you have any questions, please contact Montana Farrell, QCSYEs General Manager, at [mfarrell@qcso.org](mailto:mfarrell@qcso.org).

#### 2018-2019 QCSYE Audition Fee

#### 2018-2019 Prelude Strings Application Fee

### QCSYEs Deposit

Once you have reached your shopping cart, you can add tickets to additional events by selecting **ALL EVENTS** again, and repeating the ticket selection process.