



NCAA ACCOUNT MANAGER USER GUIDE

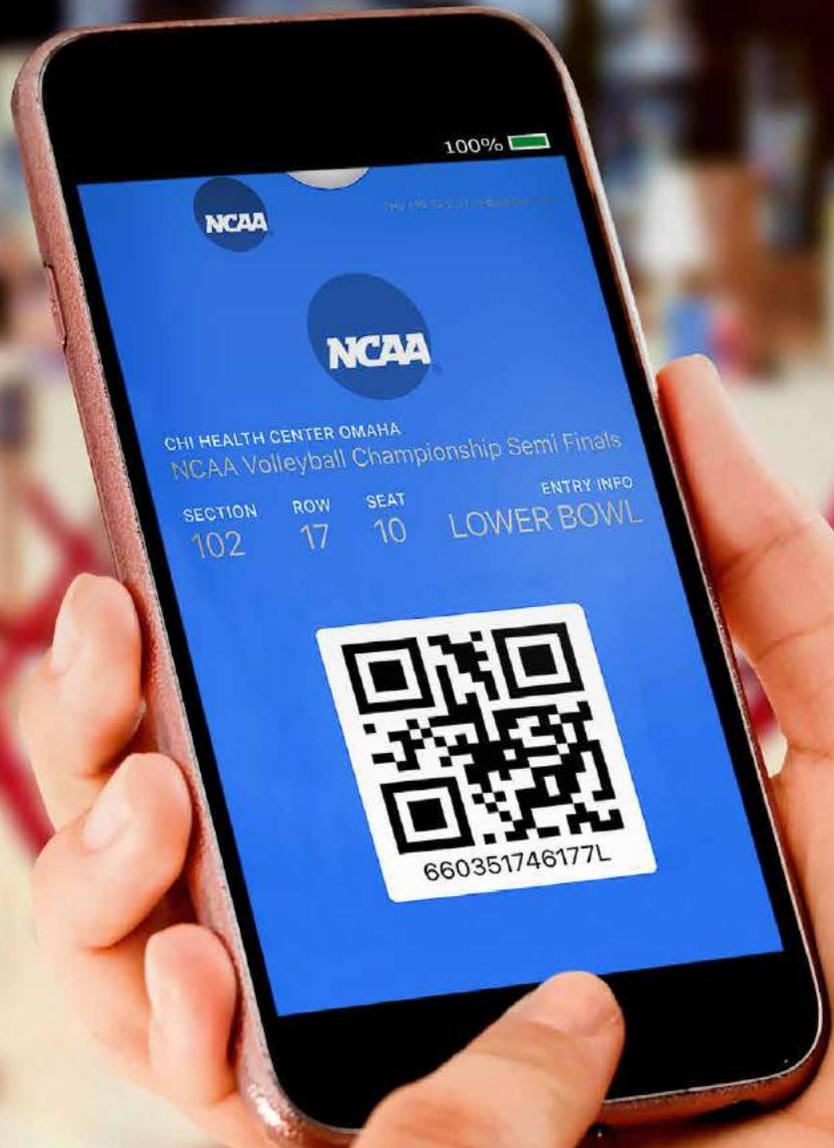
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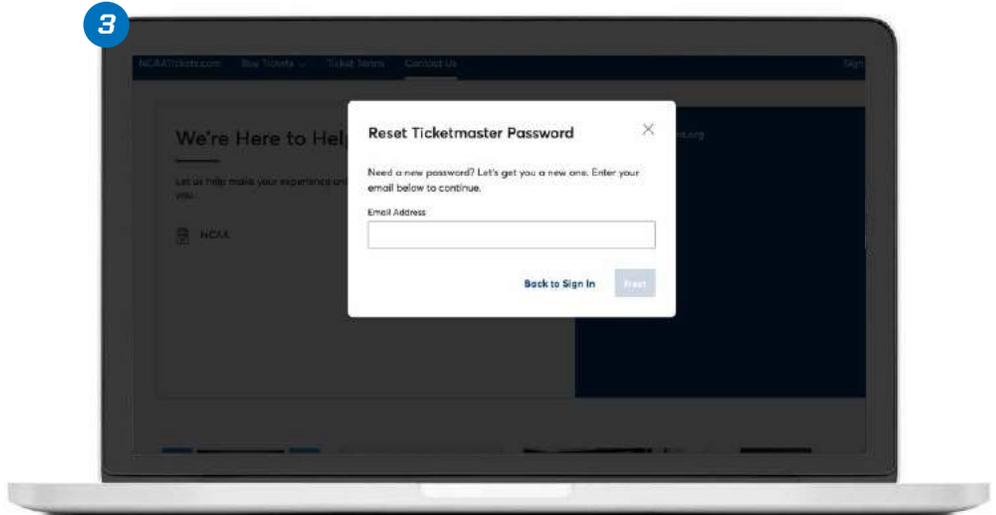
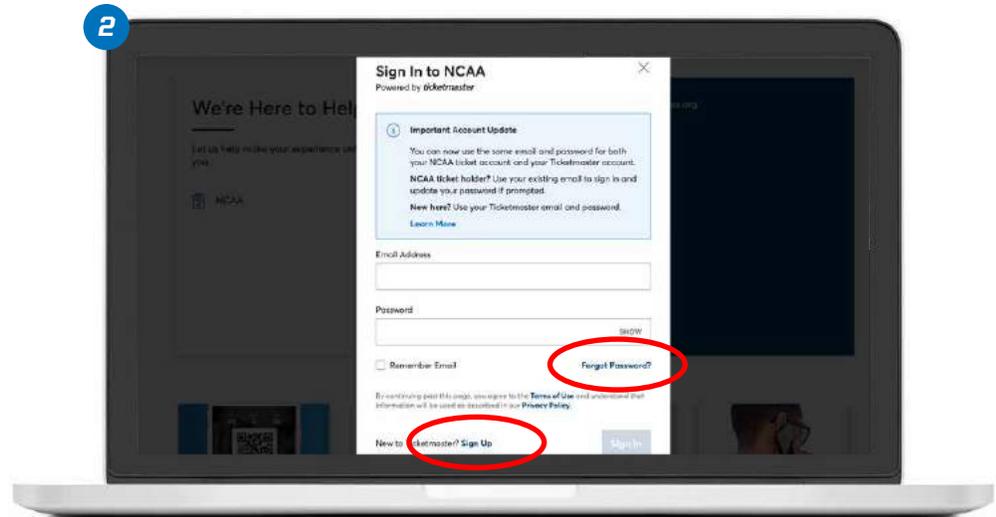
LOGGING IN

DESKTOP

1 SIGNING IN
 Visit am.ticketmaster.com/NCAA and log in with the email and password you used when purchasing tickets. The system may prompt you to reset your password.

2 FIRST LOGIN ATTEMPT?
 After clicking **Sign In**, scroll to the bottom of the pop up and click **Sign Up**. Follow the instructions on the screen to set up your Ticketmaster account.

3 FORGOT YOUR PASSWORD or NEED TO RESET YOUR PASSWORD?
 Click **Forgot Password** at sign-in (shown on screen 2) to receive an email or text message with a one-time code to reset your password.



LOGGING IN

MOBILE: ANDROID AND iPHONE

1 SIGNING IN

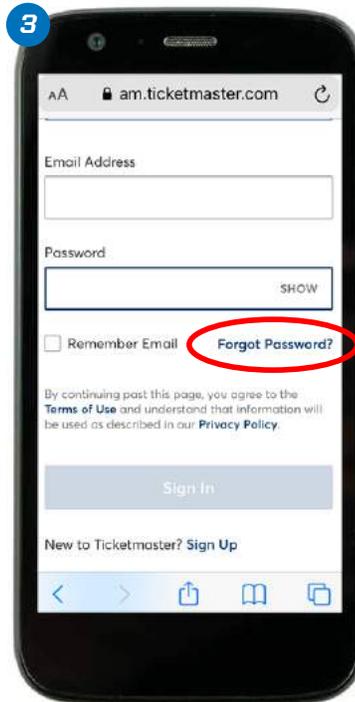
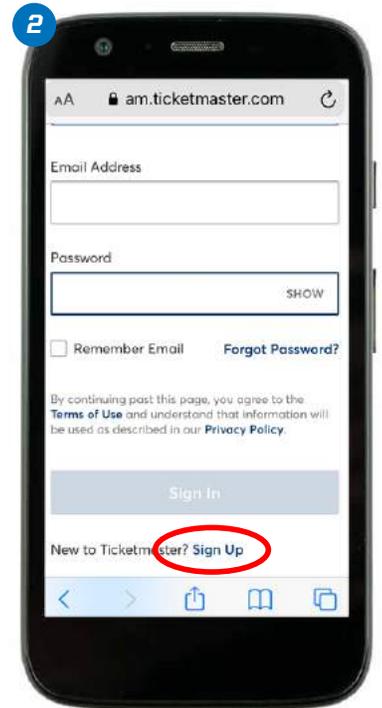
Visit am.ticketmaster.com/NCAA and tap the  icon in the upper right corner. Log in with the email and password used when purchasing tickets. The system may prompt you to reset your password.

2 FIRST LOGIN ATTEMPT?

Tap the  icon in the upper right corner of the home screen. Scroll to the bottom of the next screen and choose **Sign Up**.

3 FORGOT YOUR PASSWORD or NEED TO RESET YOUR PASSWORD?

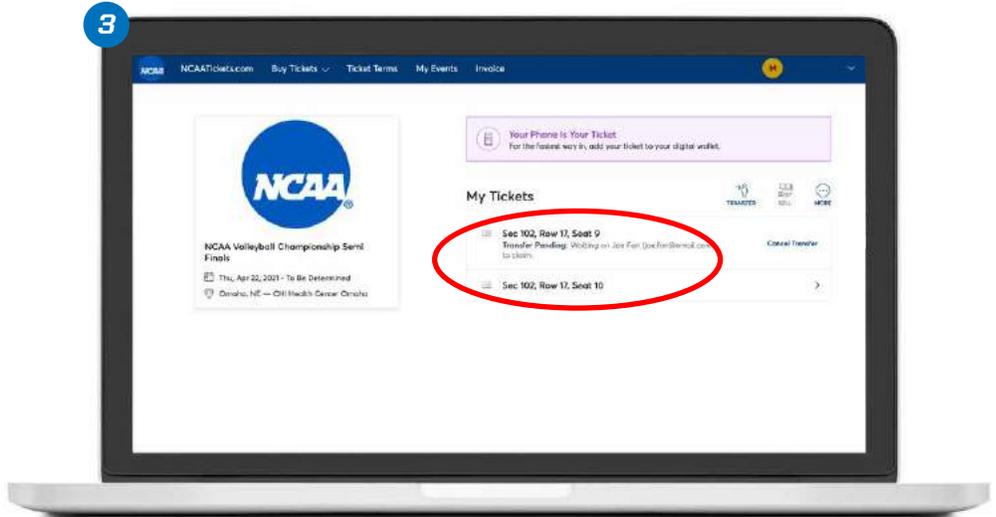
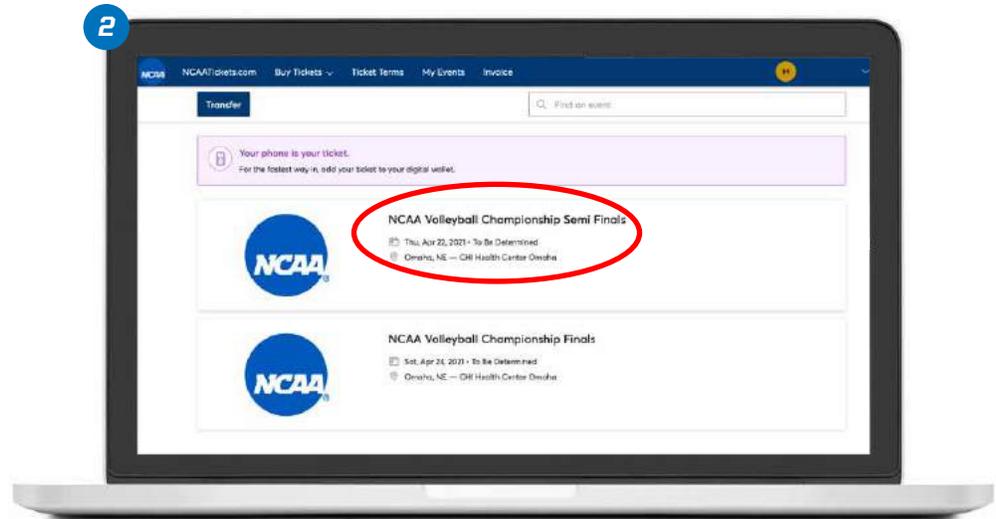
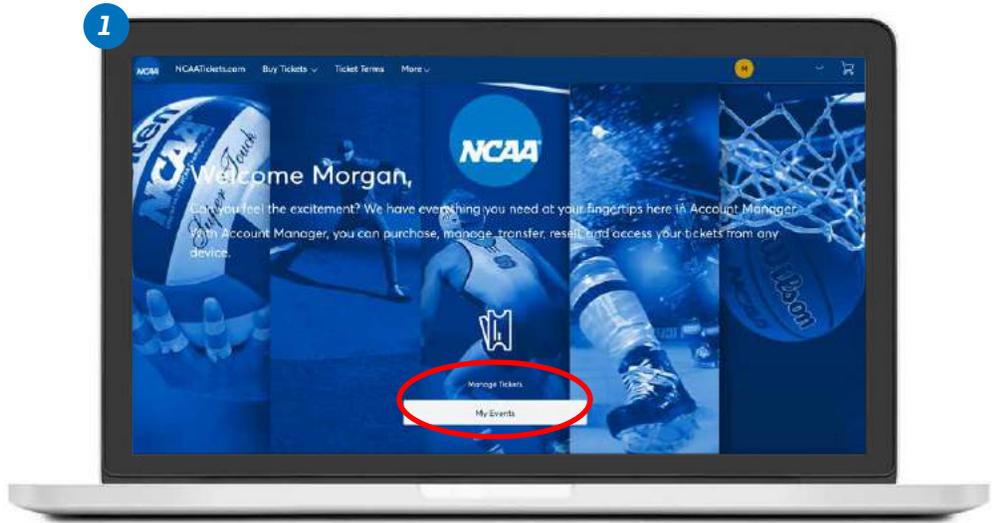
Click **Forgot Password** at sign-in to receive an email or text message with a one-time code to reset your password.



VIEWING TICKETS

DESKTOP

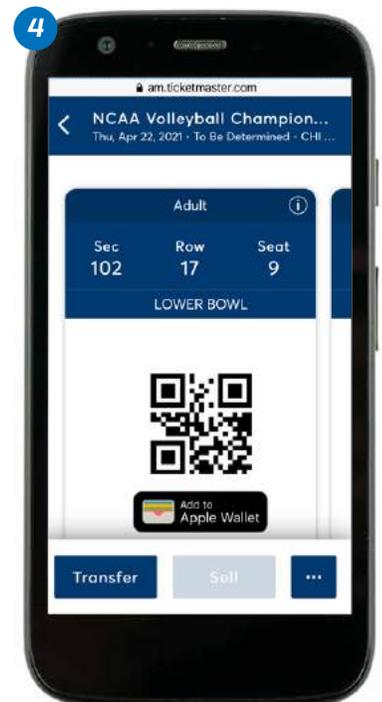
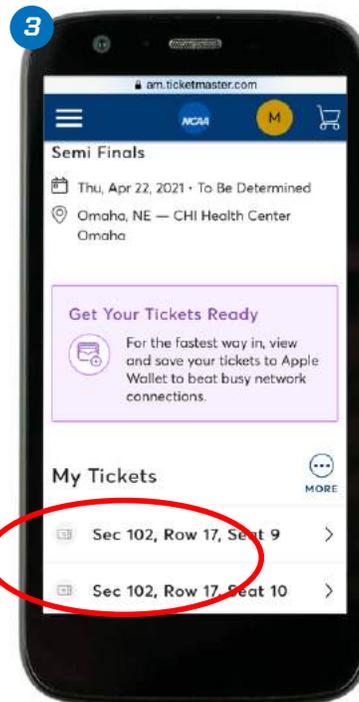
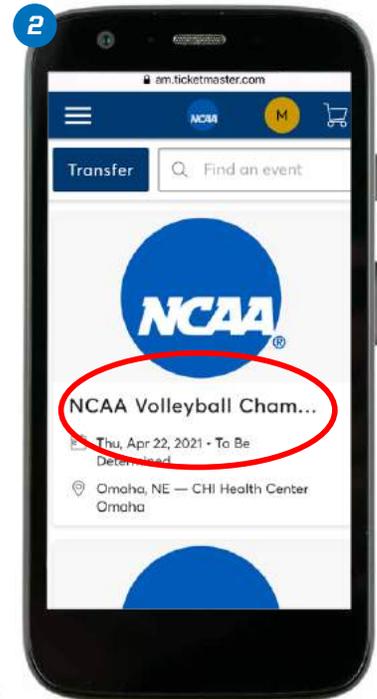
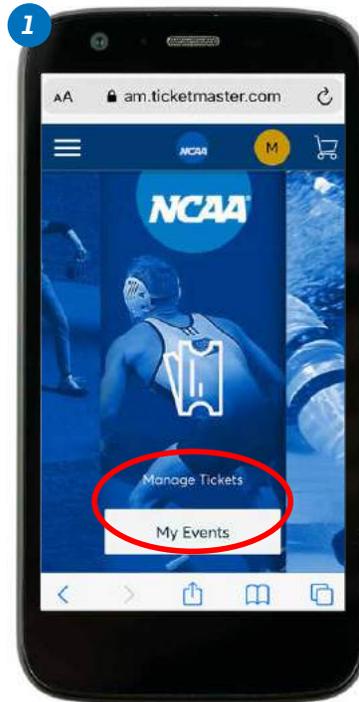
- 1 After logging in to am.ticketmaster.com/NCAA, click on **Manage Tickets** or **My Events**.
- 2 Click on the event to view your tickets.
- 3 Your ticket(s) will be displayed under **My Tickets**.



VIEWING TICKETS

MOBILE: ANDROID AND IPHONE

- 1 After logging in, click on **Manage Tickets** or **My Events** to see your tickets.
- 2 Tap the event you would like to view.
- 3 Tickets to the selected event are viewable here. Select your tickets.
- 4 Scroll horizontally to see all tickets to this event. The **Add to Apple Wallet** option is available on an iPhone. The **GPay Save to Phone** option is available on an Android device. *(See Downloading Tickets section.)*



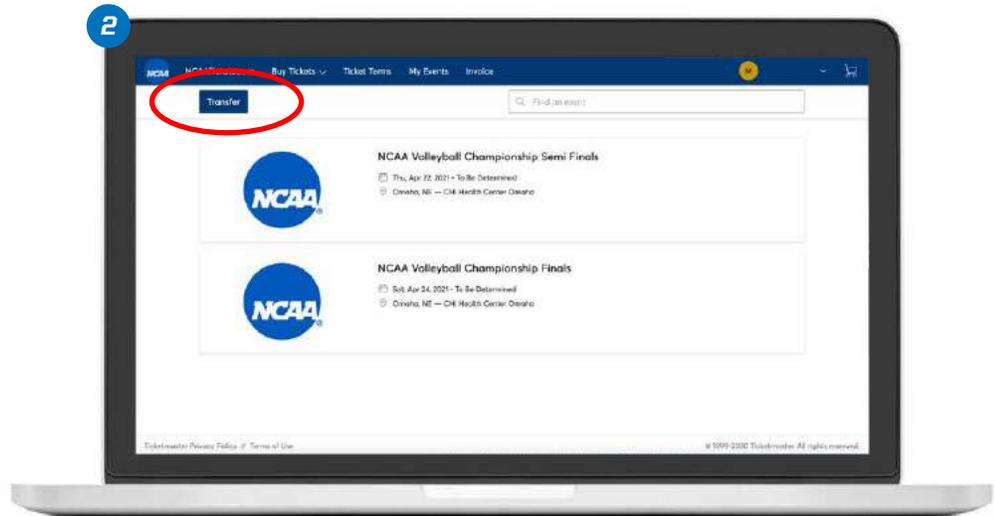
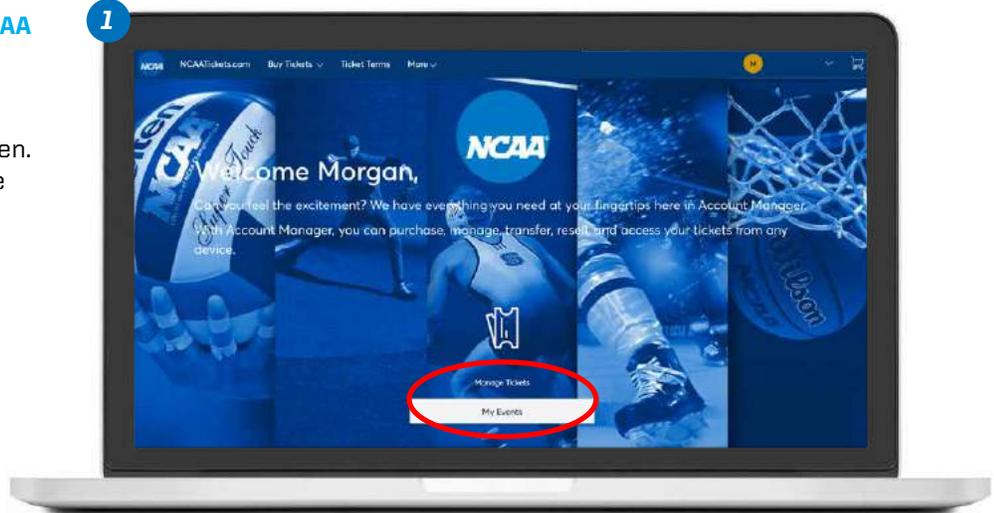
TRANSFERRING TICKETS

DESKTOP

1 Log in to am.ticketmaster.com/NCAA and click **Manage Tickets**.

2 Your events will populate the screen. Click **Transfer** and then select the tickets you want to transfer.

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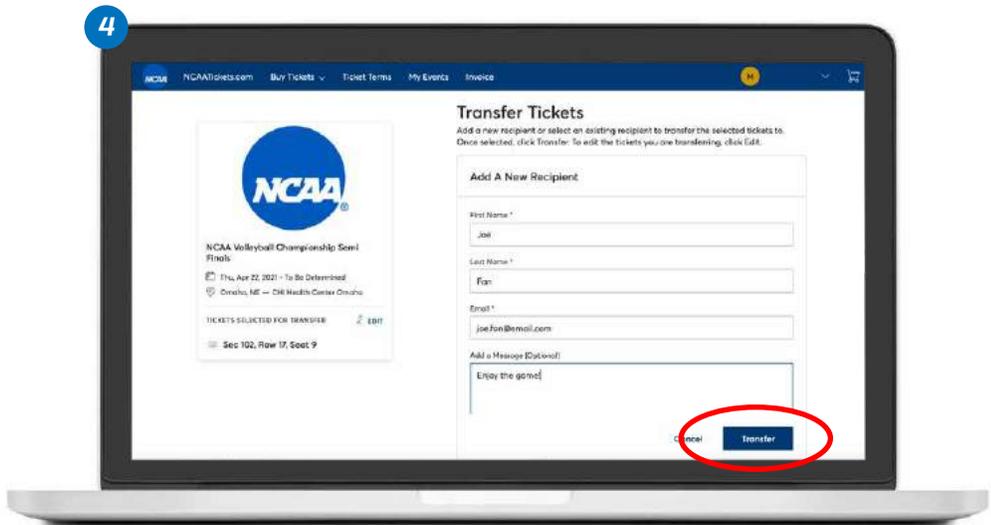
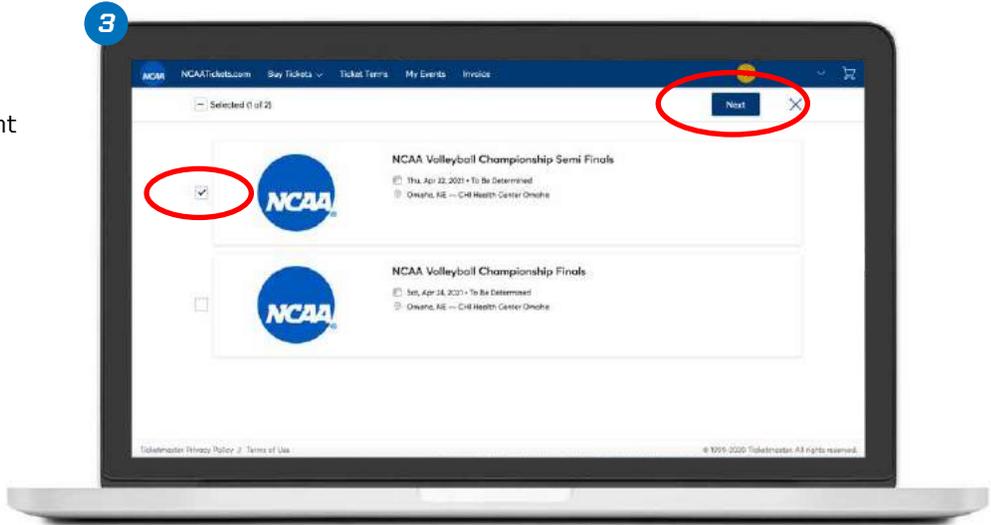


TRANSFERRING TICKETS

DESKTOP

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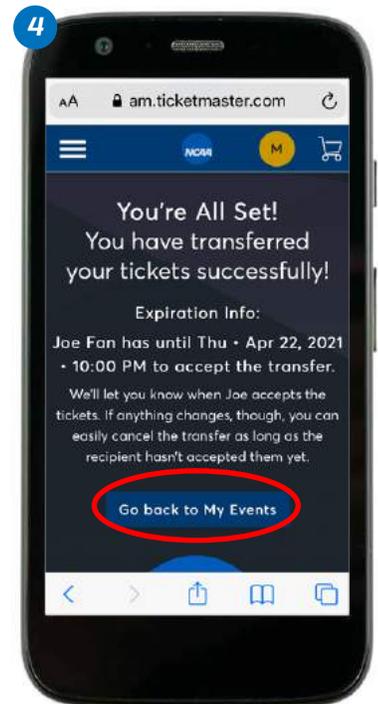
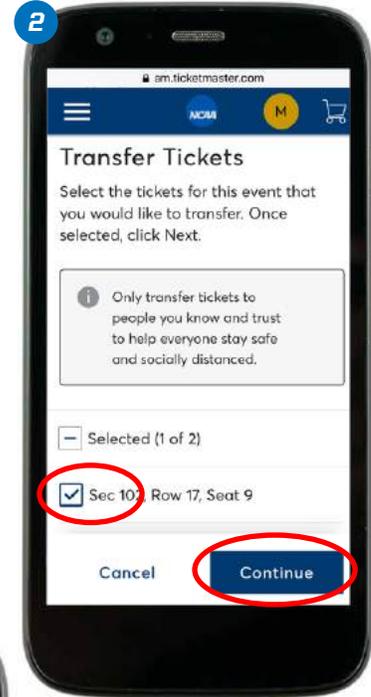
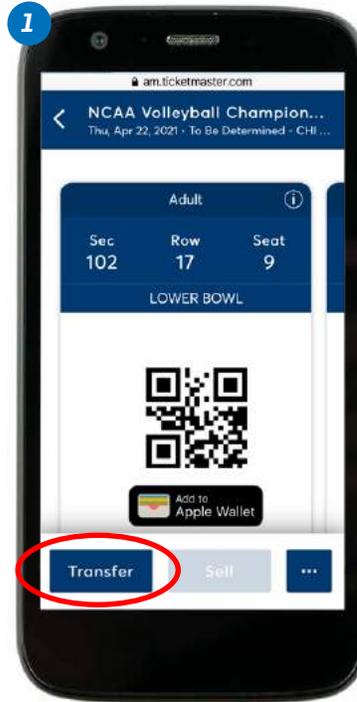
- 3 Select the event for which you want to transfer tickets. Click **Next**.
- 4 Complete the information regarding the recipient. You may also add an optional message if you'd like. Click **Transfer**. Your transfer is now complete and you will see a confirmation page. Click **Go back to My Events** to return to the ticket page.



TRANSFERRING TICKETS

MOBILE: ANDROID AND iPhone

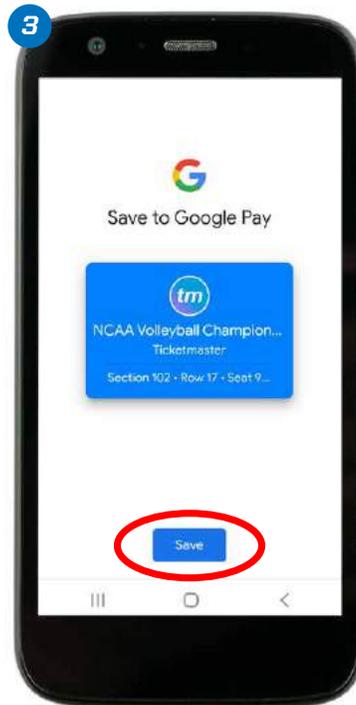
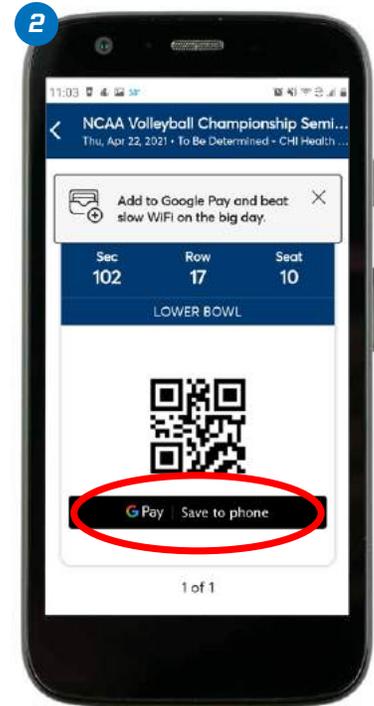
- 1 Once you have completed the previous steps, your ticket(s) will be viewable. Find the ticket(s) you would like to transfer and tap **Transfer**.
- 2 Select the ticket(s) you would like to transfer and tap **Continue**.
- 3 Enter the recipient's First Name, Last Name, Email Address and an optional message and press **Transfer**.
- 4 You will receive a confirmation once the transfer is complete. Tap **Go back to My Events** to finish.



DOWNLOADING TICKETS

MOBILE: ANDROID

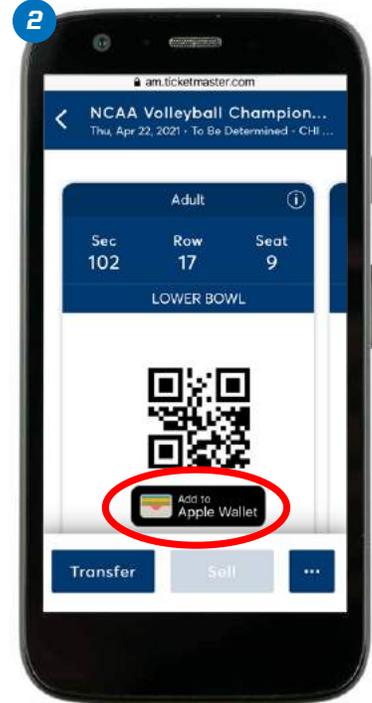
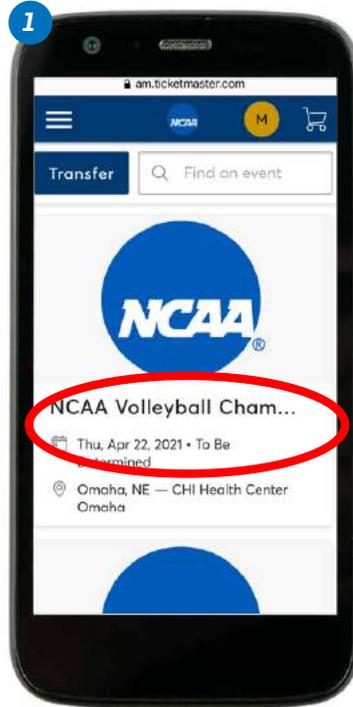
- 1 Once you are logged in, your events will appear. Tap the event you would like to manage to see all tickets purchased.
- 2 Tap **GPay Save to Phone**.
- 3 Click **Save** at the bottom of your screen.
- 4 To confirm your ticket(s) are in **GPay**, click the **GPay** icon on your home screen and choose **Passes** at the bottom of your screen. You should see your ticket(s) here.



DOWNLOADING TICKETS

MOBILE: IPHONE

- 1 Once you are logged in, your events will appear. Tap the event you would like to manage to see all tickets purchased.
- 2 Tap **Add to Apple Wallet**.
- 3 Click **Add** in the upper right corner of your screen.
- 4 To confirm your ticket(s) are in your **Apple Wallet**, find the icon on your home screen and click into it. You should see your ticket(s) here.

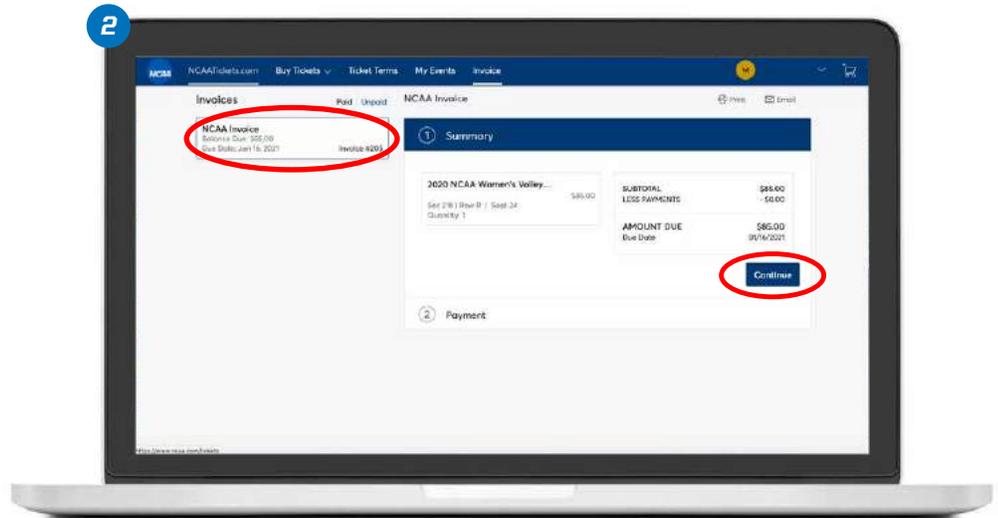
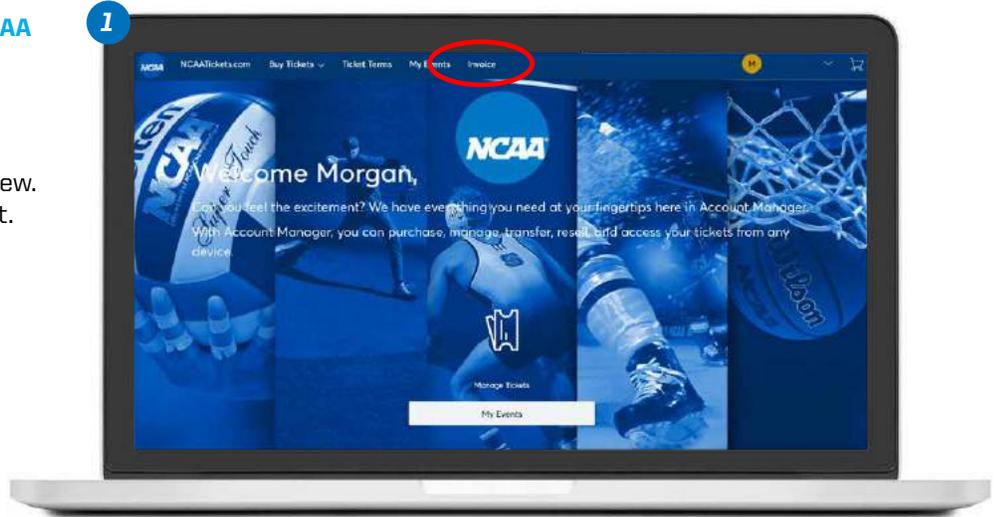


INVOICES

DESKTOP

- 1 Log in to am.ticketmaster.com/NCAA and click **Invoice** at the top of the menu bar.
- 2 Select the invoice you wish to review. Click **Continue** to make a payment.

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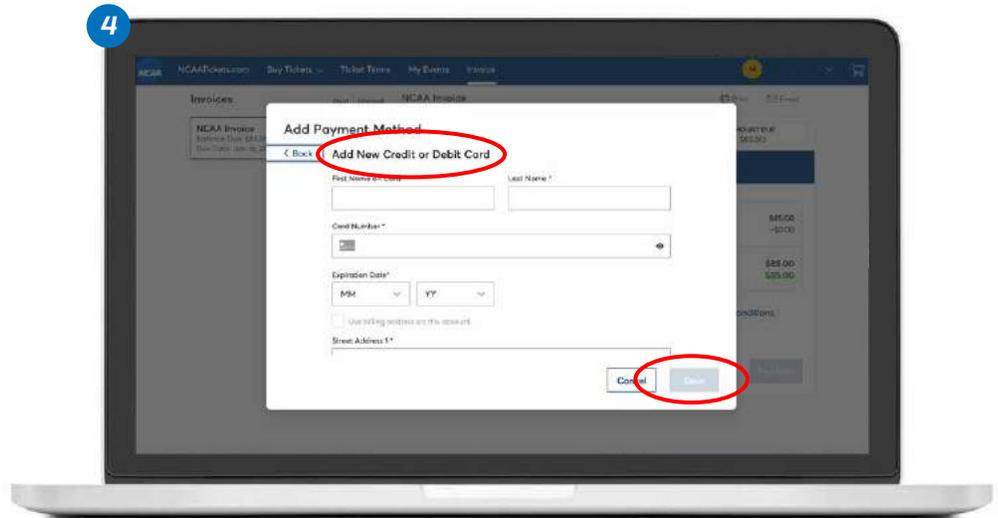
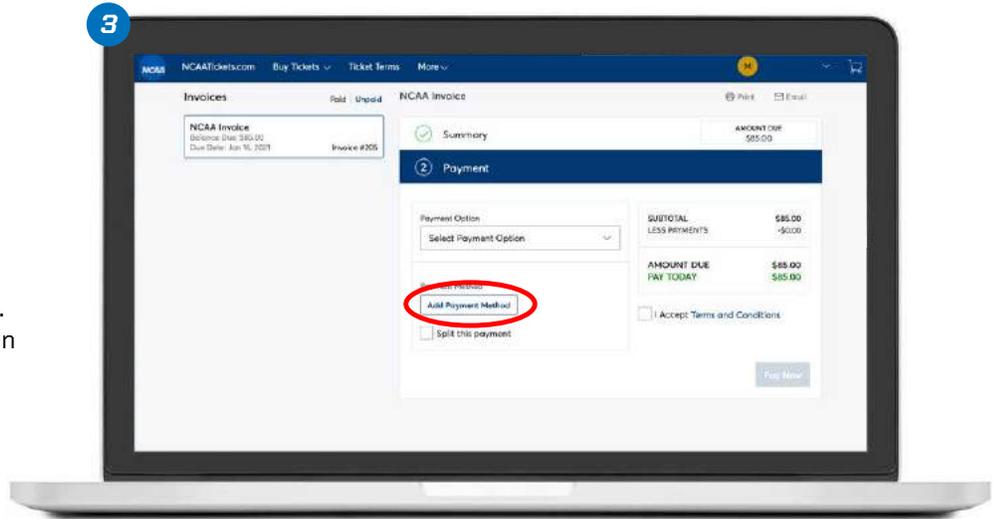
INVOICES

DESKTOP

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3 From here you can select **Add Payment Method** to add a credit or debit card.

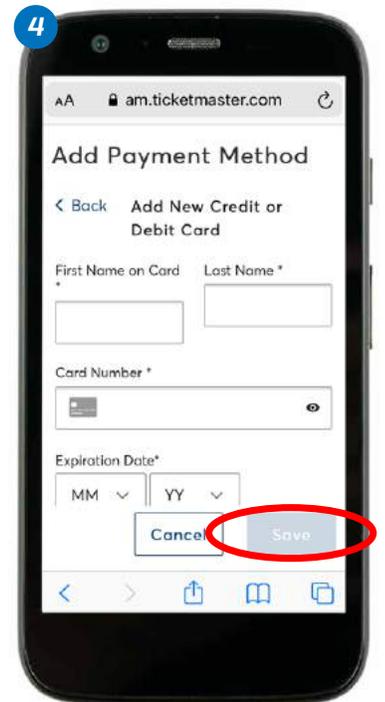
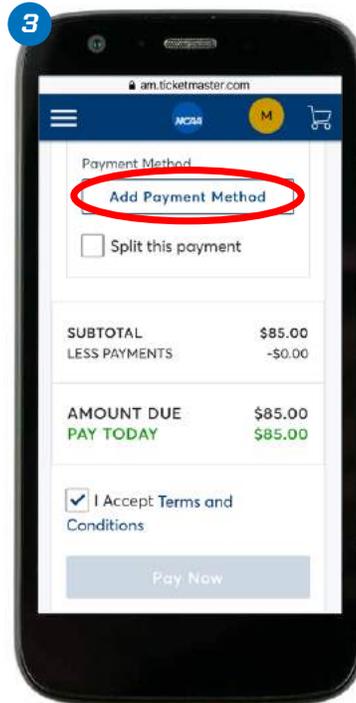
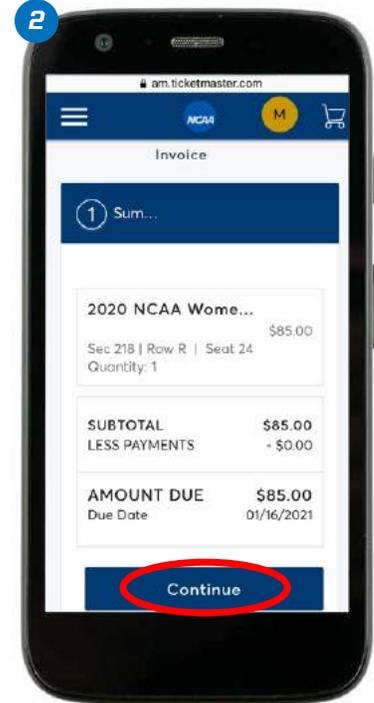
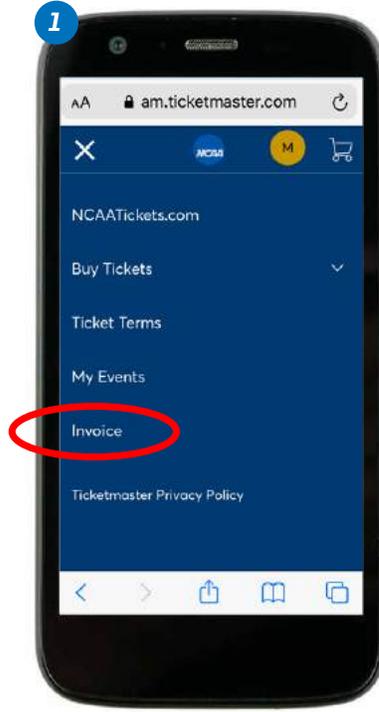
4 Once you have submitted your payment information, select **Save**. Select **Pay Now** on the next screen to complete your payment.



INVOICES

MOBILE: ANDROID AND IPHONE

- 1 Log in to am.ticketmaster.com/NCAA, tap the menu navigation icon in the upper left corner of the screen and select **Invoice**.
- 2 Select the invoice you want to view and/or pay. The next screen will include ticket details. Tap **Continue** to pay the selected invoice.
- 3 Select **Add Payment Method** to enter a credit or debit card.
- 4 Once you have completed your payment information, select **Save** and then **Pay Now** to complete your payment.





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