



PRESENTED BY
N **NOVANT**[®]
HEALTH

2024 TICKET TUTORIAL



TICKET TUTORIAL

MOBILE APP

- VIEW TICKETS
- TRANSFER TICKETS
- ACCEPT TICKETS



MOBILE APP



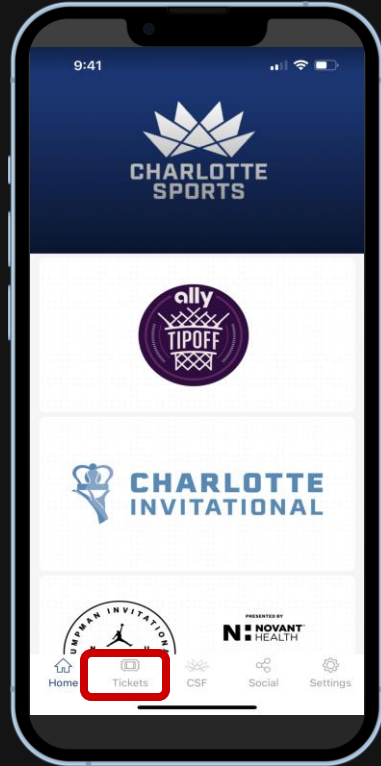
VIEW TICKETS

MOBILE APP

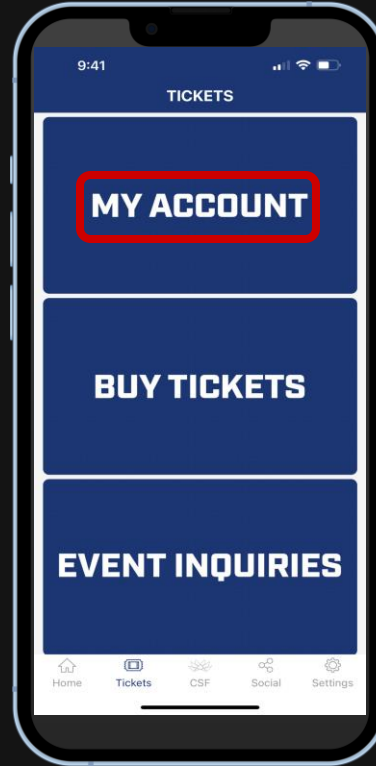


VIEW TICKETS

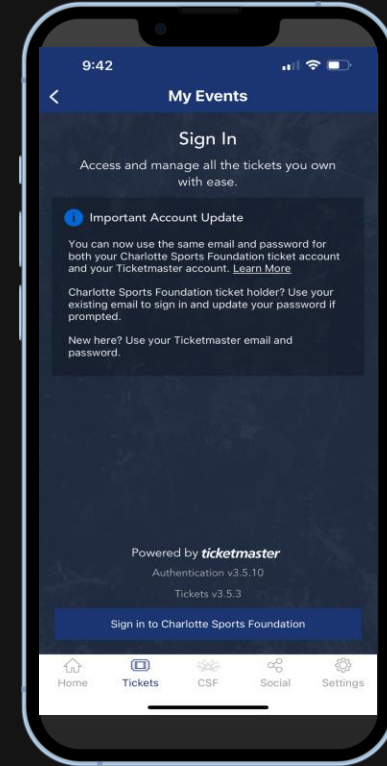
Important Tip: Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when Wi-Fi is slow.



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



Select MY ACCOUNT.

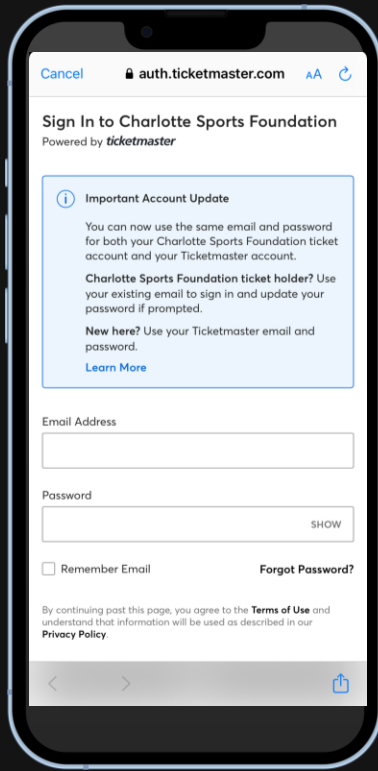


Select CONTINUE to sign into your CSF or Ticketmaster account using the email address associated with your Jumpman Invitational tickets.

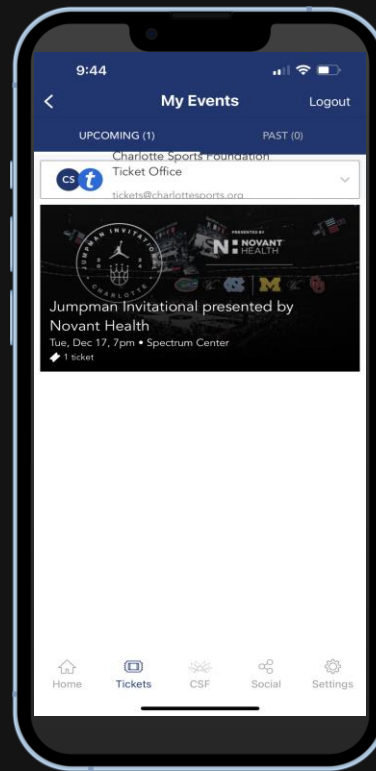


VIEW TICKETS

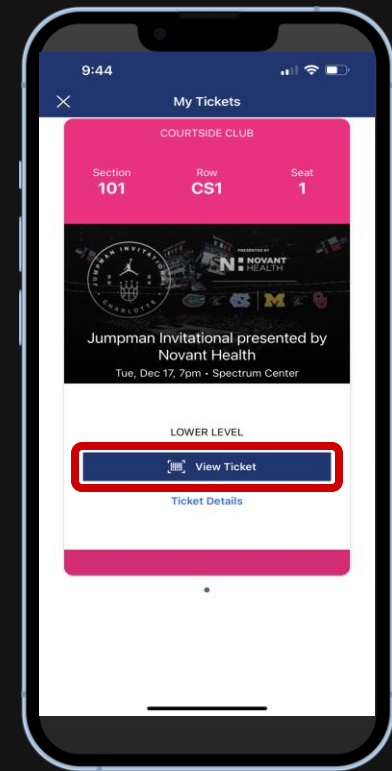
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Sign into your CSF or Ticketmaster account using the email address associated with your Jumpman Invitational tickets.



View your events and select the Jumpman Invitational event to view your ticket(s).



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

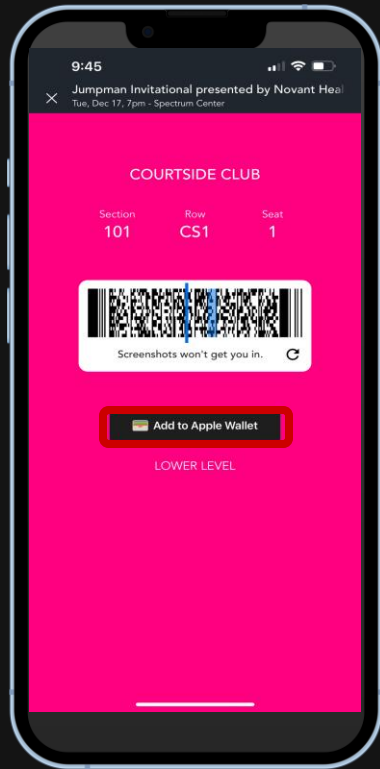
(Fans that purchased through participating schools MUST use the email address provided to the school at the time of purchase and not the email address associated with Ticketmaster account)

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

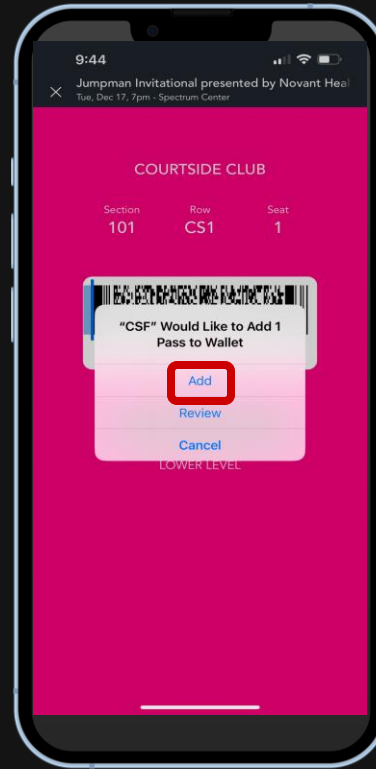


VIEW TICKETS

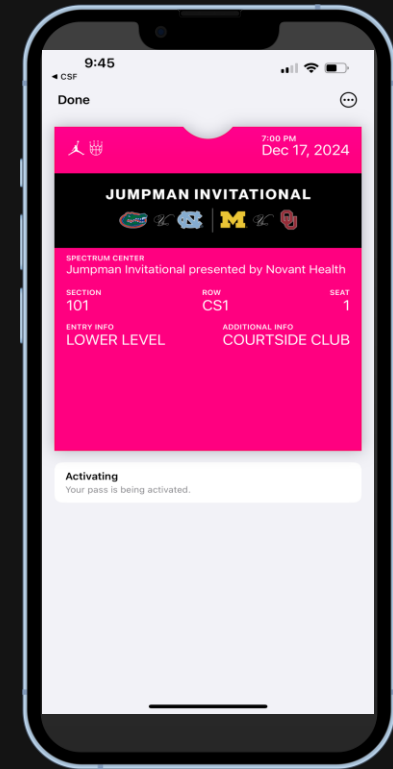
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Click Add to Wallet.



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.



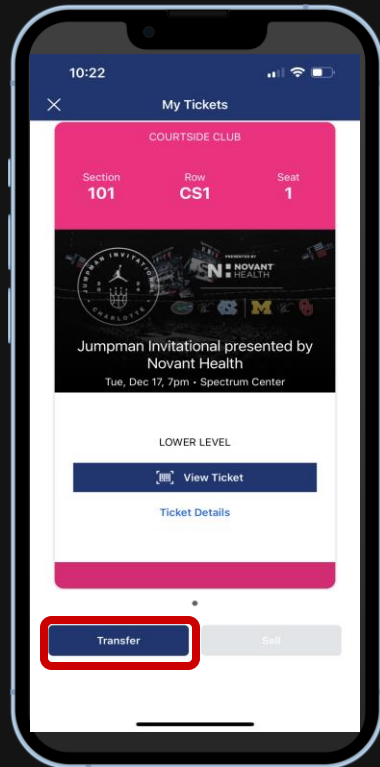
TRANSFER TICKETS

MOBILE APP

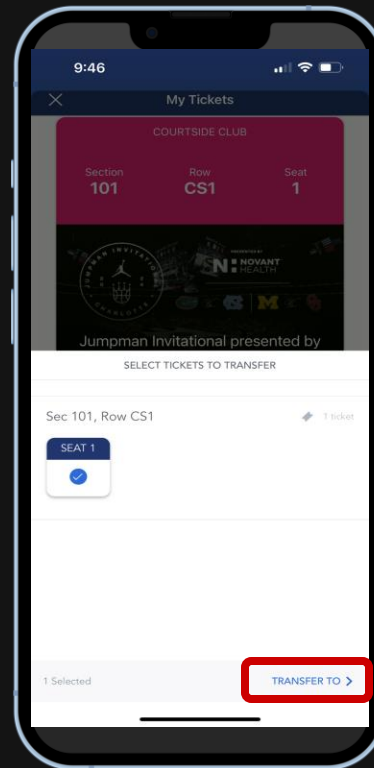


TRANSFER TICKETS

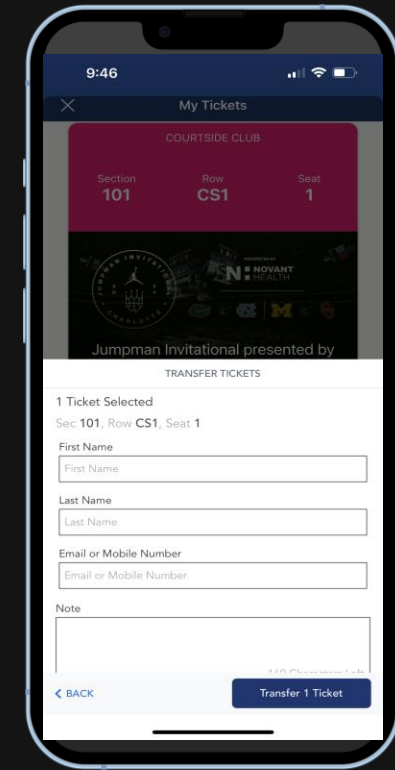
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Access Mobile Tickets and click Transfer.



Select the tickets you wish to transfer.

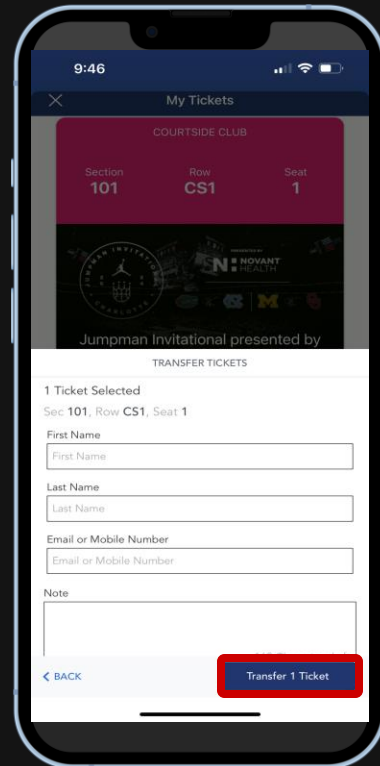


Choose a transfer delivery method.

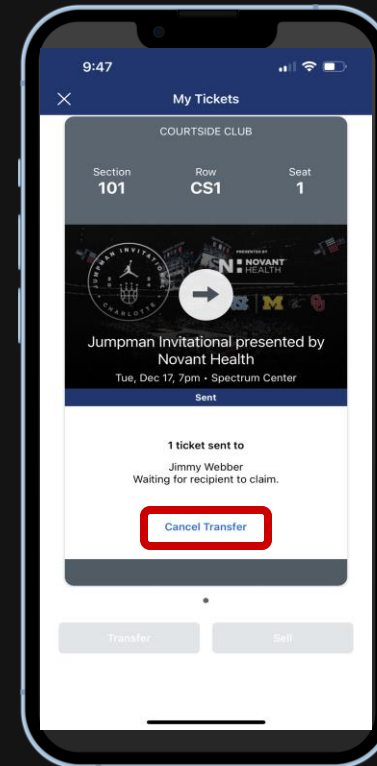


TRANSFER TICKETS

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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.



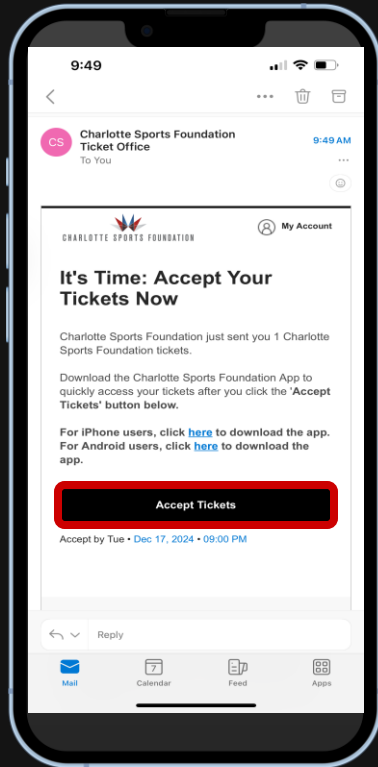
ACCEPT TICKETS

MOBILE APP

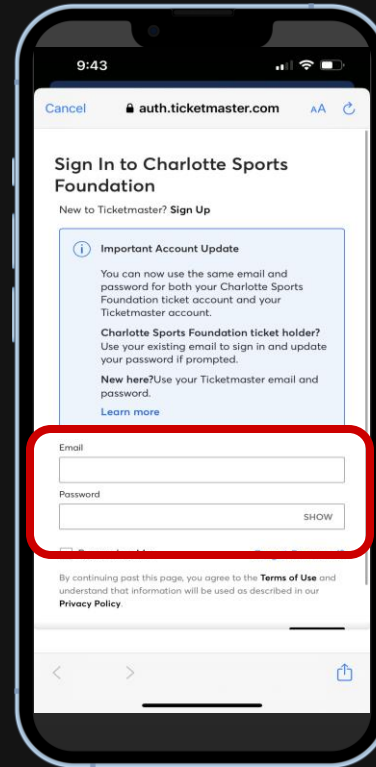


ACCEPT TICKETS

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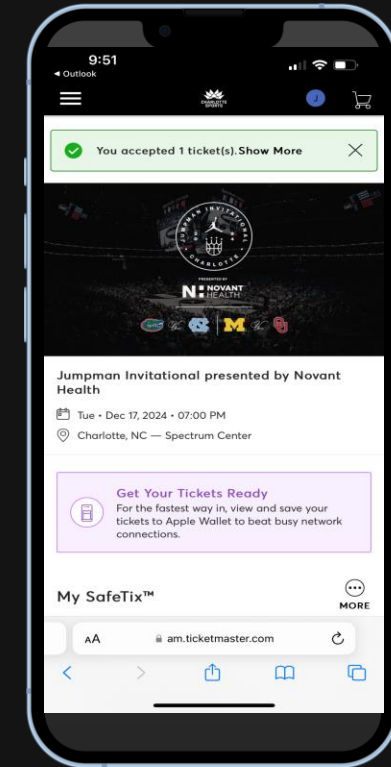


When tickets are transferred to you, you'll receive an email or text from the Charlotte Sports Foundation / Ticketmaster. Click the Accept Tickets button.



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.



THANK YOU

OR QUESTIONS OR HELP ACCESSING YOUR TICKETS, EMAIL
TICKETS@CHARLOTTESPORTS.ORG, OR VISIT HELP.TICKETMASTER.COM TO LIVE CHAT
WITH THE CUSTOMER SERVICE AGENT

