

In an effort to better serve all of our constituents, Rockport Music is pleased to announce that we have implemented a new, integrated customer service database system, Tessitura, as of March 3, 2011. The organization's offerings have expanded tremendously over the past year and this change reflects our commitment to maintaining the high level of customer service our donors and ticket buyers have come to expect.

Rockport Music Executive Director Tony Beadle says, "Tessitura allows Rockport Music to better serve our audience members and supporters. Working from a single database will allow us to respond more quickly and efficiently to our patrons' needs."

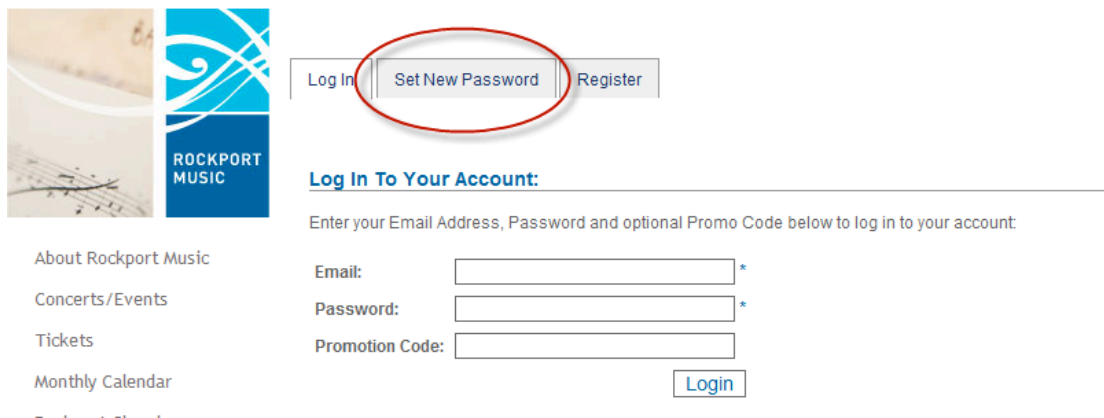
As we make this transition, we would like to offer you the opportunity to create an account on our new web interface. A Tessitura web account is the gateway to receiving information about upcoming events, purchasing tickets, and donating online. We will be introducing additional capabilities—such as print-at-home tickets—in the near future.

As part of Tessitura's launch, web accounts were created for anyone who purchased tickets or made a donation to Rockport Music **and** provided us with an active email address during the ticketing or donating process, prior to March 2, 2011. At this time, we ask you to please take a few minutes to finish setting up your online account by creating a private password and updating your contact information.

If you have not purchased tickets or donated to Rockport Music, and would like to continue to receive email updates and mailings about upcoming concerts, you will need to set up a new online account.

Here's how to get started:

1. **Click this link:** <http://tickets.rockportmusic.org/account/login.aspx>
2. **On the Log In page,** click the **Set New Password** tab:



The screenshot shows the Rockport Music website's account management interface. On the left is a vertical navigation menu with links for 'About Rockport Music', 'Concerts/Events', 'Tickets', and 'Monthly Calendar'. The main content area features a header with three tabs: 'Log In', 'Set New Password', and 'Register'. The 'Set New Password' tab is highlighted with a red circle. Below the tabs is a section titled 'Log In To Your Account:' with the instruction 'Enter your Email Address, Password and optional Promo Code below to log in to your account:'. The form contains three input fields: 'Email:' with an asterisk, 'Password:' with an asterisk, and 'Promotion Code:'. A 'Login' button is positioned at the bottom right of the form.

3. In the **Set New Password** screen, type in your email address then click the **Email My Information** button:

[Log In](#) | [Set New Password](#) | [Register](#)

Set your new password

If your email address already exists in our database, type in your email address, then click on the Email My Information button below. Within a few minutes, you will receive an email from Rockport Music with a secure link to follow.

Email: *
[Email My Information](#)

If the system returns with a message that your email is not on file, please proceed to **Step 10**.

4. If the system recognizes your email, it will confirm that it has sent an email:

An email has been sent with instructions to update your login information.

[Log In](#) | [Set New Password](#) | [Register](#)

Set your new password

If your email address already exists in our database, type in your email address, then click on the Email My Information button below. Within a few minutes, you will receive an email from Rockport Music with a secure link to follow.

Email: *
[Email My Information](#)

5. Within a few minutes, you should receive an email from info@rockportmusic.org containing a link that you will follow (Note: if you don't receive an email within 30 minutes, check your Junk or Spam mail box):

info@rockportmusic.... Your Online Account Credentials from Rockport Music **Wed 3/2/2011**

6. Open the email message and click the **Click Here to Login Now** link in the email.

Forgotten Something?

A 'forgot password' request was made for your email address on our website.

If you did not make this request, please contact info@rockportmusic.org or call 978.546.7391.

If you did make this request, click the link below to log into your account:

[Click Here to Login Now](#)



7. In the screen that appears, type in your email address, a secret (but memorable) password, confirm the password, then click the **Update Login** button.

Please take a moment to update your login

Your login is flagged as temporary. Please take a moment to update your login information. The email address and password you enter here will be your permanent login information.

Email Address: *

Password: *

Confirm Password: *

[Update Login](#)

8. Once you have completed this process, Tessitura will take you to a page with your contact information. Please take a minute to review it and update as necessary; be sure and click on the **Save Changes** button at the bottom of the form.

Edit Your Account Information

Update your account information below.

Prefix:	<input type="text" value="Ms."/>	*
First Name:	<input type="text" value="First"/>	*
Middle Name:	<input type="text"/>	
Last Name:	<input type="text" value="Last"/>	*
Suffix:	<input type="text"/>	
Email:	<input type="text" value="flast@provider.com"/>	*
Password:	<input type="password" value="....."/>	*
Confirm Password:	<input type="password" value="....."/>	*
Address:	<input type="text" value="Address 1"/>	*
	<input type="text"/>	
City:	<input type="text" value="Town"/>	*
State/Province:	<input type="text" value="Massachusetts"/>	*
Postal Code:	<input type="text" value="00000"/>	*
Country:	<input type="text" value="USA"/>	*
Phone Number:	<input type="text" value="555-555-5555"/>	*

[Save Changes](#)

* required field

9. **Optional step:** Please take a minute to review and update your interests on the **Update Your Interests** tab:

[Edit Your Account Information](#)

[Update Your Interests](#)

Edit Your Account Information

Update Your Interests

Update Your Interests

Let us know your programming preferences below.

Concerts

- Blues
- Chamber Music Festival
- Classical
- Jazz
- Latin
- Pop/Contemporary
- Rock
- World Music

Education

- Events for Families
- Free Community Concerts
- Lectures

HD Broadcasts

- Cinema Presentations
- Met Opera
- National Theatre of England

Other

- Volunteer Opportunities

10. If the system doesn't find your email address: It may be possible that your correct email address was not transferred over to the new system. As noted above, customer information was pulled from multiple, disparate databases so it's possible the automated import process did not pull your most current email address. If this is the case, you'll see the following screen:

Sorry, we could not find a login for the supplied information, please try again.

Log In

Set New Password

Register

Set your new password

If your email address already exists in our database, type in your email address, then click on the Email My Information button below. Within a few minutes, you will receive an email from Rockport Music with a secure link to follow.

Please create a new account by clicking on the **Register** tab and completing the form then clicking the Submit button in the bottom right corner:

[Log In](#) | [Set New Password](#) | [Register](#)

Register For A New Account:

If you do not already have an account with us, register for a new account below:

Email:	<input type="text"/>	*	Phone:	<input type="text"/>	*	
Password:	<input type="text"/>	*	Address:	<input type="text"/>	*	
Confirm Password:	<input type="text"/>	*		<input type="text"/>		
Prefix:	<input type="text"/>	▼	City:	<input type="text"/>	*	
First Name:	<input type="text"/>	*	State/Province:	Massachusetts	▼	*
Middle Name:	<input type="text"/>		Postal Code:	<input type="text"/>	*	
Last Name:	<input type="text"/>	*	Country:	USA	▼	*
Suffix:	<input type="text"/>	▼	Promotion Code:	<input type="text"/>		

Indicate your mailing list interests below

Concerts

- | | | | |
|--------------------------------|---|------------------------------------|--------------------------------------|
| <input type="checkbox"/> Blues | <input type="checkbox"/> Chamber Music Festival | <input type="checkbox"/> Classical | <input type="checkbox"/> Jazz |
| <input type="checkbox"/> Latin | <input type="checkbox"/> Pop/Contemporary | <input type="checkbox"/> Rock | <input type="checkbox"/> World Music |

Education

- | | | |
|--|--|-----------------------------------|
| <input type="checkbox"/> Events for Families | <input type="checkbox"/> Free Community Concerts | <input type="checkbox"/> Lectures |
|--|--|-----------------------------------|

HD Broadcasts

- | | | |
|---|------------------------------------|--|
| <input type="checkbox"/> Cinema Presentations | <input type="checkbox"/> Met Opera | <input type="checkbox"/> National Theatre of England |
|---|------------------------------------|--|

Other

- | |
|--|
| <input type="checkbox"/> Volunteer Opportunities |
|--|



Thank you for your patience as Rockport Music strives to better serve our audience members; we want this to be a pleasant process for all of our supporters! We appreciate your understanding as we implement and work through any issues with this new system.

Please do not hesitate to contact the Box Office with any questions you may have. Representatives are available to assist you at 978.546.7391, Monday - Friday, 10am - 4pm.

Stay tuned for more information about Tessitura, as well as announcements about upcoming concerts, the 2011 Festival, and other exciting events in the Shalin Liu Performance Center.