

To create a new account with Reading Arts and Venues

1. From the default page of the Reading Arts booking site, click **My Account**.

The Account Log-In screen appears.

The screenshot shows the 'Account Log-In' page. At the top, there is a navigation bar with 'READING ARTS AND VENUES' and a 'Sign Up' button. Below this, there are links for 'Home page', 'My basket', and 'My account'. The main content area is titled 'Account Log-In' and contains a form with the following fields: 'E-mail Address', 'Password', and a 'Forgot password?' link. There is also a 'Log-in' button and a link to 'create an account' for new users. To the left, there are navigation menus for 'Tickets' (All events, This Week, This Month, Summer Screens, Open Air Cinema, WOMAD Festival, Tickets) and 'Merchandise' (Buy Merchandise). Below these are 'Best Sellers' listed as: 1. Aladdin .., 2. Horrible Histories, 3. Buddy .., 4. Peppa Pig's Treasure..., 5. Bill Bailey Dandel... To the right, there is a search bar and a calendar for 'OCT 2011'. Below the calendar is a 'Quick Buy' section with three dropdown menus: '1 - Choose Show', '2 - Choose Date', and '3 - Choose Time', followed by an 'Order' button.

2. Beside New user?, click create an account. The Create Account page appears

The screenshot shows the 'Create Account' page. At the top, there is a navigation bar with 'READING ARTS AND VENUES' and links for 'Home page', 'My basket', and 'My account'. The main content area is titled 'Create Account' and contains a form with the following fields: 'Title' (dropdown), 'First Name', 'Last Name', 'Telephone', 'Mobile', 'E-mail', 'Retype E-mail', 'Address 1', 'Address 2', 'Town / City', 'County', 'Postcode', and 'Country' (dropdown). There are also two checkboxes: 'receive information about events and activities at other arts venues' and 'receive information about events and activities at Reading Arts & Venues'. At the bottom of the form, there are buttons for 'Back', 'Clear', and 'Create Account'. To the left, there are navigation menus for 'Tickets' (All events, This Week, This Month, Summer Screens, Open Air Cinema, WOMAD Festival, Tickets) and 'Merchandise' (Buy Merchandise).

3. In the **Title** field, select a title for example, “Mr.” or “Dr”.
4. In the **First Name** and **Last Name** fields, enter your full name.
5. In the **Telephone** field, enter your telephone number.
6. In the **Mobile** field, enter an alternate cell phone number where you can be reached.
7. In the **E-mail** field, enter a primary email address. The email address also serves your user name for future transactions.
8. In the **Retype E-mail** field, enter the email address a second time to confirm the information is correct.
9. In the **Address 1, Address 2, Town/City, Country, and Post Code** fields, enter address information.
10. Click **Create Account**.

To log in with an existing Reading Arts and Venues account:

1. From the default page of the Reading Arts booking site, click My Account. The Account Log-In screen appears.

The screenshot shows the 'Account Log-In' page on the Reading Arts and Venues website. The page has a dark header with the site name and a 'Sign Up' button. Below the header, there are navigation links for 'Home page', 'My basket', and 'My account'. The main content area is titled 'Account Log-In' and contains a form with the following elements:

- A search bar with a 'Search' button.
- A calendar for October 2011.
- A 'Quick Buy' section with three dropdown menus: '1 - Choose Show', '2 - Choose Date', and '3 - Choose Time', followed by an 'Order' button.
- A sidebar on the left with sections for 'Tickets' (All events, This Week, This Month, Summer Screens, Open Air Cinema, WOMAD Festival, Tickets), 'Merchandise' (Buy Merchandise), and 'Best Sellers' (1. Aladdin .., 2. Horrible Histories, 3. Buddy .., 4. Peppa Pig's Treasure..., 5. Bill Bailey Dandeli...).

The 'Account Log-In' form itself contains the following text and fields:

Home Page \ Account Log-In

Account Log-In

Please enter your E-mail address and password

E-mail Address :

Password : [Forgot password ?](#)

New user? [create an account](#)

2. In the **E-mail Address** field, enter the email address assigned as the login name for your account.
3. In the **Password** field, enter your password.
4. Click **Log-in**. The My Account page appears.

Retrieve a forgotten password

1. From the default page of the public website <https://peoinside.reading.gov.uk/peo/> , click **My Account**. The Account Log-In screen appears.
2. In the **E-mail Address** field, enter the email address associated with your account.

3. Next to the **Password** field, click **Forgot password?** An email containing reset instructions will be sent to the email address specified.
4. When you retrieve the email, you will be required to click the link provided. When you click the link in the email, you have to enter and confirm a new password. Please note the link provided in the “forgot password” email will expire after a set duration or 24 hours.