

Tipsheet for Purchasing Tickets through Duke Box Office Website

We have put together this tipsheet because navigating this website all the way through to getting the tickets can be tricky for many.

We hope that following these instructions makes it easier for you to attend our concerts!

If you need different/more assistance, contact the Duke Box Office:

E-mail tickets@duke.edu

Call 919.684.4444, Tuesday-Friday 11:00 AM - 4:00 PM

Step 1: Finding the Duke Box Office Website

Option 1: Go to your computer/table/mobile device internet browser. Visit <https://tickets.duke.edu/> by typing "www.tickets.duke.edu" into your browser or copying and pasting the link here. Then follow at Step 2 in this document.

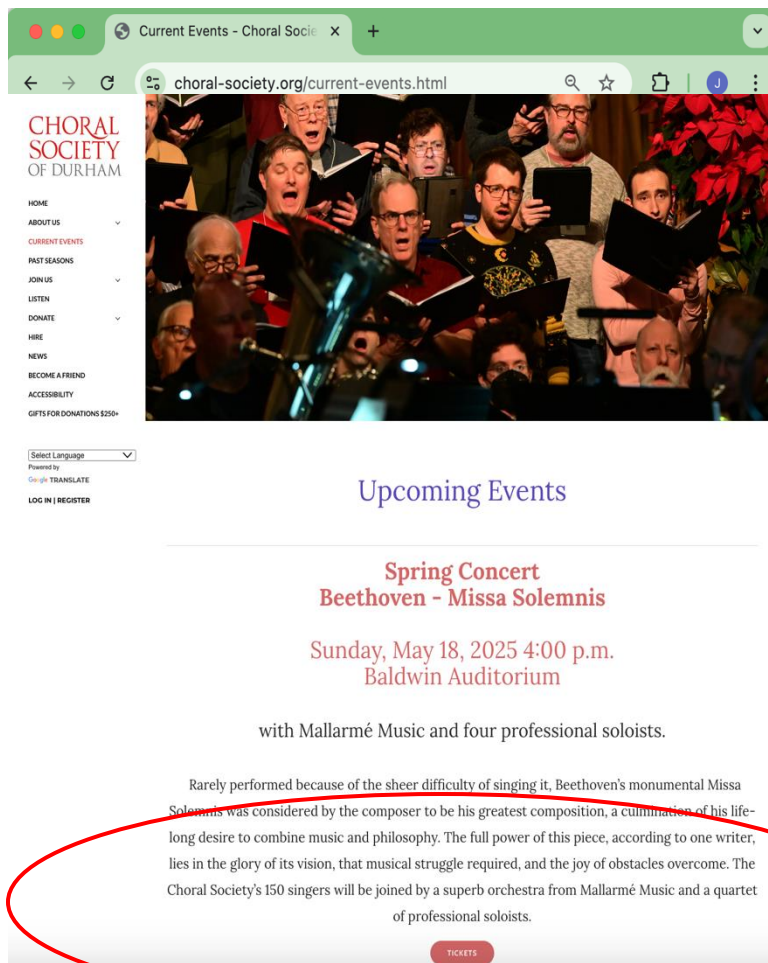
Option 2: Visit the Choral Society of Durham Website.

(www.choral-society.org)

It should look something like this:

Click on the Tickets link circled in red below.

This will take you directly to the Duke Box Office website with the current event already selected (so you can skip to Step 3 in this document).



The screenshot shows the Choral Society of Durham website. The header includes the organization's name and a navigation menu with links: HOME, ABOUT US, CURRENT EVENTS, PAST SEASONS, JOIN US, LISTEN, DONATE, HERE, NEWS, BECOME A FRIEND, ACCESSIBILITY, and GIFTS FOR DONATIONS \$250+. A language selection dropdown is set to 'Select Language'. Below the header is a large image of a choir performing. The main content area is titled 'Upcoming Events' and features the 'Spring Concert' with the program 'Beethoven - Missa Solemnis' on Sunday, May 18, 2025 at 4:00 p.m. at the Baldwin Auditorium. It mentions 'with Mallarmé Music and four professional soloists.' A paragraph describes the significance of Beethoven's Missa Solemnis. At the bottom, a red button labeled 'TICKETS' is circled in red.

Upcoming Events

Spring Concert
Beethoven - Missa Solemnis

Sunday, May 18, 2025 4:00 p.m.
Baldwin Auditorium

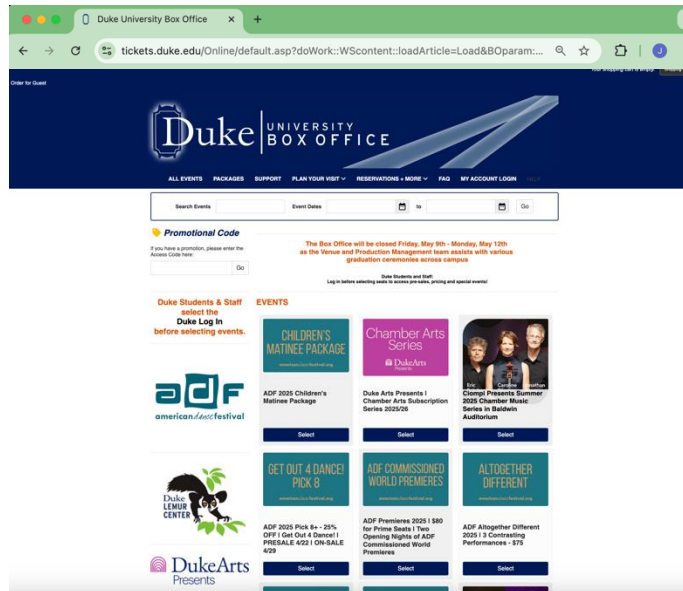
with Mallarmé Music and four professional soloists.

Rarely performed because of the sheer difficulty of singing it, Beethoven's monumental Missa Solemnis was considered by the composer to be his greatest composition, a culmination of his life-long desire to combine music and philosophy. The full power of this piece, according to one writer, lies in the glory of its vision, that musical struggle required, and the joy of obstacles overcome. The Choral Society's 150 singers will be joined by a superb orchestra from Mallarmé Music and a quartet of professional soloists.

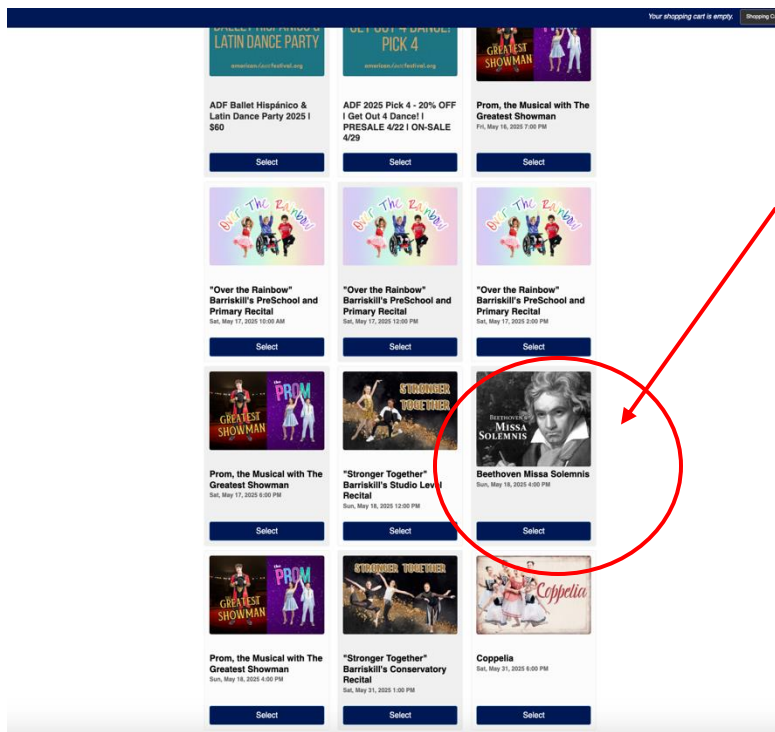
TICKETS

Step 2. This is where you start if you went directly to the Duke Box Office website yourself.

1) The website should look something like this:



2) Scroll down to find the event you are looking for:



Find the Choral Society of Durham performance you are looking for.

In this example, you would select the Beethoven Missa Solemnis in Baldwin Auditorium.

Other concerts will be listed differently (for example, our winter concert in Duke Chapel).

Click on the blue "Select" button.

Step 3. Discount codes. *This is where you start if you got to the Duke Box Office website through the Choral Society of Durham website, current events “tickets” link. You should see the event you wish to attend – in this example, Beethoven Missa Solemnis.*

- 1) Sometimes, you may have a discount code from one of our emails or newsletters that allows you to purchase some kinds of tickets at a discounted rate. If you do, that is what Duke Box Office calls a “Promotional Code”.
- 2) **If you would like to use the discount (promotional) code, you must enter it FIRST before you do anything else.** Follow our red arrow and instructions in red italics below!
- 3) If you do not have a discount code, skip to Step 4 on the next page.

Duke UNIVERSITY BOX OFFICE

ALL EVENTS PACKAGES SUPPORT PLAN YOUR VISIT RESERVATIONS + MORE FAQ MY ACCOUNT LOGIN HELP

← Start Over

Seating

Beethoven Missa Solemnis ← *If what you see here is not the event you wish, go back to Step 2.*

Baldwin Auditorium – Sun, May 18, 2025 4:00 PM [Send to my Calendar](#)

Presented by the Choral Society of Durham [more info](#)

Promotional Code

If you have a promotion, please enter the Access Code here:

← *1) Type your promotional code in this box if you have one, then click “Go”.*

Quantity

Full Price (Max 8)* \$25.00

Student (ID Required) \$5.00

Age 30 & under \$15.00

Youth (18 & under) \$5.00

Groups (10+) \$22.50

*Note: The “Max” values shown above do not reflect your past purchases. In some cases your past purchases may count towards the maximum number of tickets you are allowed.

Price Zone

☒ General Seating

Full Price	Student (ID Required)	Age 30 & under	Youth (18 & under)	Groups (10+)
\$25.00	\$5.00	\$15.00	\$5.00	\$22.50

Step 4. Selecting your tickets.

- 1) Select the number of tickets you wish to purchase. Tickets are listed in categories by price/age/eligibility. See instructions below on how to select your tickets.
- 2) Then click on the blue button “Add to order.” See the image below:

Quantity

3	Full Price (Max 8)
	\$25.00
☒	Student (ID Required)
	\$5.00
☒	Age 30 & under
	\$15.00
☒	Youth (18 & under)
	\$5.00
☒	Groups (10+)
	\$22.50

*Note: The "Max" values shown above do not reflect your past purchases. In some cases your past purchases may count towards the maximum number of tickets you are allowed.

Price Zone

☒ General Seating				
Full Price	Student (ID Required)	Age 30 & under	Youth (18 & under)	Groups (10+)
\$25.00	\$5.00	\$15.00	\$5.00	\$22.50

Section

Please note: All sales are final. All ticket prices are inclusive of mandated NC state tax, and are subject to additional order processing fees. Charges are dependent upon items purchased and may range from no charges, \$2 per ticket, \$8 per subscription package, or \$12 per group order. In the case of an event cancellation, ticket purchasers will be contacted via email with information regarding refund or exchange options. The sale or resale tickets available for on this site by any means is strictly prohibited. Late seating is not guaranteed, at the discretion of house staff. All items entering venues are subject to search. All guests, regardless of age, require a ticket. For more information, please see the full list of [Terms and Conditions](#)

Select number of tickets you would like in each category by:

- 1) clicking on the small checkmark and then a dropdown menu will appear with a list of numbers.
- 2) select the number you wish from the dropdown menu. In this example “3” in Full Price.
- 3) All tickets are General Seating.

Click on this blue button when you have selected all your tickets.

Step 5. You are not a robot.

You will likely see a version of this Verification screen.

Please click inside the checkbox below next to the words “I’m not a robot.”



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Verification

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Why am I seeing this?

To ensure your purchase is secure, verification is enabled.

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Duke University Box Office
919.684.4444 | tickets@duke.edu
Open Online Anytime! Phones: Tuesday - Friday 11 AM - 4 PM

The use of this web site signifies your agreement to the [Terms and Conditions](#) and [Privacy Policy](#)

The Duke University Box Office is part of Venue and Production Management, a unit of Campus Life, within the Division of Student Affairs at Duke University.

Step 6. Verify your Shopping Cart.

- 1) Now you should see a list of your tickets with the associated prices listed on a screen like this one. All tickets for our concerts are “General Seating.”
- 2) You can make changes if needed or start over at Step 2 if needed by clicking Cancel Order and beginning again.
- 3) If everything looks as it should, please click the blue button for “Continue/Checkout”.



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Shopping Cart

Tickets

Beethoven Missa Solemnis

Sun, May 18, 2025 4:00 PM

[more info](#)

Section	Price Type	Price Zone	
☐ General Seating	Full Price ▾	General Seating	\$25.00
☐ General Seating	Full Price ▾	General Seating	\$25.00
☐ General Seating	Full Price ▾	General Seating	\$25.00

[Remove](#)

Event Total Amount \$75.00

Events Total Amount	\$75.00
Per Ticket Charge (\$2/ticket)	\$6.00
Grand Total	\$81.00

[Cancel Order](#) [← Continue Shopping](#) [Continue/Checkout](#)

Step 7. Logging in to an account to complete your order.

In order to check out you must have or create an account. Choose one option:

Option 1. If you have an active Duke email

- click on the Duke Login button below
- follow normal login procedures using your email/NetID and password
- skip to Step 9 in this document

Option 2. If you DO NOT have a Duke login

- please click on the Login (non-Duke email account) option below
- create an account with this system, using a non-Duke email (see Step 8)
- keep track of your password so you can log back into this site for other events in the future

The screenshot shows the Duke University Box Office website. The header is dark blue with the Duke University logo and 'BOX OFFICE' text. Below the header is a navigation bar with links: ALL EVENTS, PACKAGES, SUPPORT, PLAN YOUR VISIT, RESERVATIONS + MORE, FAQ, MY ACCOUNT LOGIN, and HELP. The main content area has a heading 'How would you like to continue with your order?'. Below this is a white box containing two login options: 'Duke Login' and 'Login (non-Duke email accounts)'. Below these is a link to 'Create a new account'. At the bottom of the page, there is a small disclaimer and contact information for the Duke University Box Office.

Duke UNIVERSITY BOX OFFICE

ALL EVENTS PACKAGES SUPPORT PLAN YOUR VISIT RESERVATIONS + MORE FAQ MY ACCOUNT LOGIN HELP

How would you like to continue with your order?

Log in with my account

Duke Login

Login (non-Duke email accounts)

If you do not have an account please create an account to complete your order

Create a new account

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Step 8. Creating account/Logging in with a non-Duke email.

The following instructions are for people who DO NOT have Duke email addresses.

1) When selected, the “Login (non-Duke email account)” button will turn lime green (as seen below) and two new boxes for your email address and password will appear.

2) To create an account for the FIRST TIME, click the “Create a new account” button below. You will be asked to supply information about yourself and create a password which you should keep for future reference on this website.

3) If you have already created this account previously on the Duke Box Office website, simply enter your email address and password and then click “Login”. Or you can request to reset your password.

Duke UNIVERSITY BOX OFFICE

ALL EVENTS PACKAGES SUPPORT PLAN YOUR VISIT RESERVATIONS + MORE FAQ MY ACCOUNT LOGIN HELP

How would you like to continue with your order?

Log in with my account

Duke Login

Login (non-Duke email accounts)

Email Address

Password Reset password

Login

If you do not have an account please create an account to complete your order

Create a new account

Enter email address and password.

Please note: All sales are final. All ticket prices are inclusive of mandated NC state tax, and are subject to additional order processing fees. Charges are dependent upon items purchased and may range from no charges, \$2 per ticket, \$8 per subscription package, or \$12 per group order. In the case of an event cancellation, ticket purchasers will be contacted via email with information regarding refund or exchange options. The sale or resale tickets available for on this site by any means is strictly prohibited. Late seating is not guaranteed, at the discretion of house staff. All items entering venues are subject to search. All guests, regardless of age, require a ticket. For more information, please see the full list of Terms and Conditions

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Step 9. For all (both Duke and non-Duke email accounts) – next step, Ticket Delivery Method.

Select the method by which you will receive your tickets – mobile delivery (via email), Will Call, or mail.

For mobile delivery, you will receive an email and/or text message with a barcode for each ticket that will be scanned on the day of the event to enter. As noted below, messages with ticket barcodes are sent 24-48 hours before the event.

Now that you have created or logged into your account, your information should appear correctly below under “Customer,” “Address” and “Email Address”.

When ready, click on the blue “Continue/Checkout” button.

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ALL EVENTS PACKAGES SUPPORT PLAN YOUR VISIT ▾ RESERVATIONS + MORE ▾ FAQ MY ACCOUNT LOGIN HELP

Shopping Cart / Customer Info / Order Summary

Delivery Details

Delivery Method Please select a delivery method.

☒ **Mobile Delivery (Delayed Arrival - sent 24-48 hours prior to event)**
Tickets will be emailed 24-48 hours prior to event

☐ **Will Call Pick Up**
Tickets will be held for Pick Up during business hours at main Box Office or at the performance venue starting one hour prior to event start time. ID required.

☐ **Mail Delivery**
Arrives by USPS to address listed in your account. Please verify for accuracy in your 'My Account' page.

Customer
[Dropdown menu]

Address: If prompted to update, please select "My Account" above and then "Account Information" to add if this is your first time logging in.
[Text field]

Email Address
[Text field]

Back Continue/Checkout

Your information should appear here. Update it as needed.

Click on this blue button when ready to check out

Please note: All sales are final. All ticket prices are inclusive of mandated NC state tax, and are subject to additional order processing fees. Charges are dependent upon items purchased and may range from no charges, \$2 per ticket, \$8 per subscription package, or \$12 per group order. In the case of an event cancellation, ticket purchasers will be contacted via email with information regarding refund or exchange options. The sale or resale tickets available for on this site by any means is strictly prohibited. Late seating is not guaranteed, at the discretion of house staff. All items entering venues are subject to search. All guests, regardless of age, require a ticket. For more information, please see the full list of [Terms and Conditions](#)

Step 10. Finalizing your purchase.

1) Verify your customer name and address information is correct (in the screen that looks like the one below. Or you may update it using the “My Account” link in the blue banner across the top of the page.

2) Verify that your Delivery Method is the one you would like. If not, you can change it by going back into the shopping cart (by clicking on the words “Shopping Cart” above the words “Customer Info” on this screen).

3) Next select your credit card type and enter this information. When ready, click “Complete Order”.

4) You should receive a receipt for your purchase in your email regardless of how you wish to receive your actual tickets.

If you selected Mobile Delivery, don't forget to find your mobile ticket barcodes in your email or via text message before your event. You will need that to be scanned at the door.

We look forward to seeing you at the performance!

The screenshot shows the 'Customer Info' page of the Duke University Box Office. The top navigation bar includes links for ALL EVENTS, PACKAGES, SUPPORT, PLAN YOUR, RESERVATIONS + MORE, MY ACCOUNT LOGIN, and HELP. Below the navigation bar, a breadcrumb trail shows 'Shopping Cart / Customer Info / Order Summary'. The 'Customer Info' section includes a summary of the order and a prompt to enter credit card information. The 'Contact' section has a red note: '(Your name will appear here.)'. The 'Address' section has a red note: '(Your address will appear here.)'. The 'Delivery Method' section shows 'Mobile Delivery (Delayed Arrival - sent 24-48 hours prior to event)'. The 'Purchase Summary' table lists the following items and amounts:

Purchase Summary	
Events Total Amount	\$75.00
Per Ticket Charge (\$2/ticket)	\$6.00
Grand Total	\$81.00

At the bottom of the page, there are 'Cancel' and 'Complete Order' buttons. A red arrow points to the 'Complete Order' button. Below the buttons, a disclaimer states: 'Click the "Complete Order" button ONLY ONCE. Clicking more than once may charge your credit card multiple times. *Taxes included, where applicable, per NC State House Bill 998.*' and a note at the very bottom reads: 'NOTE: ALL SALES ARE FINAL. NO REFUNDS OR EXCHANGES.'

Click on this button to complete your purchase.