



# MY *Hops* TICKETS

## USER GUIDE

ACCOUNT LOGIN & PASSWORD RESET

FOR MORE INFORMATION, VISIT

[HILLSBOROHOPS.COM](https://www.hillsborohops.com)

OR CALL **503.640.0887**



**MY HOPS TICKETS** IS A SELF-SERVICE ONLINE ACCOUNT MANAGEMENT SYSTEM, ENABLING PATRONS TO PERFORM NUMEROUS ACTIONS ON THEIR TICKET INVENTORY, AS WELL AS PRESENTING NEW SALES OPPORTUNITIES WITH RENEWALS AND SPECIAL OFFERS.

THIS GUIDE WILL HELP WALK YOU THROUGH LOGGING INTO YOUR **MY HOPS TICKETS** ACCOUNT, AND HOW TO RESET YOUR PASSWORD IF YOU HAVE FORGOTTEN IT, OR IF IT IS YOUR FIRST TIME USING THE SYSTEM.



TO ACCESS YOUR ACCOUNT IN **MY HOPS TICKETS**, ENTER YOUR LOGIN (*THE EMAIL ADDRESS ASSOCIATED WITH YOUR ACCOUNT*)\*, AND PASSWORD, AND THEN CLICK LOGIN.

IF HAVE NEVER USED **MY HOPS TICKETS** BEFORE, CLICK “SIGN UP” TO SET UP YOUR ACCOUNT WITH A PASSWORD.

\*IF YOU SHARE TICKETS WITH OTHERS, THE PRIMARY ACCOUNT HOLDER WILL NEED TO ACCESS AND MANAGE THE ACCOUNT FOR ALL PARTIES.

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AFTER CLICKING “SIGN UP” YOU WILL BE TAKEN TO THE SCREEN SHOWN AT THE RIGHT. IT IS IMPORTANT THAT YOU USE THE EMAIL ADDRESS THAT IS CONNECTED TO YOUR HILLSBORO HOPS TICKET PACKAGE ACCOUNT IN ORDER TO ACCESS THE TICKETS IN YOUR ACCOUNT.

USER SIGN UP

FIRST NAME  
Barley

LAST NAME  
Hop

EMAIL  
barley@hops.com

PASSWORD  
.....

CONFIRM PASSWORD  
.....

Passwords must be between 8 to 15 characters and contain at least one uppercase letter, one lowercase letter and one number. Passwords are case sensitive.

I agree to the Terms and Conditions [Already have an account?](#)

SIGN UP

THIS EMAIL ADDRESS MUST MATCH THE EMAIL THE HOPS HAVE ON FILE FOR YOUR ACCOUNT. IF YOU ARE UNSURE WHAT EMAIL YOU HAVE ON FILE FOR YOUR TICKET ACCOUNT, PLEASE CONTACT YOUR HOPS REPRESENTATIVE AT 503-640-0887.

**IMPORTANT NOTE:** IF YOU SHARE TICKETS WITH OTHERS, ONLY THE PRIMARY ACCOUNT HOLDER WILL BE ABLE TO ACCESS THE TICKETS FOR THE ACCOUNT ON **MYHOPSTICKETS\***. THE PRIMARY ACCOUNT HOLDER CAN THEN DISTRIBUTE TICKETS TO THEIR TICKET PARTNERS USING THE “MY FRIENDS” AND “FORWARDING” TOOLS.

ONCE YOU HAVE FILLED IN THE FORM, CLICK “SIGN UP” AGAIN AND YOU WILL BE TAKEN TO YOUR ACCOUNT PAGE. YOU MAY NEED TO LOG OUT AND BACK IN AGAIN IN ORDER TO SEE YOUR TICKETS INVENTORY (ONCE AVAILABLE).

\*IF YOU SHARE TICKETS WITH OTHERS, THE PRIMARY ACCOUNT HOLDER WILL NEED TO ACCESS AND MANAGE THE ACCOUNT FOR ALL PARTIES.

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IF YOU EVER FORGET THE PASSWORD FOR YOUR ACCOUNT, CLICK “FORGOT PASSWORD” ON THE MAIN LOGIN SCREEN. FROM THERE YOU WILL BE ASKED TO ENTER YOUR EMAIL ADDRESS ON THE FOLLOWING SCREEN.

← RESET PASSWORD

Please enter your email and click submit to receive a temporary password.

Email

barley@hops.com

CANCEL SUBMIT

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AFTER YOU ENTER YOUR EMAIL, CLICK “SUBMIT”.

AN EMAIL WITH A TEMPORARY PASSWORD WILL BE SENT TO YOUR EMAIL ADDRESS WITHIN A FEW MINUTES.

ONCE YOU HAVE YOUR TEMPORARY PASSWORD, RETURN TO THE **MY HOPS TICKETS** LOGIN PAGE AND USE IT TO LOGIN TO YOUR ACCOUNT.

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The screenshot shows the 'MY ACCOUNT' page with a navigation menu on the left containing: USER PROFILE, PAYMENT INFO, MANAGE FRIENDS, and CHANGE PASSWORD. The 'CHANGE PASSWORD' section is active, displaying a form with the following fields and instructions:

- Instruction: "After changing your password you will be logged out and returned to the login page."
- Section: "OLD PASSWORD" with a text input field labeled "Enter Old Password".
- Section: "NEW PASSWORD" with a text input field labeled "Enter New Password".
- Section: "CONFIRM PASSWORD" with a text input field labeled "Enter Confirm Password".
- Instruction: "Passwords must be between 8 and 15 characters and contain at least one uppercase letter, one lowercase letter and one number. Passwords are case sensitive."
- Buttons: "CANCEL" and "SAVE CHANGES".

At the bottom of the page, there is a footer with links for "Hops Terms & Conditions", "Privacy Policy", and "Terms of Use", along with the text "My Hops Tickets © 2021".

ONCE YOU HAVE SUCCESSFULLY LOGGED INTO YOUR MY HOPS TICKETS ACCOUNT WITH YOUR TEMPORARY PASSWORD, YOU WILL BE IMMEDIATELY BROUGHT TO A SCREEN TO UPDATE YOUR PASSWORD FOR FUTURE USE.

THIS NEW PASSWORD WILL BE YOUR KEY TO ACCESSING YOUR ONLINE ACCOUNT AND TICKET INVENTORY FOR THE SEASON. KEEP A NOTE OF IT, AS WE ARE NOT ABLE TO LOOK IT UP OR RESET IT FOR YOU.

IF YOU DO LOSE YOUR PASSWORD, REPEAT THE "FORGOT PASSWORD" STEPS AGAIN TO OBTAIN A NEW TEMPORARY PASSWORD.