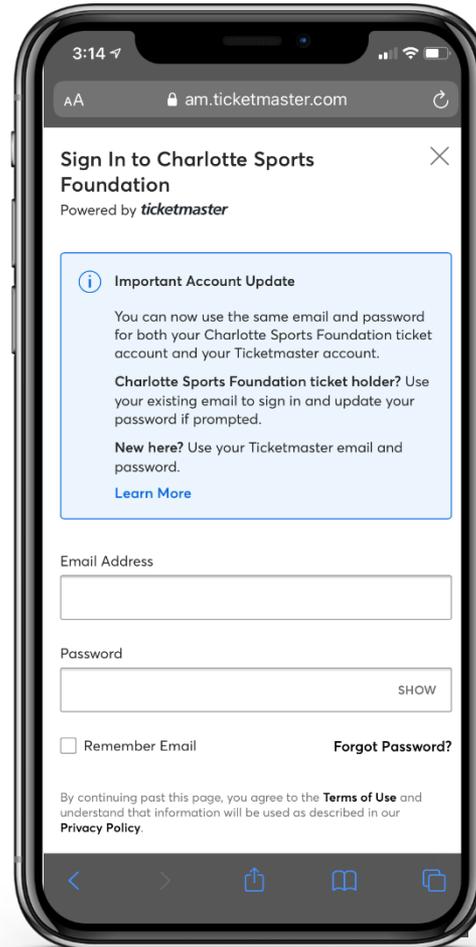


STEP 1



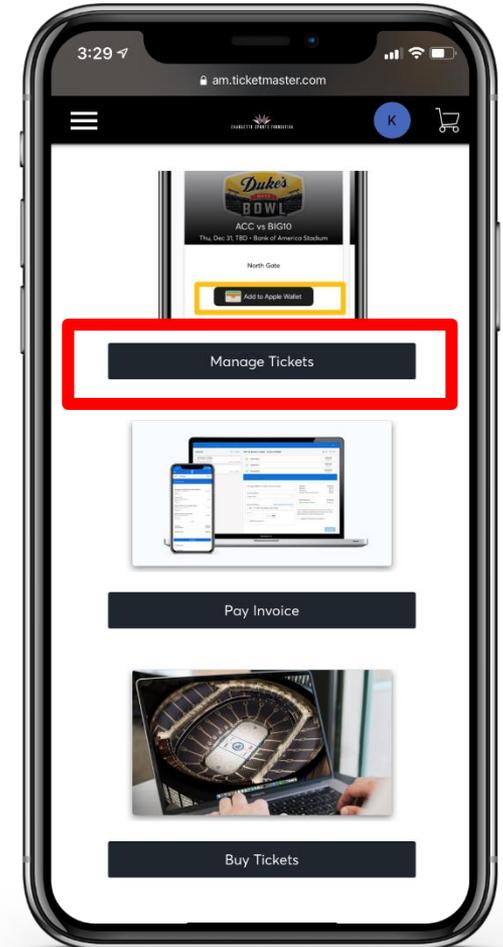
Click the profile icon on the top right hand corner of your screen to sign into your account.

STEP 2



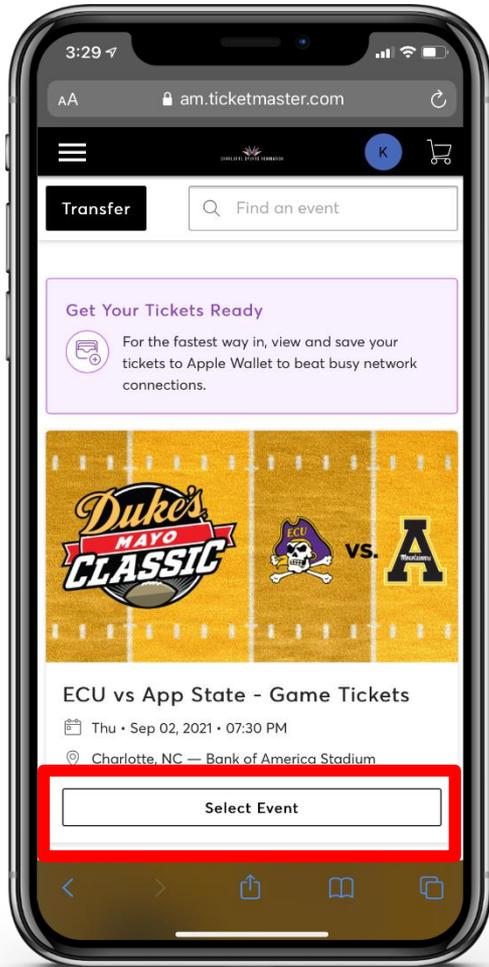
Sign in using your email address that is associated with your ticket purchase. If you have forgotten your password or are using your Charlotte Sports Foundation account for 1st time please select "Forgot Password".

STEP 3



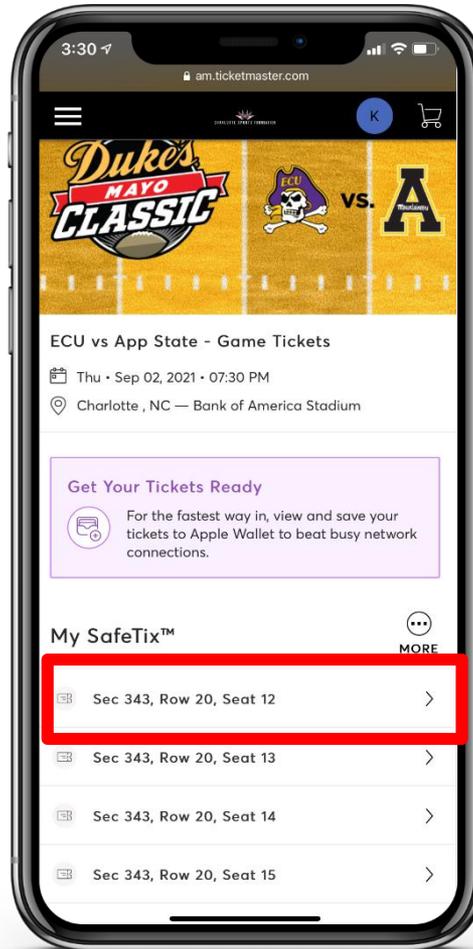
Scroll down until you see the "Manage Tickets" option.

STEP 4



Select the event you will be attending.

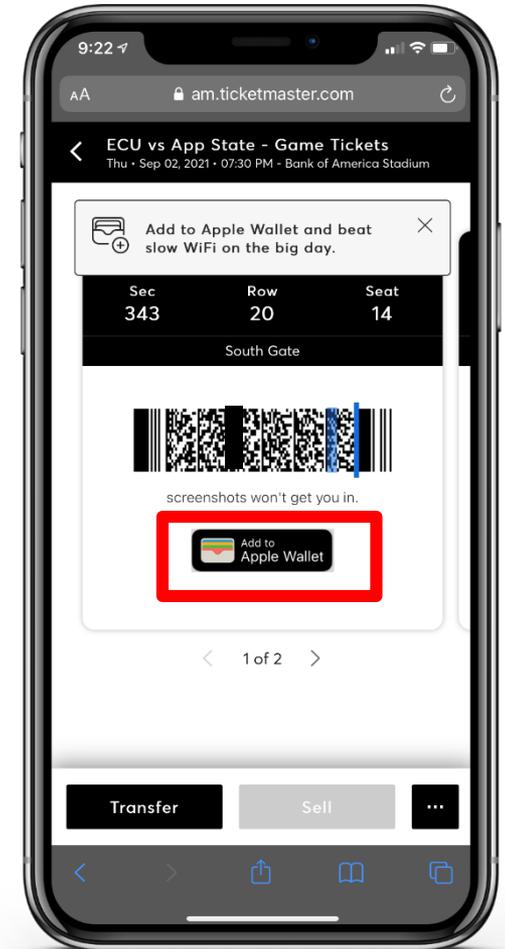
STEP 5



Select the seat you would like to download.

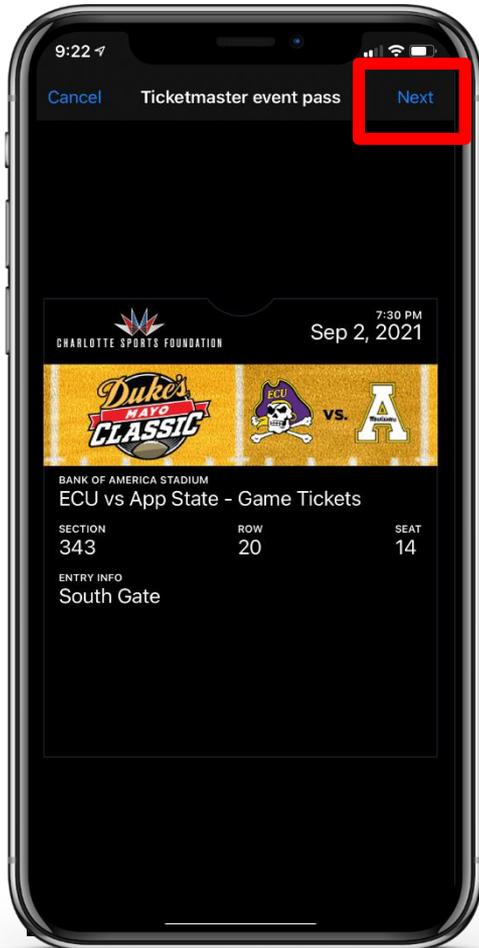
If you are trying to transfer tickets, skip to Step 10.

STEP 6



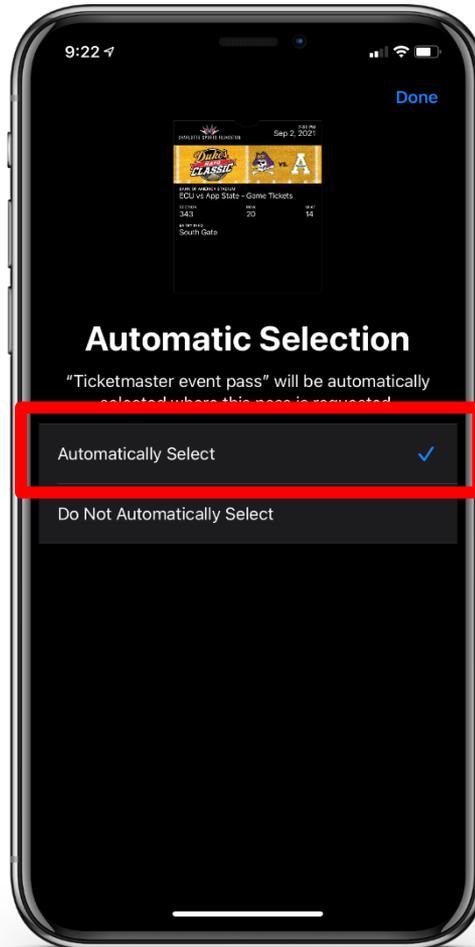
Select "Add to Mobile Device".

STEP 7



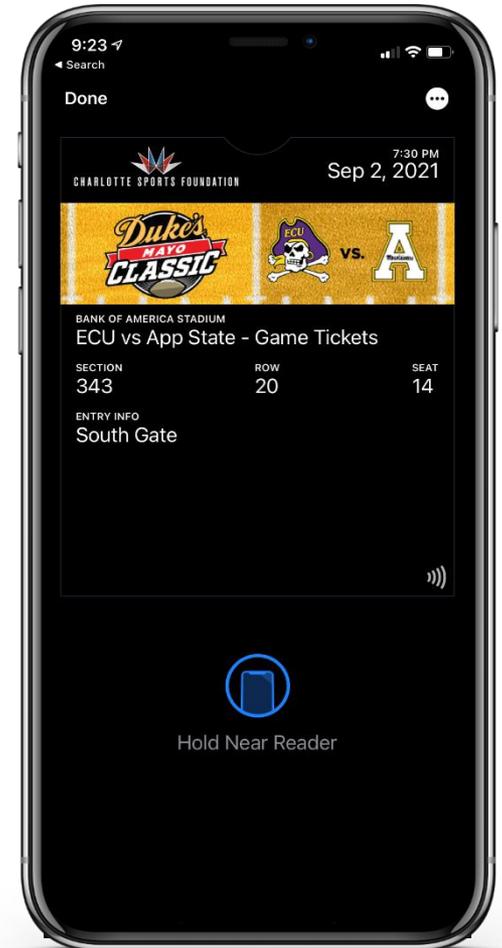
Select "Next".

STEP 8



Select "Automatically Select".

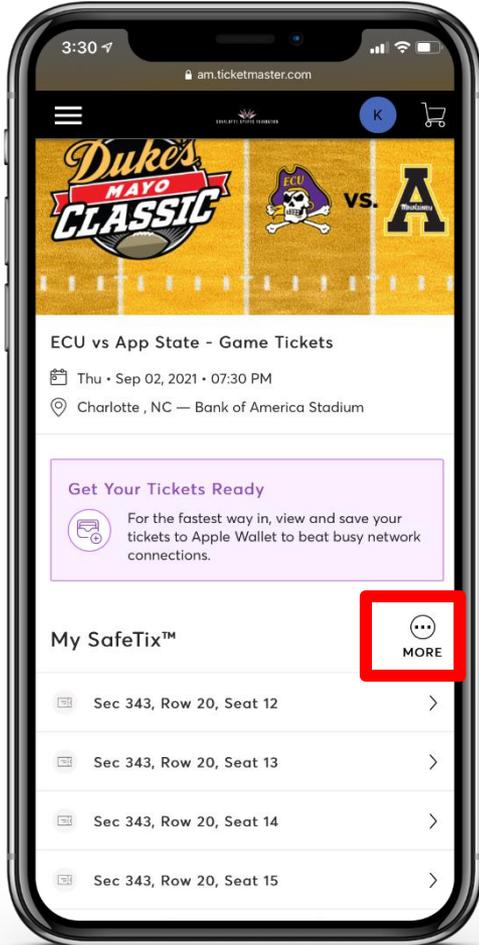
STEP 9



Open your apple wallet app and your tickets should look like the image above.

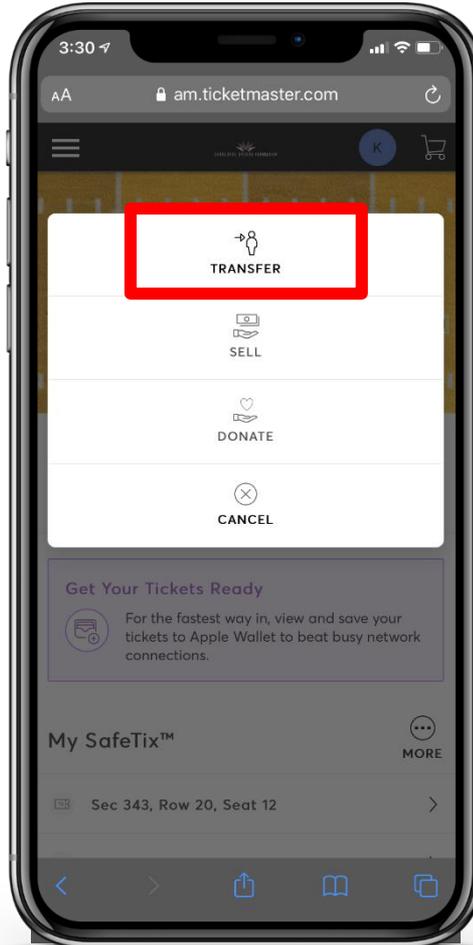
TRANSFERRING TICKETS

STEP 10



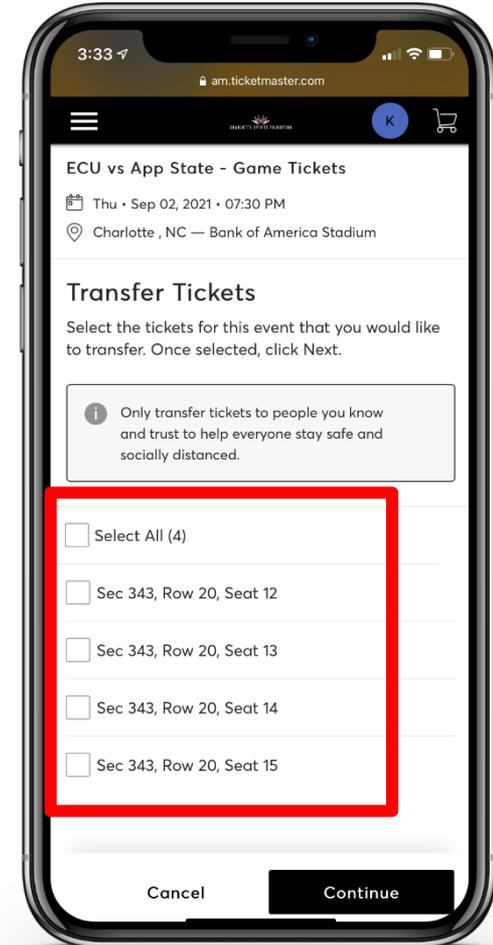
Select "More"

STEP 11



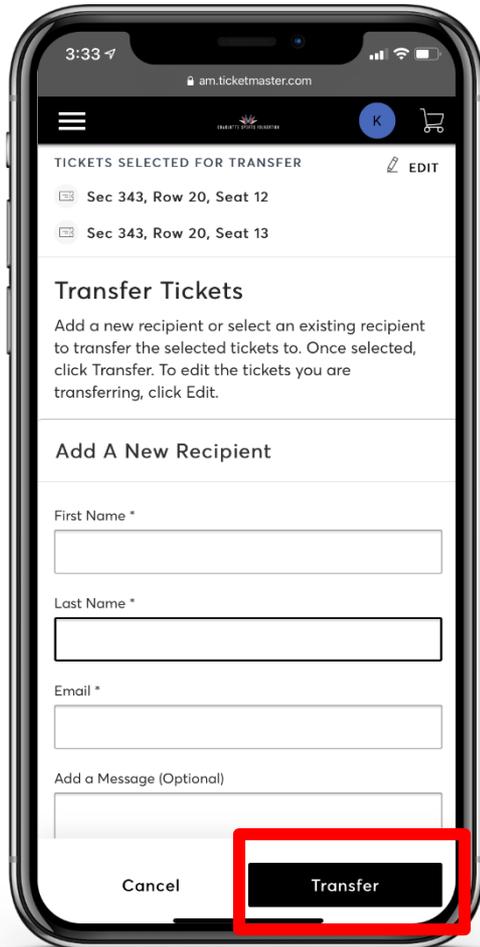
Select "Transfer".

STEP 12



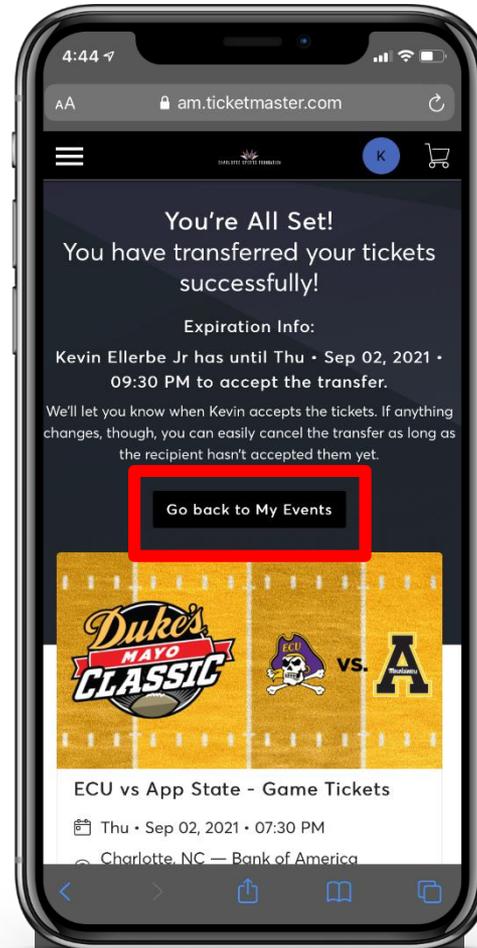
Select "All" if you are trying to Transfer all seats. If you are not trying to transfer all of your seats, select the seats you would like to transfer to a recipient.

STEP 13



Type in the recipients First and Last name and email address then select “Transfer”.

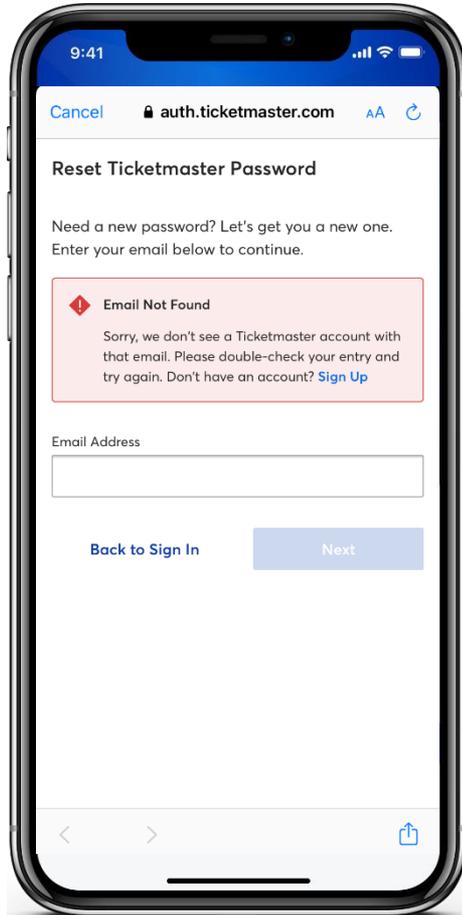
STEP 14



Your seats have now been transferred. If you are trying to transfer more seats to a different recipient, select “Go Back to My Events” and repeat steps 10-13.

Having Trouble?

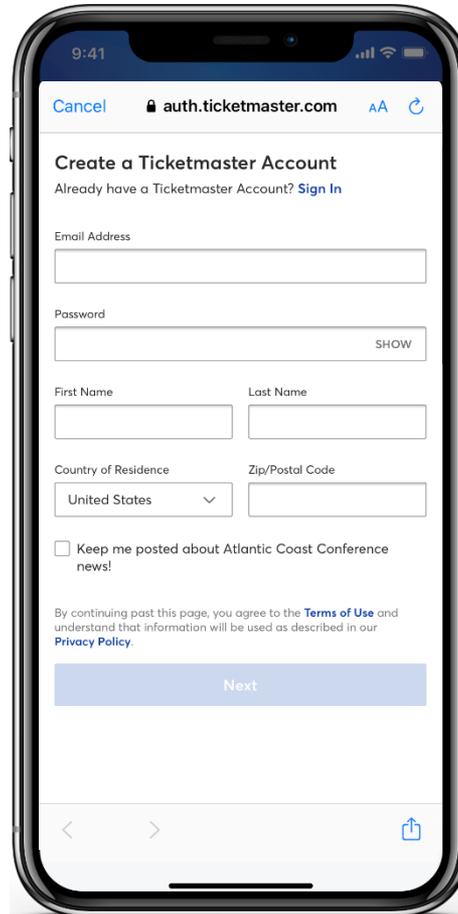
STEP 15



The screenshot shows the 'Reset Ticketmaster Password' screen. At the top, there is a 'Cancel' button and the URL 'auth.ticketmaster.com'. The main heading is 'Reset Ticketmaster Password'. Below it, the text reads: 'Need a new password? Let's get you a new one. Enter your email below to continue.' A red error box with a diamond icon contains the message: 'Email Not Found. Sorry, we don't see a Ticketmaster account with that email. Please double-check your entry and try again. Don't have an account? [Sign Up](#)'. Below the error box is an 'Email Address' input field. At the bottom, there are two buttons: 'Back to Sign In' and 'Next'.

If this screen appears, confirm the email address listed is the email address used to obtain your tickets. Click **Sign Up** and follow the prompts.

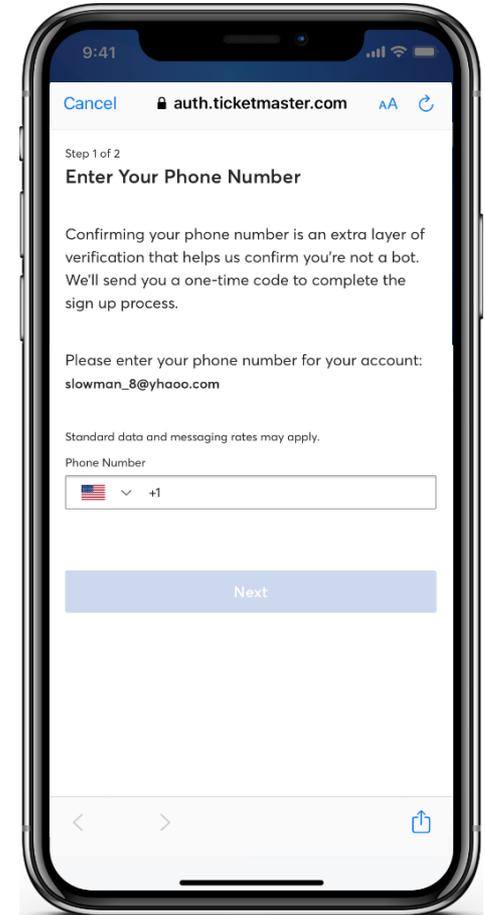
STEP 16



The screenshot shows the 'Create a Ticketmaster Account' screen. At the top, there is a 'Cancel' button and the URL 'auth.ticketmaster.com'. The main heading is 'Create a Ticketmaster Account'. Below it, the text reads: 'Already have a Ticketmaster Account? [Sign In](#)'. The form includes several input fields: 'Email Address', 'Password' (with a 'SHOW' button), 'First Name', 'Last Name', 'Country of Residence' (with a dropdown menu set to 'United States'), and 'Zip/Postal Code'. There is a checkbox for 'Keep me posted about Atlantic Coast Conference news!'. At the bottom, there is a 'Next' button and a small disclaimer: 'By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in our [Privacy Policy](#)'.

Continue to follow the prompts and make sure to use the email address provided to obtain your tickets.

STEP 17



The screenshot shows the 'Enter Your Phone Number' screen. At the top, there is a 'Cancel' button and the URL 'auth.ticketmaster.com'. The main heading is 'Enter Your Phone Number'. Below it, the text reads: 'Step 1 of 2. Confirming your phone number is an extra layer of verification that helps us confirm you're not a bot. We'll send you a one-time code to complete the sign up process.' Below this, there is a prompt: 'Please enter your phone number for your account: slowman_8@yahoo.com'. There is a small note: 'Standard data and messaging rates may apply.' Below that is a 'Phone Number' input field with a dropdown menu set to '+1' and a US flag icon. At the bottom, there is a 'Next' button.

Enter your phone number to verify your account. You will then be prompted to enter the One-Time Code sent and **Agree** to the Terms & Conditions.