


VOLUNTEER DIGITAL TICKET GUIDE



TRAVELERS
CHAMPIONSHIP

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



DOWNLOADING YOUR VOLUNTEER TICKETS



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DOWNLOADING YOUR VOLUNTEER TICKETS

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

Matt Lilley

Ticket Support - Main Gate
mlilley@travelerschampionship.com

Kelly Margolies

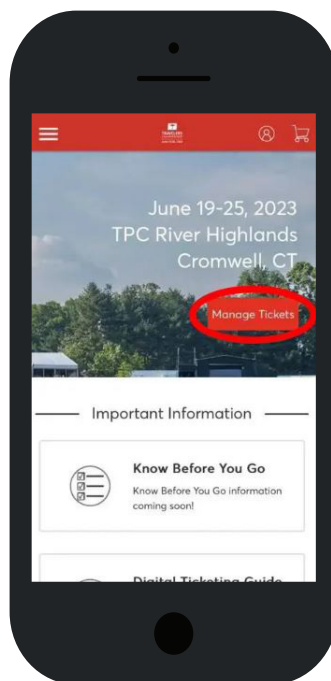
Ticket Support - 9 Gate
kmargolies@travelerschampionship.com

ON YOUR MOBILE DEVICE

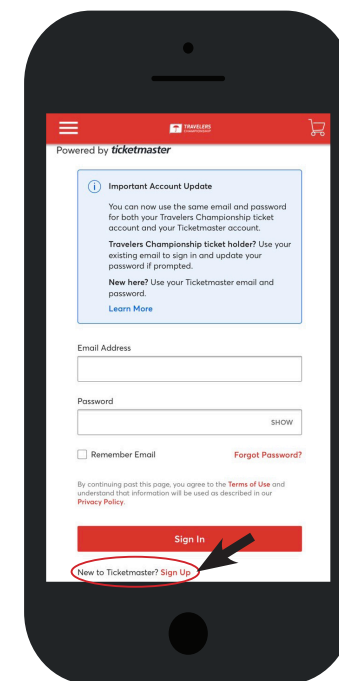
To get started, visit <https://am.ticketmaster.com/pgatravelers/> and click 'Manage Tickets' to login.

Your volunteer pass and guest tickets have been loaded into an account under your email address.

Please ensure you 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.



A wide-angle photograph of a golf course during a tournament. In the foreground, several people are walking across the green grass. In the middle ground, a large crowd of spectators is gathered behind a low wall, watching the event. Behind the crowd, there are several large, modern-looking buildings with glass facades, likely part of the tournament facilities. The background is filled with lush green trees under a clear sky. The overall scene is bright and sunny, suggesting a pleasant day for a golf tournament.

FOR IPHONE USERS



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DOWNLOADING YOUR VOLUNTEER TICKETS: IPHONE

You will need to show these for tournament access. We strongly encourage you to download your ticket to your phone before arriving on-site.



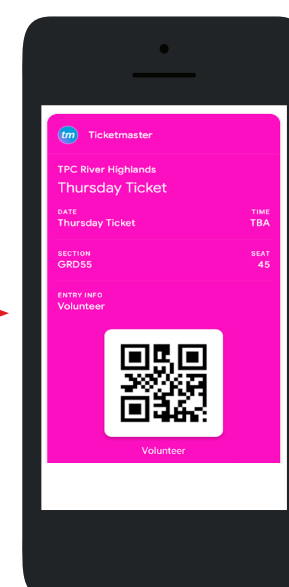
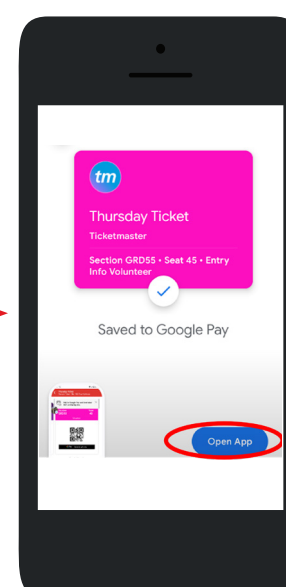
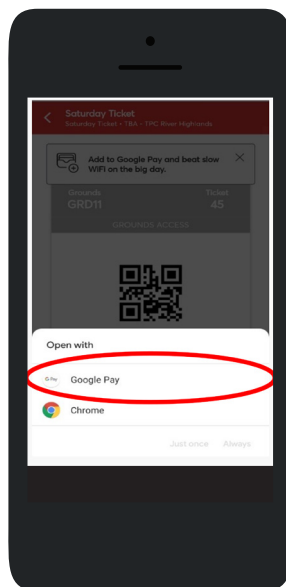
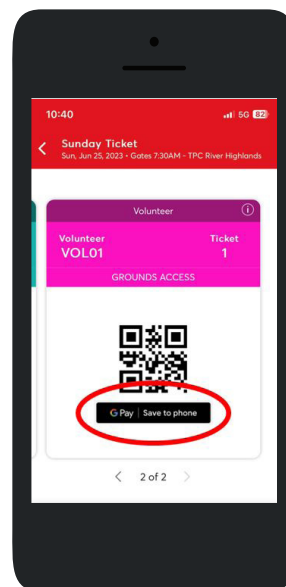
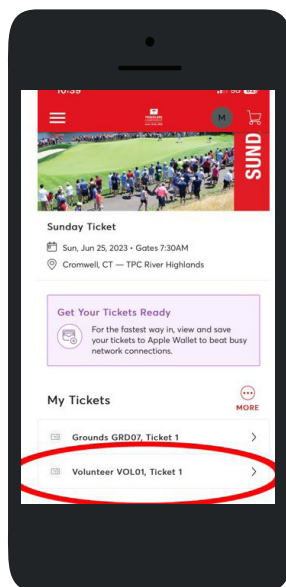
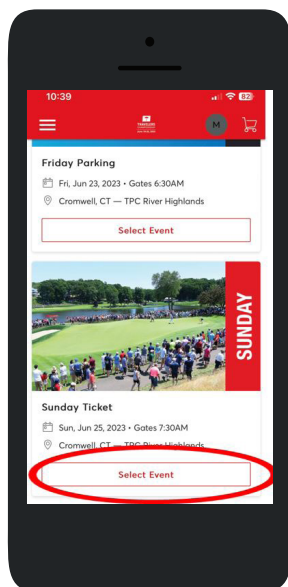
A wide-angle photograph of a golf course during a tournament. In the background, a large crowd of spectators is gathered behind a series of white, tiered viewing platforms. The platforms are adorned with banners for 'TRAVELERS' and 'FedEx'. The golf course itself is lush green, with several people walking across the fairway. A few golfers are visible, some carrying bags. The sky is overcast, and the overall atmosphere is that of a major sporting event.

FOR ANDRIOD USERS



DOWNLOADING YOUR VOLUNTEER TICKETS: ANDROID

You will need to show these for tournament access. Add these tickets to your mobile wallet for easiest access to the tournament.

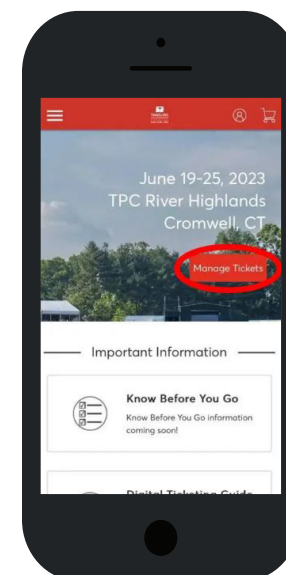
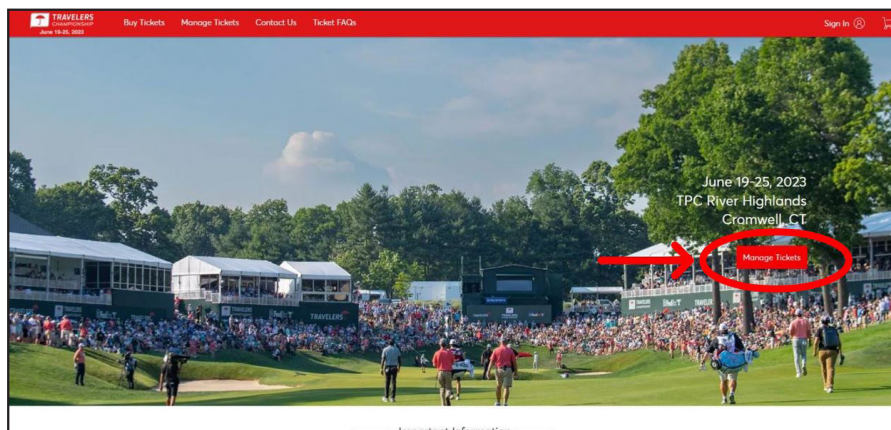


ACCESS / TRANSFER GUEST TICKETS

**In addition to your Volunteer Tickets, each volunteer receives
1 guest ticket per day Wed-Sun to transfer to friends and family.**

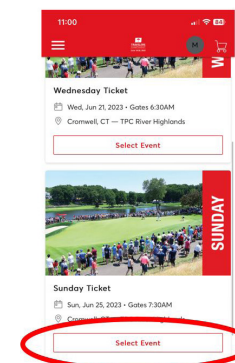
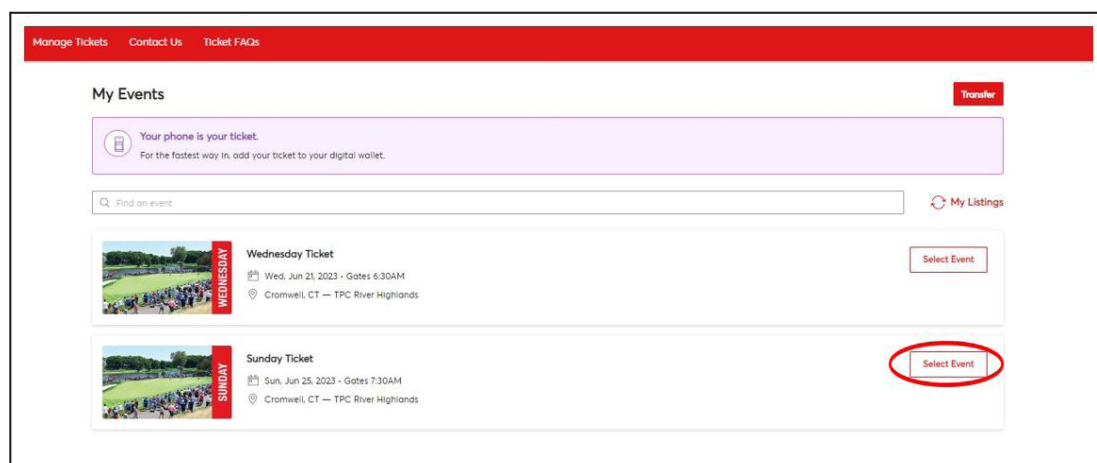


To get started, visit <https://am.ticketmaster.com/pgatravelers/> on your computer or mobile device and click ‘Manage Tickets’ to login. Your volunteer pass and guest tickets have been loaded into an account under your email address. Please ensure you are logging in with the email address you used to register for your volunteer shift.



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.

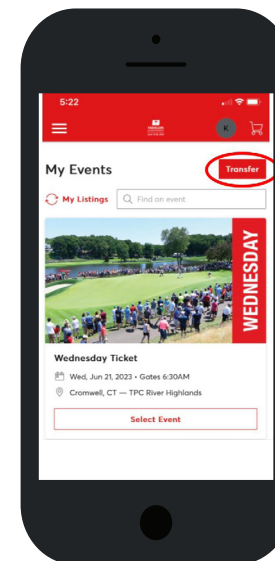
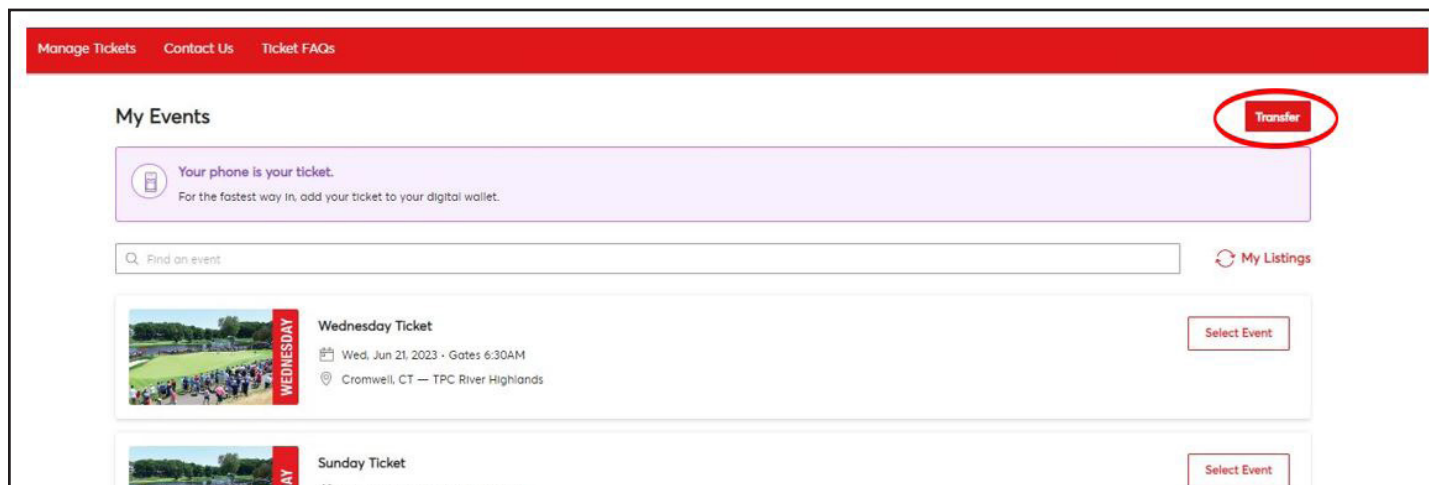




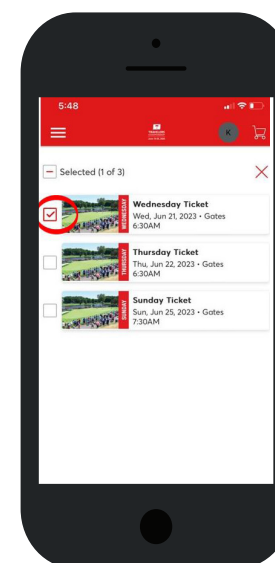
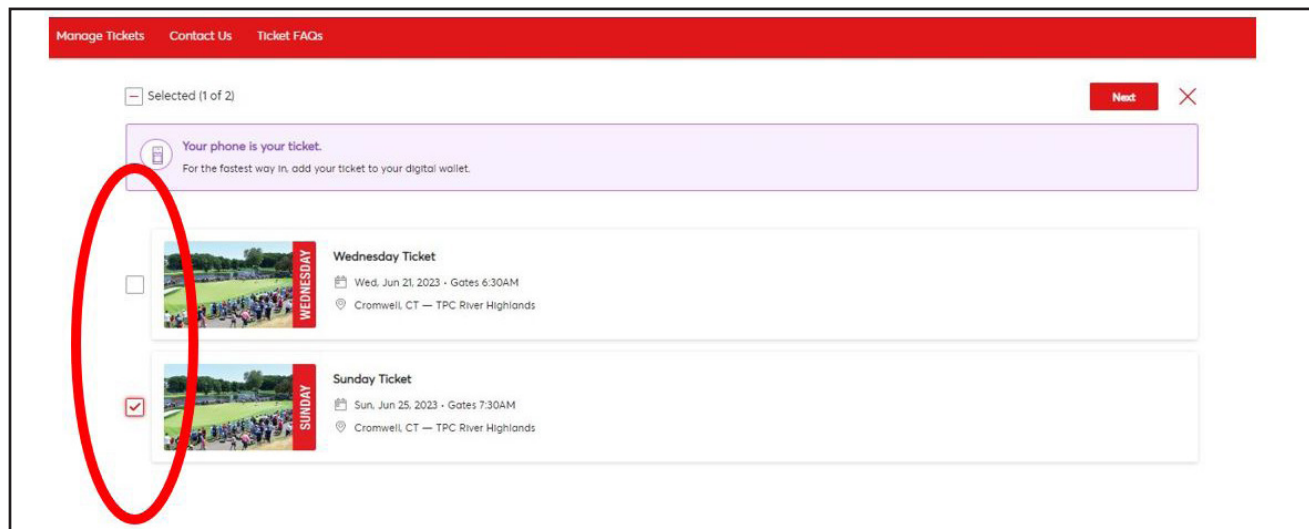
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ACCESS/TRANSFER GUEST TICKETS

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.

CANCEL A TRANSFER





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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.

A screenshot of the Travelers Championship website. The header is red with the Travelers logo and navigation links: 'Buy Tickets', 'Manage Tickets', 'Contact Us', and 'Ticket FAQs'. The user is logged in as 'Matt Lilley'. The main content area shows a 'Sunday Ticket' section on the left with a photo of the golf course and a 'SUNDAY' label. To the right, under 'My Tickets', there is a list of tickets. The first ticket is 'Grounds GRD07, Ticket 1' with the status 'Waiting on Matt Lilley (Mlilley@springfieldcollege.edu) to claim.' To the right of this ticket, there are two icons: 'TRANSFER' and 'SELL'. Below these icons, the text 'Cancel Transfer' is circled in red.

A screenshot of the Travelers Championship mobile app. The header is red with the Travelers logo and navigation links: 'Buy Tickets', 'Manage Tickets', 'Contact Us', and 'Ticket FAQs'. The user is logged in as 'Matt Lilley'. The main content area shows a 'Sunday Ticket' section on the left with a photo of the golf course and a 'SUNDAY' label. To the right, under 'My Tickets', there is a list of tickets. The first ticket is 'Grounds GRD07, Ticket 1' with the status 'Waiting on Matt Lilley (Mlilley@springfieldcollege.edu) to claim.' To the right of this ticket, there are two icons: 'TRANSFER' and 'SELL'. Below these icons, the text 'Cancel Transfer' is circled in red.

FREQUENTLY ASKED QUESTIONS

A background image of a golf course during a tournament. In the foreground, several people are walking on the green. In the middle ground, a large crowd of spectators is gathered behind a low wall, watching the event. Behind the crowd, there are several large, modern-looking structures, likely part of the clubhouse or viewing areas, with glass facades. The background is filled with lush green trees under a clear sky. The overall scene is bright and sunny, typical of a professional golf tournament.



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FREQUENTLY ASKED QUESTIONS

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. 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.

What if I share an email address with another volunteer?

If you are registered in Trust Event with the same email address as another volunteer, both of your tickets will be associated with that one email address. We suggest logging in with that shared email address and downloading all of your tickets onto one mobile device if you are volunteering together. If you are not volunteering together, you will still need to log in with that shared email address but should do so on separate mobile devices.