



# Welcome Kit

Discover the benefits of being a member

**IndyStar.**

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## THE INDIANAPOLIS STAR



### IndyStar

130 S. Meridian St.  
Indianapolis, IN 46225

PART OF THE USA TODAY NETWORK



Dear Member,

We know you have many choices these days for news coverage, both locally and nationally, and supporting a free press has never been more critical. That's why I want to thank you today for your support of the *IndyStar*, ensuring we can continue crafting stories that impact the community and the world at large.

For more than 114 years, the *IndyStar* has been serving readers in Central Indiana, delivering stories that affect, inform and inspire you. And this is only the beginning of the benefits you receive as a member of the *IndyStar*.

Your membership includes unlimited access to [indystar.com](http://indystar.com) and the e-Edition, a digital replica of the print edition, and breaking news alerts on our mobile apps. You also receive extra content, deals, special discounts and access to our events and other members-only perks.

This welcome kit includes helpful and important information about your membership. You can also view this information online at [indystar.com/memberguide](http://indystar.com/memberguide).

Thank you for supporting the *IndyStar*.

Sincerely,



Ronnie Ramos  
Executive Editor



Jeff Taylor  
Editor



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# Getting Started

As a member of the IndyStar family, you have unlimited access to local and national news, newsletters tailored to your interests, innovative storytelling through virtual reality and podcasts, breaking news alerts using our mobile app and access to memorable events, deals and discounts.

Here are three easy steps to get you started:

1

## LOG IN TO ACCESS MORE BENEFITS

Your membership includes online access to [indystar.com](http://indystar.com), mobile and tablet access and the e-Edition, a digital replica of the print edition. Visit **[indystar.com/activate](http://indystar.com/activate)** to log in or create an account and start enjoying these benefits and more.

2

## SIGN UP FOR NEWSLETTERS

Dive deeper into the stories that matter to you with our wide selection of newsletters. Visit **[account.indystar.com/newsletters](http://account.indystar.com/newsletters)**, select the topics you like, and we'll deliver tailored content directly to your inbox.

3

## EXPLORE INSIDER DEALS

As an Insider, you've got a special connection to unique Events, Deals, and Extras only the *IndyStar* can bring you. Visit **[indystar.com/insider](http://indystar.com/insider)** to see what's happening in Central Indiana.

Visit **[help.indystar.com](http://help.indystar.com)** for helpful information about your membership.



# Resources & Contact Information

## **CUSTOMER SERVICE** | [help.indystar.com](https://help.indystar.com)

Contact a member of our customer support team with questions about your membership.

### **LIVE CHAT**

[indystar.com/subscription](https://indystar.com/subscription)

### **EMAIL US**

[indianapolisstar@gannett.com](mailto:indianapolisstar@gannett.com)

### **CALL US**

1-888-357-7827

## **ACCOUNT MANAGEMENT** | [account.indystar.com](https://account.indystar.com)

Review payment history, update delivery preferences, place a temporary delivery hold and more.

### **EZ PAY**

[account.indystar.com/auto-pay](https://account.indystar.com/auto-pay)

### **ONE-TIME PAYMENT**

[account.indystar.com/pay](https://account.indystar.com/pay)

## **MEMBER BENEFITS** | [indystar.com/memberguide](https://indystar.com/memberguide)

View all benefits included in your membership.

### **WEBSITE**

[indystar.com](https://indystar.com)

### **INSIDER**

[indystar.com/insider](https://indystar.com/insider)

### **NEWSLETTERS**

[account.indystar.com/newsletters](https://account.indystar.com/newsletters)

### **e-EDITION**

[account.indystar.com/enewspaper](https://account.indystar.com/enewspaper)

Visit [help.indystar.com](https://help.indystar.com) for helpful information about your membership.



# **Bringing Central Indiana to the nation and our nation to Central Indiana.**

The USA TODAY NETWORK is 109+ local properties from around the country, coming together to tell stories that help connect our communities. We're your local, trusted news source, and being part of the NETWORK gives us access to 3,500+ award-winning journalists, reliable sources, and advanced technology, all to ensure that you're better informed.

**Hyper-local focus with nationwide support**

**Empowering you to take action**

**Your communities and country all in one app**

**Insider membership: Your exclusive connection to more**

Visit [indystar.com/network](http://indystar.com/network) for more information.

**IndyStar.**



# Member Benefits

## NEWSLETTERS

Get the latest news about your favorite sports, things to do, recipes and more. Select the topics you like, and we'll deliver tailored content directly to your inbox.

To sign up for IndyStar and USA TODAY newsletters, go to:

**[indystar.com/newsletters](http://indystar.com/newsletters)** | **[newsletters.usatoday.com](http://newsletters.usatoday.com)**

## PODCASTS

Listen to podcasts from IndyStar on topics that range from local to national coverage. As a member, you also have access to USA TODAY and other USA TODAY NETWORK podcasts from around the country.

Listen to podcasts at **[podcasts.usatoday.com](http://podcasts.usatoday.com)**

## SOCIAL MEDIA

You can connect with us on your favorite social media channel and follow trending stories as they're happening. Get updates on breaking news and share and comment on the news you care about on the social sites you use every day.

Connect with us:

**[f /indianapolis.star](https://www.facebook.com/indianapolis.star)** **[@indystar](https://twitter.com/indystar)** **[f /usatoday](https://www.facebook.com/usatoday)** **[@usatoday](https://twitter.com/usatoday)**

## e-EDITION OF THE NEWSPAPER

On the go? Take the news with you. You get an exact digital replica of the print edition. The e-Edition allows you to flip the pages, scan the headlines, and read the stories on your device of choice, any time. *Not available with all subscriptions.*

To access the e-Edition, go to **[account.indystar.com/enewspaper](http://account.indystar.com/enewspaper)**

Visit **[help.indystar.com](http://help.indystar.com)** for helpful information about your membership.

# Insider

## MEMBER BENEFITS



Insider is our members-only program that provides access to special content, unique events and valuable discounts. This includes things like coffee with the editor, early access to local shows or festivals, exclusive discounts at local restaurants, special features and more.

## EVENTS

Where do you want to go today? You've got the hot ticket as a member! We are continually looking for exciting sports, cultural and entertaining events, where you'll enjoy the "velvet rope" treatment you deserve.

## DEALS

As an *IndyStar* member, you're entitled to special deals that take advantage of shops, restaurants, cultural venues, sports arenas and more. We work with local and national merchants to bring you valuable deals you'll enjoy.

## EXTRAS

Get an insider's perspective and deepen your connection to Central Indiana through special features, stories, games, and more. As an *IndyStar* member, you'll have access to perks right at your fingertips.

## START EXPLORING INSIDER TODAY

**To access Insider, go to:**  
**[indystar.com/insider](http://indystar.com/insider)**

Visit [help.indystar.com](http://help.indystar.com) for helpful information about your membership.



# Signature Events

MEMBER BENEFITS

## HIGH SCHOOL SPORTS AWARDS

The Indiana Sports Awards honors the most elite athletes in Indiana High School Sports. The show features various awards, entertainment and a special appearance from a celebrity guest. Stay up to date on the next event.

**Go to:**

**[sportsawards.indystar.com](https://sportsawards.indystar.com)**



PART OF THE USA TODAY NETWORK

## STORYTELLERS

The Storytellers Project is a nationwide series of live, curated events from the USA TODAY NETWORK that helps connect communities to diverse audiences. Our award-winning journalists help community members to draw out authentic, personal experiences and hone them into engaging dialogue.

**Learn more at:**

**[storytellersproject.com](https://storytellersproject.com)**



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Visit [help.indystar.com](https://help.indystar.com) for helpful information about your membership.

# Mobile Apps

MEMBER BENEFITS



## IndyStar

Get the latest local news for Indianapolis with the IndyStar mobile app. The app is free to download and the Home section is available to all users.



## The Indianapolis Star Print Edition

Introducing The Indianapolis Star Print Edition app, where subscribers can read *The Indianapolis Star* with all the stories, photos and ads shown just as it appears in print.



## IndyStar Things To Do

Easily discover local things to do, from live music to sporting events, from happy hours to family activities, and just about everything in between.



## IN Sports

Get Indiana's best sports coverage 24/7, brought to you by *IndyStar*.

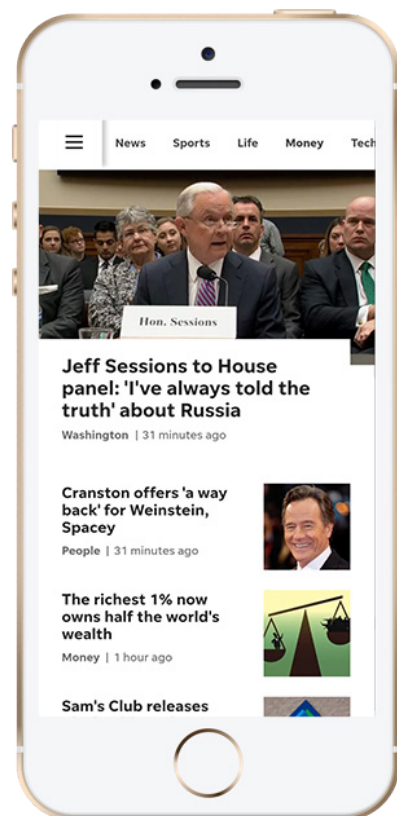


Download on the  
**App Store**



GET IT ON

**Google Play**



Visit [help.indystar.com](https://help.indystar.com) for helpful information about your membership.

# Account Management

## MAKING CHANGES TO YOUR ACCOUNT

Updating your account information is easier than ever. To change your mailing address, billing information, newsletter preferences and more, visit **[account.indystar.com](https://account.indystar.com)**.

## BILLING & PAYMENT

Our EZ Pay program offers the convenience of renewing your membership through automatic deductions from either a checking account or credit card. No more bills to pay and checks to write! EZ Pay is secure, fast and simple.

To enroll in EZ Pay, visit **[account.indystar.com/auto-pay](https://account.indystar.com/auto-pay)**.

To make a one-time, online payment, visit **[account.indystar.com/pay](https://account.indystar.com/pay)**.

If you prefer to make a payment by phone, please call **1-888-357-7827**.

## PLACE A TEMPORARY HOLD ON PRINT DELIVERY

Planning a vacation and need to place a temporary hold on your print delivery? Visit **[account.indystar.com](https://account.indystar.com)** to suspend or resume delivery of your print edition. You can submit multiple vacation hold requests in advance if you are going to be traveling in intervals.

## REPORT A DELIVERY ISSUE

We strive to deliver your print edition on time and regret any delivery issues you may encounter. If we've made a mistake, please report the issue at **[account.indystar.com](https://account.indystar.com)** so we can correct our error.

## HOW TO ACCESS THE e-EDITION

After creating your online account, visit **[account.indystar.com/enewspaper](https://account.indystar.com/enewspaper)** to view the e-Edition. You can also access the e-Edition via the Top 5 email newsletter or in the account management portal. *Not available with all subscriptions.*

Visit **[help.indystar.com](https://help.indystar.com)** for helpful information about your membership.

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