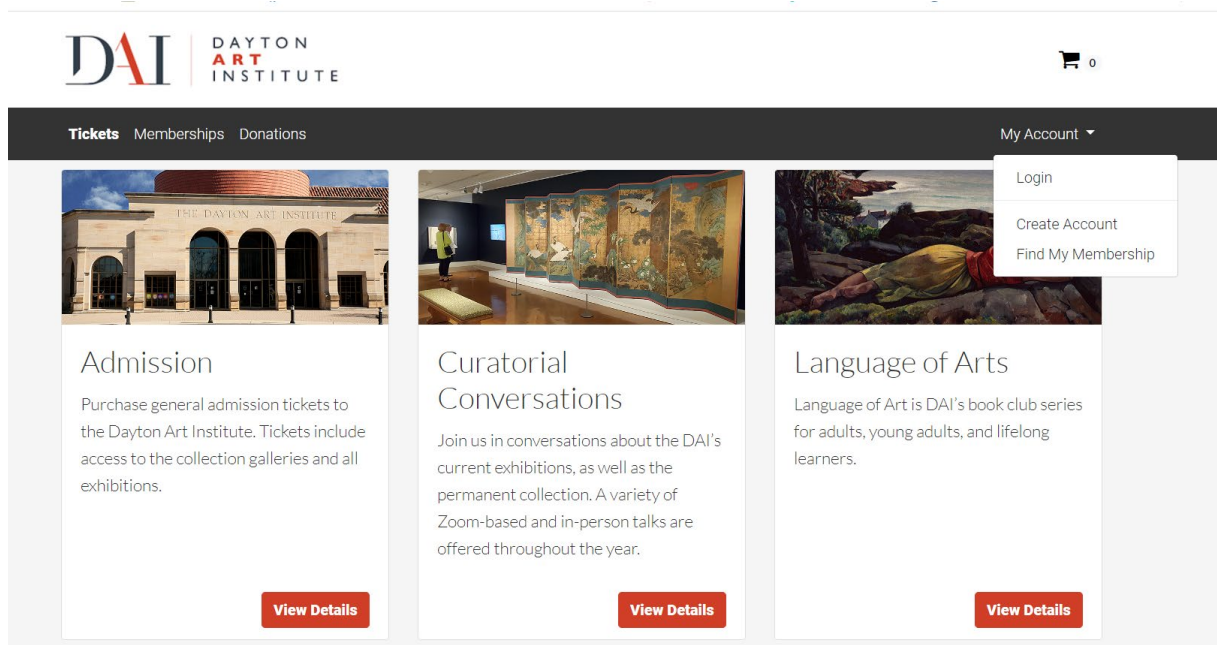


CREATING A USER ACCOUNT IN THE DAI TICKETING SYSTEM

The DAI implemented a new ticketing system in 2021. In order to purchase tickets and receive any applicable membership discounts, you must create a user account and log into it each time you make a purchase. If you are a museum member, the system will connect that user account to your membership profile, in order to apply your member discounts.

Please follow these steps to create and access your user account:

1. Go to <https://dai.ticketapp.org/portal/pages/tickets> and click/tap on “My Account” in the menu bar at the top of the screen. Then select “Create Account” from the menu options.



(Instructions continue on next page)



2. On the next screen, enter your first name, last name, email address and phone number. **If you are a member, the email address and phone number must be the primary ones listed on your DAI membership.** If you are not certain about the email address and phone number listed on your membership, please contact either Guest Services, at GSD@daytonart.org, or Kaytee Yantis-Houser, at khouser@daytonart.org, for assistance. You may also call Guest Services, at 937-223-4278, during [regular business hours](#).

A screenshot of the 'Create Account' form on the Dayton Art Institute website. The form is titled 'Create Account' and includes the DAI logo at the top. Below the title, it asks the user to provide personal information: 'Please tell us a little about yourself so we can create your account.' The form contains several input fields: 'First Name', 'Last Name', 'Email Address', and 'Phone Number'. The 'Phone Number' field includes a dropdown menu for country selection, currently set to 'US'. Below the input fields is a reCAPTCHA verification section with the text 'I'm not a robot' and a reCAPTCHA logo. At the bottom of the form, there is a red 'Continue' button. A small note at the bottom of the form states: 'If you have an existing user account and/or Membership, we will attempt to match your information to associating records.'

3. Click/tap “Continue” to create your user account, and follow the prompts to confirm your information and set your account password. Once an account has been created, you will be able to go to “Profile” from the My Account dropdown in the menu bar to view your account information. The Profile page also offers a “Find my Membership” option if your user account fails to connect to your membership information (be sure to use the “Membership ID” from your membership information to search).

If you encounter any issues in the account creation process or need further assistance, please contact either Guest Services or Kaytee Yantis-Houser, using the above contact information.