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 5 or 8.
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**.
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.
Your Login information will be provided in the bottom left hand corner of that e-mail

Username: testaccount@qcso.org
Password: 93jUao1ZF

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.

If you experience any difficulties, please contact info@qcso.org or by phone at 563-322-QC for complete season information, please visit

Sincerely,

Your Friends at the Quad City Symphony Orchestra

* Already renewed? You may still login to view your personal information and to purchase additional tickets.

Your Quad City Symphony Orchestra Credential

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.

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

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If an account with that username exists, you'll receive an email with instructions on resetting your password.
You will immediately receive an email to the address associated with your account containing your **USERNAME** and **PASSWORD** at the bottom of the email.

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

-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.