



LancasterHistory

FREQUENTLY ASKED QUESTIONS

QUESTION: Can I check out as a guest or must I make an account?

ANSWER: You can check out as a guest. However, if you are a member of LancasterHistory, an account would benefit you in that it will:

- Automatically fill in your personal information when checking out
- Automatically apply any discounts that you are eligible for as a member
- Permit members to sign up for member's only events or pre-sale events
- View past orders and tickets

Therefore, if you are a member of LancasterHistory, we highly recommend that you create an account so that you can receive your benefits. We also recommend that you create your account prior to your first purchase and not during your first purchase.

QUESTION: How do I make an account?

ANSWER: There are two different ways to register for an account on this site:

1. Use the Register/Sign In button at the top of your screen.
2. Register during Check Out

TIP FOR MEMBERS: It is important for members to register for an account **BEFORE** their first purchase. This allows our system to match your information with the information we have on file, therefore extending your benefits appropriately to your next order. If you register for the first time during your first purchase, your benefits may not apply.

QUESTION: I'm logged in, but I'm not able to complete my purchase or am not getting my discount.

ANSWER: There are three possible reasons for this.

- A duplicate record could have been created. If you registered for an account with information that greatly differed from what we have on file, a duplicate record could have been created. A LancasterHistory staff member can help you ascertain this.
- You may not have an account with our site. To award your eligible benefits, members need to create an account.
- You may have created an account for the first time during your first purchase. When this happens, our system has not had enough time to correlate your account with your eligible benefits and therefore has not awarded them on your purchase. A LancasterHistory staff member can help you with this or initiate a refund for the discount you should have received.



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QUESTION: It's not letting me log in.

ANSWER: Usually this means there is an issue with the username or password being used.

- Are you using the correct username? Your username is the email address we have on file. If you are using a different username or need to change your email that is on your account, please contact LancasterHistory.
- Are you logging in with the correct password? You can always reset your password by clicking "Forgot your password?" Our system will then send you information to your email address on file on how to reset your password.

QUESTION: I received the following error message: "We cannot process your registration. For information, please contact us by phone or email..."

ANSWER: There are a few possible reasons for this error:

- You may have already registered for an account. If you don't remember your password, you can select "Forgot your password?" to have reset information sent to your email address on the account.
- The username (email address) is already taken. The system will only allow one registration per email address, so if another person is registered with the same email address, this error will occur. For spouses or partners that share the same email, that email can only be associated with one individual on the membership. The other spouse or partner will need to use a separate email address if they wish to create an account in their name.

How to Request Assistance

If you are having trouble registering, making purchases, or receiving your discounts, please contact LancasterHistory at (717) 392-4633 or email support@lancasterhistory.org with your full name and complete description of the issue you are experiencing. Thank you!