

Cultural Pass Express - Frequently Asked Questions

Why can't I log in?

- ★ **Is your library card up to date?** To renew your library card, visit your local library with photo ID and proof of address.
- ★ **Do you have a Computer-Only, Passport, School, Institution or Educator card?** These card types are not eligible to use cultural passes. Please ask your local library about account options that are eligible for Cultural Pass Express use.
- ★ **Do you know your PIN?** Your PIN was set up when you applied for your library card. The default PIN is the last four digits of your phone number. If you have forgotten your PIN and it needs to be reset, you can do so by accessing My Account through www.lincc.org and using the "Forgot My PIN" option when logging in or by contacting your library.
- ★ **Is your account blocked?** Please contact your local library to resolve.

How far in advance can I make my reservation?

- ★ Reservations can be made up to three months in advance (current month plus the next two full months).

How many passes can I reserve at one time?

- ★ You may have up to two active (same day or future) reservations at any given time, but they must be for different venues or in separate reservation periods (month or year).

How do I cancel my reservation?

- ★ Once you have downloaded/printed the pass, the reservation cannot be canceled. If you have not downloaded/printed the pass, you can cancel your reservation. Once you are logged in, click on "My Reservations" in the middle of the toolbar at the top of the page. Click "Cancel Pass" under the appropriate reservation.

Once I've logged out, how do I download or print my pass?

- ★ You can do this by logging in again. Once you are logged in, click on "My Reservations" at the top of the page. Click "Print/Download" under the appropriate reservation.

How long do I have to use my pass?

- ★ The pass is valid only for the date(s) reserved.

I've lost my printed pass. Can I re-print it or show it on a mobile device?

- ★ Yes. If you have lost your printed pass, you can show the image of the pass to the venue on your mobile device, or you can go back and reprint it, following the instructions in the question above. The State Parks and Clackamas County Parks passes require printed passes to be on display on your windshield. You may get a ticket if the pass is not visible.

I downloaded my pass. Can I change my reservation?

- ★ Once passes are downloaded/printed, reservations cannot be canceled or changed.

Is there a way to print from my mobile device?

- ★ Printing passes from mobile devices depends on your device configuration and installed apps. Additionally, you can check with your local library to see if they offer printing from your mobile device.

Are you limited in how many passes you can use?

- ★ Each venue has their own criteria, but generally, passes are available once per calendar month or year. You may have up to two active reservations at any given time, but they must be for different venues or in separate reservation periods (month or year).
- ★ There are limited passes available each day, and passes are available on a first come, first served basis. We reserve the right to change limits in the future due to demand and venue restrictions.

What if I reserved a pass, but another adult would like to take the kids to the venue on the reserved day?

- ★ Valid ID, which matches the name of the person on the reservation, is required for redemption of the pass at the venue.

What if my reservation is missing?

- ★ Contact your library. Note: If you recently changed your library card number, please let library staff know.

Where's the Portland Opera?

- ★ This particular venue only appears on the list of attractions if there's a performance within the next 2-3 months. During certain times of the year, the venue will not be visible.

Still need help?

- ★ Contact your library for assistance.