



ONLINE TICKETING GUIDE

GENERAL PUBLIC

This step-by-step guide will help you along the way to purchasing your Festival tickets or locating your Print at Home tickets if you can't find them! After purchasing tickets, you must be in line at the theater entrance 15 minutes before the start time to guarantee admittance. **Please remember that all sales are final. JxJ does not offer refunds or exchanges.**

PASSHOLDERS

Passes are non-transferable. For reserved seating events, passholders must choose a seat prior to the event start time. You can do so by logging in online and booking your seat in advance (and we appreciate it when you can!) or in-person at the Box Office day-of.

DONORS

As a JxJ Donor you are allotted tickets based on your giving level. You may claim those tickets easily using our online ticketing system. Your account – associated with the email we have on file – is tagged to automatically receive your Donor Benefits. **You must log in for your benefits to apply.** If you would like to use a different email account, please contact the Box Office.

JUMP TO A SECTION

[How To Purchase or Reserve Tickets Online](#)

[How To Find My Print At Home Tickets](#)

CONTACT US

BoxOffice@xjdc.org // 202-777-3250

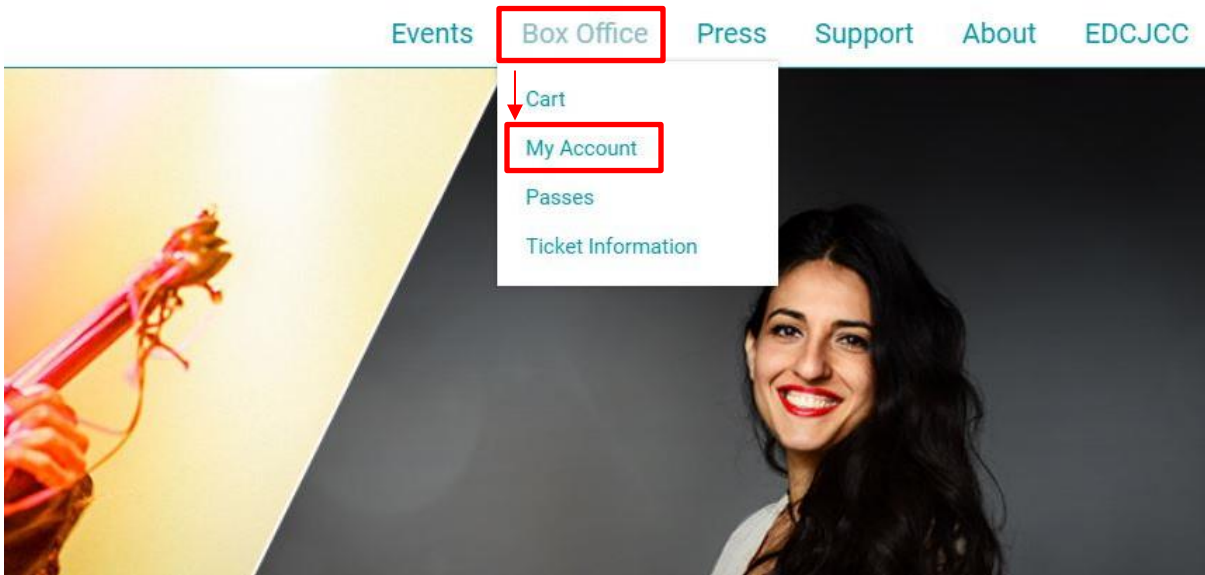
Experiencing problems online? We're here to help! Our team is small so the best way for us to help solve your issue is for you to fill out the [Website Support Request Form](#). After reviewing the issue, a team member will be in touch to help resolve it.

If you have **day-of-ticket-emergencies**, please call the Box Office. We will do our best to assist you right away.

HOW TO PURCHASE OR RESERVE TICKETS ONLINE

STEP ONE – MY ACCOUNT

Log in to your account. Hover your mouse over “**Box Office**” and click on “**My Account**” in the drop-down menu.



STEP TWO - LOGIN

To log in, enter your email address and password

My Account

Login

If you already have an account, please log in below. If you need to create a new account (necessary to purchase tickets) click the "Register now" link. Please click the "Reset here" link if you need to reset your password.

Email address:

Password:

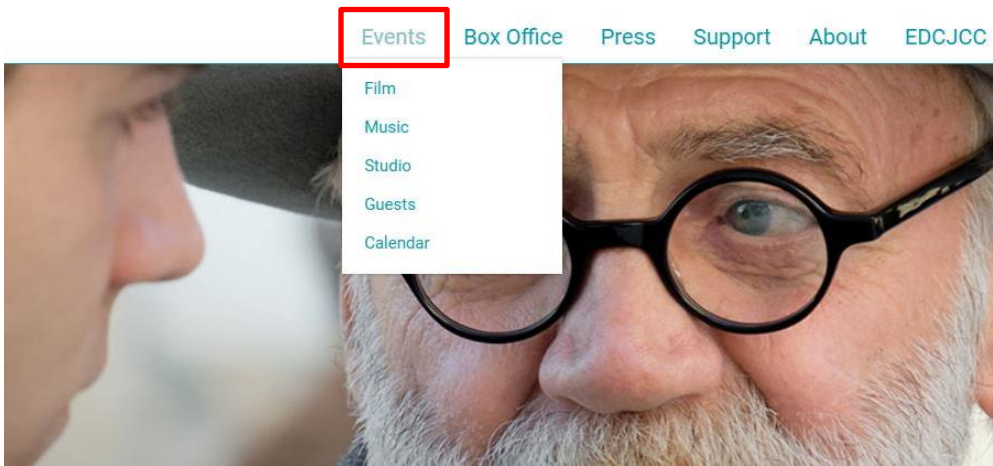
[Login](#)

New Customer? [Register now](#)

Forgot your password? [Reset here](#)

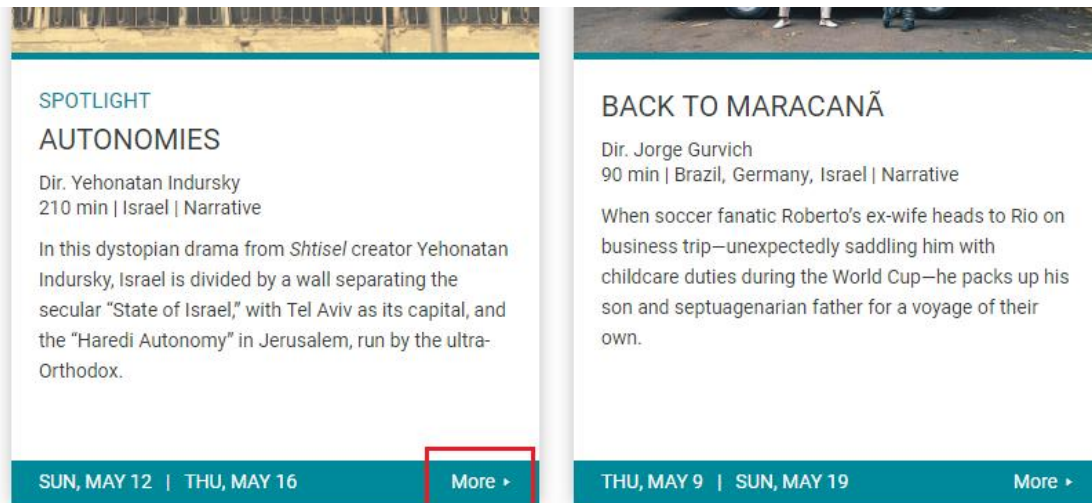
STEP THREE – VIEW EVENTS

After you log in, click the “**Events**” tab to view all Festival programs



STEP FOUR – SELECT EVENT

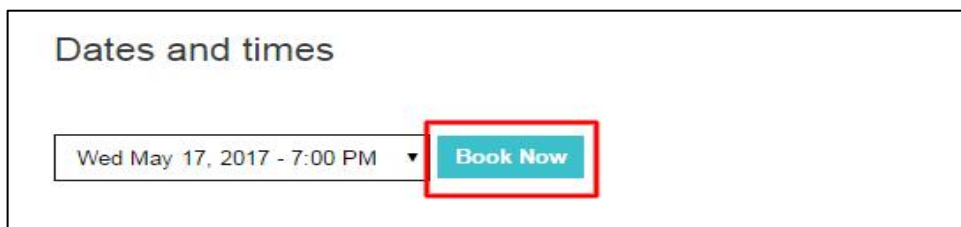
Click “**More**” on the event you are interested in attending



STEP FIVE – TICKETS

Click on the Tickets button on the right-hand side or scroll to the bottom of the page where you will see the “**Tickets**” section.

Select the Date & Time you would like to reserve and hit “**Book Now**”



STEP SEVEN – REVIEW CART

In your “**Cart**” you will see your selected tickets and the total including service fees.

Donor or Pass Benefit tickets will be reduced to \$0.00. In the gray “**Savings**” box you will see the reason your tickets were discounted. Please note any tickets over your allotted Benefit or Pass Level will show up as full priced.

Select “Checkout” to proceed or “Continue Shopping” to add more films.

Savings

Your tickets have been discounted as part of the offer **27WJFF Donor Benefit: 2 Tickets to Opening Night**

Enter a promotion code here if you have one and click 'Apply Code' to apply it to your ticket purchase

Item	Qty	Saving	Service Charge	Total
The Women's Balcony 7:00 PM Wednesday 17 May 2017 6 Regular View details	6	\$60.00	\$18.00	\$138.00

Grand Total: \$138.00

STEP EIGHT – PROMO CODE

If you have a **Promo Code** you may enter it on this screen. Your tickets will be discounted after you click “**Apply Code**”.

Savings

Your tickets have been discounted as part of the offer [27WJFF Donor Benefit: 2 Tickets to Opening Night](#)

Enter a promotion code here if you have one and click 'Apply Code' to apply it to your ticket purchase

[Apply Code](#)

Item	Qty	Saving	Service Charge	Total
The Women's Balcony 7:00 PM Wednesday 17 May 2017 6 Regular View details	6	\$60.00	\$18.00	\$138.00

[Edit](#) [Delete](#)

Grand Total: \$138.00

[Continue Browsing](#) [Checkout](#)

STEP NINE – CHECKOUT: TICKET DELIVERY

Once at “**Checkout**,” select “**Let me print my own**” to skip the will call line and head straight to the theater entrance.

Selecting “**Let me print my own**” will send your tickets to the email on your account. You can choose to print them from your email or show them on your mobile phone at the theater.

Click “**Continue**” to review your Order Summary and finalize your order.

Checkout

1. **Ticket Delivery** 2. Billing Details 3. Summary 4. Payment

Ticket Delivery

Please choose a delivery option for your tickets:

- Mail my tickets to me (Not available for your choice of tickets)
- Leave my tickets at the box office (no charge)
- Let me print my own** (no charge)

[Continue](#)

STEP TEN – CHECKOUT: BILLING DETAILS

Enter your **Billing Details**. If you are a Passholder or Donor claiming benefit tickets you will skip this step and jump to the next step, Order Summary.

Billing Details

Please choose a payment method:

New card

Please select an address for your card (card details will be taken at the final stage of checkout):

Store my card details

Washington Jewish Film Festival [Edit](#)

1529 16th Street NW
Washington
District of Columbia
20010

[Add Address](#)

If you have a gift voucher, this can be redeemed at a later stage.

[Continue](#)

STEP ELEVEN – CHECKOUT: ORDER SUMMARY

Review your “**Order Summary**,” agree to our “**Terms & Conditions**” and select “**Confirm**” to proceed to the checkout.

Summary

Tickets

The Women's Balcony Wednesday May 17, 2017 @ 7:00 PM [Edit Cart](#)

Regular x 2 @ \$0.00

Regular x 4 @ \$34.50 (inc. \$4.50 service charge)

Ticket Delivery

Collect at Box Office [Change](#)

Billing Address

Washington Jewish Film Festival, 1529 16th Street NW, Washington, DC 20036 [Change](#)

Your billing address must be your registered card address.

Summary

Ticket Total	\$138.00
Total	\$138.00

By checking this box you agree to our [terms and conditions](#)

[Continue](#)

STEP TWELVE – CHECKOUT: PAYMENT & ATTEND!

Fill out your credit card information.

If you get stuck on this page, please notify us via the [Website Support Request Form](#).

Payment

Total to pay: \$138.00

Card Type:
 (required)

Card Number:
 (required)

Expiry Date:
 (mm/yy) (required)

Security Code:
 (required)

[Confirm Payment](#)

STEP THIRTEEN – ATTEND AND ENJOY THE EVENT!

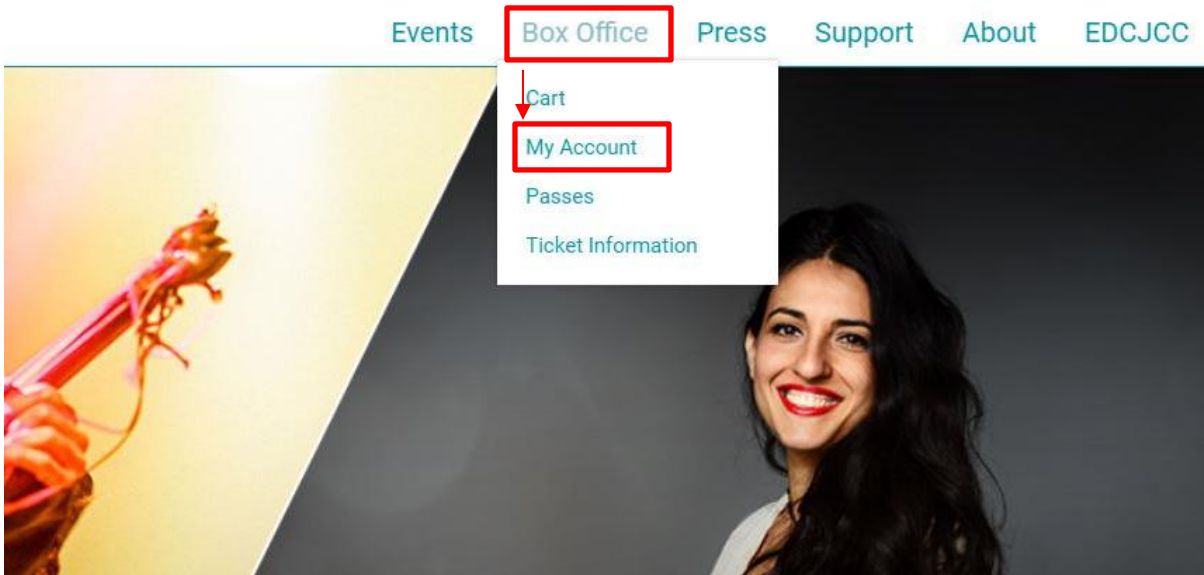
We look forward to seeing you at JxJ!

If you have any questions about your reservation, please do not hesitate to email us at boxoffice@jxjdc.org.

HOW TO FIND MY PRINT AT HOME TICKETS

STEP ONE – MY ACCOUNT

Log in to your account. Hover your mouse over “**Box Office**” and click on “**My Account**” in the drop-down menu



STEP TWO - LOGIN

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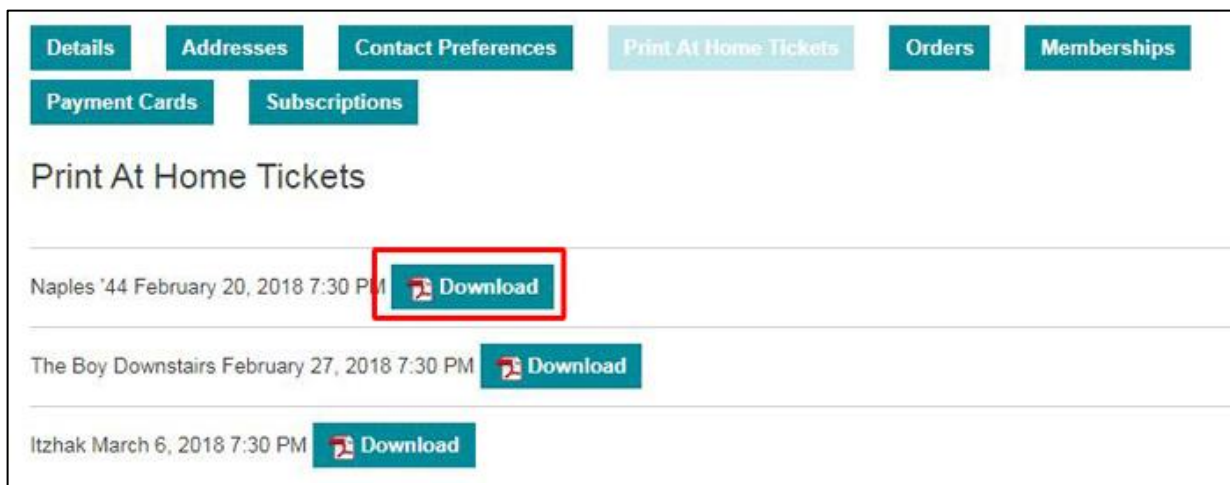
STEP THREE – SELECT PRINT AT HOME

After you log in, click the **“Print At Home Tickets”** tab to view all of your tickets available to Print At Home.



STEP FOUR – DOWNLOAD

Click **“Download”** to begin downloading the ticket you want.



If you have any questions about your reservation, please do not hesitate to email us at boxoffice@jxjdc.org

We look forward to seeing you at JxJ!