

# 2024 ALLY TIPOFF

HOW-TO:  
2024 TICKET TUTORIAL



# TICKET TUTORIAL

- VIEW TICKETS
- TRANSFER TICKETS
- ACCEPT TICKETS



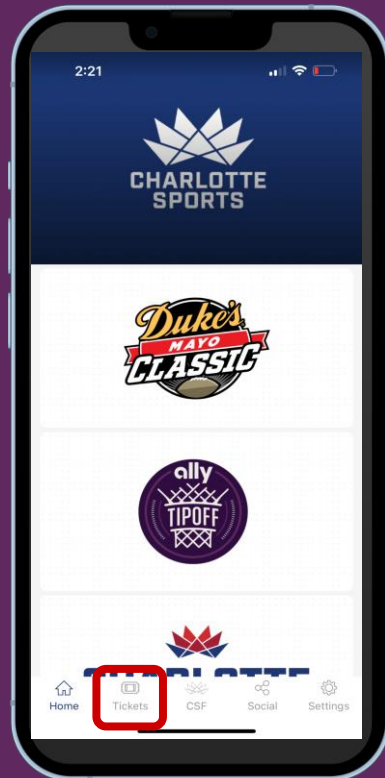
# VIEW TICKETS

MOBILE APP

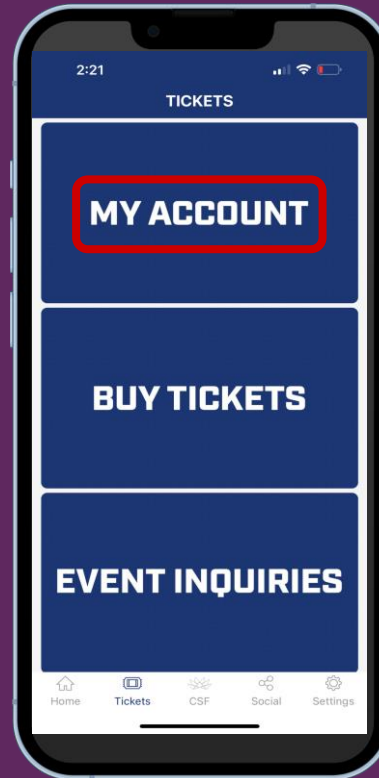


# VIEW TICKETS

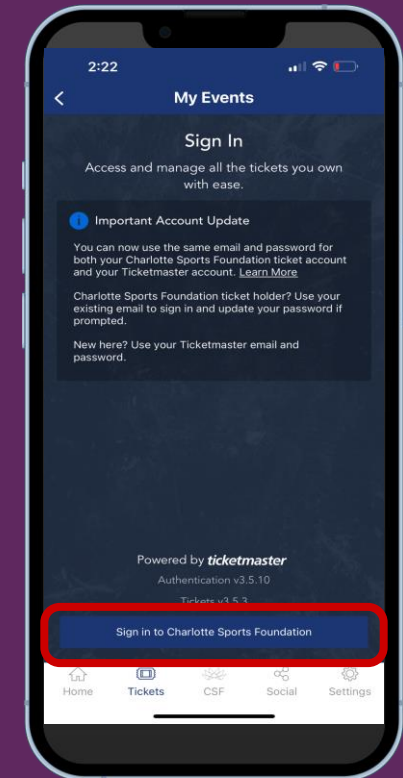
**Important Tip:** Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



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



Select MY ACCOUNT.

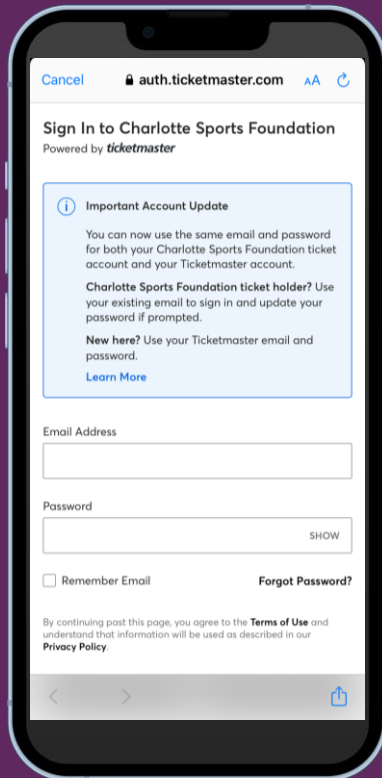


Select CONTINUE to sign into your CSF or Ticketmaster account using the email address associated with your Ally Tipoff tickets.

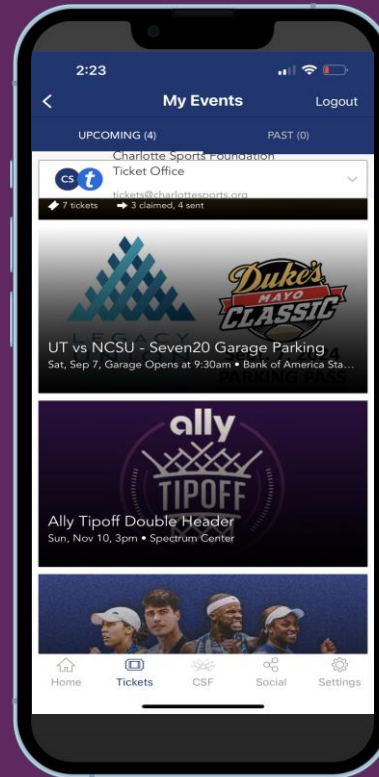


# VIEW TICKETS

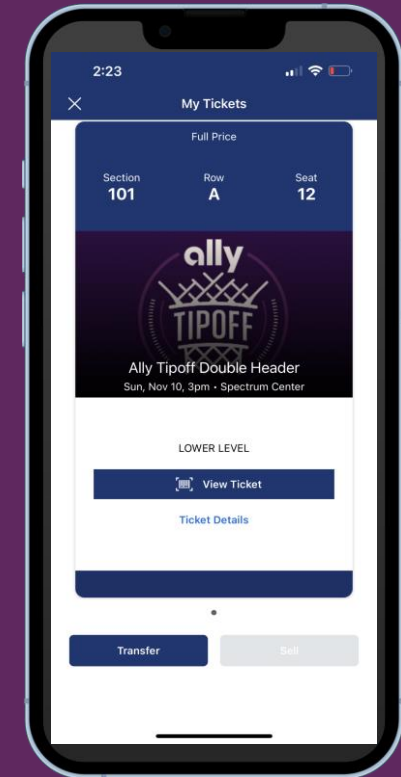
**Important Tip:** Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



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



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



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

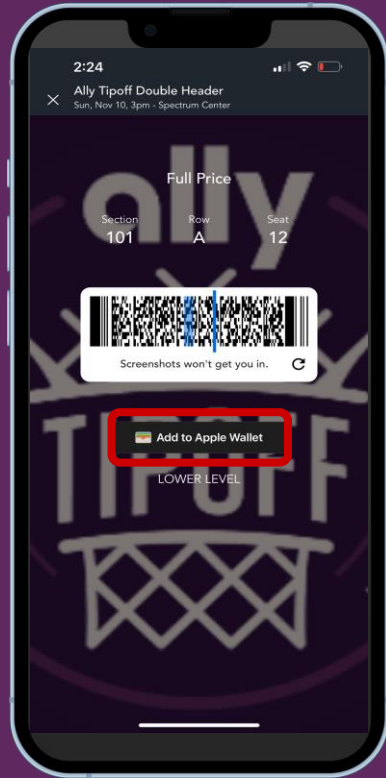
(Fans that purchased through participating schools MUST use the email address provided to the school at the time of purchase and not the email address associated with Ticketmaster account)

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



# VIEW TICKETS

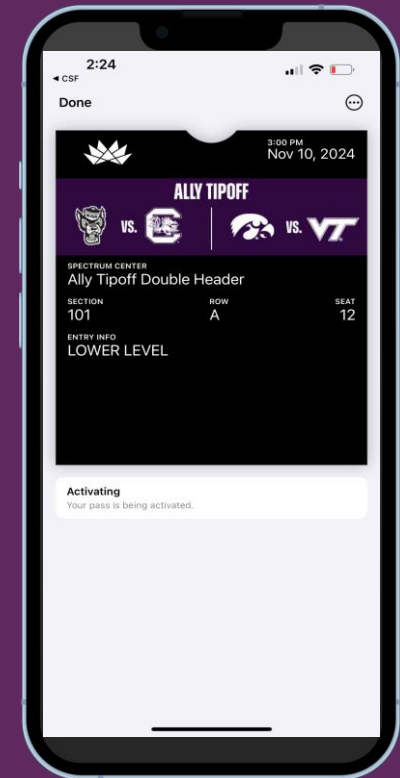
**Important Tip:** Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



Click Add to Wallet.



Select Add



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.



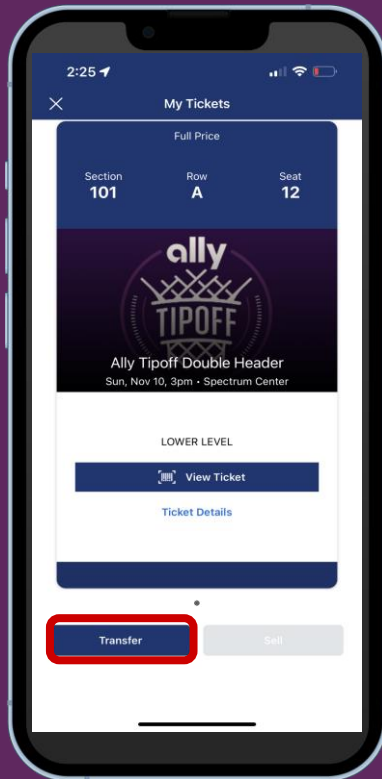
# TRANSFER TICKETS

MOBILE APP

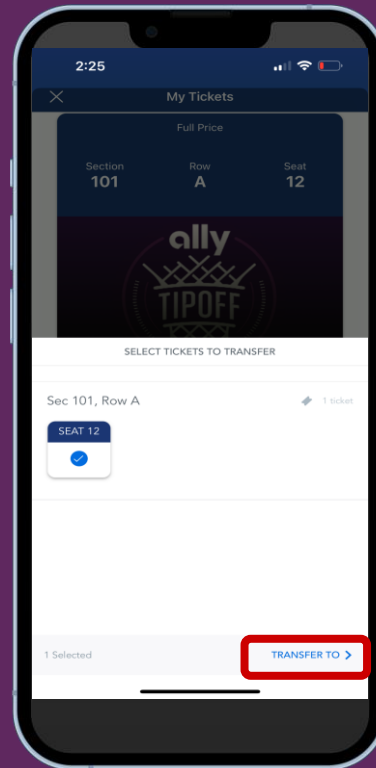


# TRANSFER TICKETS

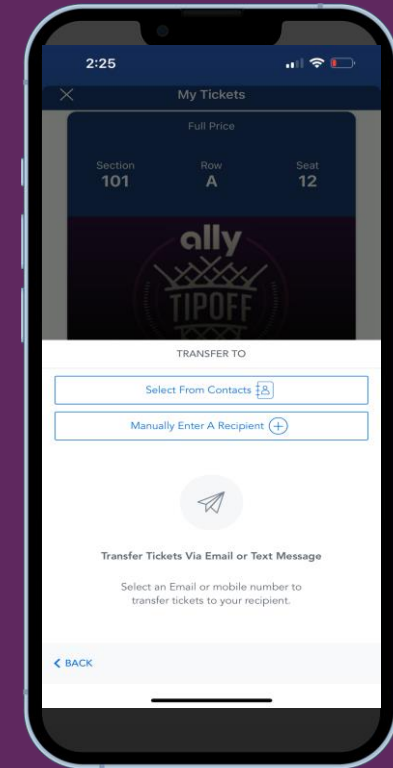
**Important Tip:** Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



Access Mobile Tickets and click Transfer.



Select the tickets you wish to transfer.



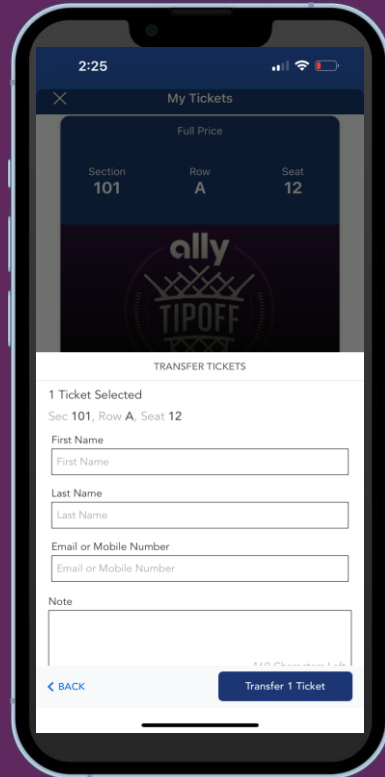
Choose a transfer delivery method.



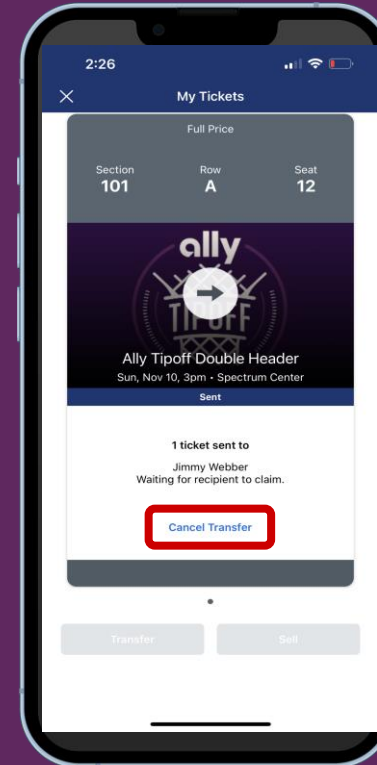


# TRANSFER TICKETS

**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.



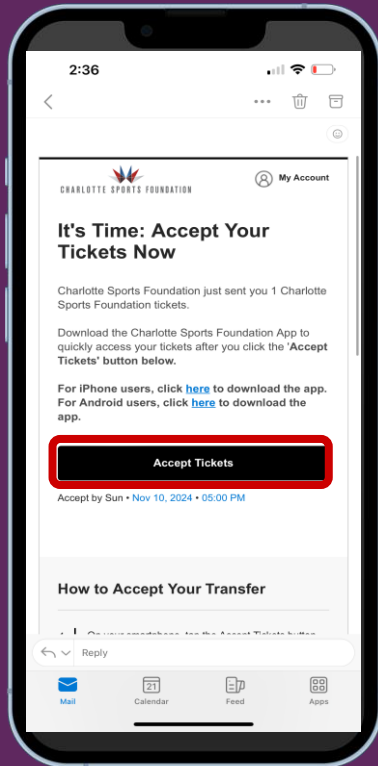
# ACCEPT TICKETS

MOBILE APP

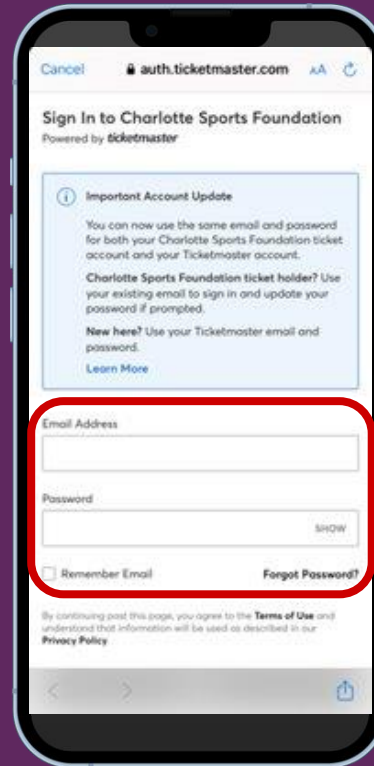


# ACCEPT TICKETS

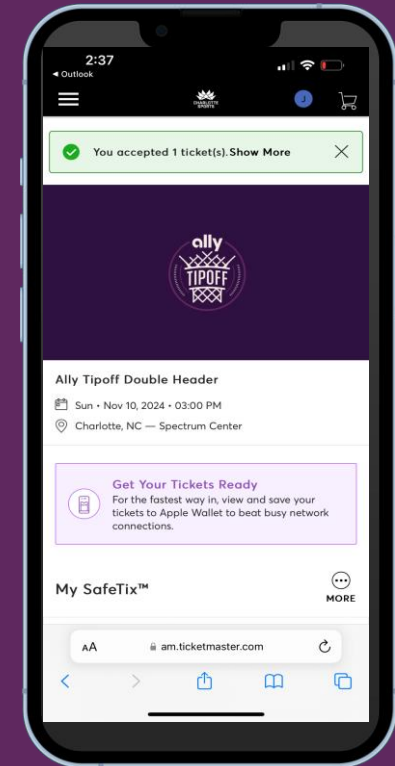
**Important Tip:** Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



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



# THANK YOU

FOR QUESTIONS OR HELP ACCESSING YOUR TICKETS,  
EMAIL [TICKETS@CHARLOTTESPORTS.ORG](mailto:TICKETS@CHARLOTTESPORTS.ORG), OR  
VISIT [HELP.TICKETMASTER.COM](https://help.ticketmaster.com) TO LIVE CHAT WITH THE  
CUSTOMER SERVICE AGENT.

