



**TRAVELERS**  
CHAMPIONSHIP

JUNE 20-26, 2022 | TPC RIVER HIGHLANDS | CROMWELL, CT

# ACCOUNT MANAGER USER GUIDE





# DOWNLOADING YOUR VOLUNTEER TICKETS

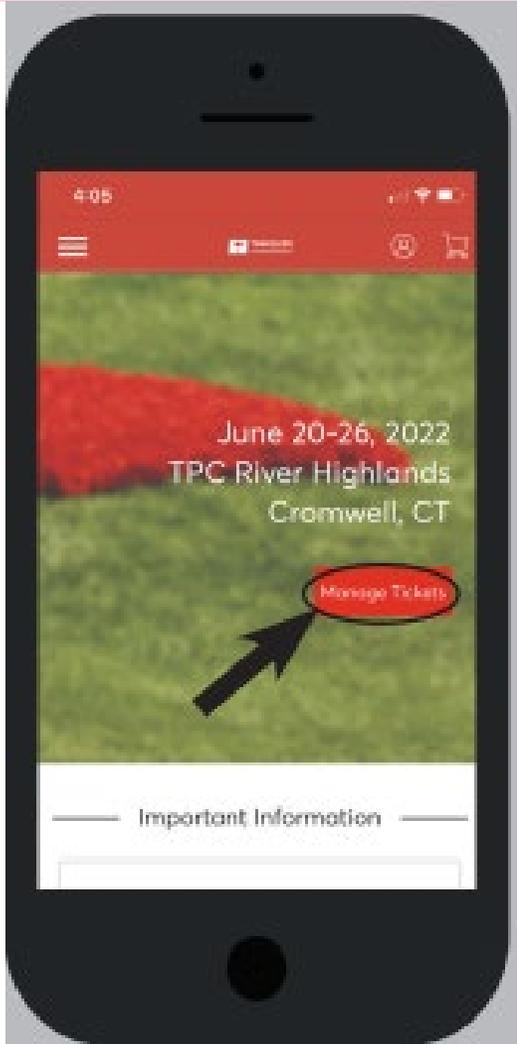
## ON YOUR MOBILE DEVICE

To get started, visit

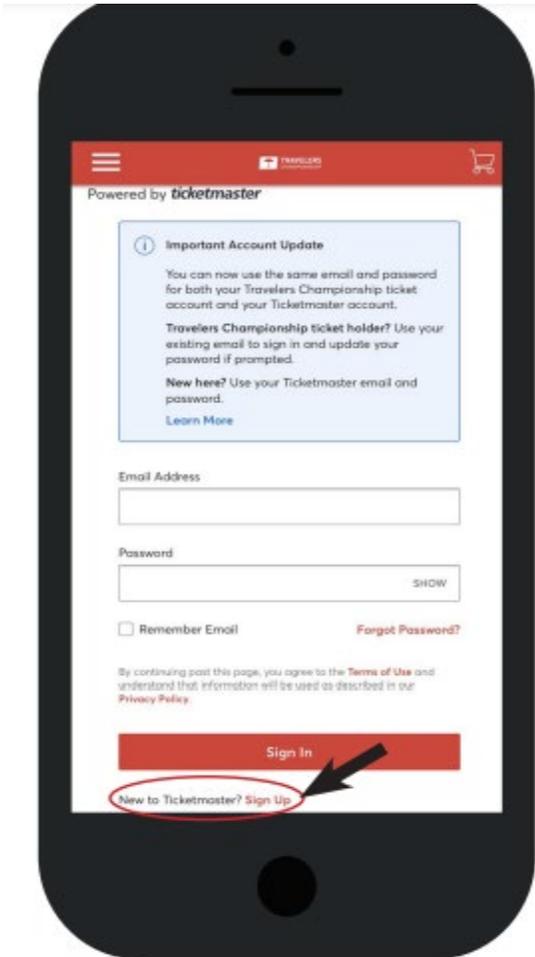
<https://am.ticketmaster.com/pgatravelers/>

and click 'Manage Tickets' to login. Your volunteer pass and guest tickets have been loaded into an account under your email address.

Please ensure you're are logging in with the email address you used to register for your volunteer shift.



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





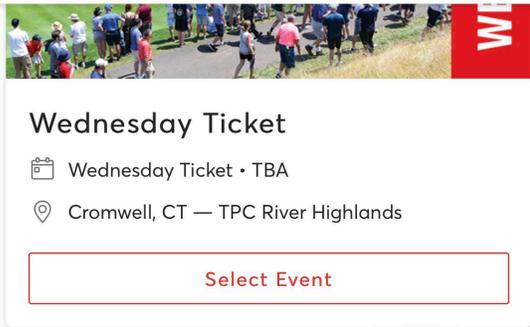
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CHAMPIONSHIP

JUNE 20-26, 2022 | TPC RIVER HIGHLANDS | CROMWELL, CT

**FOR IPHONE**



# DOWNLOADING YOUR VOLUNTEER TICKETS

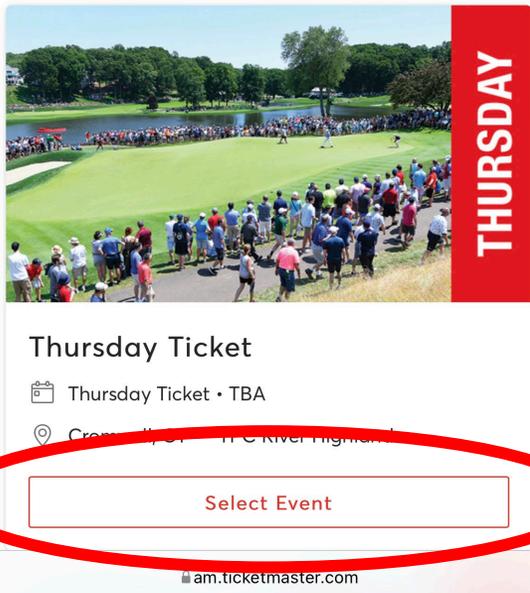


Wednesday Ticket

Wednesday Ticket • TBA

Cromwell, CT — TPC River Highlands

Select Event



THURSDAY

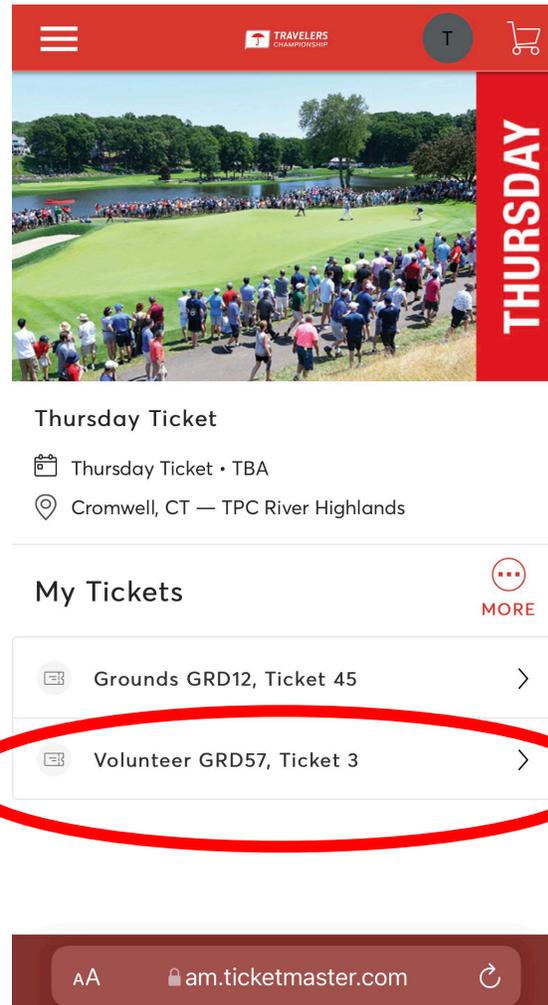
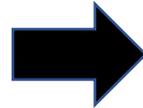
Thursday Ticket

Thursday Ticket • TBA

Cromwell, CT — TPC River Highlands

Select Event

am.ticketmaster.com



THURSDAY

Thursday Ticket

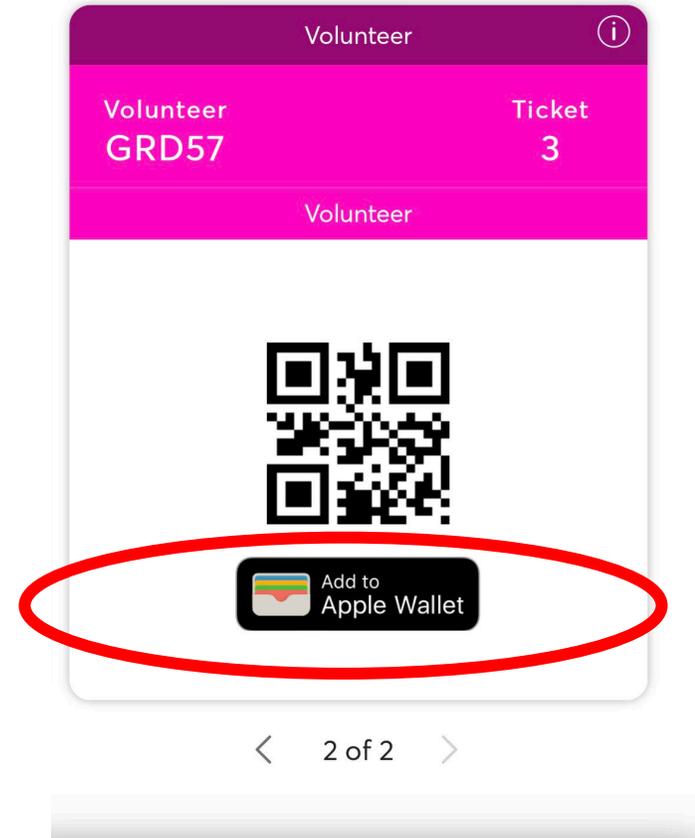
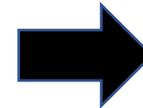
Thursday Ticket • TBA

Cromwell, CT — TPC River Highlands

My Tickets

- Grounds GRD12, Ticket 45
- Volunteer GRD57, Ticket 3**

am.ticketmaster.com



Volunteer

Volunteer GRD57 Ticket 3

Volunteer



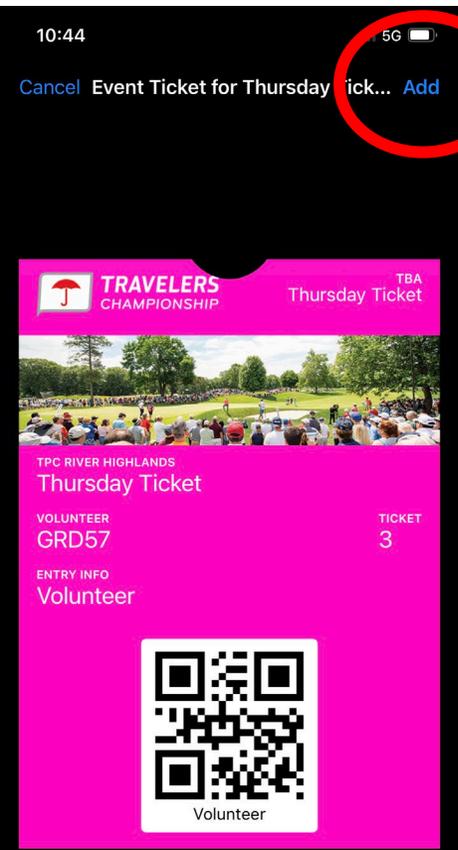
Add to Apple Wallet

2 of 2

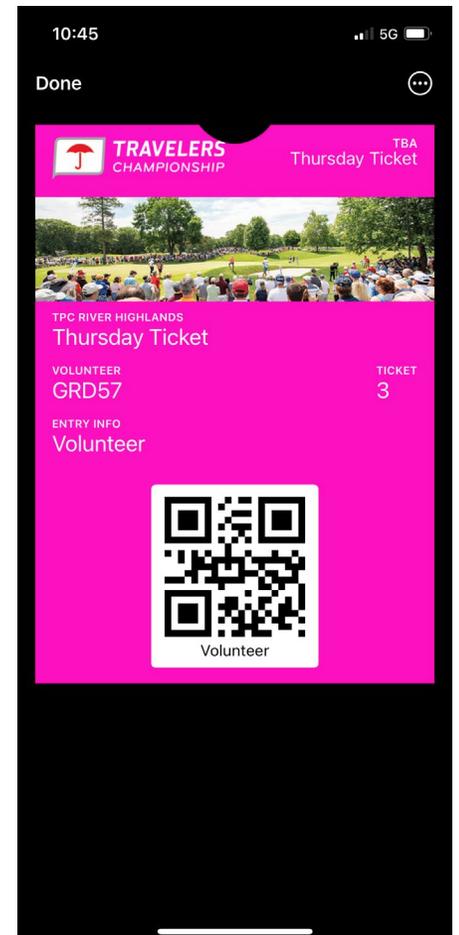
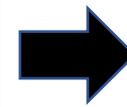
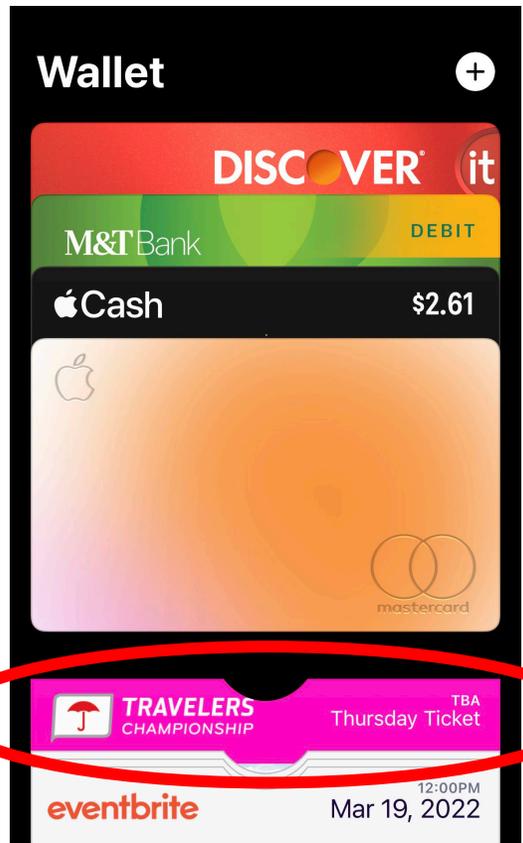
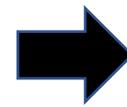


# ADD TICKET TO APPLE WALLET

We strongly encourage you to download your ticket to your phone before arriving on-site.



Find the 'wallet' icon/app on your phone





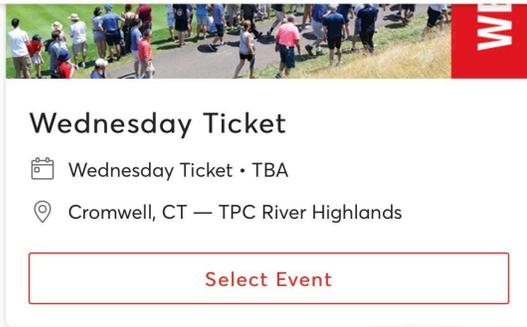
**TRAVELERS**  
CHAMPIONSHIP

JUNE 20-26, 2022 | TPC RIVER HIGHLANDS | CROMWELL, CT

**FOR ANDROID**

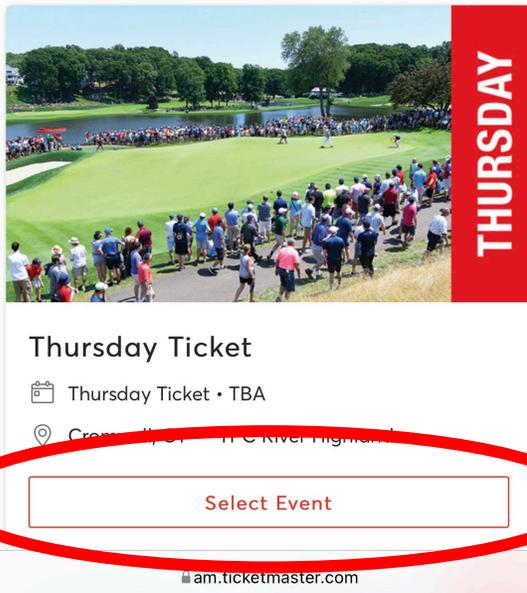


# DOWNLOADING YOUR VOLUNTEER TICKETS



**Wednesday Ticket**  
Wednesday Ticket • TBA  
Cromwell, CT — TPC River Highlands

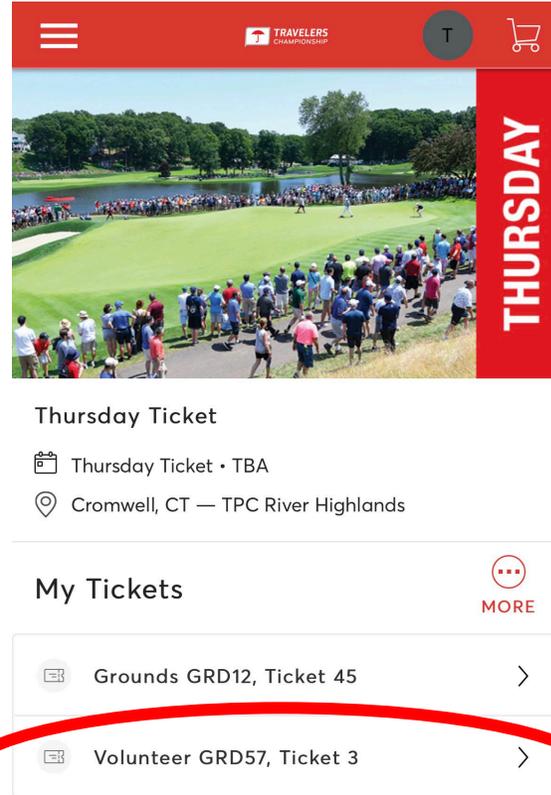
Select Event



**Thursday Ticket**  
Thursday Ticket • TBA  
Cromwell, CT — TPC River Highlands

Select Event

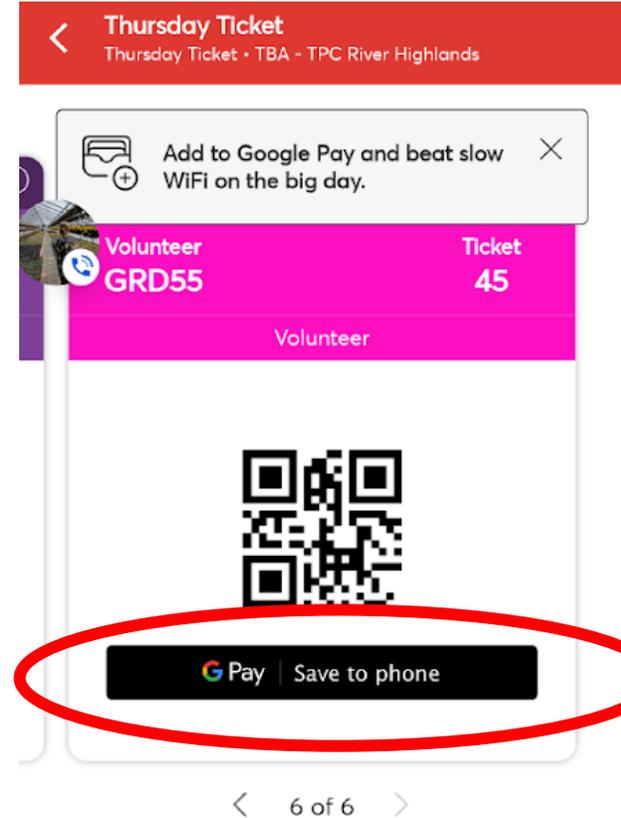
am.ticketmaster.com



**Thursday Ticket**  
Thursday Ticket • TBA  
Cromwell, CT — TPC River Highlands

My Tickets

- Grounds GRD12, Ticket 45
- Volunteer GRD57, Ticket 3**



**Thursday Ticket**  
Thursday Ticket • TBA - TPC River Highlands

Add to Google Pay and beat slow WiFi on the big day.

Volunteer GRD55 Ticket 45

Volunteer

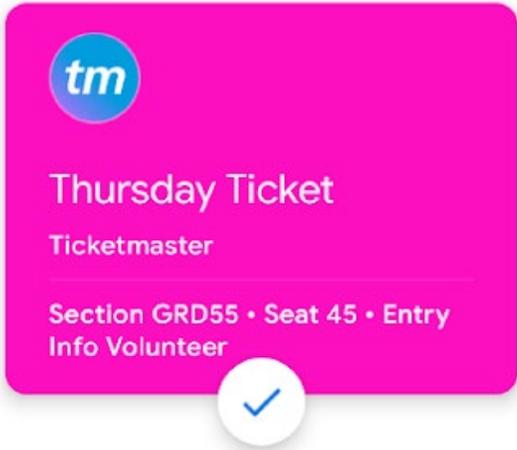
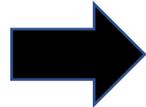
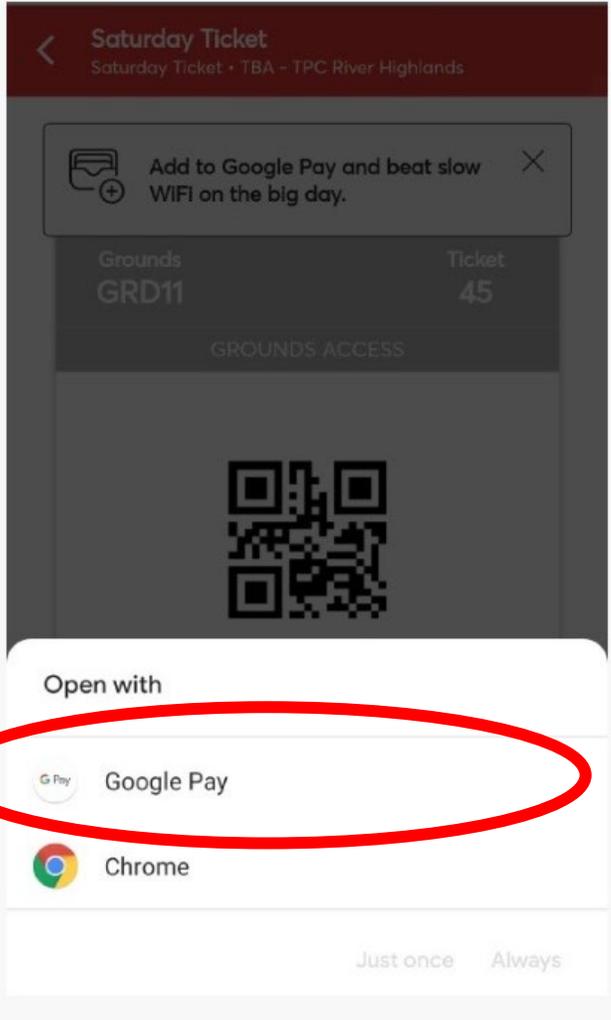
QR Code

G Pay | Save to phone

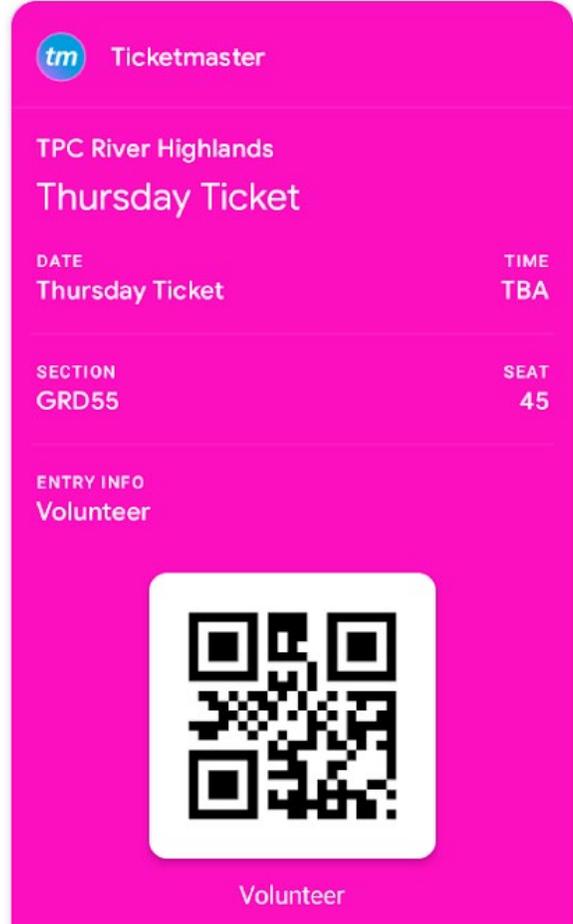
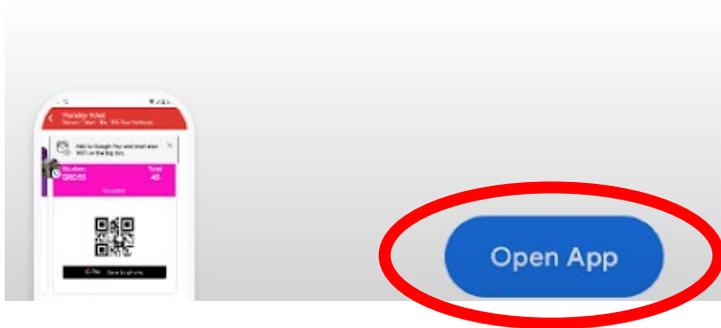
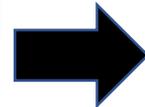
6 of 6



# ADD TICKET TO MOBILE WALLET



Saved to Google Pay





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CHAMPIONSHIP

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# HOW TO TRANSFER GUEST TICKETS



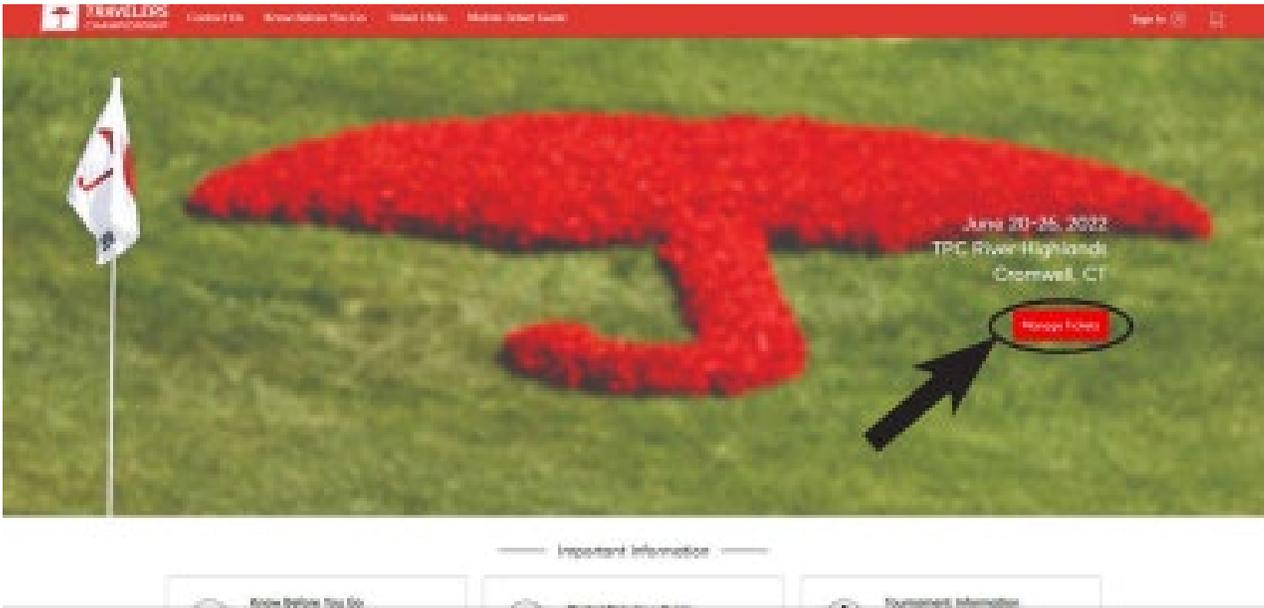


# ACCESS/TRANSFER GUEST TICKETS

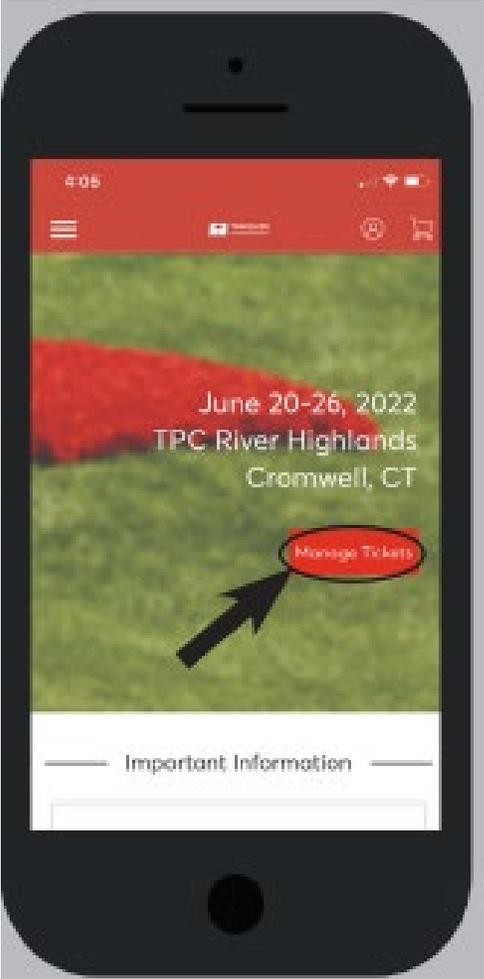
To get started, visit <https://am.ticketmaster.com/pgatravelers/> on your computer or mobile device and click ‘Manage Tickets’ to login. Your volunteer pass and guest tickets have been loaded into an account under your email address.

Please ensure you’re are logging in with the email address you used to register for your volunteer shift

### Computer Screen:



### Phone Screen:





# ACCESS/TRANSFER GUEST TICKETS: On Computer

In order to manage your tickets you must first select **“Manage Tickets”** after signing in.

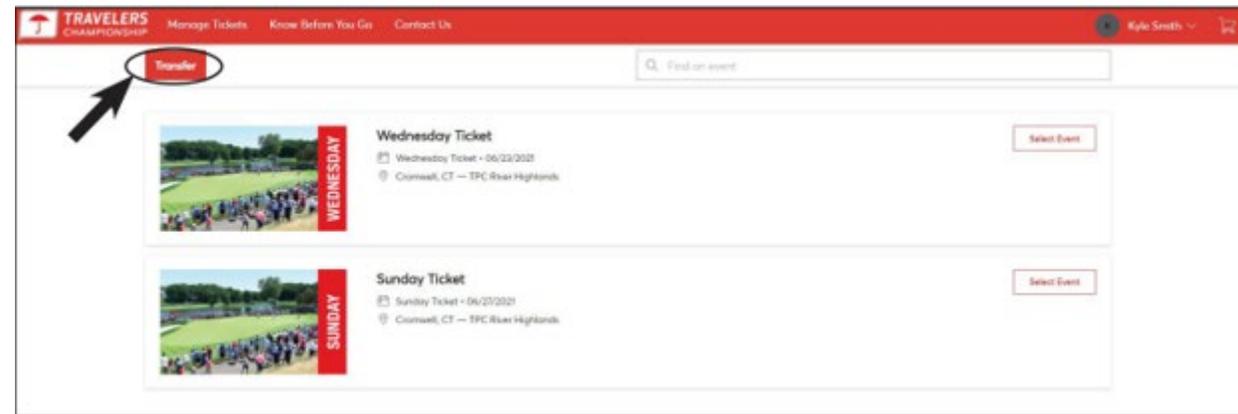
Click ‘Select Event’ if you would like to view the tickets.

A screenshot of the Travelers Championship website's ticket management interface. The top navigation bar is red and contains the Travelers logo, "TRAVELERS CHAMPIONSHIP", and links for "Manage Tickets", "Know Before You Go", and "Contact Us". On the right side of the navigation bar, there is a user profile for "Kyle Smith" and a shopping cart icon. Below the navigation bar, there is a "Transfer" button on the left and a search bar labeled "Find an event" on the right. The main content area displays two ticket options. The first is a "Wednesday Ticket" for 04/23/2021 at TPC River Highlands, with a "Select Event" button circled in red and a black arrow pointing to it. The second is a "Sunday Ticket" for 04/25/2021 at TPC River Highlands, with a "Select Event" button. Each ticket option includes a small image of a golf course and a vertical label indicating the day of the week.

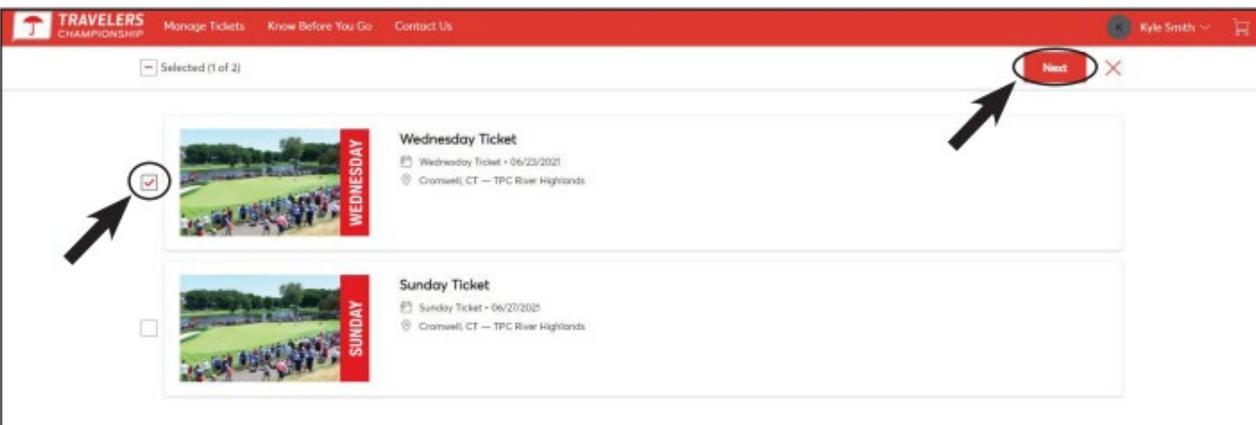


# ACCESS/TRANSFER GUEST TICKETS: On Computer

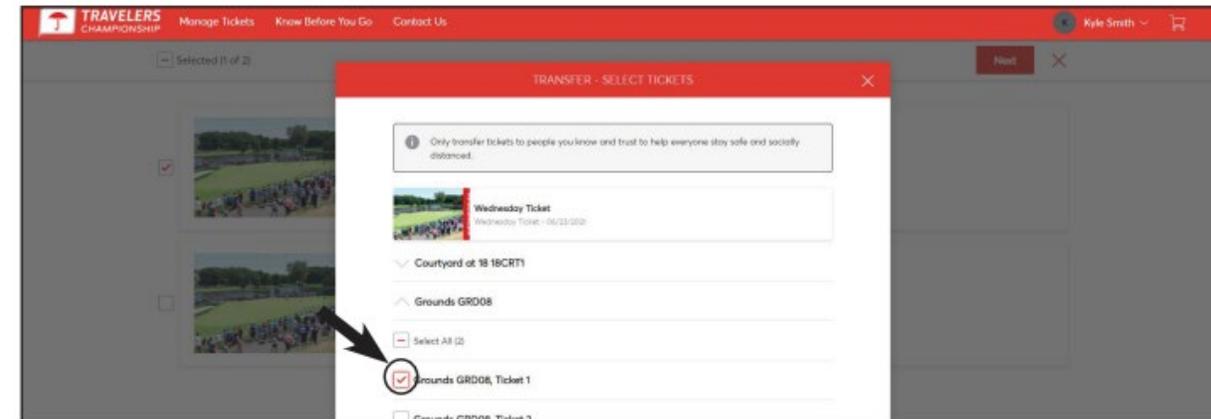
If you want to transfer tickets to friends or family, please click the 'Transfer Button'.



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

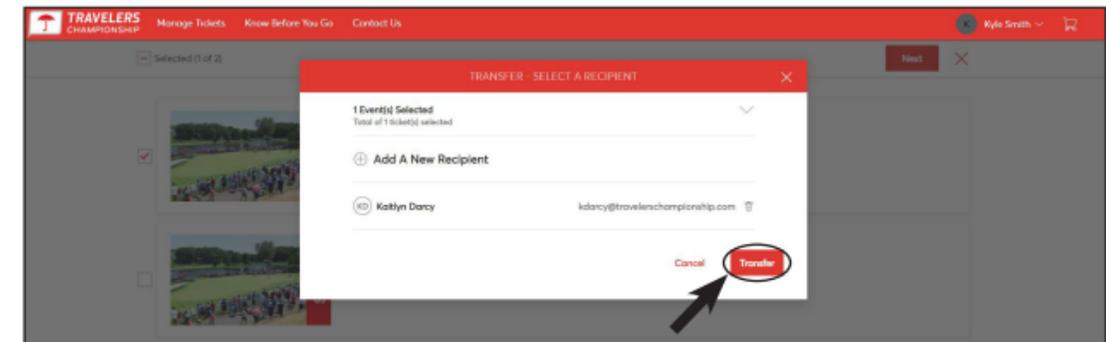


Once you click "Next" you will then select the boxes next to the tickets you wish to transfer. Click 'Next' when finished.



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.





# ACCESS/TRANSFER GUEST TICKETS: On Mobile Device

Transfer

Find an event

Get Your Tickets Ready

For the fastest way in, view and save your tickets to Apple Wallet to beat busy network connections.

**MONDAY**

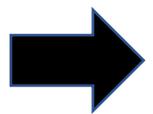
Monday Ticket

Monday Ticket • TBA

Cromwell, CT — TPC River Highlands

Select Event

am.ticketmaster.com



Selected (1 of 8)

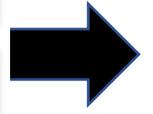
Get Your Tickets Ready

For the fastest way in, view and save your tickets to Apple Wallet to beat busy network connections.

- Monday Ticket  
Monday Ticket • TBA
- Tuesday Ticket  
Tuesday Ticket • TBA
- Wednesday Ticket  
Wednesday Ticket • TBA
- Thursday Ticket  
Thursday Ticket • TBA
- Friday Ticket  
Friday Ticket • TBA

Next

am.ticketmaster.com



Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.

**Thursday Ticket**  
Thursday Ticket • TBA

Grounds GRD19

Volunteer GRD56 (No tickets available to manage)

Cancel Next



# ACCESS/TRANSFER GUEST TICKETS: On Mobile Device

☰ TRAVELERS CHAMPIONSHIP K

**i** Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.

**Thursday Ticket**  
Thursday Ticket • TBA

^ Grounds GRD19

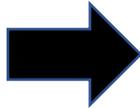
Select All (1)

Grounds GRD19, Ticket 1

Volunteer GRD56 (No tickets available to manage)

Cancel Next

am.ticketmaster.com



☰ TRAVELERS CHAMPIONSHIP K

1 Event(s) Selected  
Total of 1 ticket(s) selected

Add A New Recipient

First Name \*

Last Name \*

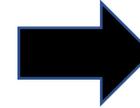
Email \*

Add a Message (Optional)

255 Character(s) Remaining

Cancel Transfer

am.ticketmaster.com



☰ TRAVELERS CHAMPIONSHIP K

**✔ Success! 1 ticket(s) for 1 event(s) are transferred.**

What happens next? Taylor just needs to accept the transfer before it expires on Fri • Jun 24, 2022 • 11:59 PM.

If you'd like to cancel this transfer - you can do so, just as long as Taylor hasn't accepted the tickets yet.

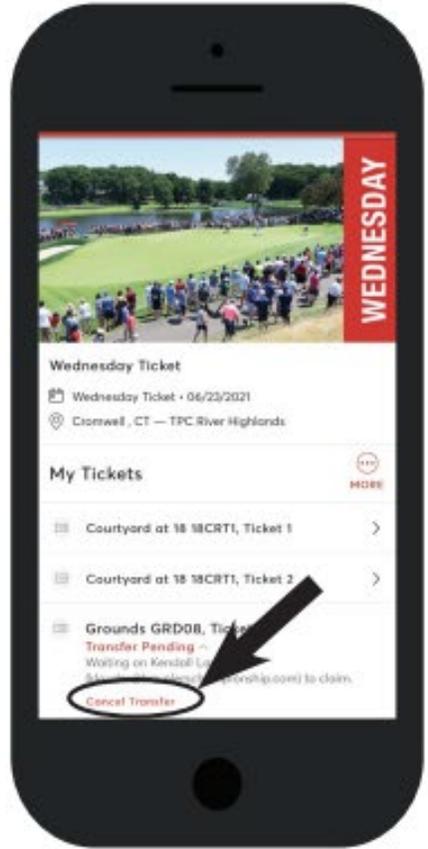
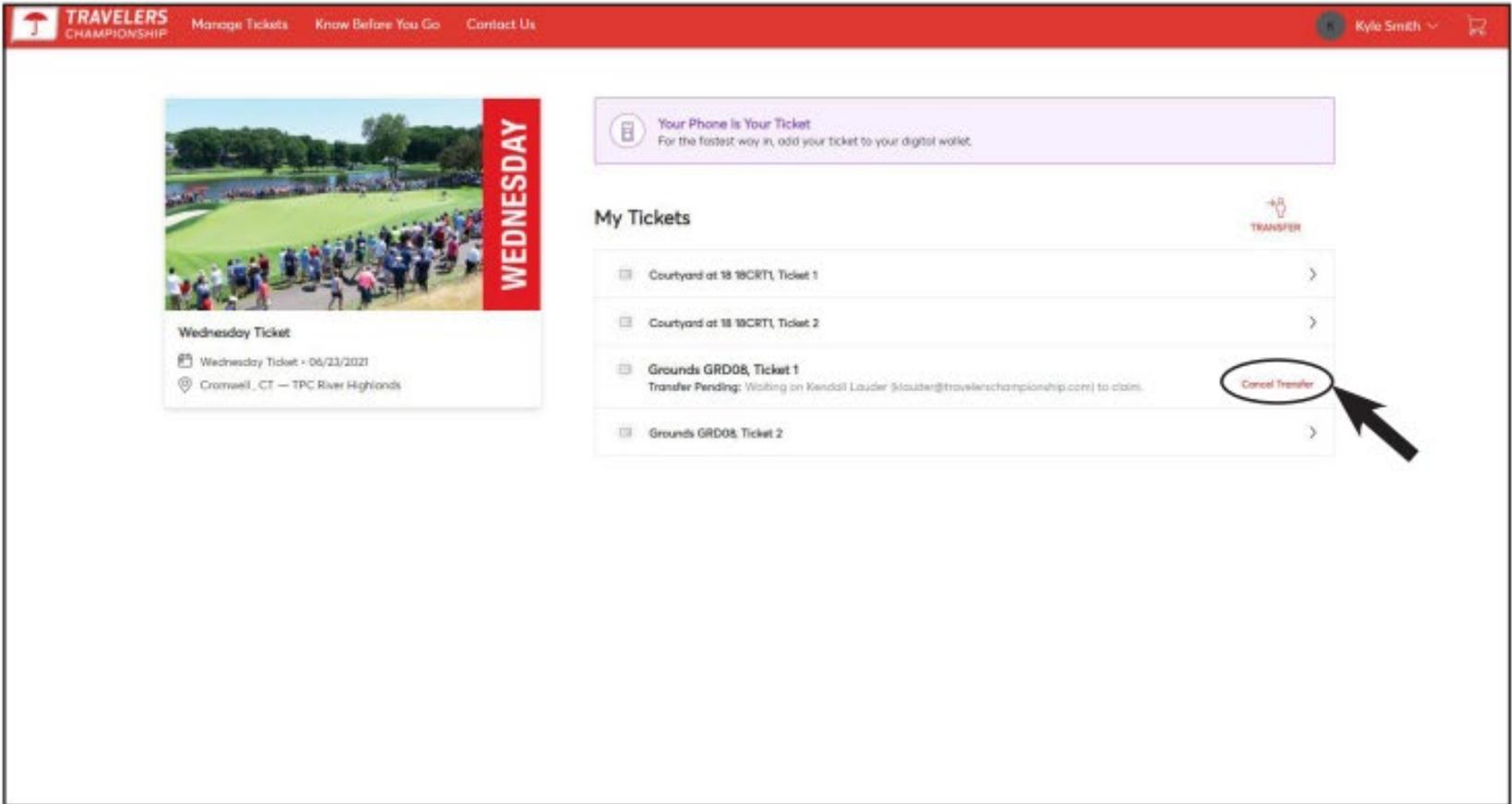
Show Details

am.ticketmaster.com



# CANCELING & RESENDING TRANSFERRED TICKETS

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.



# FAQ'S

## **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'.

## **What email address do the confirmation emails come from?**

Tickets are sent on behalf of the Travelers Championship from [noreply@ticketmaster.com](mailto: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.

## **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.



# CONTACT INFORMATION

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

**Ryan Lawrence:** [rlawrence@travelerschampionship.com](mailto:rlawrence@travelerschampionship.com)

Ticketing Intern – Main Gate

**Tye Mill:** [tmill@travelerschampionship.com](mailto:tmill@travelerschampionship.com)

Ticketing Intern – 9 Gate