

## **How long will I be able to access my purchased content?**

Once you purchase the content, you can access it as long as you have an active SFSymphony+ account.

## **Is my SFSymphony+ login the same as my SF Symphony patron ID?**

SFSymphony+ will be a separate login, but it is possible to make this the same user ID as your SF Symphony login.

## **I haven't received my login information.**

You should receive an email fairly quickly. If you haven't, confirm the email address is correct and also remember to check your spam folder.

## **I lost access to my free SFSymphony+ account.**

### **How do I reset it?**

SF Symphony Patron Services representatives are ready to help you. We can be reached by calling 415.864.6000 or by sending an email to [patronservices@sfsymphony.org](mailto:patronservices@sfsymphony.org).

### **Helpline Hours:**

Mon-Fri: 10am-6pm

## **How do I change my login email address?**

Be sure to log in using the email used to sign up. You can then change your login email address at any time on your settings page. If you don't know your password and are unable to access your email address, you'll need to contact us and help verify you're the account owner.

## **CONTACTS**

### **Patron Services Info:**

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## **GENERAL**

The following questions and answers may be particularly helpful for San Francisco Symphony ticket subscribers and donors, and all SFSymphony+ members.

## **What is SFSymphony+?**

SFSymphony+ is the official video streaming service of the San Francisco Symphony.

## **SUBSCRIPTION**

### **Do I need a SFSymphony+ account to view all episodes?**

Yes. While anyone can enjoy the free content offered on the service, you must have an account to watch any locked premium content.

### **How do I use a gift certificate to pay for an SFSymphony+ subscription?**

Users can visit [www.sfsymphonyplus.org](http://www.sfsymphonyplus.org) to redeem gift certificates for SFSymphony+ subscriptions or to purchase individual episodes.

### **Helpline Hours:**

Mon-Fri: 10am-6pm

### **I'm locked out of my account. How do I reset my password?**

Add 'support@vhx.tv' to your email contact list to ensure messages from SFSymphony+ do not end up in your spam folder.

- Make sure you are logged out here: <https://vimeo.com/ott/home>
- Visit the login page (<https://www.sfsymphonyplus.org>) and enter your email address.
- Click Next.
- Underneath the password field, select Reset your password.
- Enter your email address on that page and select Reset Password.
- If you are an active customer, you will be emailed a link to set a new password.
- Check your email inbox for that link. Click the link in the email and reset your password.

## **Will my SFSymphony+ subscription expire?**

Access to SFSymphony+ will remain active through the lifetime of the videos that were purchased in that season

If you qualify for access, simply use the address from your San Francisco Symphony account to create an SFSymphony+ account.

If a credit card was provided for the season subscription, your subscription will automatically be renewed each season.

## **Terms of Use / Legal Stuff / Cookies**

<https://www.sfsymphonyplus.org/privacy>

## **How do I update the credit card on file?**

You can edit your billing information any time on the billing settings page.

## **How will the charge appear on my credit card statement?**

The viewing platform for SFSymphony+ is Vimeo.

Charges should appear on your credit card as OTT\* SUBSCRIPTIONNAME.

## **I didn't receive a receipt for my purchase.**

A receipt was sent to the email address provided at the time of purchase. Remember to check your email spam folder and if you need another, please contact us.

## **WATCHING**

### **Can I watch an episode of SFSymphony+ more than once?**

Yes, you can watch at your convenience—beginning at the premiere and continuing for the season. SFSymphony+ is offered on-demand to fit your schedule anytime, anywhere.

### **Will I receive reminders about upcoming events?**

Yes.

### **Will I receive a reminder if I purchase a concert, ahead of the posting date?**

Yes, an automated email will be sent to your SFSymphony+ email address with a reminder for upcoming events.

### **Is there a limit to how many people can access one account?**

Each account is able to log in into 2 devices before all users are logged out of the system.