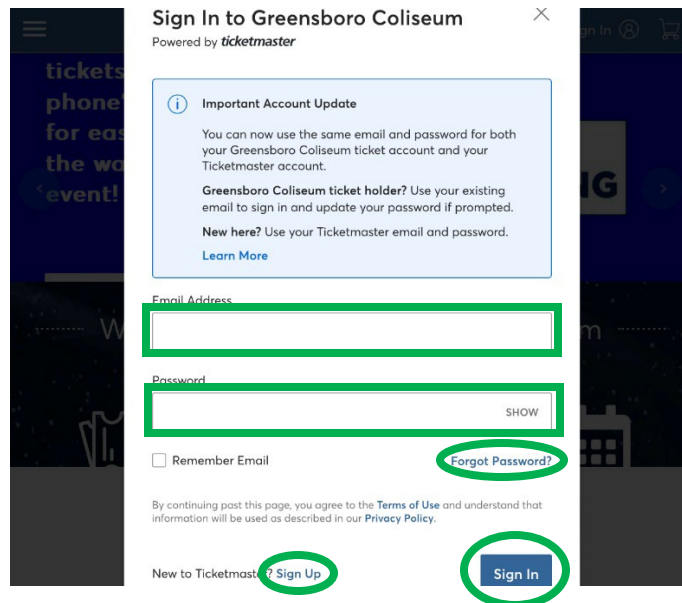## Digital Ticket Download: Account Manager

Before you begin the process, make sure you are logging into your Account Manager on the mobile phone that you will bring to the event. Mobile wallets have become a standard feature on most phones, but ensure that your device is equipped with a mobile wallet which you can access before beginning.

1. On the web browser of your mobile device, navigate to
   https://am.ticketmaster.com/greensborocoliseum/ or scan the QR code below.
2. Click the icon in the upper right hand corner of the screen to access the sign-in screen.
   a. The icon looks like a person in a circle.
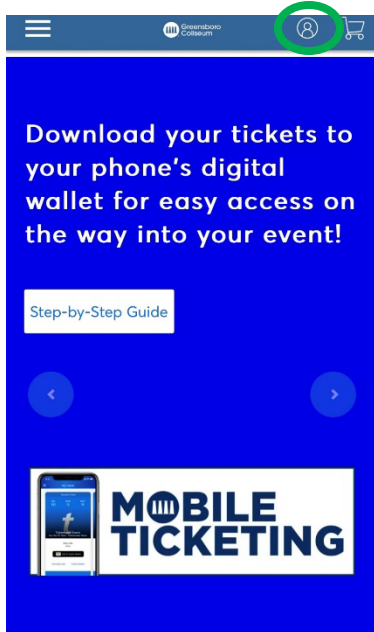
3. Sign in using the email address associated with your Account Manager and your Ticketmaster password.
   a. If you have not accessed your Account Manager before, use the "Sign Up" function.
   b. If you have forgotten your password, click "Forgot Password" to be emailed instructions for resetting.

4. Click on the three lines in the upper left hand corner.
   a. The "person in a circle" icon should change to the first letter of the account holder's name once you are successfully logged in.
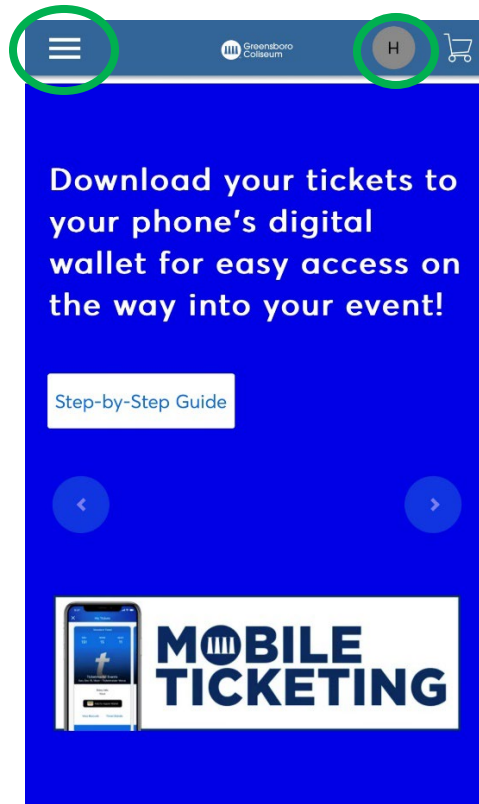
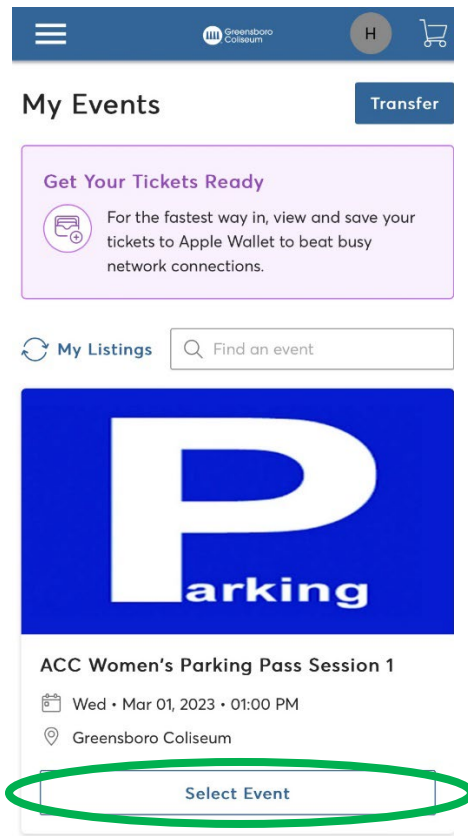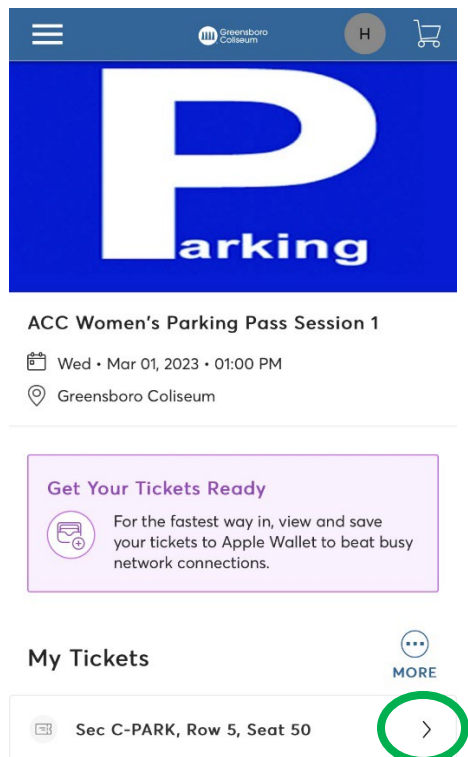5. Click "Tickets." This will bring you to a new page that lists each of your upcoming events.
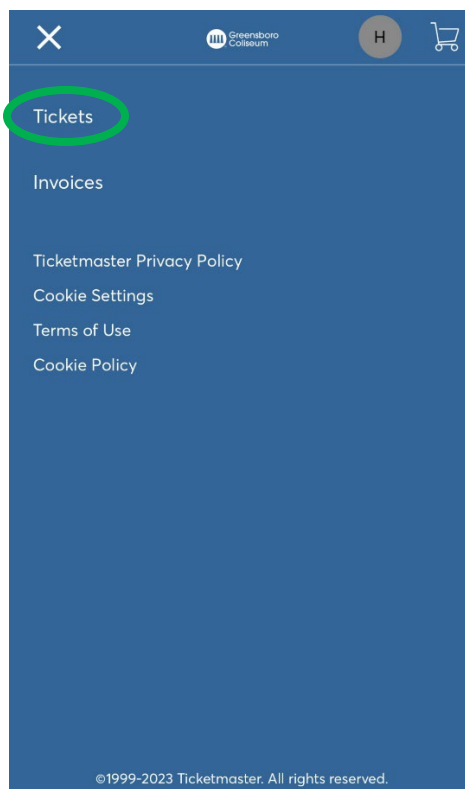
6. Find the event you wish to download and click "Select Event."

7. Find the location of your seats listed out (ex: Sec 110, Row B, Seat 3) and click the arrow pointing right.

8. At this point, a page containing your ticket will launch.
9. Beneath the barcode, a button to download the tickets into your device's mobile wallet should appear. Click this button.
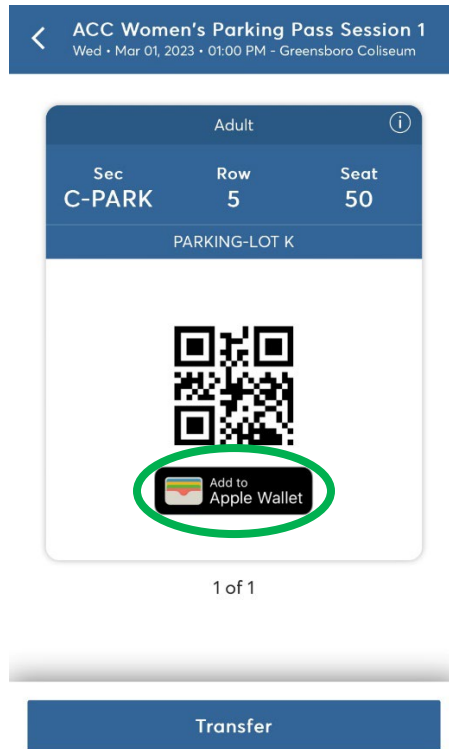
10. A new page should appear. Click "Add" in the upper right hand corner.
    a. Repeat steps 9 and 10 for each ticket you wish to download into your mobile wallet.
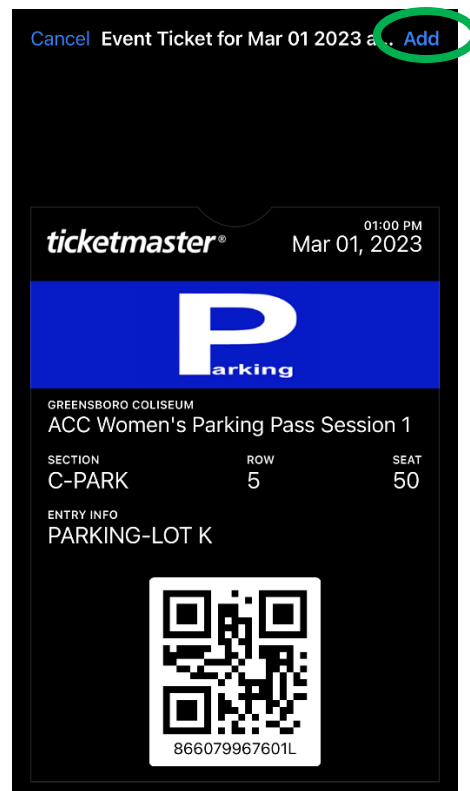
11. Launch your mobile wallet and check to ensure that the tickets have successfully downloaded and can be easily located within the app.
12. Arrive at the Coliseum, launch your mobile wallet, and present each of your tickets for redemption.

Troubleshooting Tips:

- A screenshot is **not** sufficient to gain entry.
- Patrons purchasing their tickets through Account Manager are **not** able to access their tickets by logging directly into Ticketmaster.com.
- Patrons purchasing their tickets through Account Manager are **not** able to access their tickets through the Ticketmaster app.
- If using an iPhone and need to access Account Manager, be sure you're using Safari. Other browsers can present technical issues.
- If you have many apps or browser windows open, it helps to close them or clear your cache in order to help Account Manager and/or the Ticketmaster app function more easily.
- You may need to "Allow" the webpage to launch a pop-up.
- If the "Add to Apple Wallet" button does not appear, you may need to adjust your webpage settings. Click the ᴀA icon in your browser bar, then "Request Mobile Website." The page should reload with the option to add to the mobile wallet included.
  - If using Google Chrome or another browser, the ᴀA icon can be substituted with the three dots used to manage tabs.