

## Introduction to Your MCC Account

The new platform being used by Monmouth Civic Chorus (AudienceView Professional or AVP), allows you to create an MCC Account in order to manage your personal information, review your donations, view orders and print tickets.

Your MCC Account is based on your email address and an MCC Account password.

This tutorial will help you set up your MCC Account and will walk you through what can be done within the account feature. Text references to links or buttons or places where text needs to be entered, are shown in bold text; green arrows point to where those links, buttons and information can be found on each screen in the new system.

Links to each section of this document are provided below for your convenience:

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## Home Page

The Monmouth Civic Chorus Home Page is shown below. As of February 2021, only the donation screens are on the new platform. This means that your new MCC Account can only be created from the Donation Screen. To get to the [Donation Screen](#) click on the **Donate** link on the Home Page.

**You do NOT need to make a donation to create your MCC Account.**

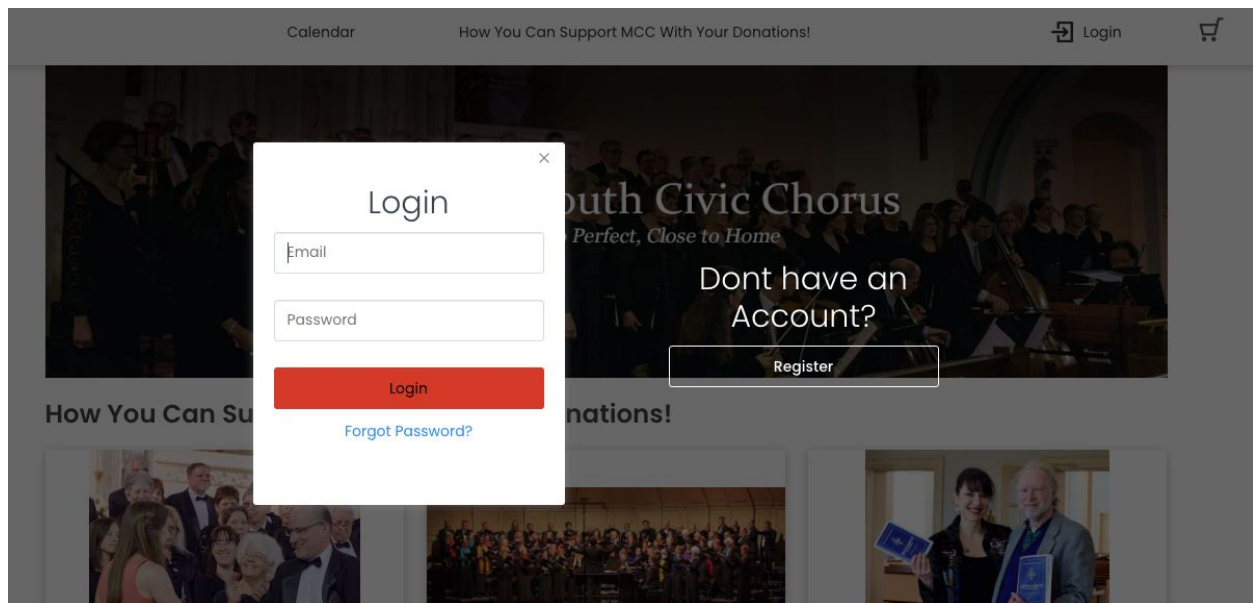


## Donation Screen

To create your MCC Account, start by clicking on the **Login** link in the top right corner of the Donation Screen. The [Login Screen](#) will be displayed.



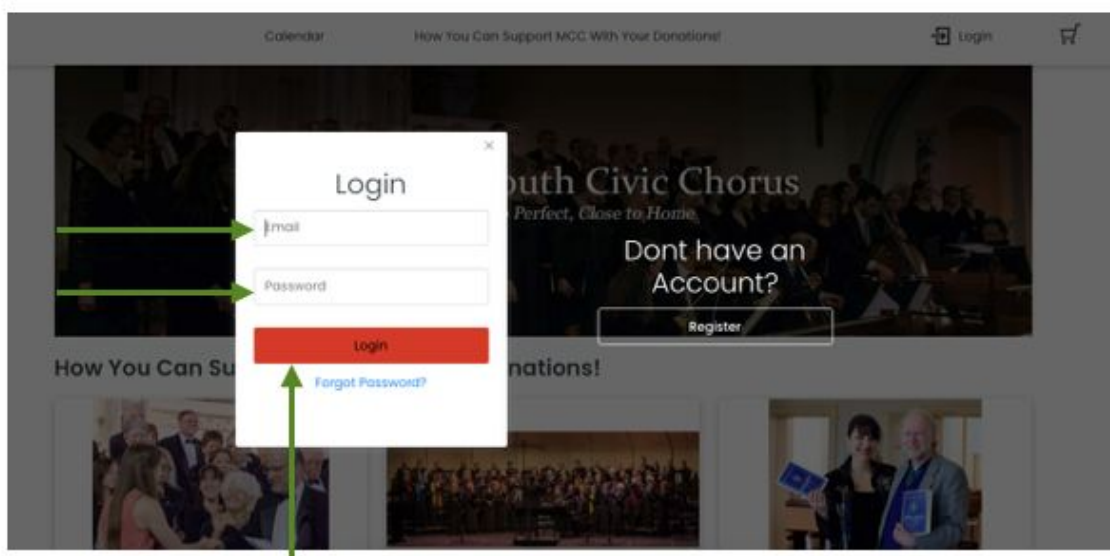
## Login Screen



If you are seeing the Login Screen for the first time, then your account is not yet activated. You will need to either:

1. [set a password](#) for an email address you have shared with MCC or
2. [register](#) your email address with MCC and create a password

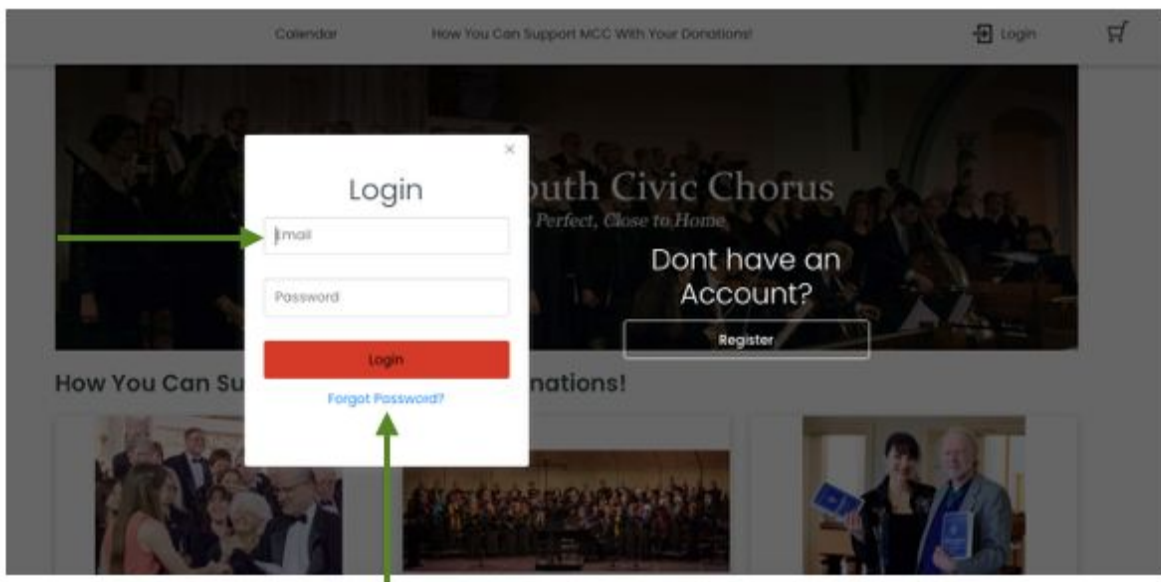
If you have already created your MCC Account, enter your **Email Address** and **Password** into the corresponding fields on the Login Screen and click the **Login** button. The system will refresh the screen you are on and include your name in the upper right corner. Refer to the [Successful Login Screen](#) to see what this looks like.



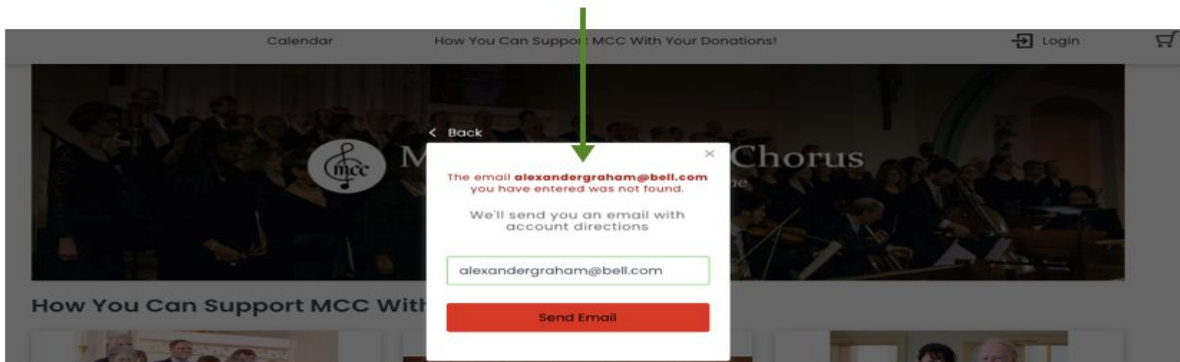
## Set Password Screen

MCC may already have your email address from earlier ticket purchases or donations. Those email addresses are now on the new platform. If you receive email from MCC or you have provided your email address to MCC or you are not sure, then follow these Set Password instructions.

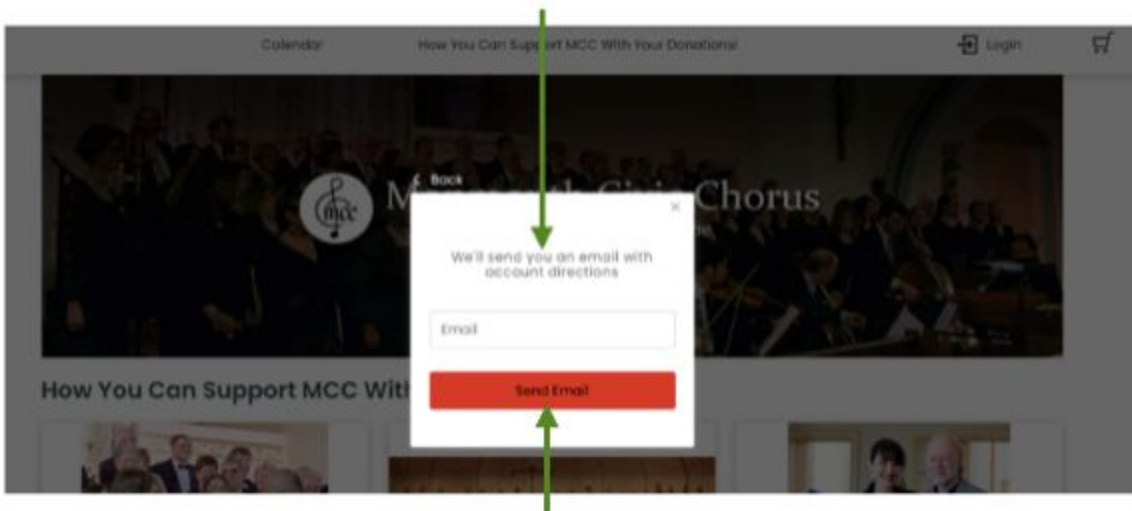
Enter your **Email** and then click the **Forgot Password** link.



If your email address *IS NOT* in our system, you will receive an **error message** as shown below and will need to use the [Register](#) button to set up your account.



If your email address **IS** in our system, you will see a message saying that an email has been sent to you. Check your email to see if you have received a message from [Ovation Tix Customer Service](#).

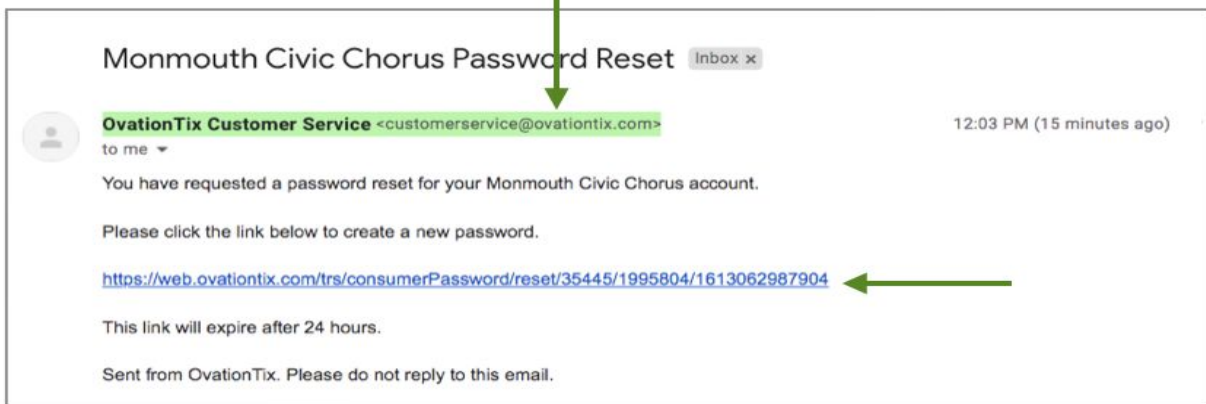


If you do not receive an email, try again by clicking on the **Resend Email** button.

If this still does not work, please contact MCC at (732) 933-9333 or email MCC at [development@monmouthcivicchorus.org](mailto:development@monmouthcivicchorus.org).

## Set Password Email from Ovation Tix Customer Service

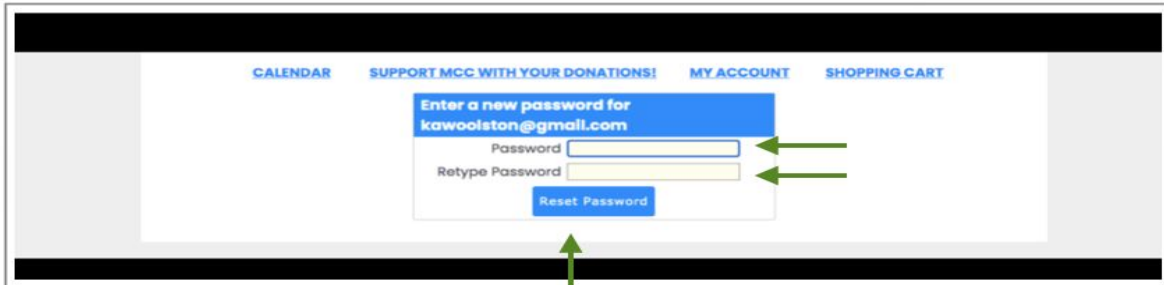
The email from Ovation Tix Customer Service looks like the picture below.



Click the **link** embedded in the email you receive. It will take you to the [Password Form](#).

## Password Form

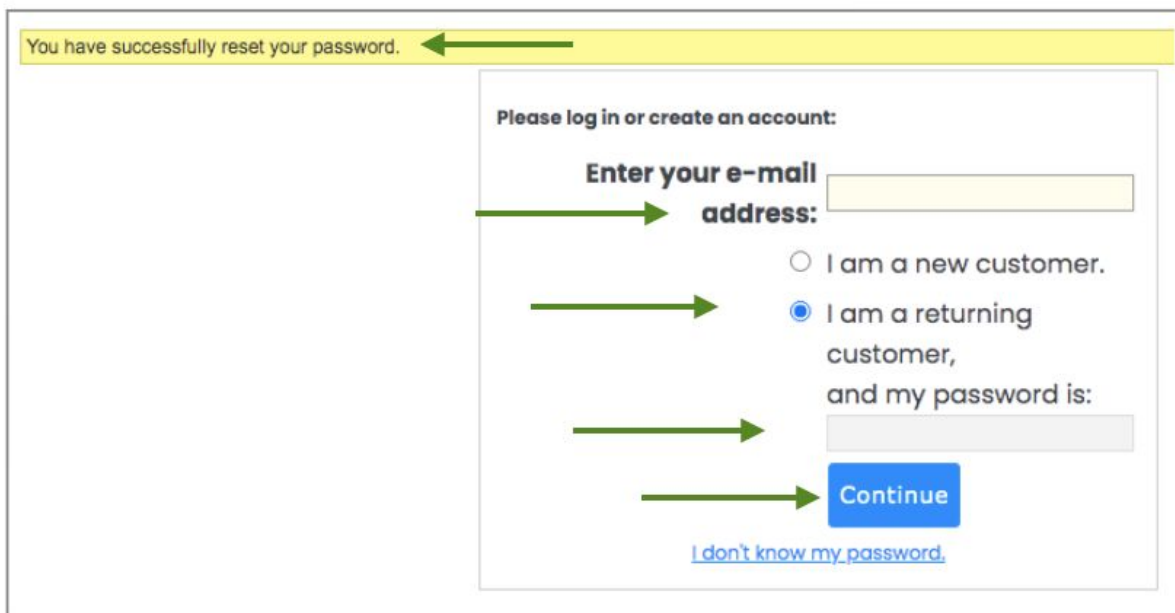
Enter a **Password** into the **Password** field and then re-enter the same password into the **Retype Password** field. **Note that your password is case-sensitive.**



The screenshot shows a web interface with a navigation bar at the top containing links for 'CALENDAR', 'SUPPORT MCC WITH YOUR DONATIONS!', 'MY ACCOUNT', and 'SHOPPING CART'. Below the navigation bar is a form titled 'Enter a new password for kawoolston@gmail.com'. The form contains two input fields: 'Password' and 'Retype Password', each with a green arrow pointing to it. Below the input fields is a blue button labeled 'Reset Password', with a green arrow pointing to it.

When your password has been typed and retyped, click the **Reset Password** button.

The Reset Password button will automatically close the existing window above and take you to a new window to log into the system.



The screenshot shows a login form with a yellow banner at the top that reads 'You have successfully reset your password.' Below the banner is a form titled 'Please log in or create an account:'. The form contains an input field for 'Enter your e-mail address:' with a green arrow pointing to it. Below the input field are two radio buttons: 'I am a new customer.' and 'I am a returning customer, and my password is:'. The 'I am a returning customer, and my password is:' radio button is selected, and there is a green arrow pointing to it. Below the radio buttons is an input field for the password, with a green arrow pointing to it. Below the input field is a blue button labeled 'Continue', with a green arrow pointing to it. At the bottom of the form is a link that reads 'I don't know my password.'

The system will acknowledge that you have **successfully reset your password** (see text in the yellow banner at the top of this screen).

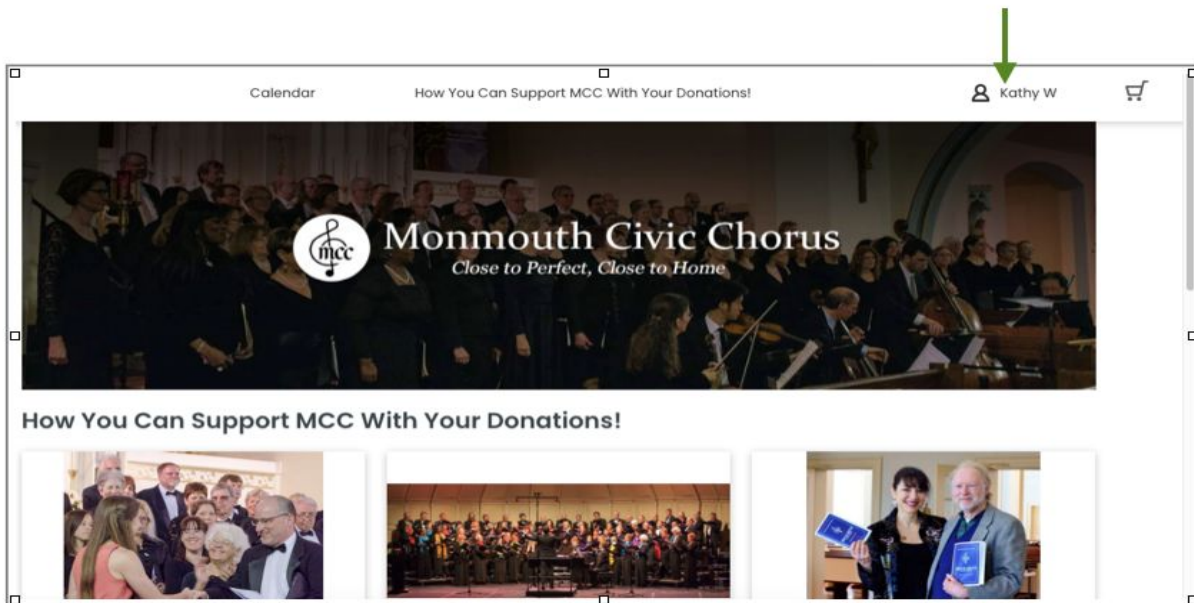
To log into the system from this form, enter your **e-mail address**, tick the '**I am a returning customer**' button, enter your newly created **password** and click the **Continue** button.

The Continue button will return you to the Donations Screen where you will see your name in the upper right corner which means you have successfully created an MCC Account in the new system. Refer to the [Successful Login Screen](#) to see what this looks like.



## Successful Login Screen

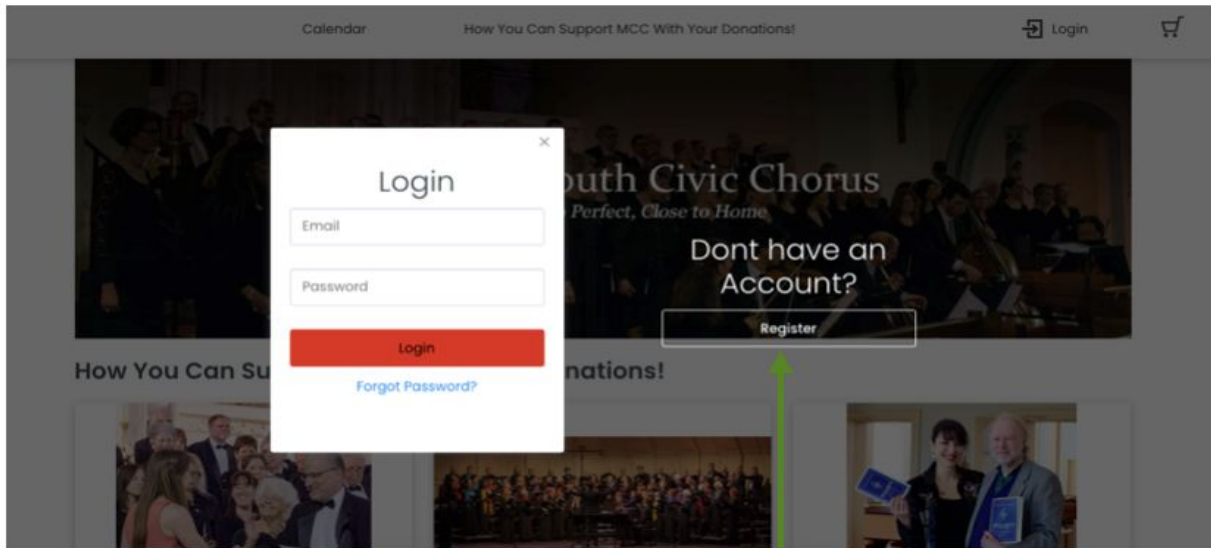
When you have successfully logged into your MCC Account, you will see a **user icon** ( 👤 ) and your **first name with the first letter of your last name** shown in the upper right corner.



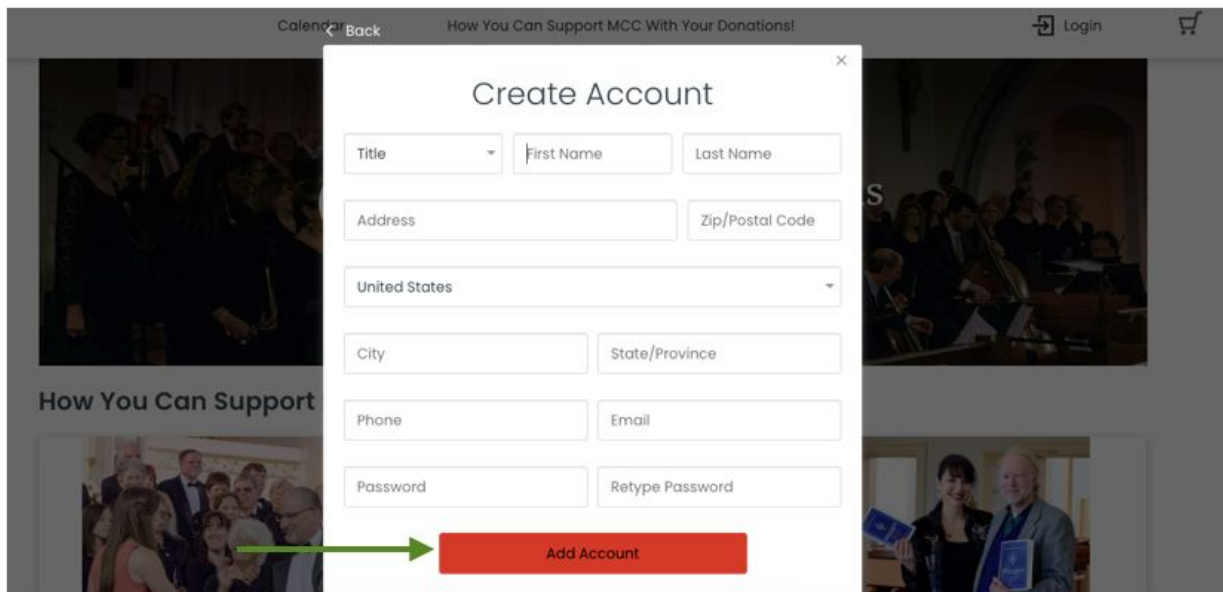
You can now access the [Account Feature](#).

## Register

If MCC does not have your email address or you received an error message when you tried to use your email address, then you will register for your account. Click the **Register** button on the Login Screen.



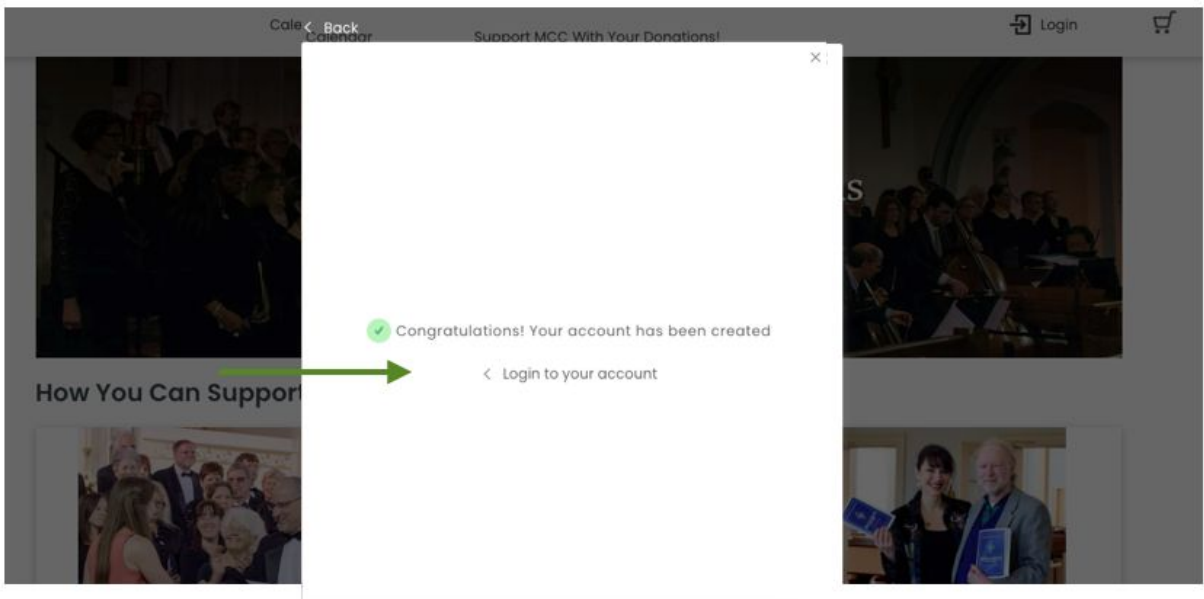
The screen is refreshed and the Create Account form is shown.



**Though it is not obvious, all of the information on the form is required, with the exception of "Title". The country is automatically selected for you.**


When you have completed the form, click the **Add Account** button.

The system will let you know that you have successfully set up your account with a congratulatory message.



Click the '< **Login to your account**' link on this message.  
You will be returned to the [Login Screen](#)  
where you can enter your email address  
and newly created password  
in order to access the [Account Feature](#).

## The Account Feature

To access the Account Feature, log into your account (see [Login Screen](#)) and then click on the **user icon** (  ) or any part of your **name** shown in the upper right corner.



Two options are available to you through this link:

1. My Account
2. Logout

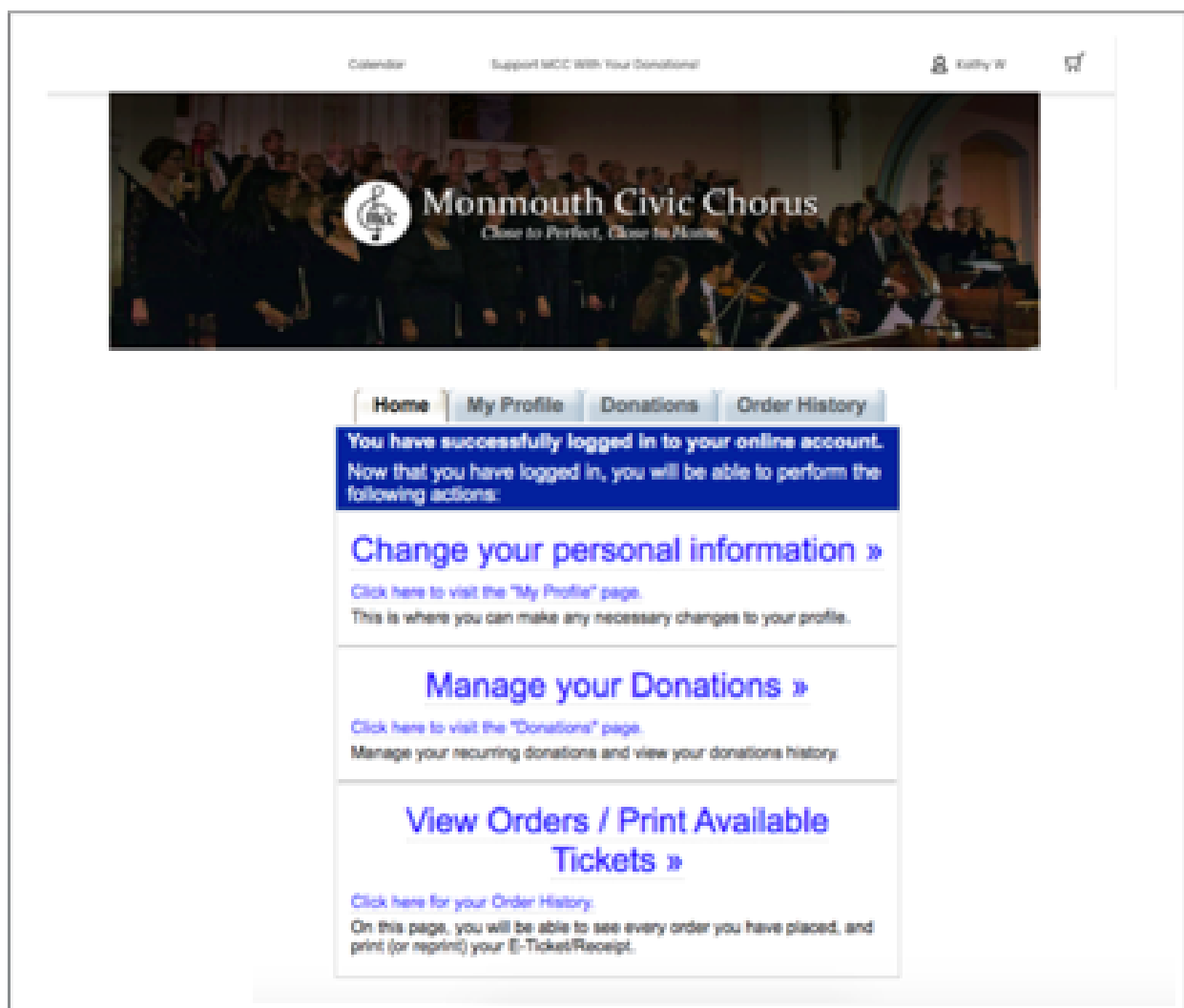


Click on the **My Account** link. The screen will refresh and you will see the [My Account Screen](#).

## My Account Screen

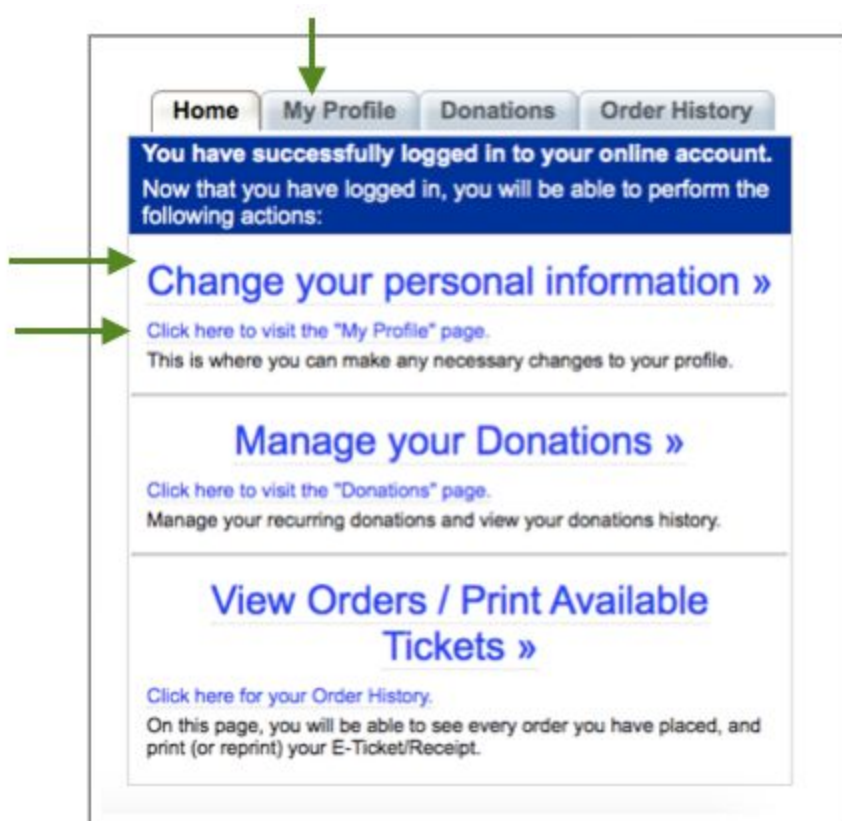
The My Account screen will let you:

1. Change your personal information ([My Profile](#))
2. Manage your Donations ([Donations](#))
3. View Orders/Print Available Tickets ([Order History](#))



## My Account - My Profile Screen

To make changes to information like your name, address, phone, email address and/or password, click the **“Change your personal information >>”** link, click on the **“My Profile”** link or click on the **“My Profile”** tab. All three will take you to the [My Profile Form](#).



The complete profile form is shown on the next page.

# My Profile Form

Home My Profile Donations Order History

## My Profile

Here you can make any necessary changes to your profile. If you would like to change your password, feel free to do so. When you are finished making changes, click the "Save" button at the bottom of the page to update your account.

### Login information

Enter your email address and a password so you can securely access all your account information.

Login Email

Password

Retype Password

Password Hint

### Customer Information

Please enter the billing address of your credit card. If you would like your tickets shipped to a different address, you may enter it at "Shipping Information."

Title

First Name

Last Name

Institution/Organization

Billing Address

City

\* State

Country

Zip

Phone

### Shipping Information:

Please enter the shipping address, if different from billing

First Name:

Last Name:

Shipping Address:

City:

State/Province:

Country:

Zip/Postal Code:

Yes! I'd like to receive occasional news and special offers from MCC by email. [\[details / privacy\]](#)

Save

The account information has been updated.

Home My Profile Donations Order History

## My Profile

Here you can make any necessary changes to your profile. If you would like to change your password, feel free to do so. When you are finished making changes, click the "Save" button at the bottom of the page to update your account.

### Login information

Enter your email address and a password so you can securely access all your account information.

### Login Information

Your email address will be shown in the Login Email field as will a hint, if you enter one.

Passwords are not visible. However, you can change your password here by typing it into the **Password** field and then retyping it into the **Retype Password** field.

### Customer Information

The Customer Information section is used to change your address or phone information.

If you want a second person from your household included on mailings, enter his/her name into the **first Billing Address** field and enter your physical address into the **second Billing Address** field. This is done to ensure that address labels are properly formatted.

### Shipping Information

Fill in the shipping address if it is different from the billing address. This address is used for mailing concert tickets. Tickets can also be [printed online](#).

By default, you are automatically registered to receive emails from MCC. If you do not wish to receive emails, uncheck the **"Yes! .. by email"** box.

Click the **Save** button when you have completed your updates.

After the Save button is clicked, the screen does not change but a **yellow message bar** appears at the top of the screen confirming that the account information has been updated.



## My Account - Donations Screen

### Important Note:

All past contributions made to MCC have been migrated to the new platform. However, donations may not appear under My Account-Donations right away.

Please allow 5 business days after creating your new MCC Account, before viewing Donations.

If you still have a problem after waiting, please contact MCC at (732) 933-9333 or email MCC at [development@monmouthcivicchorus.org](mailto:development@monmouthcivicchorus.org).

To review or print any donations you have made to MCC over the years, click the “**Manage Your Donations >>**” link, click on the “**Donations**” link or click on the “**Donations**” tab. All three will take you to the Donations screen.





The Donation Screen is divided into three sections:

1. Overview
2. Recurring
3. History

Clicking on a section title will expand the screen and show the information relevant to that particular section.

The screenshot shows a web interface for a 'My Account' page. At the top, there is a blue navigation bar with the text 'My Account'. Below this, there are four buttons: 'Home', 'My Profile', 'Donations', and 'Order History'. The 'Donations' button is highlighted. Below the navigation bar, there are three expandable sections: 'OVERVIEW', 'RECURRING', and 'HISTORY'. The 'OVERVIEW' section is currently expanded, showing a table of donation data. The 'RECURRING' and 'HISTORY' sections are collapsed. Green arrows point to the 'OVERVIEW', 'RECURRING', and 'HISTORY' section titles.

Year	Total Donated To Date	Report
2020	\$250.00	<a href="#">View &amp; Print YTD Report</a>
2019	\$150.00	<a href="#">View &amp; Print Annual Report</a>
2018	\$200.00	<a href="#">View &amp; Print Annual Report</a>
2017	\$200.00	<a href="#">View &amp; Print Annual Report</a>
2016	\$100.00	<a href="#">View &amp; Print Annual Report</a>

## Donations - Overview

Home My Profile **Donations** Order History

OVERVIEW

**Total Donations for 2021** **\$0.00**

Year	Total Donated To Date	Report
2020	\$250.00	<a href="#">View &amp; Print YTD Report</a>
2019	\$150.00	<a href="#">View &amp; Print Annual Report</a>
2018	\$200.00	<a href="#">View &amp; Print Annual Report</a>
2017	\$200.00	<a href="#">View &amp; Print Annual Report</a>
2016	\$100.00	<a href="#">View &amp; Print Annual Report</a>

**Total Donations to date** **\$900.00**

RECURRING

HISTORY

The top portion of the Donations screen provides an **Overview** of your donations to MCC.

You will see your **Total Donations for the current year**.

You will see a list showing your **total donations for all of the years** you have been giving (in example shown, 5 years).

You will see the **Total Donations to date** you have made to MCC across all of the years of your giving. Please note that our contributions records only go back to late 2003.

Year	Total Donated To Date	Report
2020	\$250.00	<a href="#">View &amp; Print YTD Report</a>
2019	\$150.00	<a href="#">View &amp; Print Annual Report</a>

Adjacent to each donation is a **View & Print .. Report** link. Click this link to see the details for that particular year's donations.

**Monmouth Civic Chorus**  
Your Last Name, First Name  
Annual Donation Summary for 2020 as of February 12, 2021

**Donations for the year of 2020:**

Date	Payment	Campaign	Amount
12/29/20	PRD Import VISA	Annual Support	\$250.00

**Summary**

Annual Support	\$250.00
<b>\$250.00</b>	<b>Total:</b>

When you view the Annual (or YTD) Report, you will see a list of each individual donation made during that calendar year. The details include:

- Date of the donation
- Payment type
- Campaign to which the donation was applied
- Amount of the donation

In this example, only one donation was made during the 2020 year.

This report can be printed using your Browser.

## Donations - Recurring

Recurring Donations is a new feature that MCC will use now that we are on a platform that supports this capability. Instructions on how to use this feature will be available by the end of February 2021.

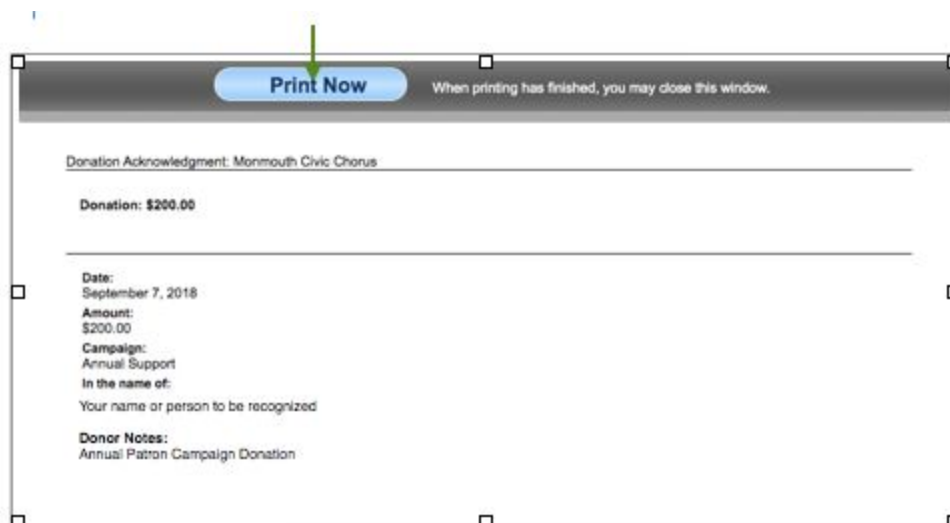
## Donations - History

The Donation-History section of the screen lists each individual donation made by you. It provides the:

- date
- campaign name
- amount
- order number
- person to be recognized for the contribution
- additional notes

HISTORY					
Date	Campaign	Amount	Order	Recognition:	Details
6/1/17	Annual Support	\$50.00	PR74477408	Recognition:	Your name or person to be recognized
				Notes:	Annual Patron Campaign Donation
9/16/19	Annual Support	\$150.00	PR74477409	Recognition:	Your name or person to be recognized
				Notes:	Annual Patron Campaign Donation
9/7/18	Annual Support	\$200.00	PR74477410	Recognition:	Your name or person to be recognized
				Notes:	Annual Patron Campaign Donation
9/14/16	Annual Support	\$100.00	PR74477411	Recognition:	Your name or person to be recognized
				Notes:	There is a Corporate Match Annual Patron Campaign Donation
2/7/17	Virtuoso	\$150.00	PR74477412	Recognition:	Your name or person to be recognized
				Notes:	Virtuoso Donation: accompanist
12/29/20	Annual Support	\$250.00	PR75134514	Recognition:	Your name or person to be recognized
				Notes:	Annual Patron Campaign Donation

The column labeled “Order” (aka Order ID) is a link and will show you additional details regarding a particular donation as you can see on the following screen. Note that you can Print this information via the **Print Now** button.



The screenshot shows a window titled "Donation Acknowledgment: Monmouth Civic Chorus". At the top, there is a blue button labeled "Print Now" with a green arrow pointing to it. Below the button, the text reads: "When printing has finished, you may close this window." The main content of the window is a donation acknowledgment form with the following details:

Donation: \$200.00

Date: September 7, 2018  
Amount: \$200.00  
Campaign: Annual Support  
In the name of: Your name or person to be recognized  
Donor Notes: Annual Patron Campaign Donation

## My Account - Order History Screen

All donations and orders are listed on the Order History screen.



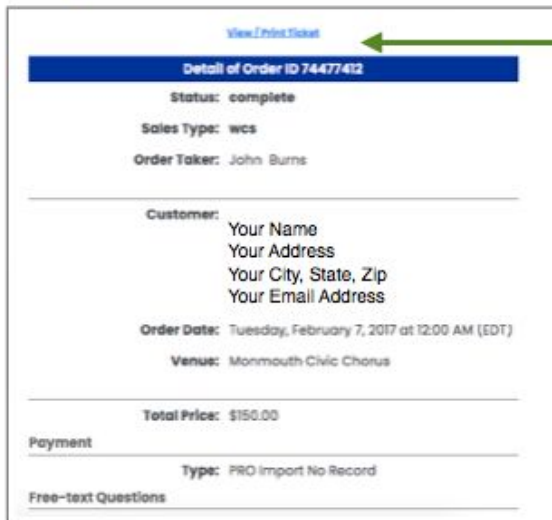
Home My Profile Donations **Order History**

**Order History**

Listed below are the orders you have placed. To print (or reprint) your E-Ticket/Receipt, click the link labelled "click here to view and print." On the following page, click the printer icon (or press CTRL+P) to print the page.

Order ID	Purchase Date	Items	Total	Paid	Due	
<a href="#">PR75043784</a>	February 3, 2021 1:32 PM		\$0.00	\$0.00	\$0.00	<a href="#">View and Print Receipt »</a>
<a href="#">PR74774842</a>	January 13, 2021 1:35 PM	Order Refunded	\$0.00	\$0.00	\$0.00	
<a href="#">PR75134514</a>	December 29, 2020 12:00 AM	Donation (Annual Support)	\$250.00	\$250.00	\$0.00	<a href="#">View and Print Receipt »</a>
<a href="#">PR74477409</a>	September 16, 2019 12:00 AM	Donation (Annual Support)	\$150.00	\$150.00	\$0.00	<a href="#">View and Print Receipt »</a>
<a href="#">PR74477410</a>	September 7, 2018 12:00 AM	Donation (Annual Support)	\$200.00	\$200.00	\$0.00	<a href="#">View and Print Receipt »</a>
<a href="#">PR74477408</a>	June 1, 2017 12:00 AM	Donation (Annual Support)	\$50.00	\$50.00	\$0.00	<a href="#">View and Print Receipt »</a>
<a href="#">PR74477412</a>	February 7, 2017 12:00 AM	Donation (Virtuoso)	\$150.00	\$150.00	\$0.00	<a href="#">View and Print Receipt »</a>
<a href="#">PR74477411</a>	September 14, 2016 12:00 AM	Donation (Annual Support)	\$100.00	\$100.00	\$0.00	<a href="#">View and Print Receipt »</a>

The **Order ID** is a link to additional details.



[View/Print Ticket](#)

**Detail of Order ID 74477412**

Status: complete

Sales Type: wcs

Order Taker: John Burns

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Customer:

Your Name  
Your Address  
Your City, State, Zip  
Your Email Address

Order Date: Tuesday, February 7, 2017 at 12:00 AM (EDT)

Venue: Monmouth Civic Chorus

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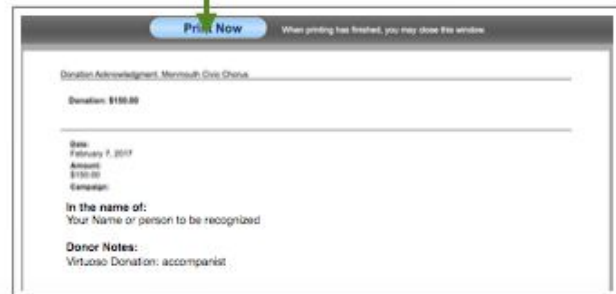
Total Price: \$150.00

Payment

Type: PRO Import No Record

Free-text Questions

When you click the **View/Print Ticket** link or you click the **View and Print Receipt** link, a new screen is shown summarizing some of the information from the order. Use the **Print Now** button to print out this information.



**Print Now** When printing has finished, you may close this window.

Donation Acknowledgment, Monmouth Civic Chorus

Donation: \$150.00

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Date: February 7, 2017  
Amount: \$150.00  
Campaign:

In the name of:  
Your Name or person to be recognized

Donor Notes:  
Virtuoso Donation: accompanist