



TRAVELERS
CHAMPIONSHIP

JUNE 21-27, 2021 | TPC RIVER HIGHLANDS | CROMWELL, CT



ACCOUNT MANAGER USER GUIDE



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TRAVELERS CHAMPIONSHIP

INTRODUCTION

Welcome to the Travelers Championship Account Manager program. Account Manager will give you the ability to manage your tickets for the 2021 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
cell: (860) 402-9027

Kendall Lauder

Director of Client Relations
klauder@travelerschampionship.com
cell: (860) 967-5332

Taylor Low

tickets@travelerschampionship.com

To get started, visit <https://am.ticketmaster.com/pgatravelers/> and click “Manage Tickets” to login and view your ticket inventory.



TRAVELERS CHAMPIONSHIP Contact Us Know Before You Go

Sign In to Travelers Championship

Powered by *ticketmaster*

Important Account Update
You can now use the same email and password for both your Travelers Championship ticket account and your Ticketmaster account.
Travelers Championship ticket holder? Use your existing email to sign in and update your password if prompted.
New here? Use your Ticketmaster email and password.
[Learn More](#)

Email Address

Password
 SHOW

Remember Email [Forgot Password?](#)

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Sign In

New to Ticketmaster? Sign Up

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If this is your first time accessing the Travelers Championship Account Manager or Ticketmaster, click 'Sign Up' at the bottom of the screen to create an account.

TRAVELERS CHAMPIONSHIP

Sign In to Travelers Championship

Powered by *ticketmaster*

Important Account Update
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Email Address

Password
 SHOW

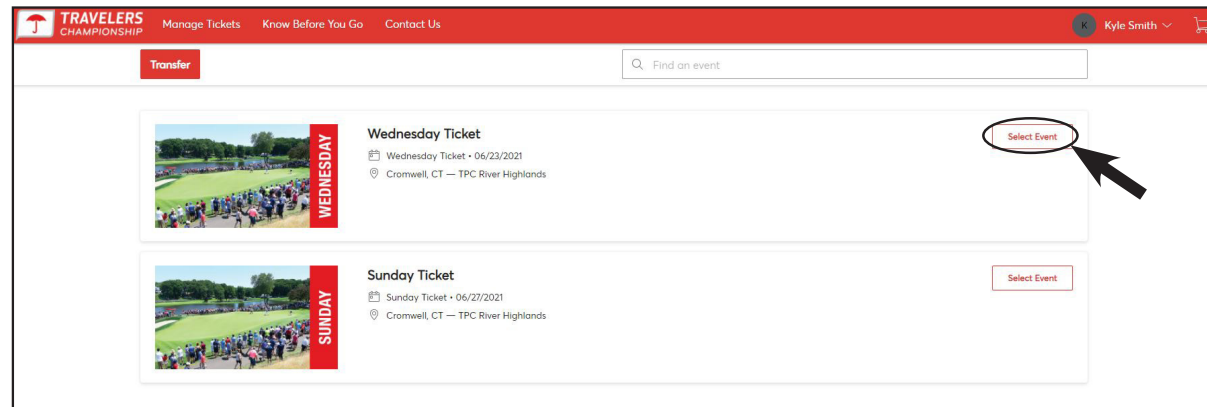
Remember Email [Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in our [Privacy Policy](#).

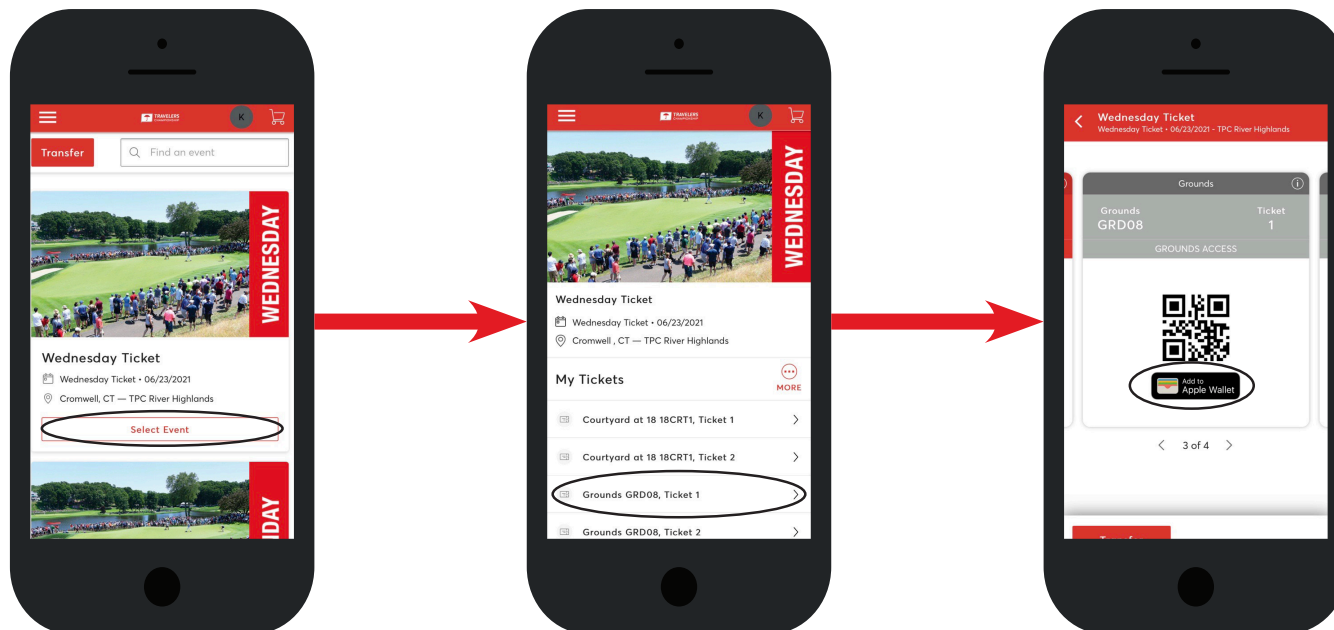
Sign In

New to Ticketmaster? Sign Up

Click 'Select Event' if you would like to view the tickets.

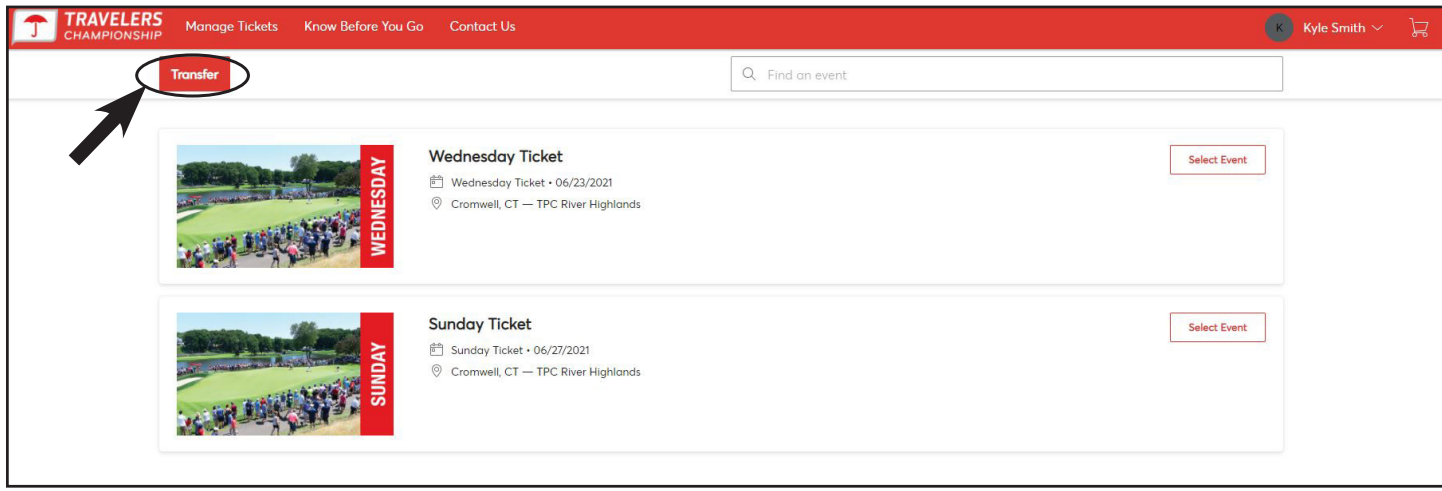


If you are on your mobile phone, you can click the tickets to pull up your barcodes. You will need to show these for tournament access. Add these tickets to your mobile wallet for easiest access to the tournament.

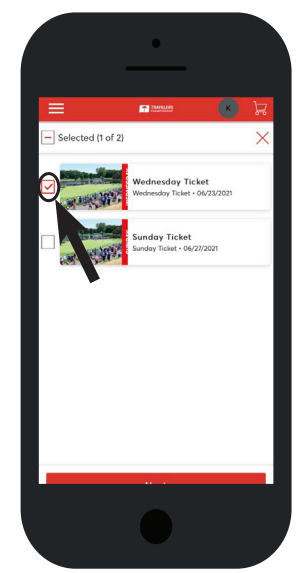
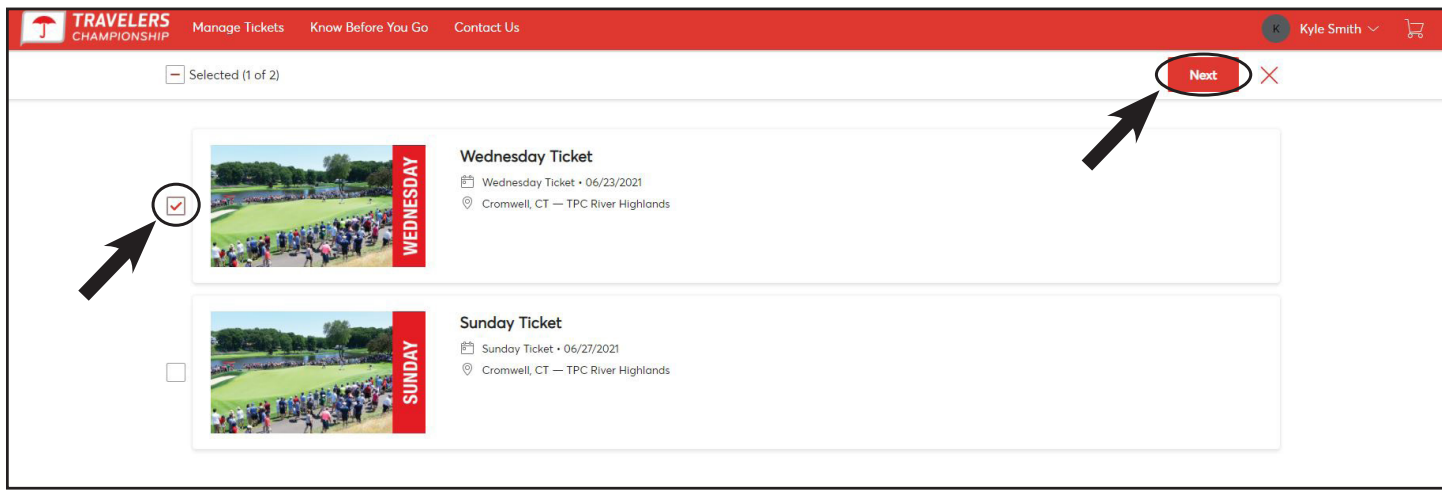




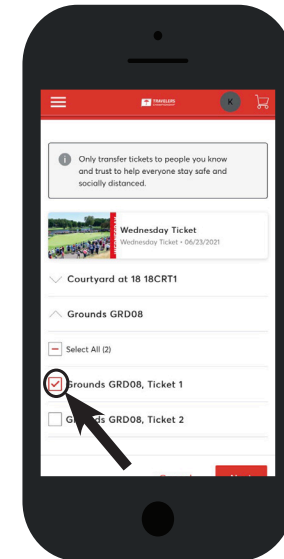
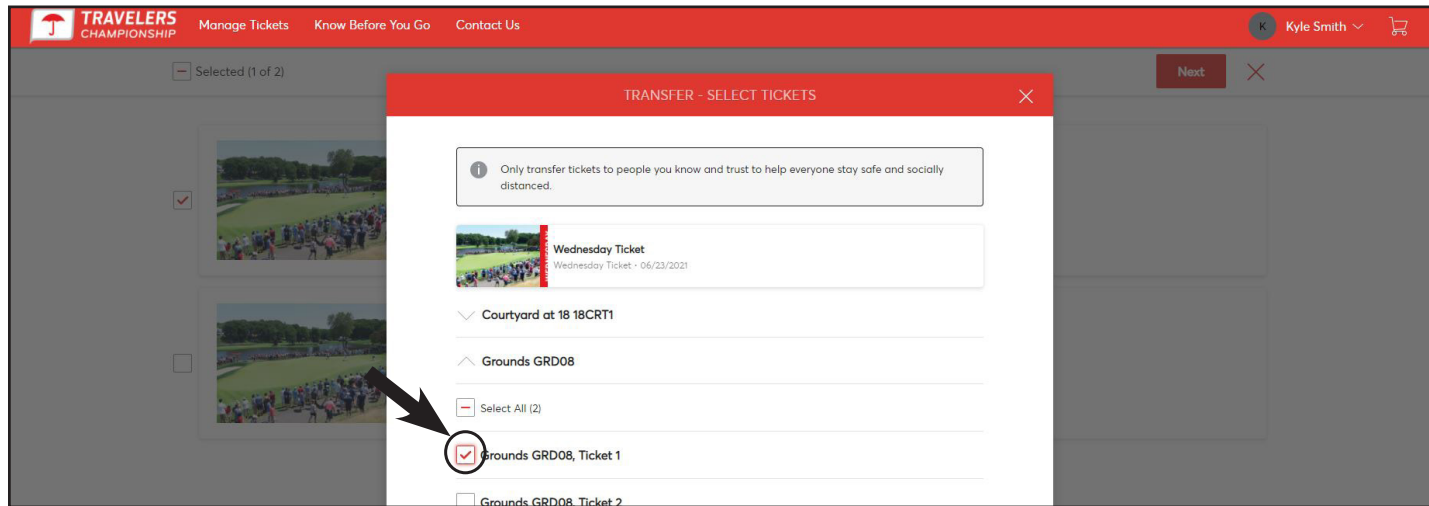
If you want to transfer tickets to friends, family or clients please click the 'Transfer' button.



Select the day you would like to transfer tickets for then click 'Next' in the top right corner.

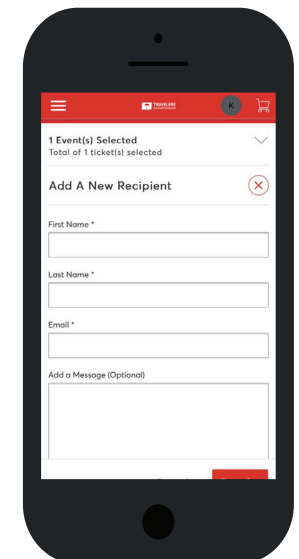
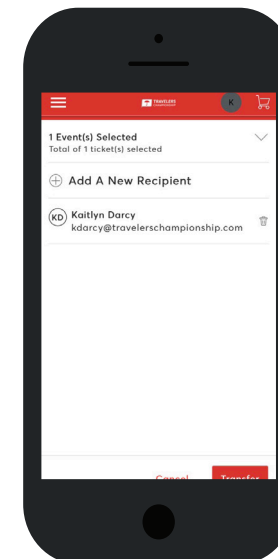
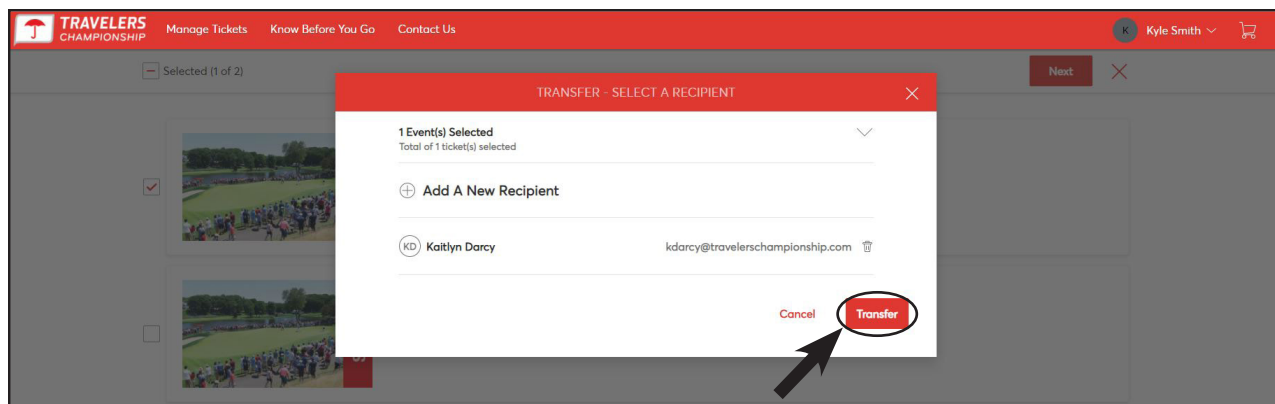


Once you click “Next” you will then select the boxes next to the tickets you wish to transfer. Click ‘Next’ when finished.



Click ‘Add A New Recipient’ and enter the recipient’s first name, last name and email address then click ‘Transfer’. If you have already transferred tickets to this individual, you can click their name.

Share with the recipient that they must accept the offer for the transfer to be complete.





TRAVELERS CHAMPIONSHIP

ACCOUNT MANAGER: CANCELING A TRANSFER

Before the recipient has accepted the transfer, you can cancel the ticket transfer by going back to the day and finding the ticket you transferred. To complete the transfer cancel click 'Cancel Transfer' on the right side of the screen.

The screenshot shows the website interface for the Travelers Championship. At the top, there is a navigation bar with the logo, 'Manage Tickets', 'Know Before You Go', and 'Contact Us'. The user's name 'Kyle Smith' is visible in the top right corner. A purple banner at the top reads 'Your Phone Is Your Ticket' with the instruction 'For the fastest way in, add your ticket to your digital wallet.' Below this is a 'My Tickets' section with a 'TRANSFER' icon. The list of tickets includes: 'Courttyard at 18 18CRT1, Ticket 1', 'Courttyard at 18 18CRT1, Ticket 2', 'Grounds GRD08, Ticket 1' (with a note 'Transfer Pending: Waiting on Kendall Lauder (klauder@travelerschampionship.com) to claim.' and a circled 'Cancel Transfer' button), and 'Grounds GRD08, Ticket 2'. A red vertical banner on the left side of the ticket list reads 'WEDNESDAY'.

The screenshot shows the mobile app interface for the Travelers Championship. It features a 'Wednesday Ticket' section with details: 'Wednesday Ticket • 06/23/2021' and 'Cromwell, CT — TPC River Highlands'. Below this is a 'My Tickets' section with a 'MORE' icon. The list of tickets includes: 'Courttyard at 18 18CRT1, Ticket 1', 'Courttyard at 18 18CRT1, Ticket 2', and 'Grounds GRD08, Ticket 1' (with a note 'Transfer Pending' and 'Waiting on Kendall Lauder (klauder@travelerschampionship.com) to claim.' and a circled 'Cancel Transfer' button). A red vertical banner on the right side of the ticket list reads 'WEDNESDAY'.



What if I can't find my ticket barcode?

1. Make sure you are using your mobile phone. You must use your phone for entry into the parking lot and tournament. The barcodes will not display on your computer desktop.
2. Choose the day you wish to view then click the ticket. A barcode for the ticket will appear. Add to your mobile wallet for easiest access to the tournament.

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 my guest can't sign in?

If this is the first time your guest has accessed the Travelers Championship Account Manager with this email, they may need to click 'Sign Up'.

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 noreply@ticketmaster.com. Please ask your guests to add this to their email address book to avoid any email communication going to their email's junk folder.



Travelers Championship <noreply@ticketmaster.com>
to me ▾

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.

Why don't I see any parking passes in my account?

This year, general parking is included with each ticket on a first-come, first-served basis. Direct your guests to show their ticket to the parking attendant.