QCSO

QUAD CITY SYMPHONY ORCHESTRA
Mark Russell Smith, Music Director And Conductor
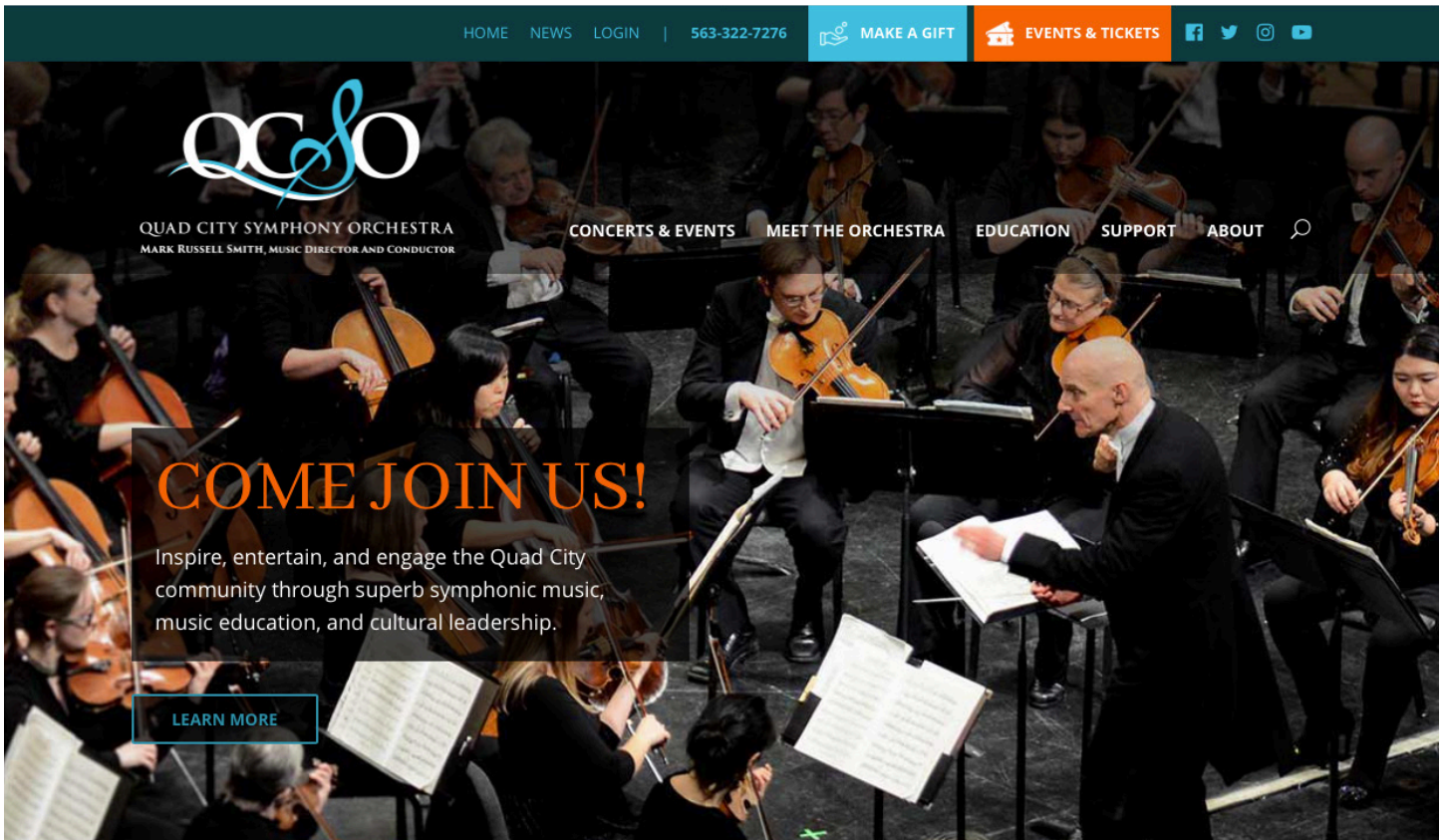
PATRON PORTAL LOG-IN GUIDE

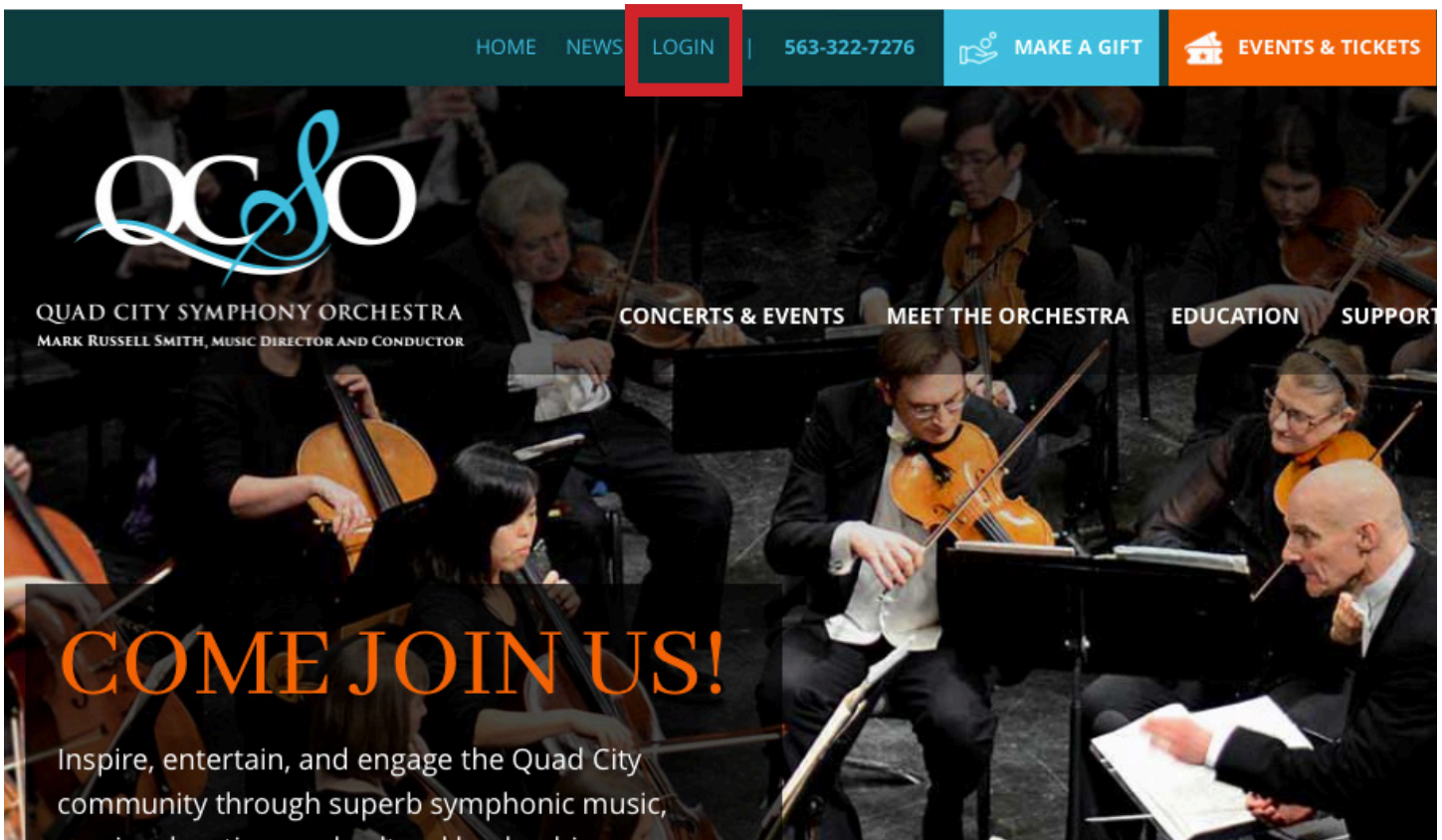**FOR ADDITIONAL QUESTIONS OR ASSISTANCE: 563.322.7276**

STEP 1

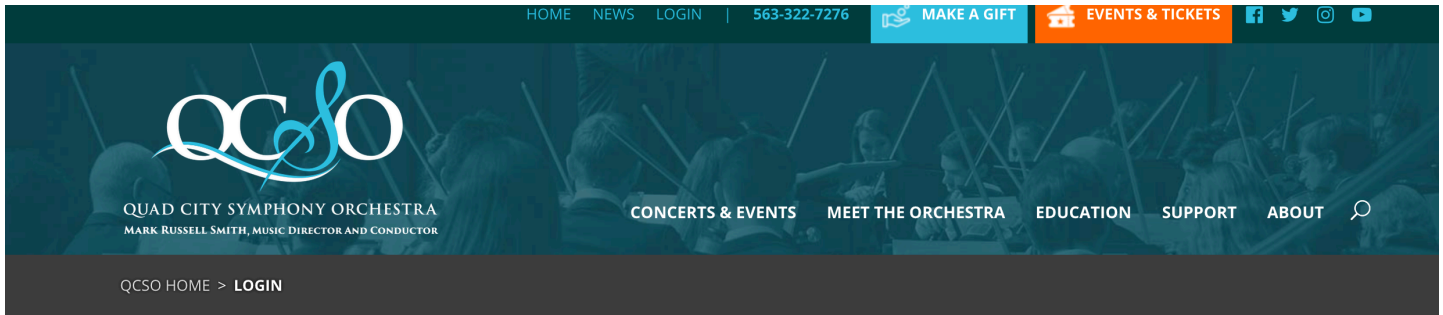Visit www.QCSO.org in your web browser.

STEP 2

Click **Login** at the top center of the page
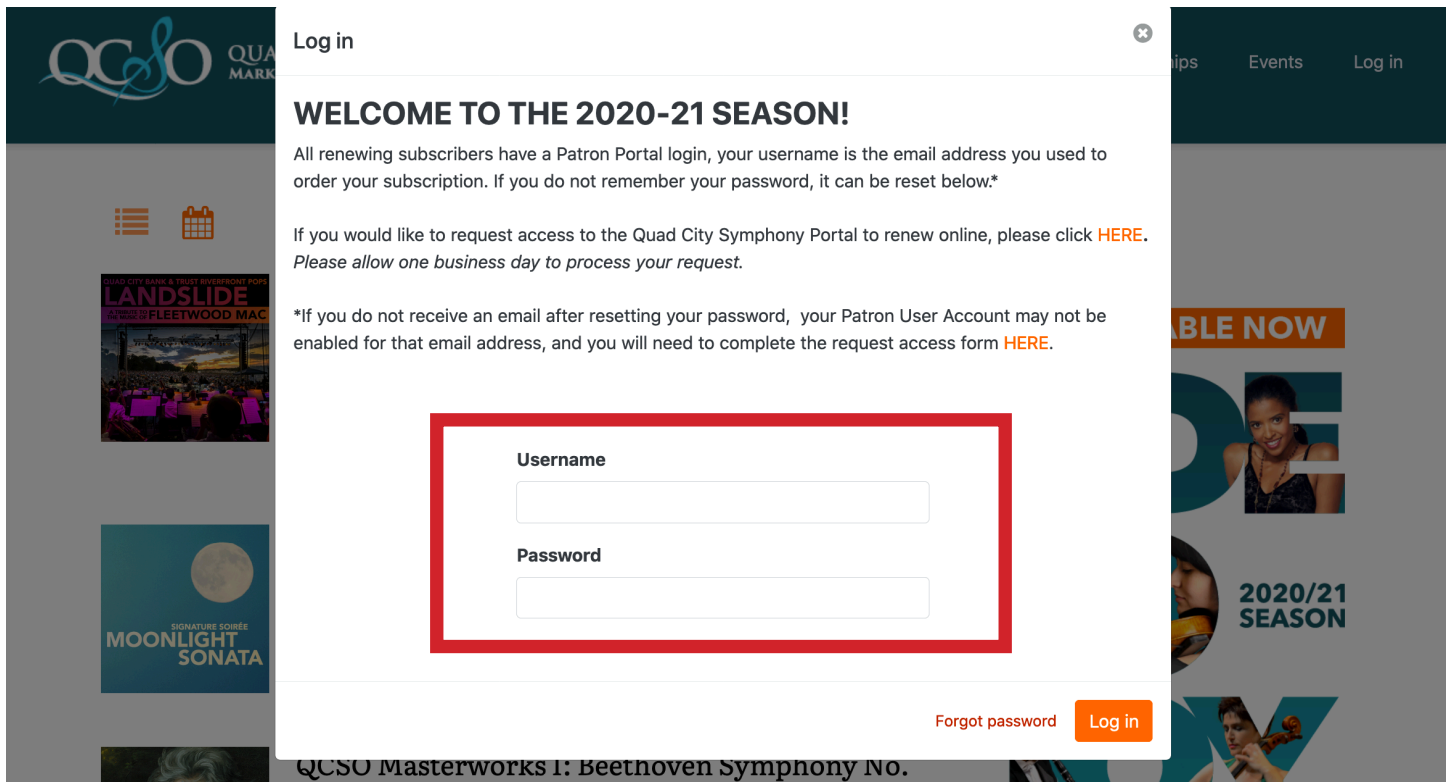
STEP 3

Click **Subscriber Login**

QCSO Logins

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

SUBSCRIBER LOGIN	BOARD MEMBER LOGIN	QCSO MUSICIAN LOGIN	QCSYE LOGIN
Renew subscriptions, buy tickets and manage your account without having to re-enter your contact information.	Obtain Board reports and meeting materials.	Performance calendar, rehearsal schedules, rosters, repertoire and reimbursement forms.	View the Rehearsal & Performance Calendar and the QCSYE Forms.

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 5 or 8.

Log in

WELCOME TO THE 2020-21 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.

Username

Password

Forgot password   Log in

STEP 5

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

STEP 6

Select **See Details** to review your subscription order. Select the appropriate option, and then follow the on-screen instructions.

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.

Complete the provided form with your information and click SUBMIT.

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

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

Thank you for your Patron Portal Access Request

QB 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 via fcixgsv8xz1as0.i-aflseau.na88.bnc.salesforce.com
to me

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

Dear

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 co
info@qcso.org or by phone at 563-322-QC

For complete season information, please v

Sincerely,

Your Friends at the Quad City Symphony C

* Already renewed? You may still login to
information and to purchase additional tick
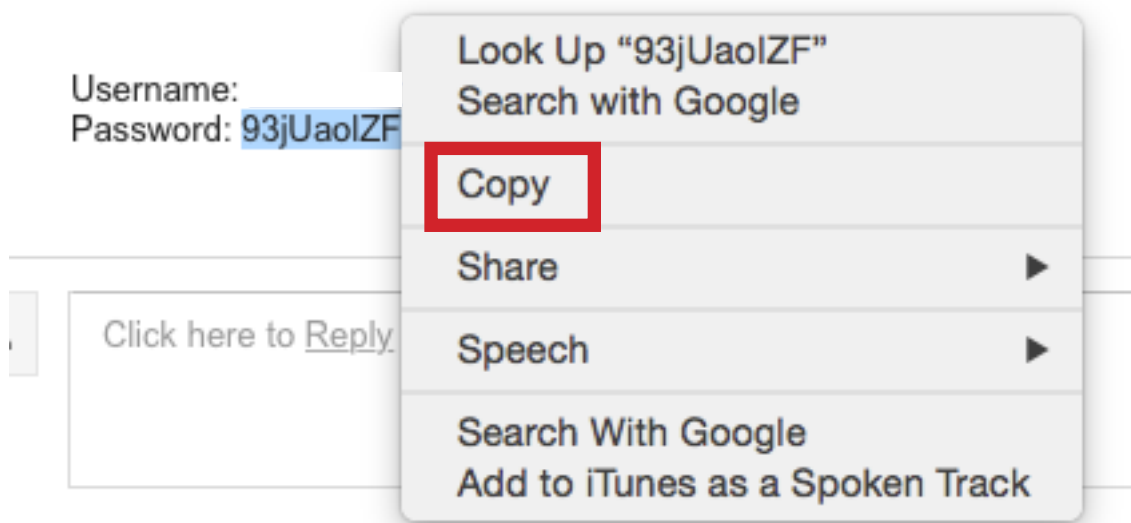your personal information each time you bu

Your Quad City Symphony Orchestra Cred

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

Username:
Password: 93jUaolZF

Look Up "93jUaolZF"
Search with Google

Copy

Share ▶

Click here to Reply

Speech ▶

Search With Google
Add to iTunes as a Spoken Track

-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 select FORGOT PASSWORD as highlighted below.

WELCOME TO THE 2020-21 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*.
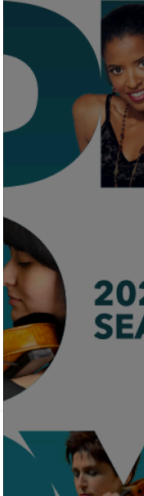
*If you do not receive an email after resetting your password, your Patron User Account may not be enabled for that email address, and you will need to complete the request access form HERE.

Username

Password

Forgot password   Log in

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

If an account with that username exists, you'll receive an email with instructions on resetting your password.

Quad City Bank & Trust Riverfront Pops: Landslide, The Music of Fleetwood Mac

August 15, 2020 at 7:30 pm | Rock Island Arsenal

The Party of the Summer returns to the Rock Island Arnseal to celebrate the

You will immediately receive an email to the address associated with your account containing your Username and Password at the bottom of the email.

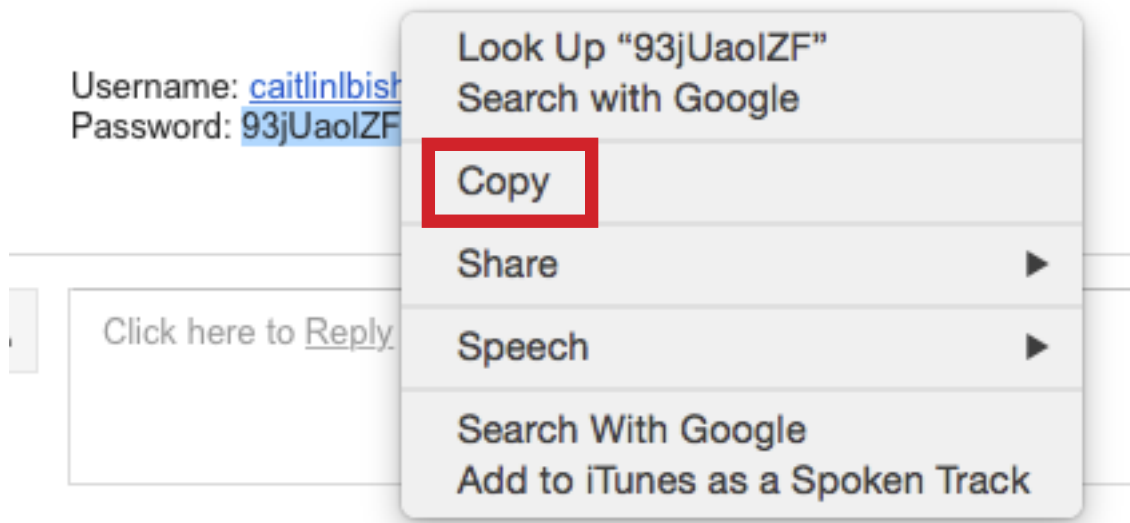Your new Quad City Symphony Orchestra Patron Portal password 📁 Inbox x

Quad City Symphony Orchestra Box Office info@qcso.org via g33yj72iemesf0.i-aflseau.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__Pul
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

Username: caitlinlbish
Password: 93jUaolZF

Look Up "93jUaolZF"
Search with Google

Copy

Share ▶
Speech ▶
Search With Google
Add to iTunes as a Spoken Track

Click here to Reply

-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
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

Cut
Copy
Paste

Forgot Your Password?

-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

YOUR PREVIOUS PASSWORD HAS EXPIRED. PLEASE ENTER A NEW PASSWORD

New Password

Verify Your 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 EVENTS.

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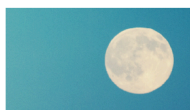

Once you have reached your shopping cart, you can add tickets to additional events by selecting ALL EVENTS again, and repeating the ticket selection process.