

Frequently Asked Questions

Information to help you navigate new features at performingarts.nd.edu

Site Navigation

Now Showing, Music, Theater, Dance and Cinema on the gray background take me to a list of those events just like before. What's different?

The website's main navigation now directs you to a new "infinite scroll" event listing for the category you selected. Also note the additional navigation in **orange** at the top of this new version of our Now Showing pages. This new feature gives you eight additional ways to customize the event list you would like to view (e.g. only free events or only those presented by the Department of Music).

I prefer to locate events on a calendar. Where is it?

In the existing main navigation, use the **Calendar** link. As you explore our events, any **View All Events** or **Continue Shopping** button will return you to the calendar.

How does the calendar work?

The Calendar always loads on the current month. You may also use **Month, Year, View All** and **View As List** options, located immediately above the Calendar, to quickly navigate how you prefer.

Click on any date displaying as **orange**. Events on that date will appear as a list to the right. You may click **Buy Tickets** to begin your purchase. Or, click the image thumbnail for a detailed event description where you may also purchase tickets.

Choosing Seats

I'm ready to buy a ticket but I don't see the check box to select my own seat anymore. Can I still do that?

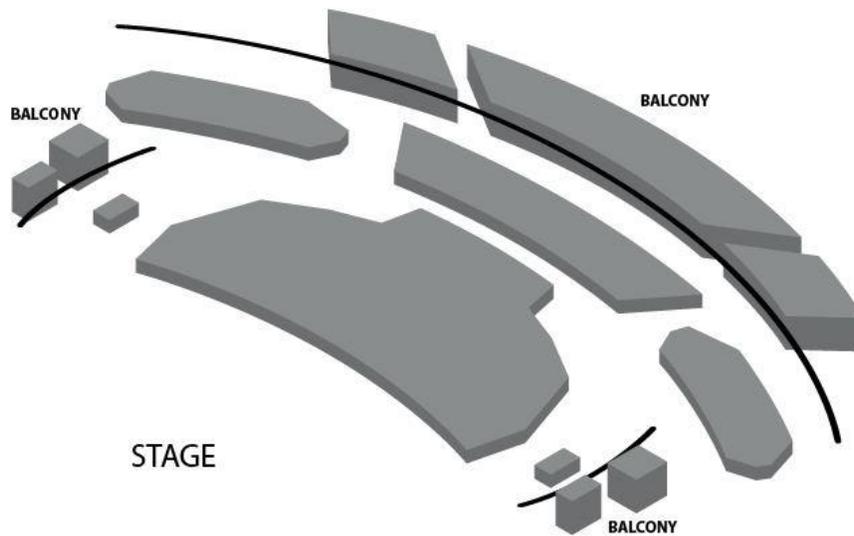
When you're ready to purchase tickets, click the **Buy Tickets** link. If that performance allows the option to select your own seat (SYOS), the system will automatically offer you to the SYOS map. From there, you may select seats and proceed with your purchase.

Presenting Series

Patricia George Decio Theatre

, 2016 7:00PM

Change event date



Purchase Best Available Seating

(0 Seats selected) Subtotal: \$0.00

[View Ticket Details ↓](#)

[Add to Cart](#)

 SECURE CHECK OUT

For questions concerning our online ticket purchase process, please contact our Ticket Office at (574) 631-2800.

If you do not wish to take advantage of SYOS, scroll to the bottom of the map and choose **Purchase Best Available Seating**.

If a performance is General Admission only, then SYOS isn't available. Instead, you'll see a page like below. Choose the number of seats desired at each price from the drop down menus and click **Buy Tickets**.

The screenshot shows the DeBartolo Performing Arts Center website. The header includes navigation links: About the Center, Hospitality, Media + Press, My Account, My Cart, and Login. Below the header are categories: NOW SHOWING, MUSIC, THEATER, DANCE, CINEMA, ENGAGEMENT, and PARTNERSHIPS. A search bar and a 'Login' button are visible. The main content area features the title 'The Tempest Shakespeare at Notre Dame' and the date 'Thursday, August 25, 2016 7:30PM' at the Patricia George Decio Theatre. A description of the play is provided, along with a note that it is family-friendly. An illustration of a ship on a rock is shown. The ticket selection section includes three options: Regular (\$25.00) with a dropdown set to 2, Child/Student (All Ages) (\$12.00) with a 'Select' dropdown, and Child Free w/ Adult (limit 5) (\$0.00) with a 'Select' dropdown. A checkbox for 'Only reserve tickets next to one another' is checked. A 'Buy Tickets' button is prominently displayed. At the bottom, there is a 'View All Events' button and a search bar for other offerings of the play. The footer contains the University of Notre Dame logo and contact information.

Notre Dame Community Discounts

I am a Notre Dame employee and/or student. Why don't I see any discount on the tickets I'm purchasing?

You must login with your netid@nd.edu to reveal any discounted ticket prices available to the Notre Dame community.

If you have not activated your account, click the **Forgot Password?** tab on the login page.

I'm a Notre Dame student. I logged in using Facebook, but don't see a discount on my tickets. Why?

This is most likely because your Facebook email address is not associated with your account yet. We check weekly for site visitors logging in via Facebook and merge these accounts with existing accounts. Check back in a week, and you should see your discounted student prices.

Other

Why isn't my gift card isn't working?

When using a gift card for payment you must include the **dash** (e.g. AB12-123456). Also, gift cards expire five (5) years after purchase. When making gift card purchases, you now have the option to mail directly to the recipient. Providing this information will also allow us to send reminders to redeem the card's balance—especially if the recipient lost or misplaced it.

Now will the site work on my mobile device?

One that will work well on any device is a priority that the center's project team is working on. We appreciate your patience while we continue to perfect our website.