

Renew Your Broadway Subscription Online

During the summer of 2018, we changed ticketing systems which gave us more flexibility with online sales including the capability to allow for subscription renewals online. To access renewals, you must already have an online account or create an online account. Your account will be synched with our in-house system via the email address you used in setting up your online account. Once your account is set-up, and synched with our database, you will be able to purchase tickets online and/or renew your Broadway Subscription.

To renew your Broadway subscription online:

- Browse to tickets.clemenscenter.org
 - Click on LOGIN
- Enter your email address and password
 - Click on LOGIN
 - Your personalized Home Page will be displayed
- Click on SUBSCRIPTIONS at the top of the window
 - Your subscription(s) will be listed showing the seat location and amount
- Click on RENEW to continue
 - If you wish to request a Seat Change, you may do so in the message box
- Click RENEW SUBSCRIPTION to proceed to the payment screen
- Click CHECKOUT & PAY to complete your renewal
 - To apply any credits that you may have on your account, Click on REDEEM A PASS/GIFT CERTIFICATE on Step 1 of 3 of the checkout process

To create an online account:

If we have your primary email address...

- Browse to tickets.clemenscenter.org
- Click on LOGIN
- Click on FORGOT MY PASSWORD
- Enter your email address
- Click on RESET PW AND EMAIL INSTRUCTIONS

An email will be sent to the address you used, with a link to “Connect and Enter a New Password”. You will then create a password and login to the system. *(Note: Depending on your e-mail system, it may be marked as spam so you may have to check your other mail folders.)*

If the email address is not in our system, you will not receive a reply. Please call us at 607-734-8191 or at 800-724-0159 during business hours and we will set your primary email address and then you can use the instructions above.

Questions? Contact the Box Office: Monday – Friday, 11:30 a.m. – 5:30 p.m. at 607-734-8191 or 800-724-0159