

MARIE SELBY BOTANICAL GARDENS

Web Portal Guide

Welcome to the new Marie Selby Botanical Gardens Web Portal!

As we move forward with our external enhancements, we are also enhancing our internal systems to offer our members and guests new features that will allow you to sign up for classes, virtual programming, and secure tickets for upcoming special events.

To access this new system, you will be required to set up a new account that will merge seamlessly with your Selby Gardens' account.

Please note:

- This system will try to match your name, email, and phone number to the data we have on record for you, so please use your full name and the email address or phone number that you used when becoming a member.
- This account is **different** from your Altru login (if you have created one previously).
- When you create an account, you will be asked to create a new password. It will ask to verify your account by either sending you a code to your email or phone number that you have provided. (This process can take up to ten minutes.)
- After following the steps below, if you are still experiencing issues, please email membership@selby.org and a team member will be in touch within 48 hours. (On weekends, a team member will reach out on Monday.)

To set up your account:

STEP 1: Please visit Selby Gardens' website at www.selby.org and find the event or program for which you would like to register. (For example: "Floral Design")

STEP 2: Click "Purchase Tickets" This action will lead you to Selby Gardens' [web portal](#).

STEP 3: Before you can reserve your tickets, you will need to create an account. You can create an account by clicking on the My Account drop down at the top right of the navigation bar and then choosing create account. (See photo below)



STEP 4: Now that your account is created, you will be able to move forward with purchasing tickets.

- Please select the number of tickets you would like to purchase for any program, event, or class. Then proceed with the purchasing process.
- **Important:** If you are registering for a special event (i.e. Orchid Evening), you will need to provide the name(s) of your guest(s). If you do not have their name(s) at the time of registration, please do not use the web portal. Rather contact the Special Events team directly at specialevents@selby.org.