



Frequently Asked Online Ticketing Questions

CREATING AN ACCOUNT:

To purchase or reserve tickets in the future, you must first create a user account. Creating an account is simple and free. Strawbery Banke values your privacy and **does not share your information** with third parties.

1. Click the following link [Strawbery Banke Museum \(blackbaudhosting.com\)](https://blackbaudhosting.com), which will direct you to a page where you can create an account
2. Fill in your individual contact information and create a password using your preferred methods of communication.
3. You will receive a confirmation email once your registration is complete
4. Going forward, use your email address and password to sign in.

RESETTING PASSWORD:

If you've forgotten your password, follow the following steps to reset and regain access to your account.

1. Click the "sign in" text at the top right-hand side of the screen.
2. In the pop-up window, click on the text reading "[Forgot your password?](#)"
3. In the next window, enter the email address associated with your existing account.
4. If a valid email was entered, an email with reset instructions has been sent to the associated account. If you do not receive the email, please check your junk email folder. If you still do not receive an email, the entered email address may not be associated with an Altru account and the user should "create an account" or contact Strawbery Banke Museum for assistance.

WHY IS MY MEMBER DISCOUNT NOT APPLYING?

If you are not seeing a discount applied check the following:

1. Are you signed in? Your email address will be displayed in the top right corner when you are signed in.
2. Has your contact information changed? If you are using a different email address, name or mailing address the system will not recognize your membership
3. Have you added member ticket(s) to your cart? The system only applies discounts to tickets that are designated member tickets.
4. Is your name on the membership? Memberships can be linked to more than one person.
5. Is your membership active? Your membership may have lapsed. Reach out to Megan McNutt, Membership and Donor Stewardship Manager at mmcnutt@sbmuseum.org or 603.422.7508
6. Are none of these are the problem? Contact Sarah Regan, Visitor Services Coordinator, at sregan@sbmuseum.org or 603.241.1644