



Frequently Asked Questions

Why are you changing the system?

We decided to use a new platform that features improved functionality and eliminates log in confusion. Members also now have the ability to change their email address and unsubscribe.

Why don't I get an access code anymore?

Access codes are no longer needed because you are now entering a private and secure ticketing site when you log in.

My User name and Email address are the same. Can I change that?

Yes, because the old system did not have a User name, we made the User name and Email address the same, but you are welcome to change either one or both at: www.johnpauljonesarena.com/email.asp, hit the Member Info link and change the information.

I've forgotten my password. How can I get it?

Go to: www.johnpauljonesarena.com/email.asp and hit the "forgot password" link. Your password will be emailed to you.

Can I change my Email Address?

Yes, log into your account at: www.johnpauljonesarena.com/email.asp, hit the "Member Info" link and change your email address.

When I change member information will I get an email confirmation?

No. The only time you get an automated email is when you initially subscribe or you forget your password. When information is successfully updated, a confirmation saying "User account has been updated" will appear at the top of the Member Info page.

Sometimes I miss announcements because they do not appear in my email. What can I do to fix this?

To make sure that you receive event and pre-sale announcements in your inbox and not in junk e-mail folders please add johnpauljonesarenainfo@virginia.edu to your address book or safe sender list.

I want to unsubscribe. Can I?

Yes, log into: www.johnpauljonesarena.com/email.asp, hit the Unsubscribe link and then check the box that says you would like to unsubscribe. Should you decide to re-subscribe you may do so by logging in again and rechecking your genre preferences. All emails are based on genre preferences and as long as you don't have any selected you should not receive any emails.

I have the presale ticketing website bookmarked. Will I still be able to use that?

No. You will always have to log into your account at www.johnpauljonesarena.com/email.asp first. This will take you directly to the links page to purchase tickets.

Why do you require my birthdate and address?

It is a current requirement of the system that we are using. We will NEVER share any information with a 3rd party.