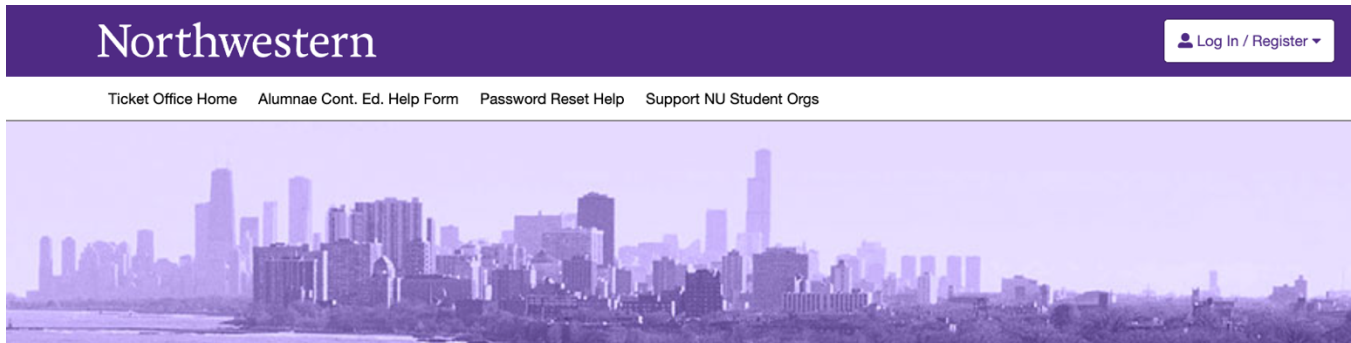




MY NORRIS BOX OFFICE (NBO) PASSWORD DOES NOT WORK

Step 1 - Make sure you are enrolling on the correct website: nbo.universitytickets.com
The banner looks like this:

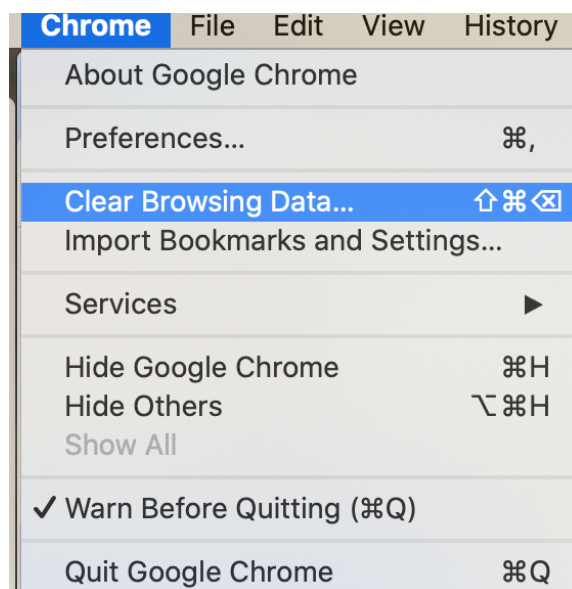


If you are in the right place, NBO sometimes requires users to reset their password as a security precaution. This is for your protection. Please take the following steps:

Step 2 - This is very important before trying to reset your password --- clear your browser history, cache, and cookies. When you open your browser (Google Chrome, Safari, Firefox, etc.) there will be a “History” drop down menu or options under the application’s main menu.

Here is an example from Chrome:

Click on Clear Browsing Data to proceed.

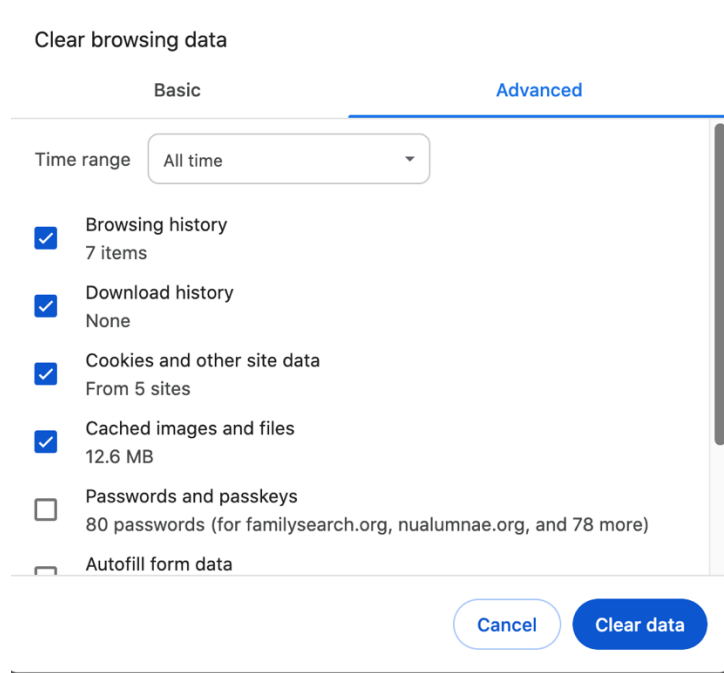


Then you will see this menu:

Select only the four options as shown here.

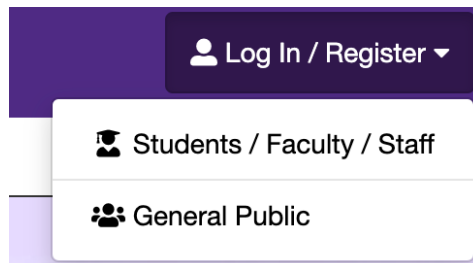
A blue checked box will appear.

Then Click on the Clear data button, lower right.



--- NOW YOU ARE READY TO RESET YOUR PASSWORD ---

Step 3 - Select Log In as General Public.



Step 4 - Enter your email address and click below on “Forgot Password?” You will receive an email with instructions to reset your password.

General Public

Log In Register

Log In as General Public

[Need to register? Click here.](#)

[Forgot Password?](#)

Step 5 - Your new password must not be anything like your old password.

For instance, if your old password was CarrotCake22!, the new password cannot have carrot or cake or 22 or !

NBO has found that it may take multiple attempts to reset your password, and if you continue to refresh your screen, the system will eventually accept your new password.

Step 6 - If you do not recall your old password or have mistyped your old password, this process may put you in a “password reset loop.” If you do not succeed in resetting your password such that you are able to log in, please fill out the [Cont. Ed Online Help Form](#)

Describe your experience in as much detail as you can and the best time to reach you so that a Norris Box Office manager can contact you to resolve the issue.

Please note that NBO staff does not work after 5 p.m., weekends, or during campus breaks. Thanks for your patience.