# **ACCOUNT MANAGER USER GUIDE**



JUNE 21-25, 2023 | TPC RIVER HIGHLANDS | CROMWELL, CT



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Welcome to the Travelers Championship Account Manager program. Account Manager will give you the ability to manage your tickets for the 2023 Travelers Championship electronically.

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

## Emma Wesoloski

Client Services Coordinator ewesoloski@travelerschampionship.com cell: (860) 965-0163

### **Kendall Lauder**

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

## **Kyle Smith**

Tickets and Database Coordinator ksmith@travelerschampionship.com cell: (860) 402-9027



To get started, visit https://am.ticketmaster.com/pgatravelers/ and click 'Manage Tickets" to login. Your company's tickets have been loaded into an account under your Ticket Manager's email address, as designated on your Sponsorship Form. Please ensure you're are logging in with this email address to access your company's ticket account.





Sign In to Travelers Championship Powered by ticketmaster	
<ul> <li>Important Account Update</li> <li>You can now use the same email and password for both your Travelers Championship ticket account and your Ticketmaster account.</li> <li>Travelers Championship ticket holder? Use your existing email to sign in and update your password if prompted.</li> <li>New here? Use your Ticketmaster email and password.</li> <li>Learn More</li> </ul>	Powered by <b>ticketmaster</b> i 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.
Password SHOW	New here? Use your Ticketmaster email and password. Learn More
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	Password
New to Ticketmoster? Sing Up	Remember Email Forget Passworr

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. New to Ticketmaster? Sign U



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

TRAVELERS CHAMPIONSHIP June 19-25, 2023	age Tickets Contact Us Ticket FAQs	🦧 Kyle Smith 🗸 🗒
My Events		Transfer
Q. Find on event		⊖ My Listings
	Wadnesday Ticket <sup>(1)</sup> Wed, Jun 21, 2023 • Gates 6:30AM <sup>(2)</sup> Oronwell, CT — TPC River Highlands	Select Event
and an entry of the	Thursday Ticket <sup>(1)</sup> Thu, Jun 22, 2023 - Gates 6:30AM <sup>(2)</sup> Oronwell, CT – TPC River Highlands	Select Event

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.

TRAVELERS CHAMPORSHIP Buy Tickets Manage Tickets Contact Us Ticket FAQs June 1945, 2023	😮 Kyle Smith 🗸 🕁
My Events	$\rightarrow$
Q. Find an event	○ My Listings
Wednesday Ticket  Wed. Jun 21, 2023 • Gates 6:30AM  Croinwell, CT — TPC River Highlands	Select Event
Thursday Ticket  Thu, Jun 22, 2023 • Gates 6 30AM  Cromwell, CT — TPC River Highlands	Select Event



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

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<ul> <li>Selected (1 of 5)</li> </ul>	
Your phone is your ticket. For the fastest way in, add your ticket to your digital wallet.	
Wednesday Ticket  Wednesday Ticket  Wednesday Ticket  Wednesday Ticket  Wednesday Ticket  Wednesday Ticket  Comwell, CT – TPC River Highlands	
Thursday Ticket  Thu, Jan 22, 2023 - Gates 6:30AM  Cromwell, CT — TPC River Highlands	





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

June 19-25, 2023	Buy Tickets Manage Tickets	Contact Us Ticket FAQs	🚺 Kyle Smith 🗠
	Selected (1 of 5)	TRANSFER - SELECT TICKETS X	Next
	Your phone is your ticket. For the fastest way in, odd your	Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.	
	MEDNESOAN	Wednesday Ticket Wed. Jun 21, 2023 - Gutes 6-30AM Select All (1)	
	THURSDAY	Grounds GRD04, Ticket 2	



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.







Navigate to the ticket transfer invitation email from noreply@ticketmaster.com. Click 'Accept Tickets' on the email. Sign in to Account Manager to accept tickets, if this is your first time accessing Travelers Championship Account Manager, click 'Sign Up' or 'Forgot Password?' at the bottom of the screen.

Travelers Championship <noreply@ticketmaster.com></noreply@ticketmaster.com>	TRAVELERS Duamocarum Buy Tickets Manage Tickets Contact Us Ticket FAOs	19AVFLEBS Constructions American Real
	Only accept to determine the series of	My Events INTEGENT YOU TOCETS:
(8) Account Accept Your Tickets Now Kyle just sent you 2 Travelers Championship tickets.	Sign In to Travelers Championship Powerd by Kidemater	Accept the transfer to view ticket(a).     Or exact the transfer to view ticket(a).     Or exact the transfer to view ticket(a).     Or exact the transfer to view ticket(a) to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficultion heath publicities evide magning COD-09 where you have not able to the service abus off or of socials distorted & difficulties of the service abus of
Click 'Accept Tickets' below to accept your transfer.	To Light field wide the field of plasmature is working in the second sec	You don't here to dest to ony upcoming events. Check Out Out Schedule
	Email Address	RAVELERS Boy Tickets Manage Tickets Contact Uk Ticket FAQs
How to Accept Your Transfer	SHOW	You accepted 2 Scientific Show More     X
1 On your smartphone, tap the Accept Tickets button above.	By contraining part this pape, you appert to the <b>Terms of Useron</b> and understand that information will be used as instructions in the <b>Theory Price</b> .	Your Phone In Your Ticlet For the forset way in, add your toket to your digital wallet.
2 Sign in to the Travelers Championship account using your Tickelmaster email and password, or create an account, to accept your tickets.	Sign In	My Tickets
3 Keep an eye out for a follow-up email with instructions on how to view and save your tickets for the big day.	New to Celemoster? Sign Up	Ground GROAT Telef 4
		Grounds GRD08, Ticket 5

Saturday Ticket

Once you've signed in, the tickets are yours. Visit 'Manage Tickets' to view and manage them at any time.





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.

TRAVELERS CHAMPIONSHIP Buy Tickets Manage Tickets Contac June 19-25, 2023	t Us Ticket FAQs	Matt Lilley 🗸 🗒	
	Your Phone Is Your Ticket For the fastest way in, add your ticket to your digital wallet.		<b>≡</b> ■ ₩ ₩
SUNDA	My Tickets	→ 8 III TRANSFER SELL	SUNDAY
	Grounds GRD07, Ticket 1 Waiting on Matt Lilley (Milley@springfieldcollege.edu) to claim.	Cancel Transfer	Sunday Ticket
Sunday Ticket		<b>^</b>	<ul> <li>Sun, Jun 25, 2023 • Gates 7:30AM</li> <li>Cromwell, CT — TPC River Highlands</li> </ul>
<ul> <li>Suit, Suit 2, 2023 Gates / Source</li> <li>Cromwell, CT — TPC River Highlands</li> </ul>			My Tickets
			Grounds GRD07, Ticket 1 Walken en Matt Lilley (Milley@springthes, elege.edu) to claim. Cancel Transfer



#### 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.