



FREQUENTLY ASKED QUESTIONS

AccountManager and Mobile Ticketing for Weekly Value Pack Ticket Buyers

Q: What is AccountManager?

A: AccountManager is a ticket management tool for Weekly Value Pack buyers only. It is not the same as Ticketmaster.com. If you purchased a weekly ticket for the **2019** tournament, you already have an AccountManager account. If not, then you'll create an account during the Weekly Value Pack purchase process. When you are logged in to AccountManager you can view and manage your tournament tickets. Transferring tickets to a friend has never been easier!

Q: How do I access my AccountManager account?

A: On your computer or mobile web browser go to this address and log in:

<https://am.ticketmaster.com/attpbgolf/>

Q: What if I forget my log in information?

A: You can re-set your password from the AccountManager homepage. Go to the Sign In/Sign Up link in the upper right corner and enter your email address registered to your account and a password reset link will be emailed to you.

Q: Can I print my tickets once I'm logged in?

A: No. Printed tickets are no longer valid for entry. All tickets are fully digital and must be saved to your mobile device. Your phone is your ticket.

Q: What is mobile ticketing and what are the benefits?

A: A mobile ticket (also referred to as a digital ticket) is a convenient and flexible way to receive and manage tickets while increasing protection against paper ticket fraud. You're probably already using your smartphone to attend movies or when you travel. Your phone is always in your pocket, purse or hand, and doesn't require a printer or remembering to grab your tickets before you go. It's our effort to make your AT&T Pebble Beach Pro-Am experience the very best. Mobile tickets provide:

- Quick and easy entry to the tournament using your mobile phone or smart device
- Instant access to your tickets through AccountManager
- The ability to manage and transfer your tickets anytime
- Reduced risk of lost or forgotten tickets
- An easy way to go green by printing less paper



Q: How do I access and save my tickets on my smartphone?

A: Using your phone, visit <https://am.ticketmaster.com/attpbgolf/> and log in.

- Go to **MY EVENTS** to see your tickets. Each day of the tournament is clearly identified.
- Tap each day individually and then click the link to add the ticket(s) for that day to your phone's Apple Wallet or Google Wallet.
- When you get to the tournament entrance, go to Apple Wallet or Google Wallet on your phone and present your ticket for that day to have it scanned.
- If you have multiple tickets for on your phone, swipe to navigate between them.

Q: Can I print my ticket from home?

A: No. All tickets are fully digital and only accessible on your mobile device. Your phone is your ticket.

Q: Can I use a screenshot of my ticket?

A: No. The ticket barcode must be presented either from the AccountManager mobile website or within your phone's wallet to gain entry.

Q: What happens if my ticket doesn't scan properly at the tournament?

A: We recommend turning your screen brightness to the highest setting. If that doesn't work, an admissions staff member will be able to manually enter your ticket number.

Q: What if I lose connectivity/can't connect to my account at the tournament?

A: Once the tickets have been added to your Ticketmaster account, you will be able to access them regardless of internet connectivity. To ensure seamless entry, we highly recommend adding your tickets to your phone's digital wallet before arriving at the tournament. If you have an iPhone, you can store your tickets in your Apple Wallet. If you're an Android user, you can save your tickets to your phone through Google Pay. Admissions staff will be on hand at the tournament entrance ready to provide mobile assistance!

Q: When should I view my ticket?

A: We recommend that you view and add your tickets to your phone's wallet at least 48 hours before the event.

Q: What if my phone breaks, dies, or is lost/stolen before I arrive?

A: Simply come to the box office at the tournament entrance, present your ID, and we can issue you a printed ticket.



Q: Can I have multiple tickets on a single phone?

A: Yes. However, we recommend transferring any tickets you're holding in advance to everyone attending. That way, everyone can enter on their own.

Q: What if my entire party isn't with me when I'm ready to enter?

A: Ticketmaster makes it easy to send tickets to everyone in your party in advance. You can easily transfer each member their own ticket in advance, allowing everyone to enter on their own.

Q: How do I send a ticket?

A: It's easy? Log in to AccountManager on your computer or mobile.

- Select either **My Events** (mobile) or **Manage All Events** (computer), then tap the event you'd like to transfer tickets for.
- Tap or click **Transfer**, select the ticket/s you'd like to send, and enter the recipient's info.
- You're all set. We'll send an email to your recipient to accept their tickets right in their account. You'll receive an email confirming the transfer offer and another one letting you know when they accept or reject the ticket.
- Sending multiple tickets? Simply complete the steps above for each ticket.

Q: Does the person I send the tickets to need an AccountManager account?

A: Yes. If they don't have one already, they will easily create one in just a few minutes when they accept their tickets.

Q: What if I forward tickets to the wrong person, can I recall the tickets?

A: Yes. You can reclaim tickets as long as they haven't already been accepted by the recipient. We recommend double-checking the email just to be safe.

Q: Can ticket holders transfer tickets after the event has started?

A: Yes.

Q: How do I sell a ticket?

A: Reselling tickets to this event is not permitted.

Q: Is my personal information secure?

A: Yes! We are PCI compliant, giving you the highest available security to ensure that your credit card and account password are all well-protected.