Promo Code Troubleshooting

Group Promo Codes ticket purchases are made on Account Manager, the internet side of Archtics. This is also where subscribers may renew and purchase season additional tickets.

<mark>Account Manager officially supports the following browsers:</mark>
- <mark>**Firefox v3.5 and above**</mark>
- <mark>**Safari 5 and above**</mark>
- <mark>**Google Chrome**</mark>
- <mark>**Internet Explorer (IE) 8 through 10**</mark>

Note: Other internet browsers and/or browser versions may work but you may experience limited functionality. In addition, certain settings and configurations may negatively impact using or browsing your account. We advise you to download the supported browsers to optimize your use on Account Manager.

More Browser Information:
- Firefox: https://www.mozilla.org/en-US/firefox/desktop/
- Safari: https://www.apple.com/safari/
- Chrome: https://www.google.com/intl/en/chrome/browser/desktop/
- Internet Explorer (IE): http://www.microsoft.com/en-us/download/internet-explorer.aspx

Browser Cache, Cookies and History:

Cache: Internet browsers use caching to store HTML web pages by storing a copy of visited pages and then using that copy to render when you re-visit that page. **Cookies:** a small piece of data sent from a website and stored in a user's web browser while the user is browsing that website. **History:** refers to the list of web pages a user has visited recently-and associated data such as page title and time of visit-which is recorded by web browser software as standard for a certain period of time.

Clear Browser Cache, Cookies and History:

In most computer-based web browsers, to open menus used to clear your cache, cookies and history, press the <mark>**CTRL-SHIFT-DELETE**</mark> buttons on your keyboard simultaneously. If this doesn't work, below are instructions on how to clear on each browser.

Firefox:	Safari:
1. From the "History" menu, select "Clear Recent History" If the menu bar is hidden, press the "Alt" key to make it visible 2. From the "Time range to clear:" drop-down menu, select the desired range; to clear your entire cache, select "Everything" 3. Next to "Details," click the down arrow to choose which elements of the history to clear. Click "Clear Now." Close all browser windows and re-open the browser	1. From the Safari menu, select "Reset Safari" 2. Select the items you want to reset, and then click "Reset" Note: As of Safari v5.1, "Remove all website date" includes both cookies and cache. Close all browser windows and re-open the browser
Chrome:	**Internet Explorer:**

1. In the browser bar, enter: chrome://Settings/clearBrowserData
2. Select the following:
   • Browser history
   • Download history
   • Cookies and other site and plug-in data
   • Cached images and files
From the "Obliterate the following items from:" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.
3. Click "Clear browsing data." Close all browser windows and re-open the browser
	1. From the "Tools or Safety" menu, select "Delete browsing history…" If the menu bar is hidden, press the "Alt" key to make it visible
	2. Deselect "Preserve Favorites website data" and select:
	   • "Temporary Internet files" or "Temporary Internet files and website files"
	   • "Cookies" or "Cookies and website data"
	   • "History"
	3. Click "Delete." Close all browser windows and re-open the browser