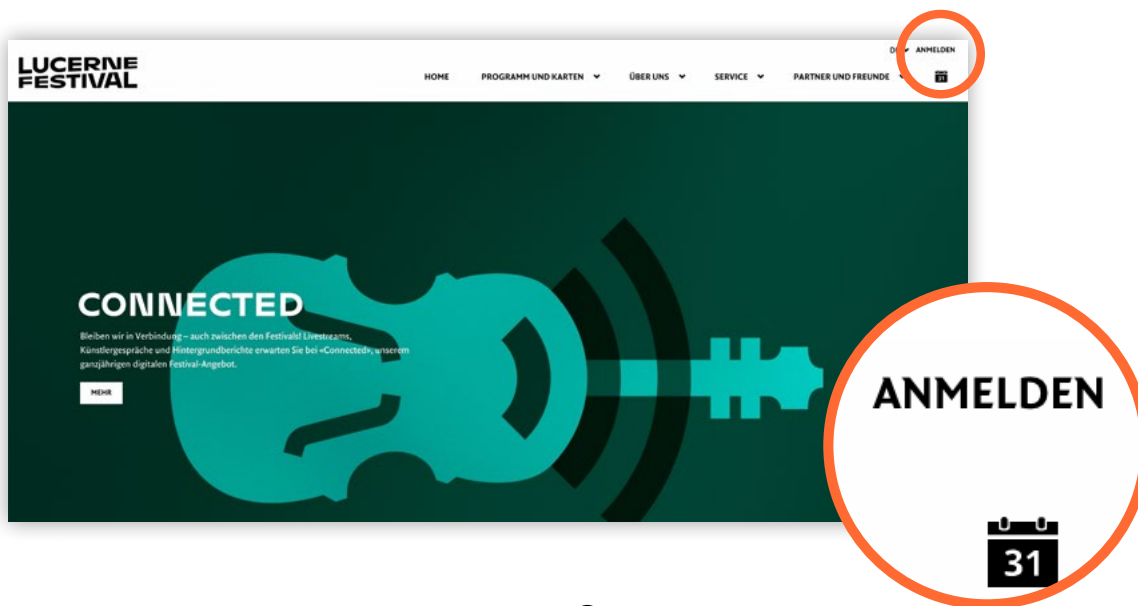


GUIDE FOR CUSTOMER REGISTRATION/ RE-REGISTRATION

- 1 Please go to the website:
www.lucernefestival.ch



- 2 Select "LOG IN" in the upper right corner.

- 3 If you do not yet have a customer account, please create a new account.
If you already have a customer account, please click on "FORGOTTEN YOUR PASSWORD?".

Identification

Please login or create a new account in order to buy tickets and access our services.

Email address

Password

Stay logged on

[FORGOTTEN YOUR PASSWORD?](#)

[CONTINUE](#)

[CREATE A NEW ACCOUNT](#)

LUCERNE FESTIVAL


- 4 Type the email address that is associated with your customer account into the open window and click on “**SEND NEW PASSWORD**”.

Request new password

Login

Please enter your email address to receive a new password.

Email address *
petramuster@email.ch

 **Note**
* Mandatory fields

< CANCEL SEND NEW PASSWORD

- 5 Please check your email (including SPAM folder if not in your in-box). You will receive an email with your new password. Please copy the password and click on the link to your account.

subject Your new password

Dear Madam,

You indicated that you had forgotten your password. No problem! Here is the information needed to access your customer account:

User name : petramuster@email.ch
Your new password : jyHeJp630


You can now access [your customer account](#).

Best regards,
Your LUCERNE FESTIVAL Team


This is an automatically generated message. Please do not reply to this email.
The sender address is set up exclusively to send emails. Reply emails will not be processed.

- ⑥ Please enter the password that was sent to you and click on “**CONTINUE**”.

Identification

 **Confirmation**
Your request has been registered. You will receive a new password for your account by email. If you don't receive the email, it means your account has not been created. Please repeat your request.

Email address
petramuster@email.ch

Password
***** 

Stay logged on

[FORGOTTEN YOUR PASSWORD?](#) **CONTINUE**

[CREATE A NEW ACCOUNT](#)

- ⑦ Your password has been changed and you are now logged in.

My homepage

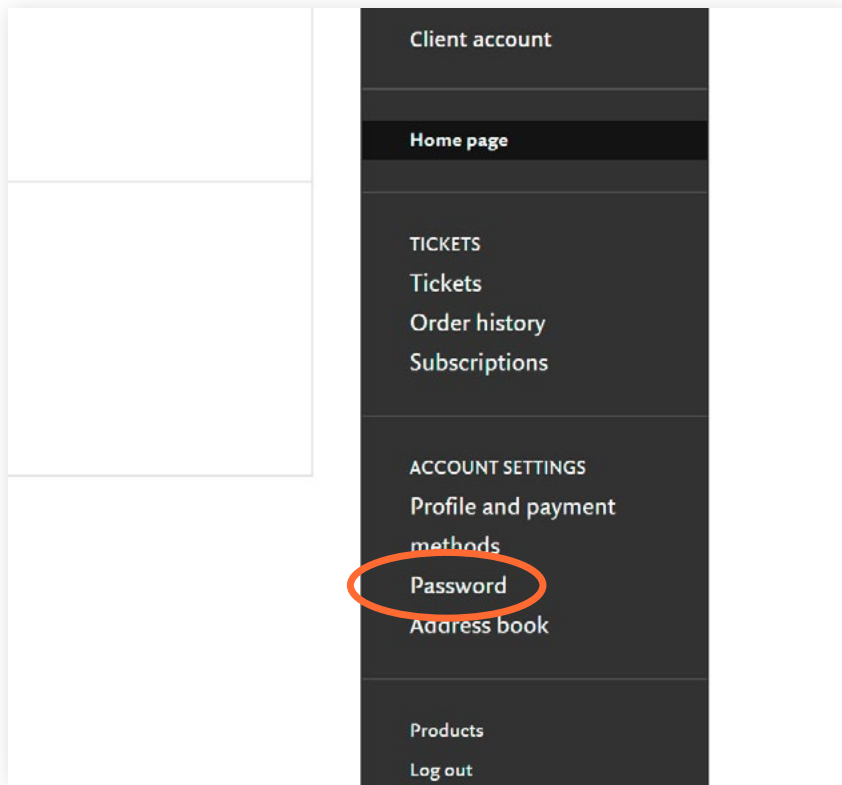
Mrs. Muster

Welcome to your client account. In this area you will be able to perform several tasks, such as:

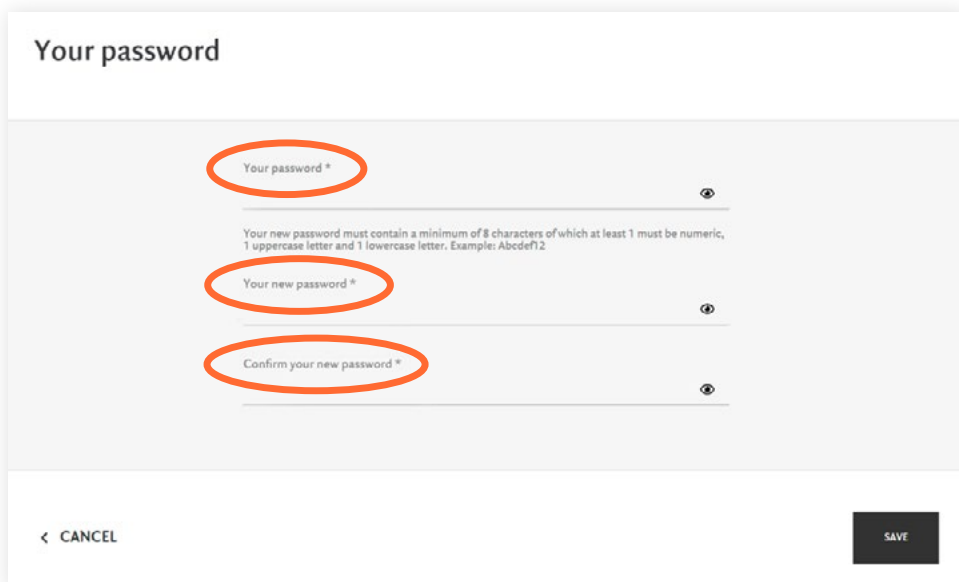
- Print or reprint your e-tickets right up to the beginning of performances
- Special offers and advantages you asked for
- Modify your details

LUCERNE FESTIVAL

- ⑧ If you want to change the password that was automatically generated, please click on “**Password**”.



- ⑨ Please first enter the password we sent you and then enter and confirm the new password you wish to use (note your new password must contain a minimum of 8 characters with at least 1 numeral, 1 uppercase letter, and 1 lowercase letter). Please save the new password.

A screenshot of a mobile application's 'Your password' form. The form has a white header with the title 'Your password'. Below the header is a light gray background containing three input fields, each with a red circle around it. The first field is labeled 'Your password *'. The second field is labeled 'Your new password *'. The third field is labeled 'Confirm your new password *'. Below the second and third fields is a small text requirement: 'Your new password must contain a minimum of 8 characters of which at least 1 must be numeric, 1 uppercase letter and 1 lowercase letter. Example: Abcdef12'. At the bottom of the form are two buttons: a 'CANCEL' button on the left and a 'SAVE' button on the right.

**THANK YOU!
YOUR LUCERNE
FESTIVAL TEAM**