

# MOBILE TICKETING 101

## Adding mobile tickets to your Ticketmaster account:

1. You will receive a text message containing your tickets
2. Click the link in the message to open the tickets
3. The tickets will open in your phone's browser and you will see a button that says "**Add to Ticketmaster account.**" Click it.
4. **Log in** to your Ticketmaster account or create an account
5. Click on **CLAIM TICKETS** (Green button).
6. The tickets are now in your Ticketmaster account. You can access them any time you're logged in to [www.ticketmaster.com](http://www.ticketmaster.com) or the Ticketmaster mobile app.

## How do I transfer Tickets?

With mobile ticketing you now have the freedom to transfer tickets to whoever you'd like. No more waiting in line at the box office to leave or pick up will call!

1. Sign to [My Account](#) and click on your event to find your tickets
2. Click the "Transfer Tickets" button (event eligibility may vary)
3. Select the tickets you'd like to transfer
4. Enter your recipient's first and last name, email address and an optional note.\*
5. Click the "Send" button

When transferring tickets we'll send you 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Once the ticket transfer has been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets.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 a Ticketmaster [My Account](#). If they do not have an account, they can easily create one when they accept the tickets.

\*\* The recipient of transferred tickets **MUST accept** the transfer and add the tickets to their account. **A confirmation/transfer email is not valid for entry at any event.**

# MOBILE TICKETING FAQ

Your ticket just got smarter. Using our newest ticket technology, our mobile tickets keep safe and secure event entry top of mind. Reducing the risk of ticket fraud from stolen or counterfeit tickets, our mobile tickets provide peace of mind from purchase to the day you go.

## **A Couple Things to Know About These Enhanced Tickets**

When you attend events you'll need to display your tickets on your mobile phone. Your barcode includes technology to protect it, so **you won't be able to use screenshots or print outs.**

We know this might be a little different than what you're used to, and we have a couple tips to help you get ready.

- Nervous about cell phone service or WIFI at venues? This ticket has you covered. When you view it in our App, your ticket will be automatically saved so it's always ready.

## **Meeting People There?**

If you bought tickets for the group, our simple transfer ticket feature makes it easier than ever to meet at your seats, not outside. Skip the hassle of a meeting spot and visit [Ticketmaster](#) today to send tickets to everyone in just a few taps.

## **Can I use a screenshot of my mobile ticket to enter?**

**No.** Your barcode includes technology to protect it, so you won't be able to use screenshots or print outs.

## **How do I get into the event using a mobile ticket?**

We recommend using our App. When you view it in our App, your ticket will be automatically saved so it's always ready. Here's how it works:

1. Download the [Ticketmaster app](#) and sign in.
2. Tap My Events to locate your order and view your tickets.
3. To get in, you'll simply scan your ticket right from your phone.

## **What happens if my ticket doesn't scan properly?**

**This ticket works best with a bright screen,** double-check your setting just to be sure it doesn't need to be adjusted.

## **Can I have multiple tickets on a single phone?**

Yes, you can easily swipe to view multiple tickets within your account. If you bought tickets for your group, our simple ticket transfer tool makes it easier than ever to meet at your seats instead of waiting outside. To skip that hassle, visit [Ticketmaster](#) today to send tickets to your group in just a few taps.

## **Will the person I transfer tickets to need a Ticketmaster account?**

Yes. and it takes just a few seconds to create one if they are new to Ticketmaster. If they

already have an account, just be sure to use the email address associated with their Ticketmaster account so it's even easier for them to accept their tickets.

How to access mobile tickets:

**Step 1**  
Download the Ticketmaster app and sign in.

**Step 2**  
Tap My Events to locate your order.

**Step 3**  
Tap on your event to view your tickets.

**\*Step 4\***  
To get in, you'll simply scan your ticket's barcode right from your phone.