

ACCOUNT MANAGER USER GUIDE

JUNE 17-23, 2019 | TPC RIVER HIGHLANDS | CROMWELL, CT





Introduction	1
Account Manager Overview	2
Individual Transfers	3
Bulk Management Transfers	4
Using the PGA TOUR App	6
Account Manager FAQ	7





Welcome to the Travelers Championship Account Manager program. Account Manager will give you the ability to manage your tickets for the 2019 Travelers Championship electronically.

If you have any questions throughout the process of using Account Manager, please reach out to our Sponsor Relations Team:

Kyle Smith

Tickets and Database Coordinator ksmith@travelerschampionship.com (860) 502-6817

Kendall Keil

Partnership Manager kkeil@travelerschampionship.com (860) 502-6803

Katie McMorrow

Marketing Manager kmcmorrow@travelerschampionship.com (860) 502-6814

	(® Sign In / Sign Up
Welcome Travelers Ch We look forward to seeing you Ju	My Account × powered by ticketmaster Sign In Emoil Address *
	Password*
	Don't have an Account? Click Here

If you do not already have a password, click "Forgot Password?" and follow the steps.

Mobile View



Once you are logged into Account Manager, select "Manage Tickets" at the top of your screen to view your tickets. On your mobile device, select the side bar at the top left corner of the page and then select "Manage Tickets."



Desktop View

From here you have the ability to transfer tickets and parking within the individual days/events or you can bulk transfer tickets and parking across multiple days/events.

Dash		Manage Tickets			am.ticketmaster.com	Ċ
Transfer			Q Find an event			
_				My Ev	ents	
	JUN 17 2019	Monday Ticket Mon + 11:59 pm + TPC River Highlands			TICKETS &	
PARKING	JUN 17 2019	Monday Parking Mon • 11:59 pm • TPC River Highlands			PARKING PASSES	
	JUN 18 2019	Tuesday Ticket Tue + 11:59 pm + TPC River Highlands			TRAVELE CHAMPIONSI	RS HIP
PARKING	JUN 18 2019	Tuesday Parking Tue + 11:59 pm + TPC River Highlands		Mond	av Ticket	
	JUN 19 2019	Wednesday Ticket Wed + 11:59 pm + TPC River Highlands		Jun 17, 2	2019 • Mon • 11:59 pm • TPC River I	Hig
PARKING	JUN 19 2019	Wednesday Parking Wed - 11:59 pm - TPC River Highlands				



To transfer tickets/parking for an individual day, click on the day you would like to transfer from, then select "Transfer" as shown below.



Select the box(es) corresponding to the ticket numbers you would like to send to a guest, then select "Transfer."





Enter the recipients First Name, Last Name, Email Address and if you would like, add a personalized message. Then select "Transfer."







To bulk transfer tickets, select the "Transfer" button on the Manage Tickets page.

T Dashb	oard N	Manage Tickets	
Transfer			Q Find on event
	JUN 17 2019	Monday Ticket Mon - 1159 pm - TPC River Highlands	
PARKING	JUN 17 2019	Monday Parking Mon + 11:59 pm + TPC River Highlands	
	JUN 18 2019	Tuesday Ticket Tue + 11.59 pm + TPC River Highlands	
PARKING	JUN 18 2019	Tuesday Parking Tue + 1159 pm + TPC River Highlands	



Select the day(s) you wish to transfer tickets/parking for and click "Next."

		TRANSFER - SELECT TICKETS	×
9	Wednesday Pil Wed • 11:59 pm •	Select All (A)	
20	Thursday Ticke Thu • 11:59 pm • 1	Event Lawn, 2	
0	Thursday Parki Thu • 11:59 pm • 1	Event Lawn, 3	
20	Thursday Pink	Event Lawn, 4 Event Lawn, 1	
1	Friday Ticket	\checkmark No Section Info	
	Fri • 11:59 pm • Ti	✓ No Section Info	
21	Friday Parking Fri • 11:59 pm • Ti	Cancel	Next



In the pop-up screen asking to transfer the same seats across all selected events, click "No."

	TRANSFER - SELECT TICKETS	×
Monday Ticket Mon • 11:59 pm •	Transfer same seat(s) and/or parking ticket(s) for all selected events?	
Monday Parkir Mon • 11:59 pm •	No	Yes
Tuesday Ticket		



In the next pop-up, select the tickets you wish to transfer under each event and click "Next."

Dashboard Manage Tick		⊗ Katie McMorrow∨	am.ticketmaster.com
- Selected (2 of 7)		Next	TRANSFER - SELECT TICKETS 🗙
	TRANSFER - SELECT TICKETS	×	Select All (4)
TRAVELERS CHAMPIONSHIP JUN 19 2019	Skybox B17 SKYB17		Event Lawn, 2
	Select All (50)		Event Lawn, 3
PARKING 2019	Sluckey P17 CKVP17 1		Event Lawn, 4
	Skydox di/ Skitdi/, i		🖌 Event Lawn, 1
2019	Skybox B17 SKYB17, 2		✓ No Section Info
JUN 2	Skybox B17 SKYB17, 3		✓ No Section Info
PARKING	Skybox B17 SKYB17, 4		✓ No Section Info
TRAVELERS JUN 2 CHAMPIONSHIP 2019	Cancel	Next	Cancel Next

Enter the recipient's First Name, Last Name, Email Address and add an optional personalized message, then select "Transfer."

	TRANSFER - SELECT A	RECIPIENT	×
dnesday Pi			<u>^</u>
d • 11:59 pm •	1 Event(s) Selected Total of 4 ticket(s) selected	\sim	- 1
sday Ticke 11:59 pm • ⁻	Add New Recipient	(\mathbf{x})	- 1
	First Name		- 8
rsday Parki			- 1
11:59 pm • "	Last Name		- 8
			- 8
sday Pink	Fmail		- 8
n.59 pm •			- 8
Talat			- 1
1:59 pm • Ti	Note to Recipient (optional)		
av Parkina			Ť
11:59 pm • Tl		Cancel T	ransfer
ay Pink Lot Parkin	g		

am.tic	ketmaster.com C							
< TRANSI	FER TICKETS X							
Selection								
Champions Club	1 Ticket 1							
♦ Mohegan Sun Club 3 Ticket 1								
♦ Mohegan Sun Club 1 Ticket 1								
Recipient Details								
First Name *	Last Name *							
Email Address *								
Optional Message								
Cancel	Transfer							



To get started, please download the PGA TOUR App on your phone.

1. Click on the profile image in the top right corner to login. \mathbf{N}

				Λ.	
Il Verizon 🗢		11:39 AM		@ 85M	
I ~				(é	3
		APP PRESEN	TED B	iY Jaylor	Ma
LEADERBO	ARD	TEE TIMES		FIELD	
RBC Heritage	RBC Harbo Hilton H	Heritage ur Town Golf Links fead, SC			
OUND 1 - Grou 15m ago	pings Offi	cial			ð
OS PLAYER	ARD		TOT	THRU	R1
C. Kirk		Ticluse	E	7:10am	E
L. Glov	ver	Ticlus	E	7:10am	E
0. Sch	nniederj	ans	E	7:10am	E
N. Wa	tney	Ticlus	Е	7:10am*	E
B. Hos	sler		Е	7:10am*	E
	D		T	000	

2. Select "My Tickets" and log into your Account Manager account when prompted. You will now be able to view and manage your tickets through the PGA TOUR App.

Log In My TOUR Done APP PRESENTED BY Close MY TICKETS Logout APP PRESENTED BY Close MY TICKETS Logout My Tour Sign in with your PGA TOUR TICKETS Close MY TICKETS Logout Immodeling Sign in with your PGA TOUR or Ticketmaster account. Finalit Immodeling Transfer Immodeling Tra	III Verizo	on 🗢	11:40 AM		🖬 l Verizon 🗢	11:40 AM	🛛 🕈 84% 💷	🖬 ll Verizon 🗢	11:46 AM	👁 🕈 83% 🔲	
APP PRESENTED BY @verthed My Tokets My Wallet My Wallet Sign in with your PGA TOUR TICKETS Sign in with your PGA TOUR or Ticketimaster account. My Wallet Bit My Events Email Password FantAsy SHOP SHOP Forget password? Create New Account Monday Ticket SHOP Forget password? Forget password? My Tickets Password Proget password? My Events Picese note, your <th>Log Ir</th> <th>י ו</th> <th></th> <th>Done</th> <th>Close</th> <th></th> <th></th> <th>Close</th> <th></th> <th>Logout</th> <th></th>	Log Ir	י ו		Done	Close			Close		Logout	
My Tour GET YOUR POA TOUR TICKETS Signin with your POA TOUR or Signin with your POA TOUR or The Writeward Televitnuster account. My Wallet Image: Control of the PGA TOUR or My Weirers Image: Control of the PGA TOUR or Email Password Email Password SHOP Image: Control of the PGA TOUR or My Events Side IM FantAsy Side IM Forget password? Create New Account My Stakes I sent My Stakes I sent SHOP Image: Control of the PGA TOUR or Tocket New Account My Events Forget password? SetTINUES Image: Control of the PGA TOUR or Tocket New Account My Events Image: Control of the PGA TOUR or Tocket New Account My Events Image: Control of the PGA TOUR or Tocket New Account My Events Image: Control of the PGA TOUR or Tocket New Account My Events Image: Control of the PGA TOUR or Tocket New Account My Events Image: Control of the PGA TOUR or Tocket New Account My Events Image: Control of the PGA TOUR or Tocket New Account Monday Parking			APP PRESEN	ITED BY JaylorMade					K 1. 0. 34]	
Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account. Image: Signin with your POA TOUR or Ticketmaster account.	My TOUP	a 🔰			GET YO	UR PGA TOUR	TICKETS	PT	Kyle Smith ID: 10875344	~	
Image: My Wallet > Image: My Wallet > Image: My Offers >	ER	My Tickets	>	>	Sigr	in with your PGA TOU Ticketmaster account	UR or t.				
Image: SerTINGS		My Wallet		>					TRAVF	IFRS	Please note, you do
Image: My Events Email Image: My Events Password TEEOFF.COM TreeOff. FANTASY Image: My Events SHOP Image: My Events SHOP Image: My Events SetTINKSS Forgot password? I Create New Account Nonday Parking Monday Parking SETTINKSS Monday Parking		My Offers		>				J	СНАМРІС	NSHIP	not need to log
TEEOFF.COM TetCOFF.COM Password Mon. Jun 7, 11:50m - TPC. River Highlands App Int Order to access your ticket FANTASY TetCOFF.COM Stick IK Stick IK SHOP Stick IK Forgot password? Create New Account Mon. Jun 7, 11:50m - TPC. River Highlands SETTINGS Nonfications Nonfications Mon. Jun 7, 11:50m - TPC. River Highlands	Ŵ	My Events		>	Email			Monday T	īcket		into the PGA TOUR
TEEOFF.COM TROOM- FANTASY III2277 SHOP Serious Forgot password? I Create New Account Monday Parking SETTINGS					Password			Mon, Jun 17,	11:59pm • TPC River Hi	ghlands	App In order to
FANTASY INCOME SHOP Image: An and a second		TEEOFF.COM	1	TEE OFF				✓ 3 tickets	➡ 1 sent		access your tickets.
SHOP Image: Shop Image: Shop Image: Shop Image: Shop Monday Parking <		FANTASY		GOLF							
MESSAGE CENTER R SETTINGS Monday Parking Mon, Jun 17, 11:58pm - TPC River Highlands		SHOP		SUPERSTORE	Forgot	password? Create Ne	ew Account				
SETTINGS Mon. Jun 7, 11:59pm - TPC River Highlands		MESSAGE C	ENTER	啟				Manufactor			
Notifications	SETTING	iS						Mon. Jun 17.	'arking 11:59pm • TPC River Hi	ghlands	
	Δ	Notifications	:	>					ARVING		
Manage Favorites > Terms & Conditions	☆	Manage Fav	orites	>		Terms & Conditions					
Iteration Iteration Image: Ward of the state of the	1	Tutorial		>		ℓ ₆ > ticketmaster.verifie Version 1.11.0	ed	J	CHAMPIC	LERS DNSHIP	

3. To manage your tickets, choose the day you would like to transfer, click "Send" and select the tickets to transfer.



5. Once you enter the information, click "Send Tickets."



4. Choose from "Select From Contacts" or "Manually Enter a Recipient" and follow the steps as prompted.

🖬 Verizon 🗢	1:06 PM	# 78%
	My Tickets	
	Crewender	
SEC GRD0		
	SEND TO	
5	elect From Contacts	8
Mar	nually Enter A Recipier	nt (+)
Send Ti Selec Se	ckets Via Email or Te t an Email or mobile n nd tickets to your reci	xt Message umber to pient.
< BACK		

6. Your tickets now show they have been sent to your guest.





What happens if a guest confirms their ticket transfer, but can no longer attend the event?

If a guest confirms their ticket transfer and can no longer attend, they simply need to transfer them back to you following the same transfer process you completed initially. Once you receive their transfer confirmation, you can then accept the tickets and send them to a new guest.

What if a guest does not print their tickets prior to arriving at the tournament?

With Account Manager, guests do not need to pre-print their tickets. Instead, they can log into their account using their phone and pull up a mobile version of their ticket. They can also add it to their phone's wallet, prior to arrival, so that they won't need to worry about logging in and pulling their ticket up once on-site.

Is there a restriction to the number of items we can manage online?

There are no restrictions to the number of items that can be managed through Account Manager. However, if you have a large number of electronic tickets to manage, we do recommend that you start transferring items to your guests two weeks prior to the event.

Can multiple people manage the tickets in our account?

Multiple people can manage tickets from the same account, however only one person can be logged into the account at a time. This is to help avoid having people accidentally send the same ticket to multiple people. Instead, we recommend sending an allotment to each person that will be managing your tickets from the main account and having them then manage their allotment from their own account.

What email address do the confirmation emails come from?

Tickets are sent on behalf of the Travelers Championship from teamexchange@ticketmaster.com. Please ask your guests to add this to their email address book to avoid anything going to their email's junk folder.

How can guests manage their tickets?

You can direct your guests to http://travelerschampionship.com/manage-your-tickets/ for detailed instructions on how to manage their tickets.

