

2025 ALLY TIPOFF

HOW-TO:
2025 CSF MOBILE APP TICKET TUTORIAL

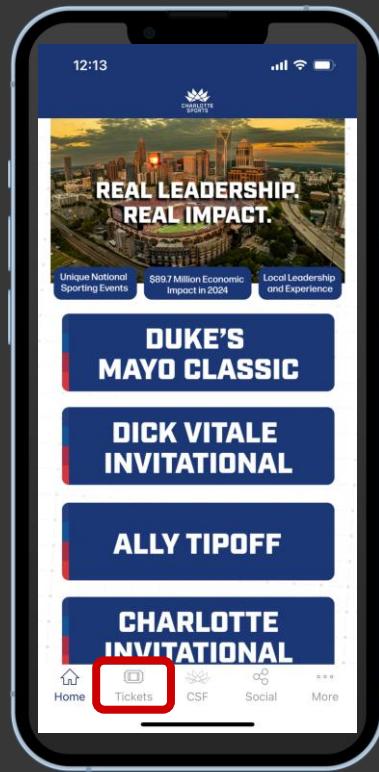


VIEW TICKETS

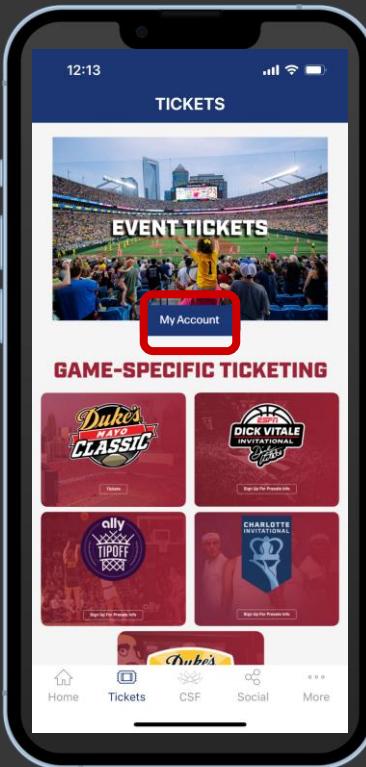
MOBILE APP



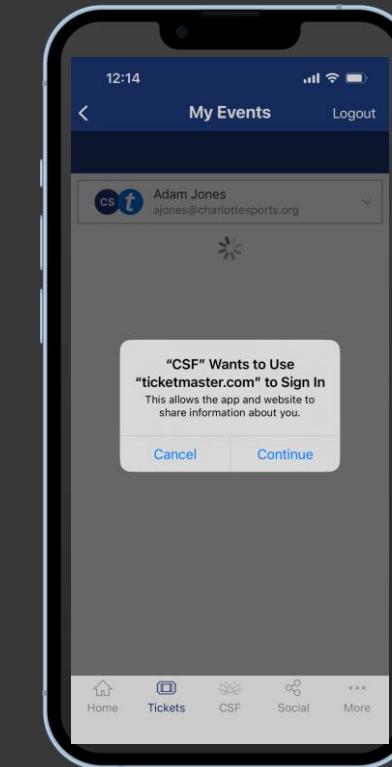
VIEW TICKETS



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



Select MY ACCOUNT.

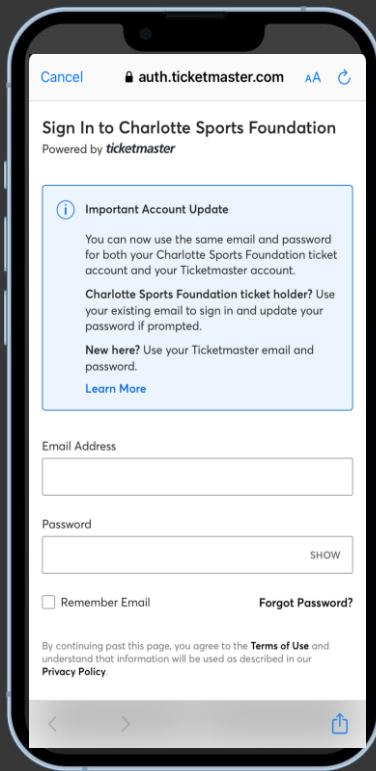


Select CONTINUE to sign into your CSF or Ticketmaster account using the email address associated with your Ally Tipoff tickets.



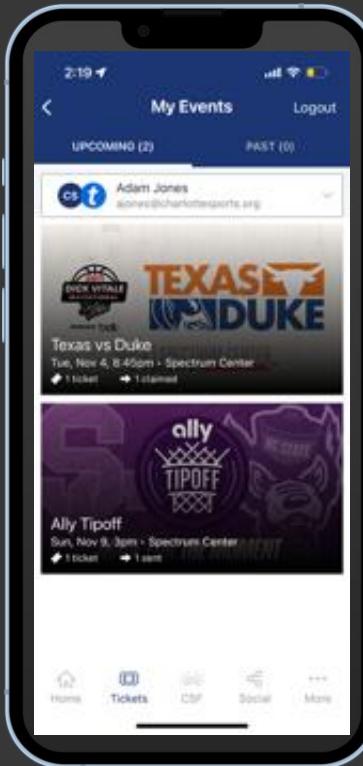
VIEW TICKETS

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.

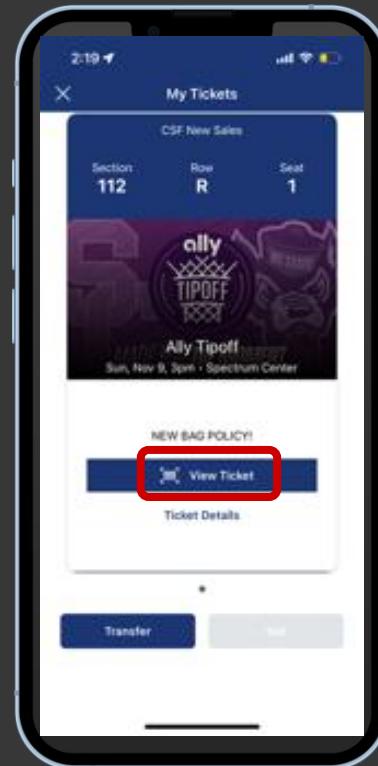


Sign into your CSF or Ticketmaster account using the email address associated with your Ally Tipoff tickets.

(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.



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

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

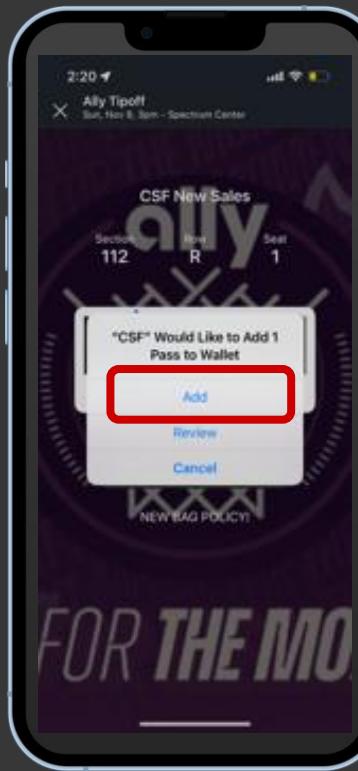


VIEW TICKETS

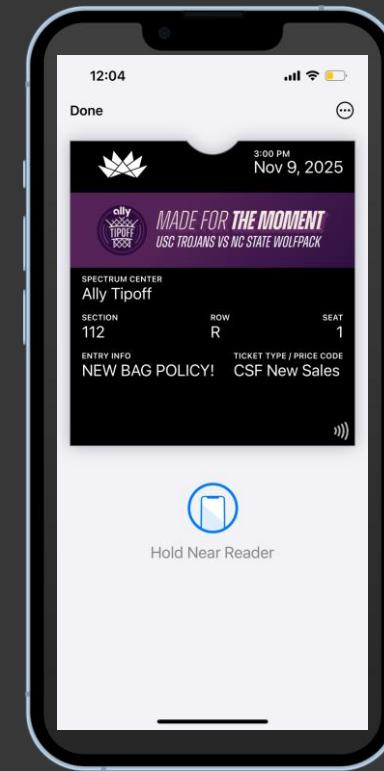
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Click Add to Wallet.



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.



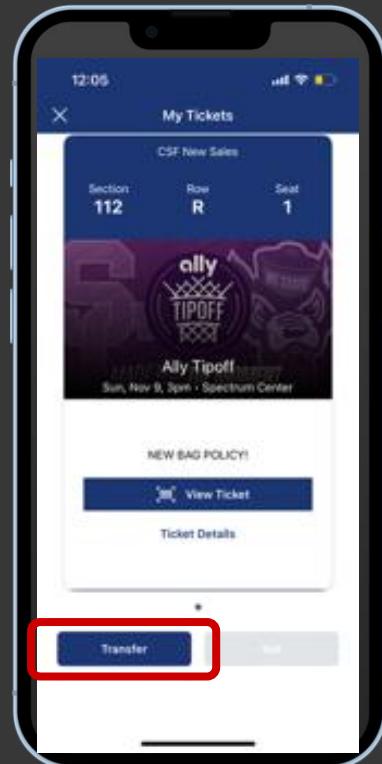
TRANSFER TICKETS

MOBILE APP

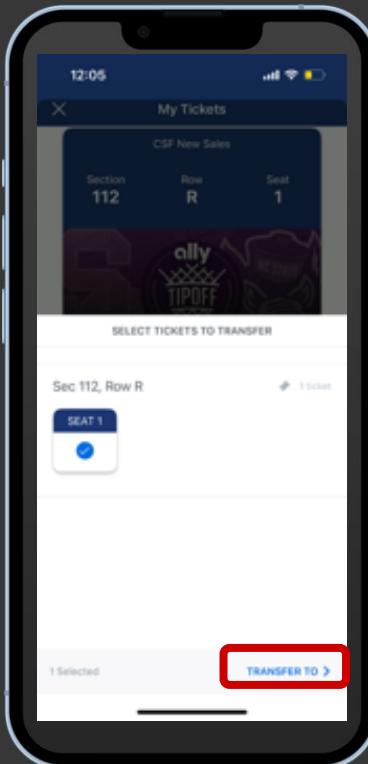


TRANSFER TICKETS

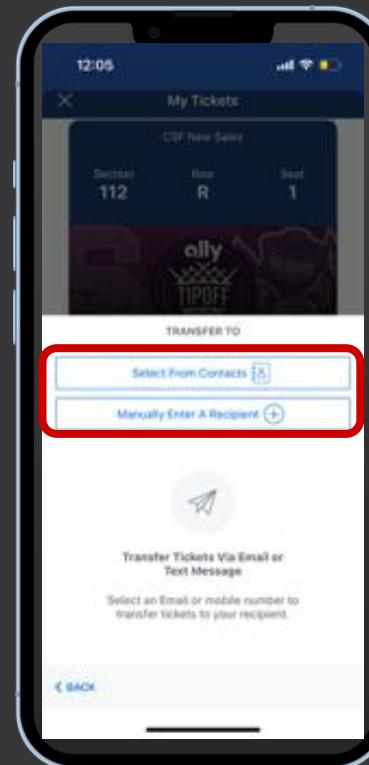
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Access Mobile Tickets and click Transfer.



Select the tickets you wish to transfer and press TRANSFER TO.

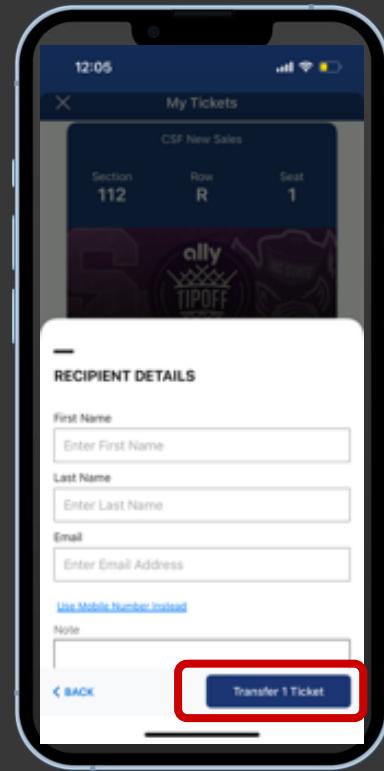


Choose a transfer delivery method

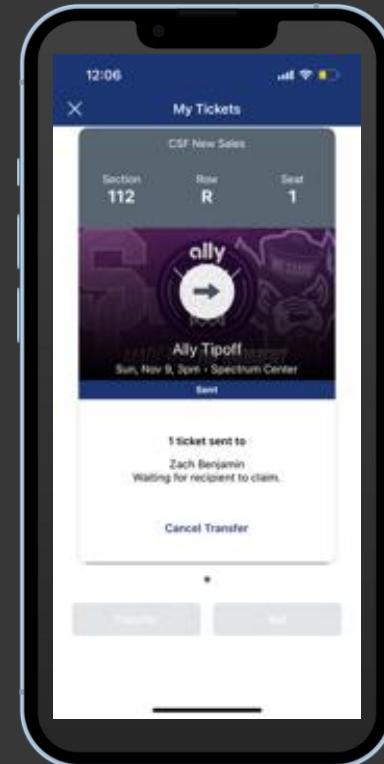


TRANSFER TICKETS

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Enter and confirm recipients contact information and click Transfer.



If transfer is successful, you will see "SENT". If transfer is not successful or you need to send the tickets to someone else, you can cancel the transfer by pressing "CANCEL 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.

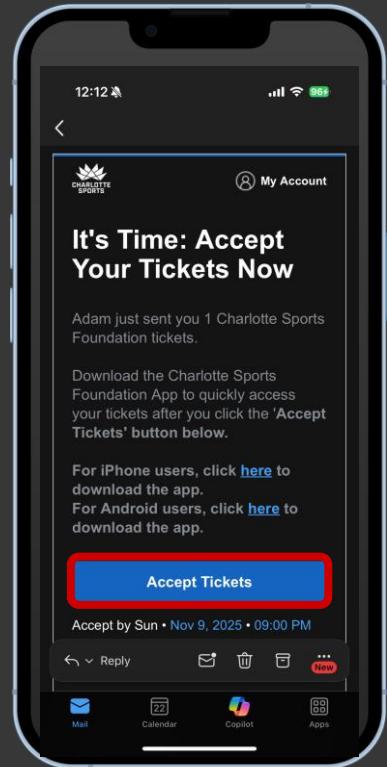


ACCEPT TICKETS

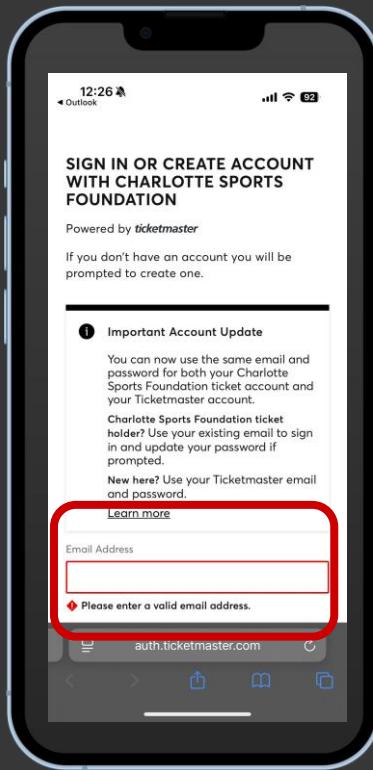
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ACCEPT TICKETS



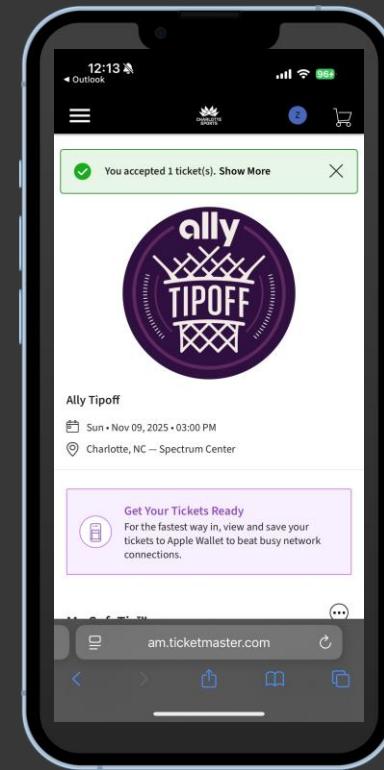
When tickets are transferred to you, you'll receive an email or text from the Charlotte Sports Foundation / Ticketmaster. Click the Accept Tickets button.



Create a Charlotte Sports Foundation account or sign into an existing one. If you do not remember your password after typing in your email, 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.

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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, OR
VISIT HELP.TICKETMASTER.COM TO LIVE CHAT WITH THE
CUSTOMER SERVICE AGENT.

