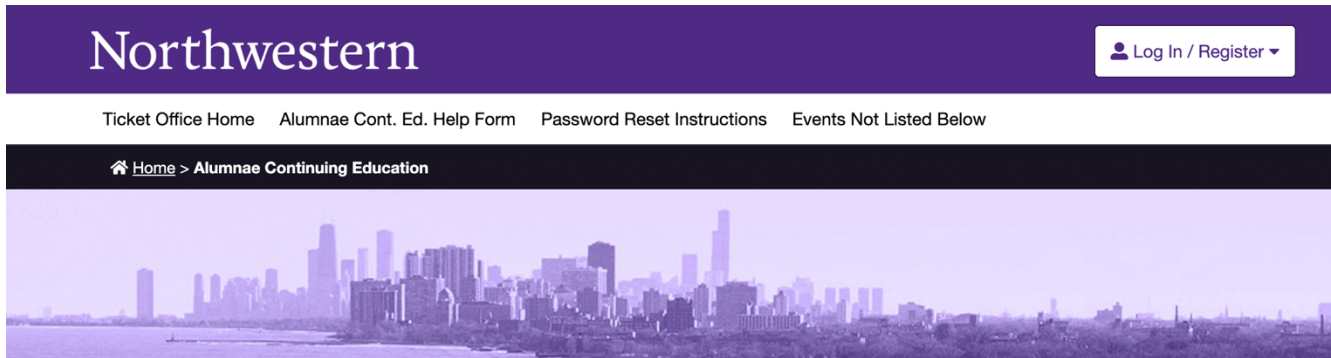




MY NORRIS BOX OFFICE (NBO) PASSWORD DOES NOT WORK

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



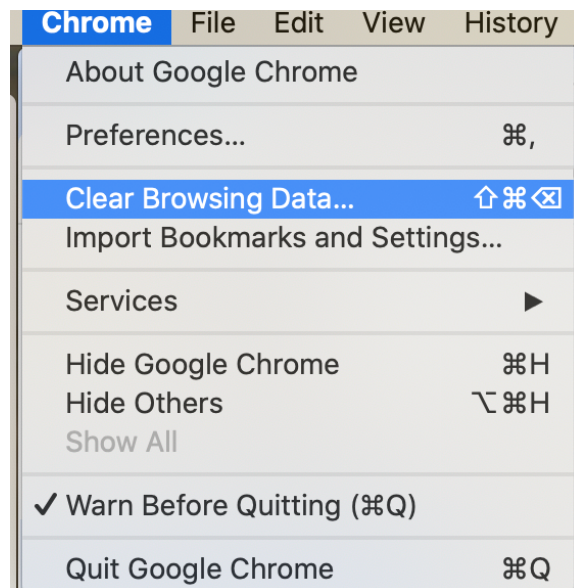
Step 2 – Make sure to log in as [General Public](#) and that you are using the correct email associated with your account. *(Many people maintain multiple email accounts and it's hard to remember which one is used where.)*

If you still can't log in, NBO sometimes requires users to reset their password as a security precaution. This is for your protection. Please take the following steps:

Step 3 - 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.

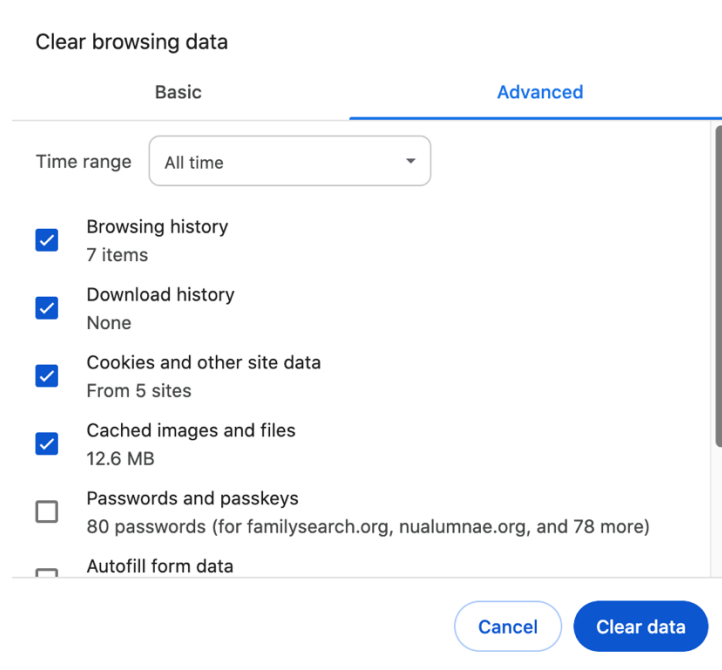


Then you will see this menu:

Select only the four options as shown here.

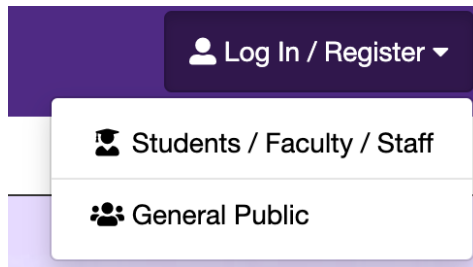
A blue checked box will appear.

Then Click on the Clear data button, lower right.



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

Step 4 - Select Log In as General Public.



Step 5 - Enter the email address with your account and click below on “Forgot Password?” You will receive an email with instructions to reset your password.

General Public

Log In

Register



johnsmith@email.com



Password



Log In as General Public

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

Step 6 - 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 7 - 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.