



The Manchester
Grammar School



Box Office

User Guide

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Bookings

Registering

All users must register by filling out the form on the screen below (the fields with a red star are mandatory):

The screenshot shows a web page for logging in or registering. On the left is a navigation menu with 'Explore - Calendar', 'Events Calendar', and 'Login/Register'. The main content area has a breadcrumb trail 'Home >> Calendar >> Login/Register' and a welcome message: 'Welcome. Please log in or register:'. There are two columns: 'Login' and 'Registration'. The 'Login' column has fields for 'Username' and 'Password', a 'Remember me' checkbox, a 'Login' button, and a 'Forgot login?' link. The 'Registration' column has fields for 'First name', 'Last name', 'Email', 'Username', 'Password', 'Verify Password', 'My Children at MGS [optional]', 'Address 1', 'Address 2', 'City', 'County', 'Post Code', 'Country', and 'Telephone'. Red stars indicate mandatory fields. At the bottom of the registration section is an 'Accept Terms and Conditions' checkbox and a 'Register' button.

You must accept the terms & conditions in order to register. If you have any issue with the terms and conditions please contact Sally-Anne Rogers.

The following screen should then appear asking you to login using the details provided:

The screenshot shows the 'Registration Complete!' message. It includes the same navigation menu on the left and breadcrumb trail 'Home >> Calendar >> Login/Register'. The main content area displays 'Registration Complete!' and 'You may now log in.' Below this is a 'Bookmark With:' section with icons for various social media and utility services. On the right side, there are three utility icons: 'Print this page', 'View all documents', and 'Em pa'.

After you login, you will be taken to your profile page

Login

Returning users may login by clicking from the homepage to the events calendar, when you come to book an event you will be prompted to login. Simply fill in the login box, it should look like this:

Welcome. Please log in or register:

Login

Username

events

Password

.....

Remember me

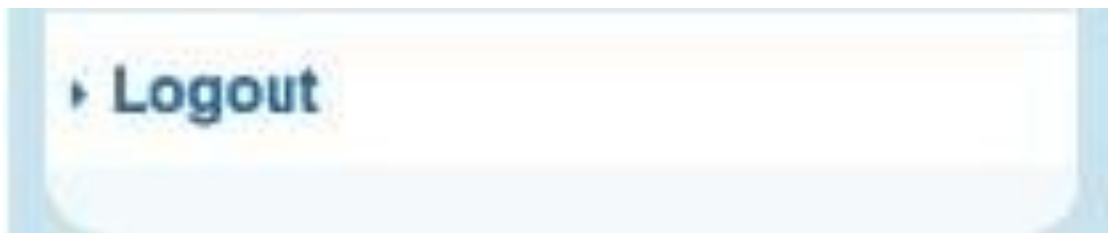
Login

[Forgot login?](#)

**Remember username
and password are
case-sensitive; make
sure CAPS lock isn't on!**

Logout

To Logout simply click the *Logout* menu option on the left side

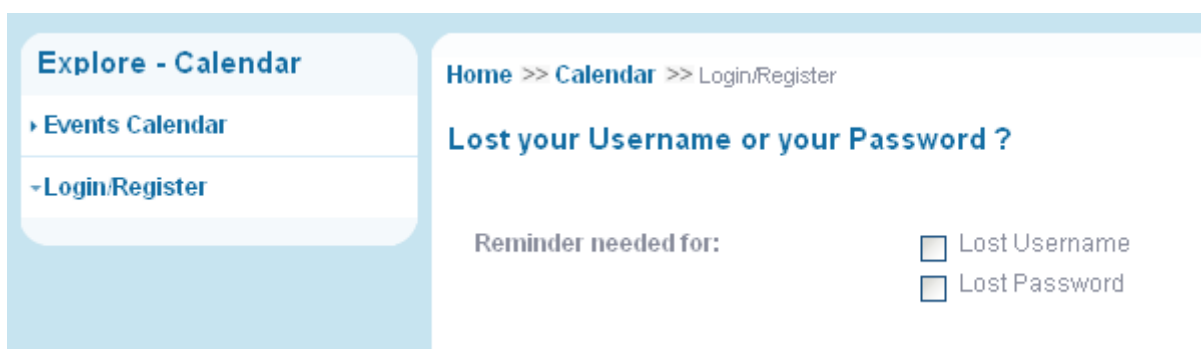


Forgot Login

Should you forget your username or password, simply click the *Forgot login* link on the login page to retrieve it.



You will then need to specify whether it is your username or password you have forgotten:



If you **lost your username**, please enter your E-mail Address, then click the Send Username button, and your username will be sent to your email address.

If you **lost your password** but know your username, please enter your Username and your E-mail Address, press the Send Password button, and you will receive a new password shortly. Use this new password to access the site.

If you **forgot both your username and your password**, please recover the username first, then the password. To recover your username, please enter your E-mail Address, leaving Username field empty, then click the Send Username button and your username will be sent to your email address. From there you can use this same form to recover your password.

Booking an Open Seating Event – NO seat numbers allocated prior to event

When you book Events, you will need to login by clicking the **Login/Book ticket(s)** button. This will take you to the Login Page where you can either login or register.

Once logged in, you can click on any event in the calendar and book your ticket. When you click on a ticketed event, you will be taken to that events landing page and a form should appear like the one below:



A screenshot of a booking form. At the top, there is a tab labeled "Adam Darcy". Below the tab, there are three input fields: "Full Name: *" with the value "Adam Darcy", "Email: *" with the value "adam.darcy@darcydevelopments.com", and "Accessibility Requirements:" which is empty. Below these fields is a dropdown menu labeled "Please select your ticket." with the selected option "Standard Ticket (£20)". Each input field has a blue information icon to its right.

To add a new guest, simply click the **Add Guest** button and rename that guest in the **text box** next to **Full Name**. As you can see below, adding another guest automatically makes another **tab** (TABS are highlighted with pink boxes below) – by clicking this tab you can view your guest's ticket information. The guest on the example below has been added as a *Concession Ticket*. Please be aware that you may be required to show proof of age, etc, on the door if you book a concessionary ticket.



A screenshot of a booking form with two tabs: "Adam Darcy" and "Joshua D'arcy". The "Adam Darcy" tab is highlighted with a pink box. Below the tabs, there are two input fields: "Full Name: *" with the value "Joshua D'arcy" and "Accessibility Requirements:" which is empty. A blue information icon is visible to the right of the "Accessibility Requirements:" field. A pink box highlights the text: "Here the Adam Darcy tab is Ticket One and the Joshua D'arcy tab is Ticket Two."

Booking a Seat Numbered Event – seat numbers ARE allocated prior to event

Click here to add seats

This is a very similar process except you should click the [Click here to add seats](#) button (always shown on the very first tab of your tickets) to add or remove your seats.

Event Manager	New Guest 1	New Guest 2	New Guest 3	New Guest 4	New Guest 5
New Guest 6	New Guest 7	New Guest 8	New Guest 9	New Guest 10	New Guest 11
Full Name: *	<input type="text" value="Event Manager"/>				
Email: *	<input type="text" value="boxoffice@mgs.org"/>				
Seat Selector	Click here to add seats				

This will open the seating plan window:

Friday 1 July 7pm
Saturday 2 July 7pm

MGS drama tackles the classic children's musical complete with cars and splurge guns! Great fun for all the family!

Tickets will be available to book online shortly, please DO NOT use the booking form below while our friendly engineer is ironing out a few glitches

Location: The Theatre

Legend:
■ Seat Available
■ Seat Reserved
■ My Seat
■ My Concession Seat
■ Disabled Seat (please call 0161 224 7201 Ext 244 to reserve)

Continue to booking...

Total Expenses: £0.00
Balance Owing: £0.00
Payment Method:

Add Guest Book

Now simply click on the seats you wish to book, but remember:

Dark blue seats = Seat Available to book

Red seats = Seat Reserved by other customers

Light Blue seats = Represents the Standard Seat you have selected

Orange seats = If you double click on a seat it should turn orange, this means you are booking a Concessionary Seat – don't forget you may be asked to provide proof of age

Green seats = Special Access seats only available to book by the Event Manager

Once you have made your selection you need to click **Continue to booking...** this should then take you back to the landing page of the event and the tickets you just selected should have appeared; as you can see in the image below

You can now rename your tickets by clicking on each tab and writing in the text box next to *Name*:

Event Manager	New Guest 1	New Guest 2	New Guest 3	New Guest 4	New Guest 5
New Guest 6	New Guest 7	New Guest 8	New Guest 9	New Guest 10	New Guest 11

Full Name: *

Email: *

Seat Selector [Click here to add seats](#)

Once you have named your tickets as you would like them to appear simply click **Book**

If you are booking a paid event you should then be directed to the payment screen.

As guests are added and removed, the total owing is calculated as shown below:


Total Expenses: £30.00

Balance Owing: **£20.00**

Payment Method  

If you add guests after paying for your booking and there is a difference between the **Total Expenses** and **Balance Owing**, this is because you have paid via Paypal then returned to add another guest. The **Total Expenses** would be for the **entire booking**, whereas the **Balance Owing** would only be for the **additional guests** – you will have already paid for the other tickets in this scenario.

Please remember there are **NO REFUNDS** on tickets booked with the MGS Box Office.

When you are ready to pay for your tickets click on the  button.

Paying for an Event

Clicking the Book button above will take you to the screen below:



To complete the payment process, you are being redirected to PayPal. You will need to login and approve the transaction of your registration payment. Afterwards, you will return to "mgs" to receive confirmation of your registration and payment.



When you click the *Proceed* button you will see the Paypal screen below:

We Will Rock You!
Total: £30.00 GBP

Pay with Credit Card or Log In

[Learn more](#) about PayPal - the safer, easier way to pay.
Enter your billing information

Country:

Payment Type:

Card Number:

Expiry Date: / CSC: [What's this?](#)

First Name:

Last Name:

Billing Address Line 1:

Billing Address Line 2 (optional):

Town/City:

County:

Postal Code:

Home Telephone:

Email:

In order to process your payment, PayPal collects certain personal information from you which it holds in accordance with its [Privacy Policy](#). For more information on this process, click [PayPal Account Optional](#).

Review Order and Continue

PayPal **Secure Payments**

Already have a PayPal account?

Please log in

Email:

Password:

Log In

[Forgot email address](#) or [password?](#)

Here, you can either pay with your credit/debit card or you can enter your username and password to pay via Paypal. Either way you will see the following confirmation screen:

Review your payment

If the information below is correct, please click **Pay Now** to complete your payment.

[Learn more](#) about how PayPal withdraws funds.

Description	Unit Price	Quantity	Amount
We Will Rock You!	£30.00	1	£30.00
Item total:			£30.00
Total:			£30.00 GBP

[Enter gift voucher, reward, or discount](#)

PayPal **Secure Payments**

Payment Method: PayPal Balance £30.00 GBP

Contact Information: adampd_1286753724_per@hotmail.com

Pay Now

Once you have completed your payment (by clicking the *Pay Now* button) you will see your confirmation as shown below and can then return to the MGS site by clicking the yellow button shown below:

Congratulations - your payment was sent.

Transaction ID: 47U41209B7347671N

The payment authorisation for your purchase from Adam D'arcy's Test Store has been sent.

Keep this Transaction ID and contact details in case you need to contact the merchant or PayPal. PayPal has also emailed a receipt of this transaction to you.

MERCHANT CONTACT INFORMATION

Adam D'arcy's Test Store

adampd_1283131425_biz@hotmail.com

03565606206

[Go to PayPal Account Overview](#)

[Return to mgs](#)

[View Printable Receipt](#)

The final screen you will see is as follows:

You have successfully booked your tickets to We Will Rock You!

Just follow these 3 simple steps to print:

1. **Click here** to go to "My Tickets"
2. Click the 'View Ticket' button next to your ticket
3. Click the 'Print This Ticket' button beneath your ticket

If you are updating an existing booking and require a refund, you will receive it through Paypal and it may take up to 30 days.

You can view the details of your booking **here**.

Regards

MGS Booking Manager

Printing Tickets

You can print your tickets straight away after booking by clicking the *Click Here* link on the confirmation screen above.

Alternatively, you can find it in the menu under *My Account – My Tickets* as shown below:



Your tickets will be shown as follows:

Home >> Calendar >> My Account >> My Tickets

You are logged in as: Event Manager

My Tickets

Ticket Number	Name on ticket	Event	Date	Location
TK1015	Event Manager	Speech Day 2011	Wednesday 6th of July 2011	The Bridgewater Hall
TK1382	Front Row	Bugsy Malone by Alan Parker	Saturday 2nd of July 2011	The Theatre

Print Tickets

You can then click on either of the *Print Tickets* icons (highlighted above) to view your ticket like this:

mgs
Founded 1515

We Will Rock You!

Name: Sophie Rogers

Date: Wednesday 20th October 2010

Start Time: 9:00am

Location: The Theatre

The Manchester Grammar School, Old Hall Lane, M13 0XT Telephone: 0161 224 7201

TKN123



Print this
Ticket

Click the **Print this Ticket** button that should appear in the top left corner of the ticket window

Alternatively you can print tickets directly from the event page by finding and clicking the button below:

Print ticket



REMEMBER: If you are booking a paid event you will not be able to print your tickets until you have paid. To make a payment later, you can login and click on the event in the online calendar for the event you have already ordered tickets to attend. Your tabs representing the tickets should still be there and you can click the *Update Booking* button again to continue to the pay screen.

We hope you found this User Guide useful

**If this has not solved your problem please contact
Julie Wright on Ext 241**

Many thanks!