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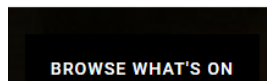
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## What is Account Manager?

- It is a tool that will allow you to manage your tickets online. You can see all of your ticket purchases and upcoming events, access mobile and print at home tickets, transfer tickets to a friend, and exchange tickets yourself (from Sept 5 onwards).

## How do I access the login page for Account Manager?

- On your computer, tablet, or smart-phone, go to [www.tiff.net](http://www.tiff.net) and click into the person shaped icon at the top of the screen (to the left on a computer or tablet, to the right on your smart-phone)



## How do I login?

- All you need is your email and password

The form is titled "My TIFF Account Log In". It has two main sections. The first section is "I don't have a TIFF account." with an "E-mail Address:" label and a text input field, followed by a "continue" button. The second section is "I have an account." with an "E-mail Address" label and a text input field, followed by a "Password" label and a text input field, and then a "continue" button. Below the password field is a link "Forgot Your Password?". At the bottom of the form is a "Remember me" checkbox and a small note: "If you do not know the e-mail address for your account, please contact customer service at 1 (888) 599-8433."

## I have an account -- I know the email address and password that is associated to it.

- You're all set! Type in the information and hit continue

## I have an account -- I know the email address, but I forgot my password.

- Under the "I have an account" section, type in your email address and hit "Forgot your password?" Your temporary password will be emailed to you right away.
- Login with your temporary password, hit continue and you will be prompted to change it.

## I don't know if I have an account

- You can check to see if you have an account by typing your email address into the "I don't have a TIFF account" section.
- If you don't already have an account, you will be prompted to create one.
- If your email address is already attached to an account it will prompt you with the message below. Type your email address in the "I have an account" section and follow the "forgot your password?" steps.



**There are problems with your submission.**

An account already exists for this e-mail address.

You may already have an account from previously signing up, purchasing tickets or being registered.

## Ok, I logged in. Now what?

- See the image below to learn how to navigate your home page.
- Note: your session will expire after 30 minutes of inactivity for to ensure that your information is kept safe.

## Tablet or Computer view

### My TIFF Account

Update your personal information, change your password, and manage your payment methods here.

Make a one time or monthly pledge donation.

Add a contact to your address book. This makes it easier and faster to transfer tickets later on!

Hello, Alyssa

You are currently in Account 2531

[edit my profile](#)

view all quick links

#### TIFF Giving

TIFF relies on the generous support of film lovers like you to bring the best of Canadian and international cinema to Toronto and beyond; provide learning opportunities for thousands of children; nurture the next generation of filmmakers; and protect and project cinema's rich history.

Your tax deductible gift will be put to work immediately and donations of all sizes make a difference.

[Donate Now](#)

#### Address Book

[add a contact](#)

This lets you know that you can access your ticket from your mobile device.

Still have some questions – check out our FAQ's here

powered by **ticketmaster**

[home](#) | [faq](#) | [contact us](#) | [view cart](#) | [log out](#)

Done for the day? Don't forget to log out.

Please disregard the Account number noted on the left. You do not need to save or reference the Account number. This number will be different from your existing Account or Member number.

#### Tickets + Join + Donate

[CLICK HERE TO PURCHASE](#)

Find packages, events, memberships, and donate

Buy here! Individual tickets, packages, memberships and donations are all accessible through this link.

#### Manage My Tickets

##### My Ticket Options

**TRANSFER**  
Transfer tickets to friends.

**PRINT**  
Print your ticket.

[manage my tickets](#)

See all of your events in calendar view by clicking here!

##### My Upcoming Events

This icon on an event means you can also get in with your smartphone. Simply log into My TIFF AccountManager using your smartphone, select an event, and click 'view tickets'

**AUG 19 FRI**  
**Unlocking the Cage**  
1:40 PM || TIFF Bell Lightbox

[Mobile Entry](#)

[manage this event](#)

Print your ticket at home, transfer to a friend, or exchange a ticket by clicking here!

#### Your Invoice

[New Invoices](#) | [Completed Invoice](#)

There are no outstanding invoices on your account. If you wish to view your invoice history please click on the link above.

#### Manage My Tickets

select an event

[manage more tickets](#)

< back to September

**SEP 12 MON**  
TIFF Events - 8:00 PM

[ticket detail](#) | [ticket history](#) | [my notes](#)

Select an action below to manage your seats. ⓘ

[Print-at-Home](#) | [Transfer tickets](#) | [Exchange seats](#)

Section GA, Adult **You have 4 seat(s)**

seat details current entry method to event

ticket status

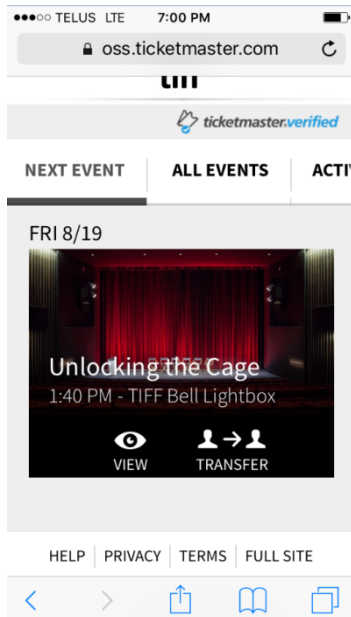
5 Action required

6 Action required

By selecting "manage this event" you will go into your event page. Here you can choose to transfer tickets to a friend, exchange your tickets, or print your tickets at home.

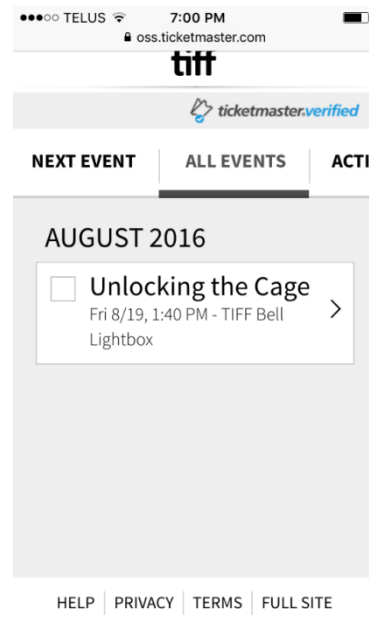
## Mobile View

- The mobile view is a little bit different. Rather than seeing a full home page when you log-in, you will automatically have the choice to see your next event, or all of your events listed out.
- If you wish to see your full home page, you can select “Full Site” at the bottom of the page



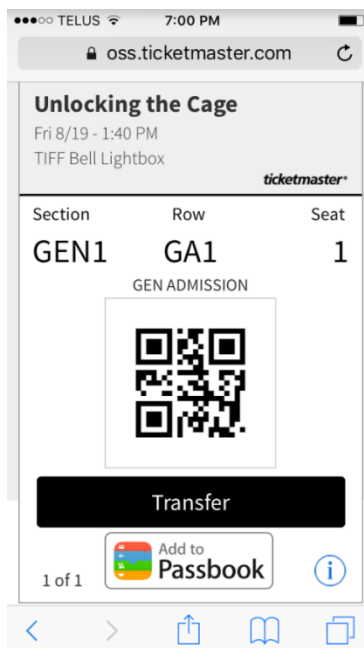
Automatically, your next event will appear. To view your ticket, simply click on the “VIEW” button and you will see the QR code below. You can use this ticket to get scanned in at the event.

You also have the option to transfer your tickets to a friend here.

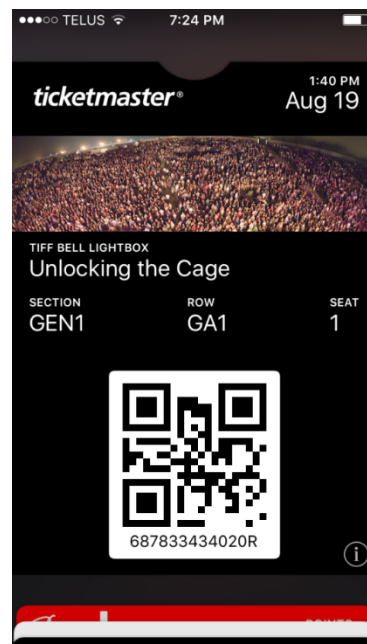


If you would rather see the full list of your events, click on the “all events” tab.

At this point, if you have multiple events, you can select which ticket you would like to pull up so that you can see the mobile ticket, or transfer to a friend.



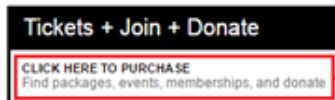
When you hit “view”, your ticket will appear. At this stage you can show your QR code at the event so that you can be scanned upon entry, transfer your ticket to a friend, or add to your passbook for iPhone users.



If you have decided to add your ticket to your passbook, it will look like this. This is the a quick way to be able to access your tickets without having to worry about your account logging you out after 30 minutes of inactivity.

## How do I purchase tickets?

Remember this button? This will bring you to the page where you can buy tickets, memberships, and donations.



Once you're on this page, you see all of the available items to purchase, or can limit what you see by filtering your selections with the checkboxes on the left.

### My TIFF Account

powered by **ticketmaster**

home | [faq](#) | [contact us](#) | [view cart](#) | [log out](#)

Hello, Alyssa  
You are currently in Account 253195

**Filter View**

- ☒ Select All
- ☒ Festival Packages
  - ☒ TIFF Choice Packages
  - ☒ Festival Programme
- ☒ Special Events
  - ☒ TIFF Soiree
  - ☒ BOOMBOX
- ☒ Now Playing
  - ☒ Summer Season
  - ☒ TBLB New Releases
- ☒ Membership
  - ☒ Individual Member
  - ☒ Dual & Family Member
  - ☒ Contributors Circle
  - ☒ Patrons Circle
- ☒ Subscription Series
  - ☒ Subscription Series
- ☒ Events + Exhibitions
  - ☒ Exhibition

**Films + Events + Memberships** Search (e.g. film) **go**

*Special Offer: You may have unique access to this item due to your TIFF membership*

1 - 10 of 260 | next »

Event	Date + Time	Venue	
Reel Talk: CWC 10:30AM		TIFF Bell Lightbox	<a href="#">continue</a>
Reel Talk: CWC 10AM		TIFF Bell Lightbox	<a href="#">continue</a>
Reel Talk: Sneak Pre PKG		TIFF Bell Lightbox	<a href="#">continue</a>
Polisario, a People in Arms	Tue, Aug 16, 2016 9:00 PM	TIFF Bell Lightbox	<a href="#">continue</a>
Little Men	Tue, Aug 16, 2016 9:15 PM	TIFF Bell Lightbox	<a href="#">continue</a>
Gleason	Tue, Aug 16, 2016 9:40 PM	TIFF Bell Lightbox	<a href="#">continue</a>
Our Little Sister	Wed, Aug 17, 2016 12:00 PM	TIFF Bell Lightbox	<a href="#">continue</a>
Little Men	Wed, Aug 17, 2016 12:20 PM	TIFF Bell Lightbox	<a href="#">continue</a>

To add an event to your cart, hit "continue". You will then be brought to the following page which will ask you to select your quantity and the types of tickets you would like (ie. Student, senior).

**Polisario, a People in Arms**  
Tue, Aug 16, 2016 9:00 PM  
TIFF Bell Lightbox  
The Inside Image: The Cinema of Iliad Islands [See More](#)

**Tickets, Memberships and More**

**1. Select number of tickets**

TBLB Adult  
 TBLB Senior  
 TBLB Student  
 TBLB Child/Youth

**2. Select your section**

☒ \$14.00 TBLB Adult  
☐ \$11.50 TBLB Senior  
☐ \$11.50 TBLB Student  
☐ \$10.00 TBLB Child/Youth

Note: Tickets may not be available in all price levels and sections.

**Membership means more.**

TIFF Members don't pay service fees on member-priced tickets at TIFF Bell Lightbox. **Join today to save!**

There is a \$1 service fee included in non-member priced tickets.

Have questions? Click here for our FAQs.  
\*Please Note: Seats are not reserved until you proceed to the Shopping Cart.

By clicking on the button below, or otherwise using this website, you agree to the [Terms of Use](#).

[continue](#)

Once you've selected your tickets hit continue.

Now you're on the clock. You have 30 minutes to complete your order, or else your order will expire and your seats will be released.

Your order will expire in  
**29:38**

Polisario, a People in Arms

Tue, Aug 16, 2016 9:00 PM  
TIFF Bell Lightbox  
The Indocile Image: The Cinema of Med Hondo

See More ▼

**Ticket Results**

Below are the available seats that best match your search. Please note that any applicable fees will be displayed in the cart.

Location	Type	Price	Total	
Section GEN1 Row GA0 Seat 12 <a href="#">view map</a>	TBLB Adult	\$14.00	\$14.00	<a href="#">add to cart</a>

If you don't want these tickets, give them up and [search again](#).

If you would like to add this event to your cart, select “add to cart”. You will then be asked to choose how you would like to receive your tickets, to continue shopping, remove tickets from your cart, or checkout. You will not be able to checkout unless you have selected a delivery method.

Shopping Cart

Your order will expire in 26:17 minutes

Your order will expire in  
**26:17**

**Cost Summary**

Item Total	14.00
Delivery Total	0.00
Fee Total	0.00
<b>Total Amount</b>	<b>CAD 14.00</b>

[checkout](#)

[continue shopping](#)

**Make a Gift**

Please consider adding a donation to TIFF to your transaction - helping us do more tomorrow, today. [Donate Now.](#)

[Make a Gift](#)

This icon on an event means you can also get in with your smartphone, no matter which ticket delivery method you choose! See how easy it is in your confirmation email.

**Cart Items**

Event	Details	Type	Price	Total
Polisario, a People in Arms Tue, Aug 16, 2016 9:00 PM TIFF Bell Lightbox	Section GEN1 Row GA0 Seat 12	TBLB Adult	\$14.00	\$14.00

Select Delivery | Select Delivery Method ▼ ⓘ

Mobile Entry

[change seats](#) | [remove](#)

**Cost Summary**

Item Total	\$14.00
Delivery Total	\$0.00
Fee Total	\$0.00
<b>Total Amount</b>	<b>CAD 14.00</b>

[continue shopping](#)

[checkout](#)

## Can you explain the ticket types (mobile, print at home, will call) in more detail for me?

- Regardless of which delivery method you select, you will always have the option to sign into account manager to get your mobile ticket, print your ticket at home, or go to a box office to have your ticket printed for you.
- Remember that the most recent ticket that you pulled up will be the valid ticket. For example, if you printed a ticket at home a few days prior, lost that tickets and printed a new one, the first ticket that you printed is no longer valid.
- Now let's say on the day of the event, you left your printed ticket in the car. You can go to the box office to have them issue you a new ticket, or you can pull your mobile ticket up on your smartphone. The printed ticket in your car is no longer valid, but the ticket that you have in hand (from the box office or on your smart phone) is.

## Ok, I've purchased a ticket, how do I transfer it to a friend?

Once you have purchased a ticket, it will appear in your homepage and you will be able to manage your tickets including transferring it to a friend.

After you've selected the event, click on "manage this event". You will see a "transfer tickets" option to select. Then, check off the ticket ("seat") that you would like to transfer and hit the "transfer" button up at the top right hand corner.

**Manage My Tickets** select an event

[manage more tickets](#) **transfer (1)**

[back to August](#)

**AUG 19 FRI** **Unlocking the Cage**  
TIFF Bell Lightbox - 1:40 PM

Mobile Entry

[ticket detail](#) [ticket history](#)

**Select an action below to manage your seats. ⓘ**

[Print-at-Home](#) [Transfer tickets](#)

Section GEN1, Row GA1 **You have 1 seat(s)** [Select All](#)

seat details	current entry method to event	ticket status
<input checked="" type="checkbox"/> <b>Seat 1</b>	Viewed on Mobile	

You will then be asked to confirm that you would like to continue with the transfer.

**Below are your selected seats to transfer.** Close X

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox.

**Selected Tickets (1 events; 1 tickets)**

☒ **Unlocking the Cage**  
Fri, Aug 19, 2016 1:40 PM || TIFF Bell Lightbox  
Section GEN1, Row GA1  
☒ **Seat 1**

[cancel](#) [Continue to transfer](#)

Now it's time to identify who you would like to transfer these tickets to. If you already have recipients in your address book, it's easy. Just select their name, select whether you would like them to see the ticket prices or not, and hit "next steps". If you do not have your recipient in your address book, hit "create a new contact" and follow the steps. They will now also be saved into your address book.

» TRANSFER

CONFIRMATION


Transfer Your Tickets

step 1: define recipient

step 2: review & submit

Below is a summary of the 1 item(s) you have selected to transfer.

### Items You Are Transferring

item	details	number of items	fee	edit items	fee total
 Unlocking the Cage Fri, Aug 19, 2016 1:40 PM TIFF Bell Lightbox	Section GEN1 Row GA1 Seat 1	1	\$0.00		\$0.00
				Transfer Fee Total	\$0.00
				Total Due	\$0.00

### Choose Transfer Recipient

Name	Email Address	
<input checked="" type="radio"/> Chris Guspie	chriscuspie@gmail.com	edit   delete
» Enter a New Contact		

### Optional Message

Enter an optional message for the transfer recipient.

### Email Reminder

Define how many hours or days prior to the event a reminder email is sent to you. This reminder email is only sent if the recipient hasn't accepted your offer.

Notify me if my ticket(s) are unclaimed  prior to the event start time.

**Please Note:** All ticket(s) must be claimed prior to the event start time. An email reminder will be sent to the recipient 24 hours prior to the event cut off time if ticket(s) are unclaimed.

### Item Price

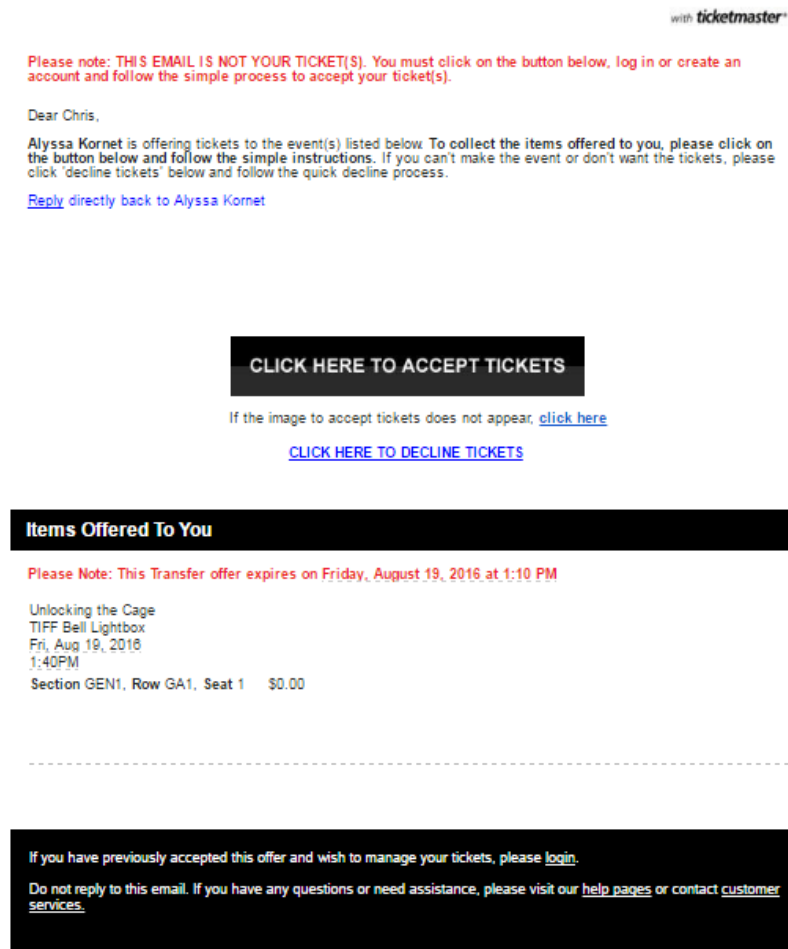
☒ Display original item price on Transfer offer. ?  
☐ Do not display original item price on Transfer offer. ?

Total Amount  
\$0.00

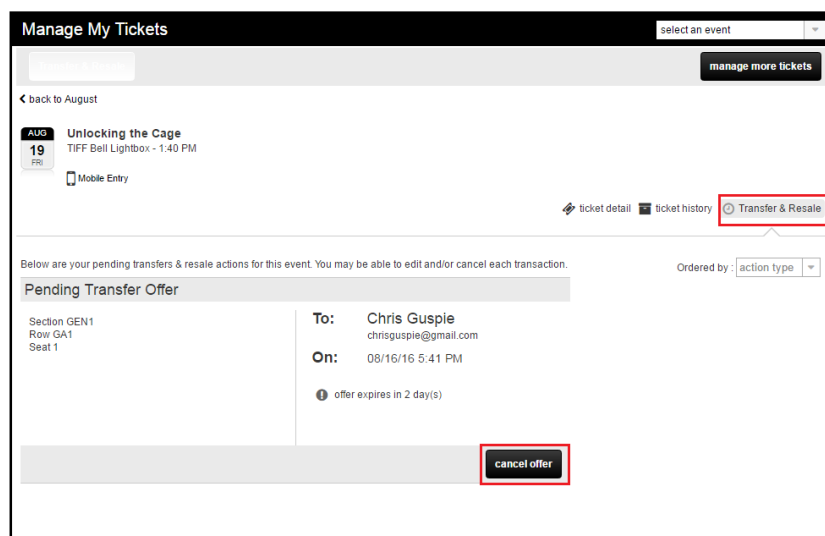
next step



Your friend will receive an email confirmation that looks like this. They will be required to create an account if they don't already have one (otherwise they will be asked to sign in), and will then have to accept the tickets.



If at any time you would like to cancel your offer to transfer, you can so long as your friend has not accepted the tickets. You can do this by going into "manage my tickets", selecting your event, choosing "Transfer & Resale" and selecting "Cancel Offer".

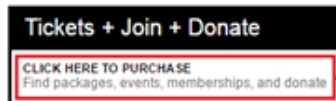


## I purchased a My Choice Flex Pack, when can I begin making my selections?

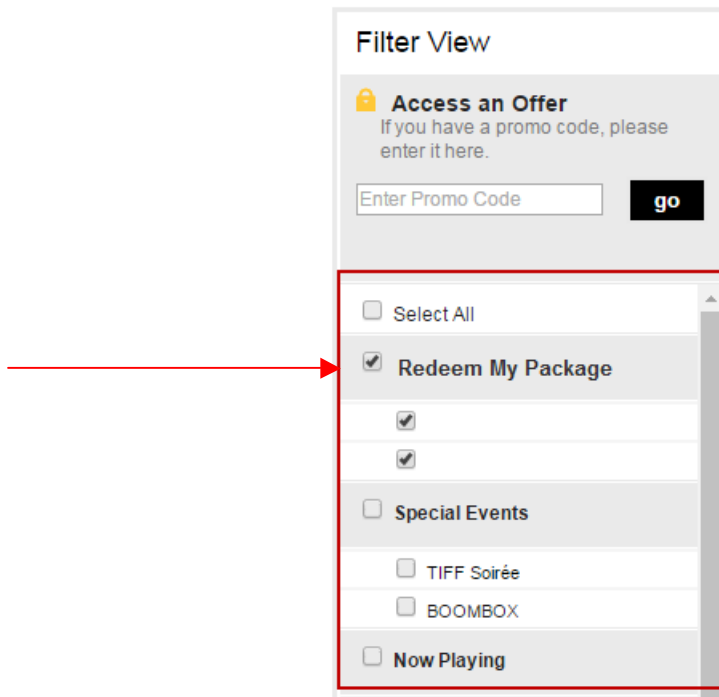
- On Aug 22, you will receive an email with your ticket selection start time.
- Ticket selection starts on Aug 28 for contributor members and above, and on Aug 30 for Public and Members 365
- This represents the time that you can login and begin making your selections but you have until the end of the festival to do so.
- Starting Sept 5, you can login online and make exchanges within your package.
- You can make exchanges up until 7pm the day before the screening.

## I've received my start time, how do I make my selections?

- Plan your selections (and back-up options) ahead of time – the more prepared you are, the smoother the process will be for you.
- Log into account manager.
- Select the “click here to purchase” link:



- In the filter view to the left of your screen, uncheck “select all” and select the Festival package that you are eligible to make selections for.



- All events will appear filtered by date, and listed by time. You will only see the events that you are eligible to select with your package.
- To select a screening, click on the “select” button.

- A dropdown will appear for you to select your ticket quantity (up to 4 per screening). Hit save once this is done:
- You will see a checkmark appear beside the screenings that you've selected tickets for.
- If a screening is off sale, it will appear in the list but the "select" button will be greyed out and it will have a note in red saying "offsale" next to it. Or can you hit select and it says "item currently not available"

AccountManager with *ticketmaster*

FAQs Contact Us

Selected Item(s): 1

Select up to 10 Item(s) (Optional)

SEP 8 THU	Additional Events ⓘ	12 Years a Slave	Princess of Wales	6:30pm	2 Ticket(s)	✓
SEP 8 THU	Additional Events ⓘ	Room	Scotiabank 1	8:00pm	Offsale	Select
SEP 8 THU	Additional Events ⓘ	Precious	Visa Screening Room	10:30pm	Cancel	Save

My Choice \$0.00

2 - + Best Available

SEP 8 THU

September 8 1 Item(s) 2 Ticket(s) September 9 September 10 September 11 S > Find Tickets

SEP 8 THU

Photo Call ⓘ Festival Accrediation 12:00 AM Cancel Save

This item is currently not available

- As you select your films, you will notice that the bar at the bottom of your screen populates with the number of events and tickets per event on each day that you have selected. This can help you keep track of the number of tickets that you've chosen.
- If you have made less selections than your total package limit you will get the following error if you attempt to move past this section.



- To rectify this, you will be required to either select additional events, or fill the remainder of your package with vouchers.
- The vouchers are found when you scroll to the bottom of the list. These are selected the same way that film tickets are.

✓ **Vouchers to be Used Later** ⓘ Selected Item(s): 0

Select up to 1 Item(s) (Optional)

DEC <b>31</b> SAT	<b>2016 Festival Voucher</b> ⓘ	TIFF GA Manifest	11:59 PM	Cancel	Save
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Voucher \$0.00    3      Best Available ▼

- If you select a total amount of tickets over your package limit, the following error will appear and you will not be allowed to proceed to hit “Save” for that event. At this point, you can either adjust the number of tickets you would like to select for this event, or edit other events that you have already selected.

⚠ You have exceeded the maximum of 10 ticket(s). Please adjust your quantity.

My Choice \$0.00    4      Best Available ▼

- If you have not kept track of how many tickets you have selected, you can tally them up in the summary bar at the bottom of the screen.
- Once you have made all of your selections, hit “Find Tickets” and Proceed to the next page.

### Important things to note at this first stage of ticket selection:

- Tickets selections are not guaranteed at this point of the process (even if there is a checkmark).** Tickets selections will only be locked once they have been added to the cart later in the process.
- This is the best stage for you to ensure that you have made all of the correct selections –** you can freely select and remove tickets. While tickets are not held at this stage, it becomes more difficult to make adjustments later on.
- There is no specific timer set up on this page, but we do recommend that you aim to complete this stage within 30 minutes to avoid their account timing out.

### Stage 2 - Reviewing your Package Selections





- After hitting find tickets, the system will search for the tickets that you selected and will verify which tickets are held for you, and which are no longer available.
- If any of your selections have gone offsale between the time that you selected to when you have selected “find tickets”, you will not be able to move to the next page and will instead see error messages in two locations on the first page:
  - At the top of your selection list:

⚠ Item(s) below require your attention ⓘ

- In the event box of the offsale event:

- If you were able to get all of the tickets that you selected, you will move to the next page with a summary of your selections. **This is your opportunity to review your cart.**

Review Your Item(s) Package (3 Item(s), 10Ticket(s))

<div>  <div> <div>My Choice Voucher</div> <div>TIFF GA Manifest</div> <div>Sat, Dec 31, 2016 11:59 PM</div> </div> <div> <div>My Choice Voucher</div> <div>Section VOUCH, Row 1, Seat 1-2</div> <div>\$0.00 x 2</div> </div> </div>	<div>12:45 Left to purchase</div> <div>Add to Cart</div> <div>Subtotal \$0.00</div> <div>Applicable fees will be displayed in the cart.</div> <div>&lt; Give up these tickets and search again</div>
<div>  <div> <div>12 Years a Slave</div> <div>TIFF GA Manifest</div> <div>Thu, Sep 8, 2016 6:30pm</div> </div> <div> <div>My Choice</div> <div>Section FILMCT, Row 1, Seat 1-2</div> <div>\$0.00 x 2</div> </div> </div>	
<div>  <div> <div>Room</div> <div>TIFF GA Manifest</div> <div>Thu, Sep 8, 2016 8:00pm</div> </div> <div> <div>My Choice</div> <div>Section FILMCT, Row 1, Seat 1-2</div> <div>\$0.00 x 2</div> </div> </div>	
<div>  <div> <div>Precious</div> <div>TIFF GA Manifest</div> <div>Thu, Sep 8, 2016 10:30pm</div> </div> <div> <div>My Choice</div> <div>Section FILMCT, Row 1, Seat 1-4</div> <div>\$0.00 x 4</div> </div> </div>	

- At this point, if you would like to make any selections to your cart, you can select the “Give up these tickets and search again” button. **This will take you back to the previous page to edit your selections; however, it will release your tickets.**
- If you have no changes to your selections, select “Add to Cart” and proceed to the next page.
- You will be brought to the checkout page where you can select your delivery method, and checkout.
- If you would like to take a final look at your selections select “Show events and seats”

Hello, Alyssa  
You are currently in Account 2531

Your order will expire in  
**9:18**

**Cost Summary**  

Item Total	0.00
Delivery Total	0.00
Fee Total	0.00
<b>Total Amount</b>	<b>0.00</b>

checkout

continue shopping

Shopping Cart Page Title-Customizable

Your order will expire in 9:18 minutes

**Cart Items Module custom**  

Item	details	type	price	total
Flex Plan	Various			\$0.00
<div> Show Events and Seats </div> <div> Select Delivery Online Acct ( 0.00 Per Order ) <div> change seats   remove </div> </div>				

**cost summary-custom**  

Item Total	\$0.00
Delivery Total	\$0.00
Fee Total	\$0.00
<b>Total Amount</b>	<b>0.00</b>

continue shopping

checkout

- **Advisory: You cannot edit your order at this point. If you select “change seats” or “remove” your entire order will be erased and you will be required to start over.**
- Proceed to selecting “checkout” to move ahead with your order. Agree to the terms on the following page and select “submit order”.
- You will receive a confirmation email listing out each ticket selection, and your tickets will be available to view in account manager.