

ALLY TIPOFF

2023 Ticket Tutorial



CHARLOTTE SPORTS FOUNDATION



TICKET TUTORIAL

MOBILE APP

- VIEW TICKETS
- TRANSFER TICKETS
- ACCEPT TICKETS



VIEW TICKETS

MOBILE APP

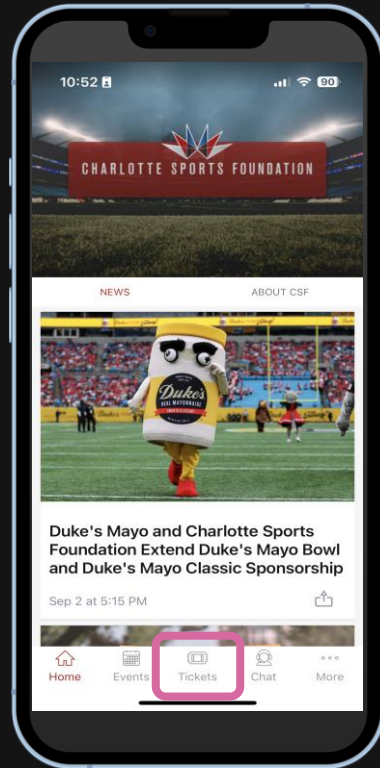


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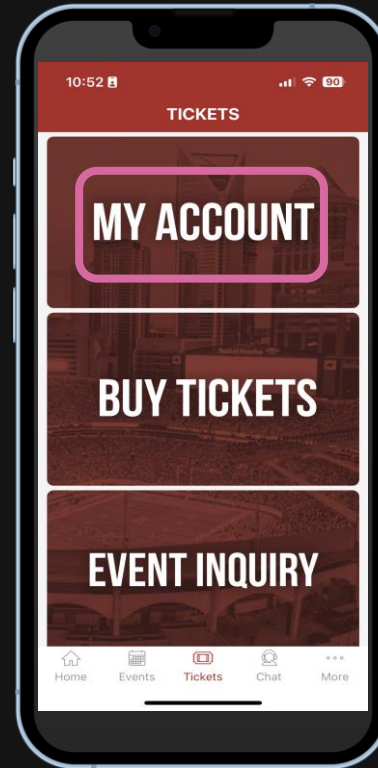


VIEW TICKETS

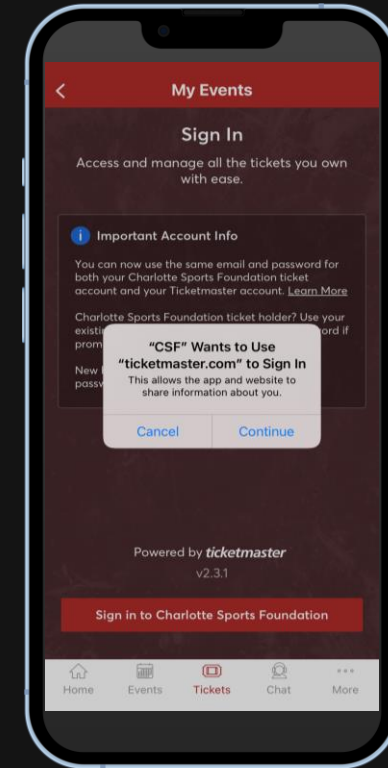
Important Tip: Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



To access mobile tickets, select **TICKETS** from the CSF App home screen.



Select **MY ACCOUNT**.

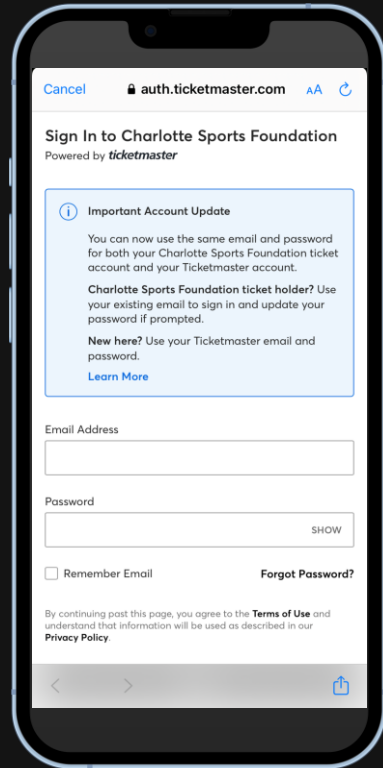


Select **CONTINUE** to sign into your CSF or Ticketmaster account using the email address associated with your Ally Tipoff tickets.



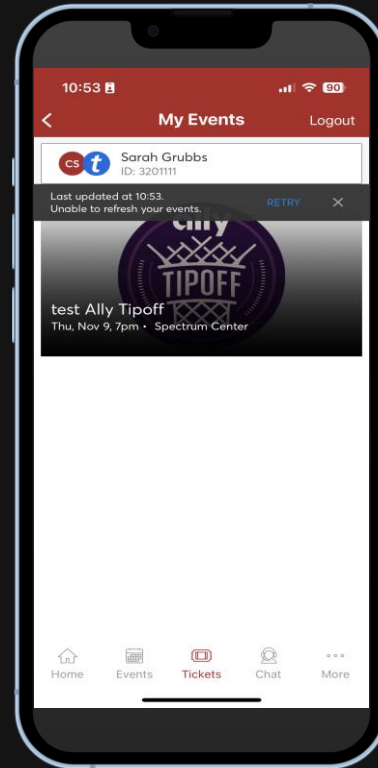
VIEW TICKETS

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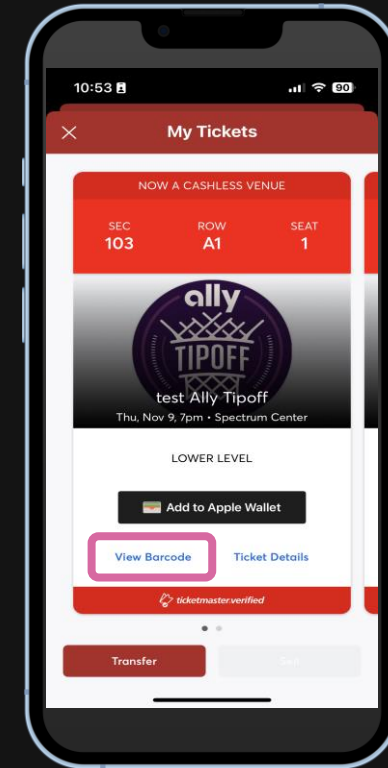


Sign into your CSF or Ticketmaster account using the email address associated with your Ally Tipoff tickets.

(Fans that purchased through participating schools MUST use the email address provided to the school at the time of purchase and not the email address associated with Ticketmaster account)



View your events and select the Ally Tipoff event to view your ticket (s).



Click View Barcode. To enter, have your phone out and ready to go.

You will see a rotating barcode as this is a SafeTix event

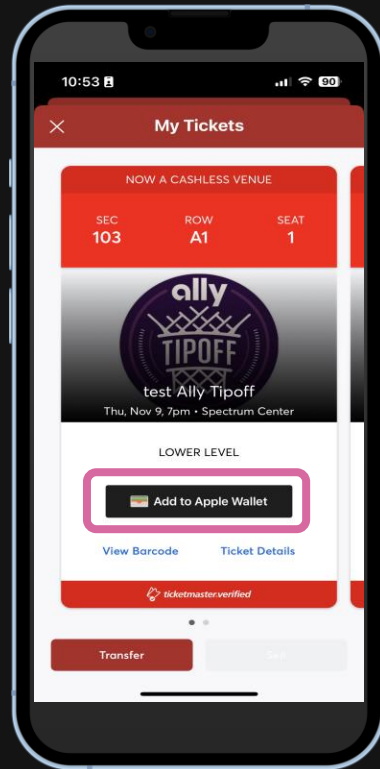


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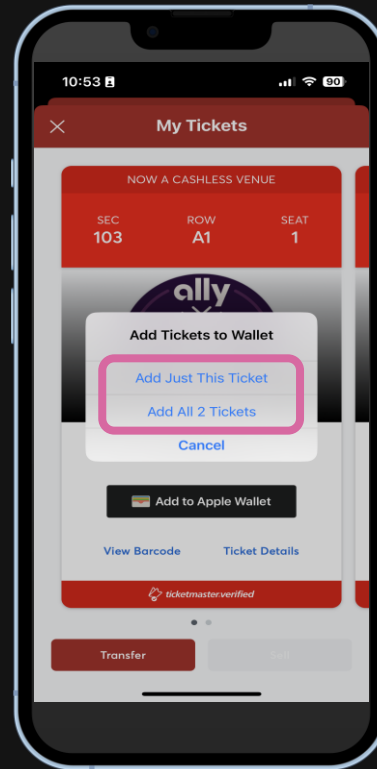


VIEW TICKETS

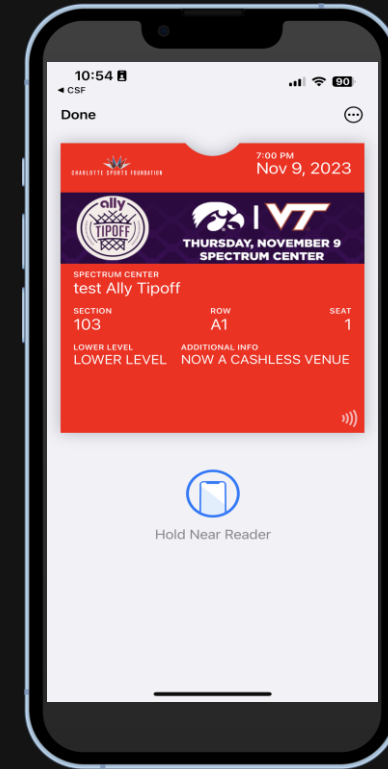
Important Tip: Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



Click Add to Wallet.



Select Add Just This Ticket or
Add All Tickets.



Click View in Wallet to access your
ticket. To enter, have your phone out
and ready to go.

If you are planning on transferring your tickets, DO NOT ADD the tickets to your Wallet prior to transfer. If ticket is added to wallet prior to transfer, the new recipient of the tickets will not be able to add the tickets to their wallet.



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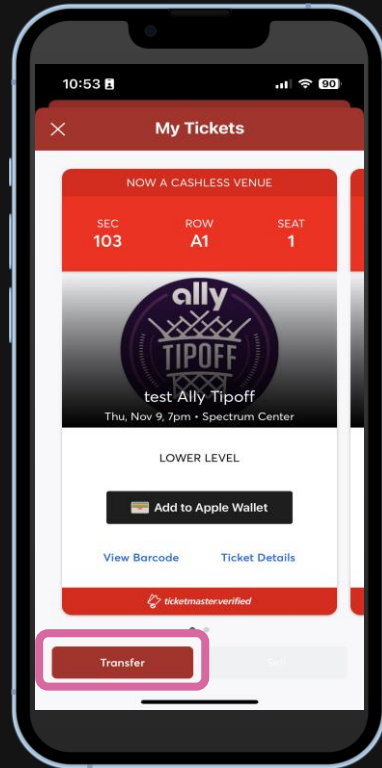
TRANSFER TICKETS

MOBILE APP

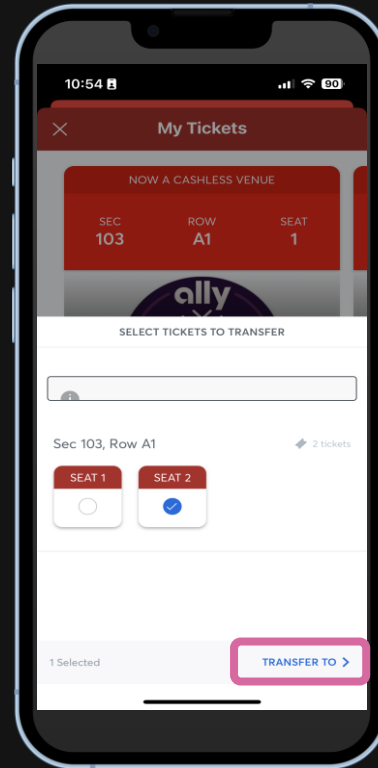


TRANSFER TICKETS

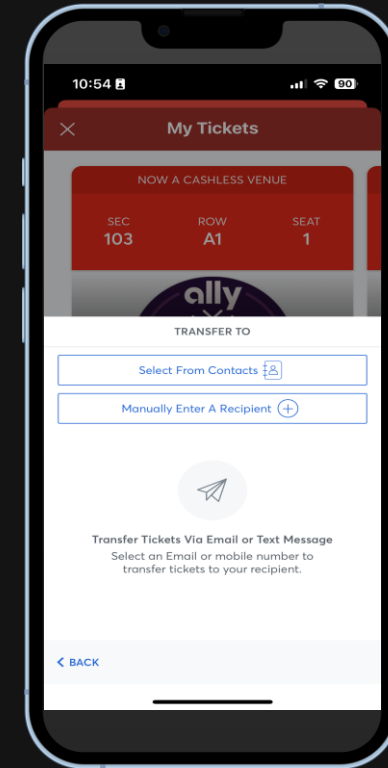
Important Tip: Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



Access Mobile Tickets and click Transfer.



Select the tickets you wish to transfer.



Choose a transfer delivery method.

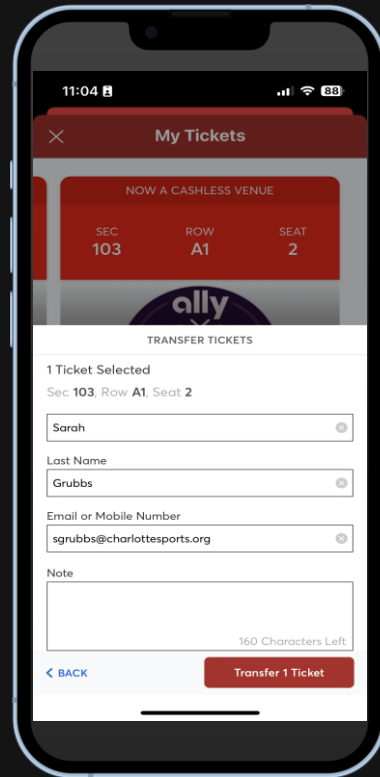


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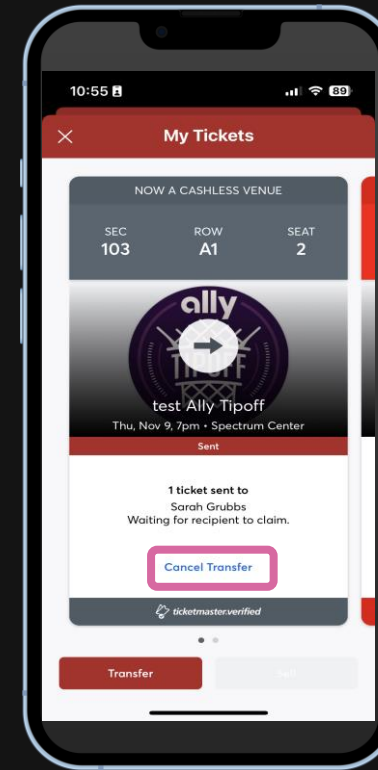


TRANSFER TICKETS

Important Tip: Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



Enter and confirm recipients contact information and click transfer.



If transfer is not successful or you need to send the tickets to someone else, you can cancel the transfer and try again.

When transferring tickets, you will receive two (2) emails: one confirming your ticket(s) have been sent and another when your recipient accepts the ticket(s) you sent. Your recipient will also receive an email prompting them to accept your ticket(s). 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.



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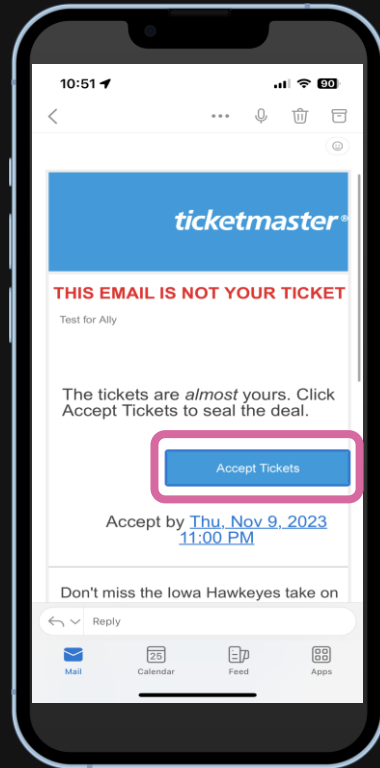
ACCEPT TICKETS

MOBILE APP

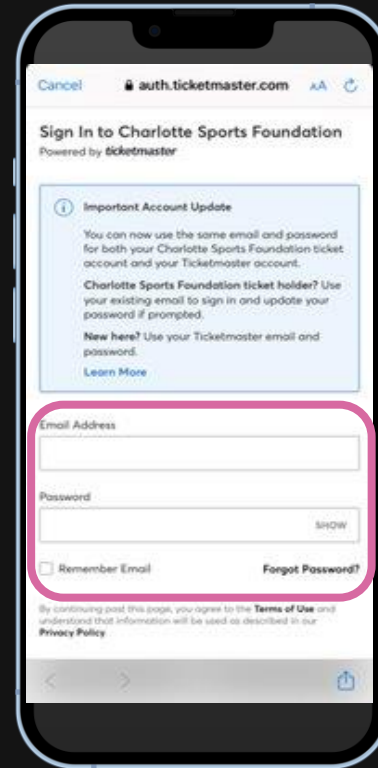


ACCEPT TICKETS

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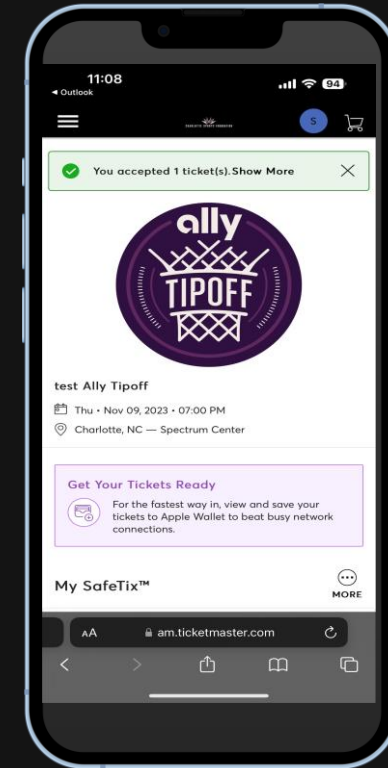


When tickets are transferred to you, you'll receive an email or text from the Charlotte Sports Foundation/ Ticketmaster. Click the Accept Tickets button.



Create a Charlotte Sports Foundation account or sign into an existing one. If you do not remember your password, click 'Forgot Password' to reset.

Once you log-in for the first time, a Terms of Use Ticketmaster will pop up. Click agree to proceed.



Once accepted, you can view your tickets in your Charlotte Sports Foundation account. Download the official CSF App for easy ticket access.



CHARLOTTE SPORTS FOUNDATION



THANK YOU

FOR QUESTIONS OR HELP ACCESSING YOUR TICKETS CALL THE
TICKETMASTER CALL CENTER AT (800)-521-6429.

HOURS ARE 9:00AM-10:00PM EASTERN MON-SAT AND
9:00AM-9:00PM ON SUNDAYS.



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