



FREQUENTLY ASKED QUESTIONS

Mobile Ticketing

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

A: Download the Ticketmaster app from the iTunes App Store or the Google Play Store and log in to your Ticketmaster account. Go to “Tickets” or “Manage Tickets”. Browse for the specific event you’re looking for and tap to see your tickets. When you get to the tournament, present your smartphone at the entrance to have your ticket scanned. If you have multiple tickets on your phone, swipe to navigate between them.

STEP 1



From your app, tap on your event to view your ticket, then tap **View Barcode**.

STEP 2



At the gate, have your phone out and ready to go - you'll simply tap, scan and go to enter.

STEP 3



For even faster entry, add your ticket to your phone's digital wallet. You'll breeze through entry with a quick tap and go at the gate.

Pro Tip: Add your tickets to your phone's digital wallet. This will help make entry a breeze if you hit slow or unavailable WiFi at the venue.



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. A mobile ticket must be provided either within the app, the mobile website or within your phone's wallet to gain entry.

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

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: The Ticketmaster app includes an offline mode that helps to save tickets after you view them. 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.

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! Using the Ticketmaster app, sign in to your account.

- Select **My Events**, then tap the event you'd like to transfer tickets for.
- Tap **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.
- Sending multiple tickets? Simply complete the steps above for each ticket.

STEP 1

From your app, tap on your event to view your ticket, then tap **Transfer**.

STEP 2

Select the tickets you'd like to transfer.

STEP 3

Enter your recipient's information, tap **Transfer Tickets** and you're all set.

When transferring tickets you'll receive two (2) emails: one confirming your ticket(s) have been sent and another when your recipient accepts the tickets you sent. Your recipient will also receive an email prompting them to accept your tickets. Once the ticket transfer has been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets.

*Those receiving a ticket transfer must have an account. If they do not have an account, they can easily create one when they accept the tickets.

Q: Does the person I send the tickets to need a Ticketmaster account?

A: Yes. If they don't have one already, they can 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.