

# ACCOUNT MANAGER USER GUIDE



**TRAVELERS**  
CHAMPIONSHIP

JUNE 19-23, 2024 | TPC RIVER HIGHLANDS | CROMWELL, CT



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## INTRODUCTION



Welcome to the Travelers Championship Account Manager program. Account Manager will give you the ability to manage your tickets for the 2024 Travelers Championship electronically.

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

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Client Services Coordinator  
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cell: (860) 965-0163

**Kendall Lauder**

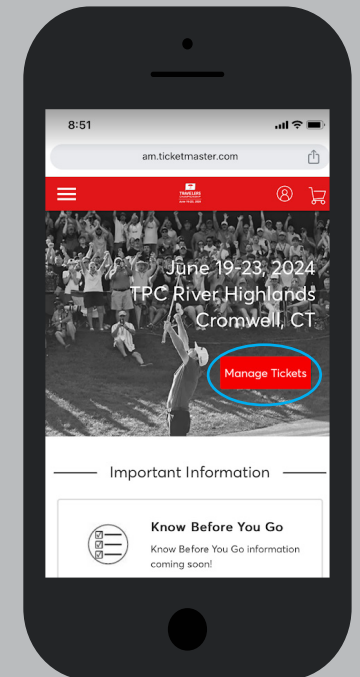
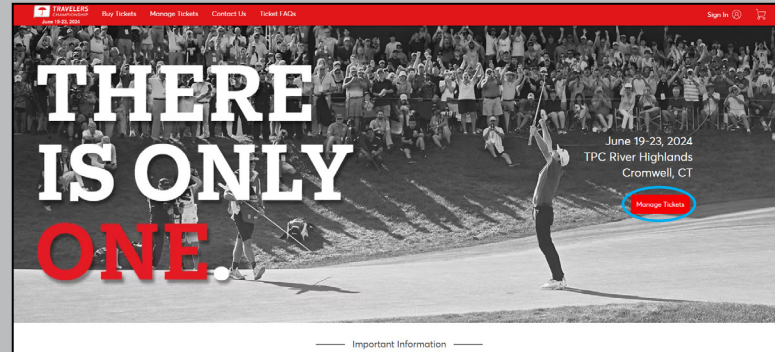
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To get started, visit <https://am.ticketmaster.com/pgatravelers/> and click “Manage Tickets” to login. Your company’s tickets have been loaded into an account under your Ticket Manager’s email address, as designated on your Reservation Form. Please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



ACCOUNT MANAGER: SIGN-IN OR 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 top of the screen to create an account.

### Sign In to Travelers Championship

Powered by *ticketmaster*

New to Ticketmaster? [Sign Up](#)

**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 Me [Forgot Password?](#)

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[Sign in](#)

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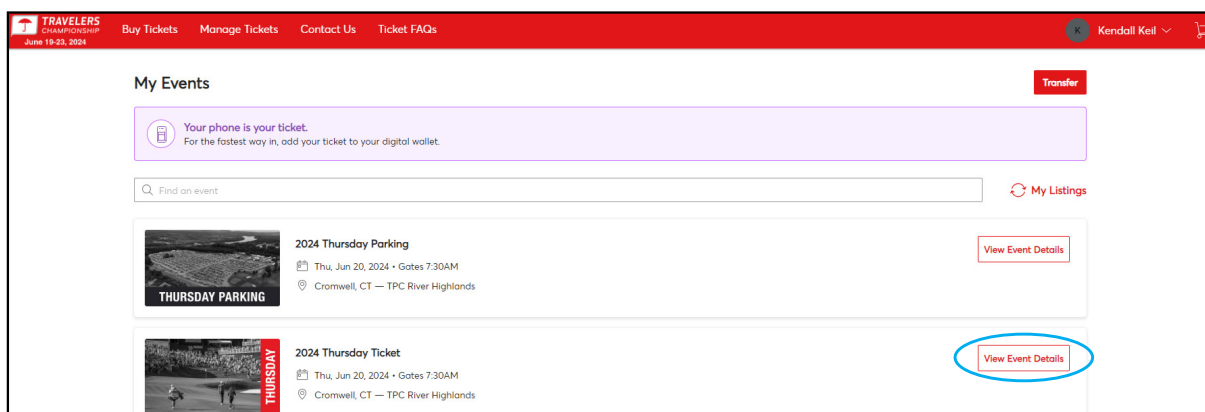
[Sign in](#)



# ACCOUNT MANAGER: MANAGING TICKETS



Click 'View Event Details' 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.



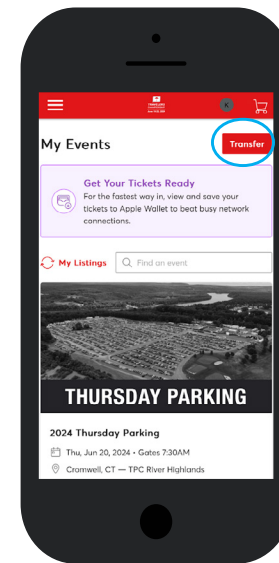
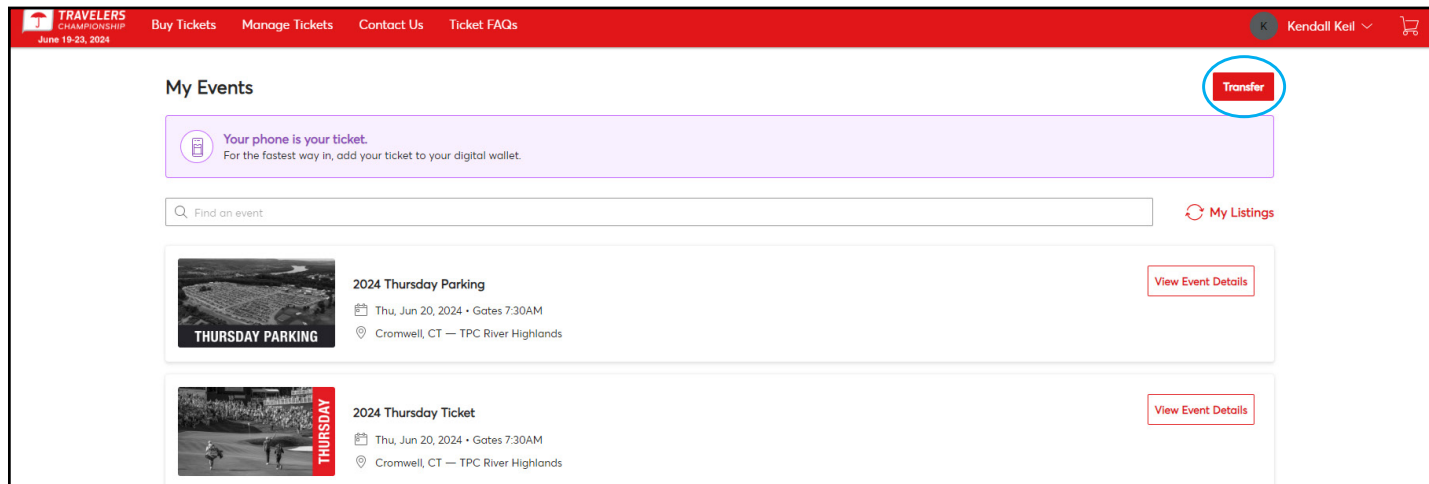


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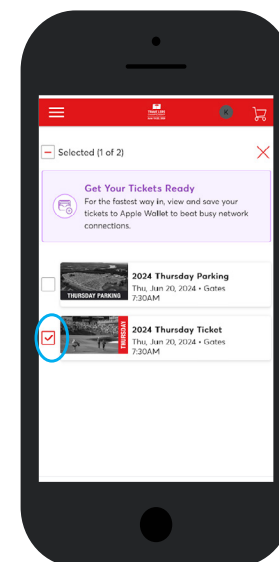
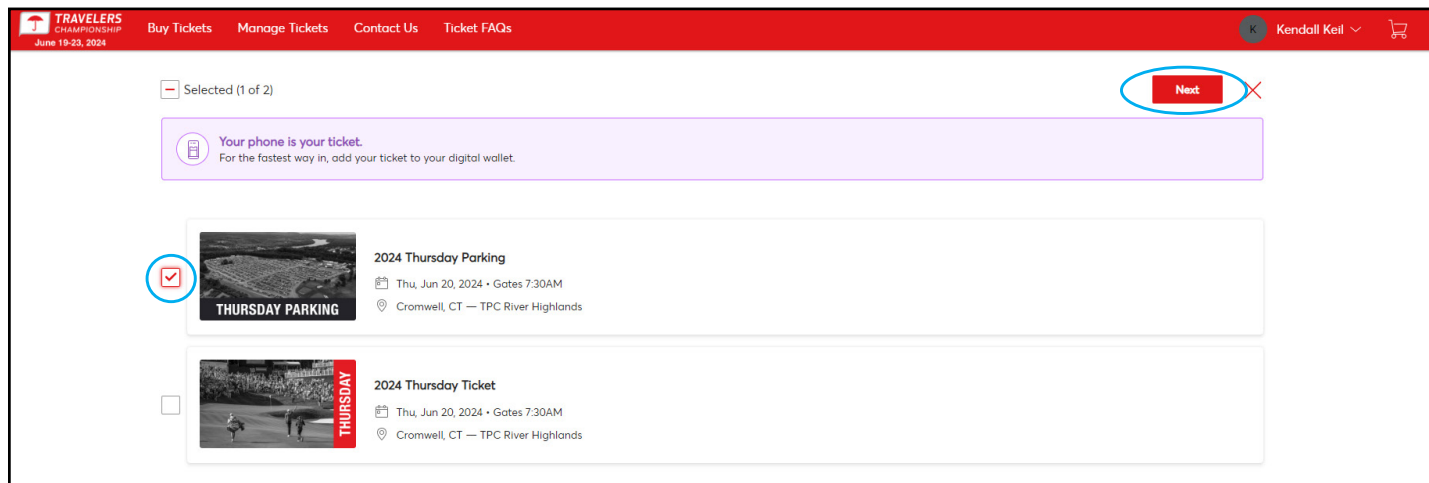
To bulk transfer tickets, select the 'Transfer' button on the Manage Tickets page.

## ACCOUNT MANAGER: TRANSFER TICKETS

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



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



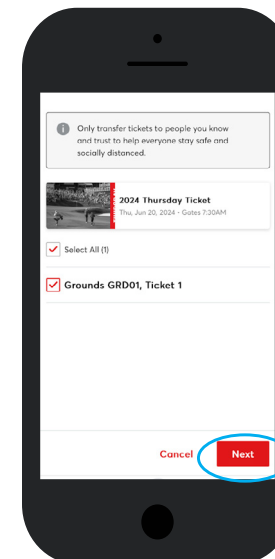
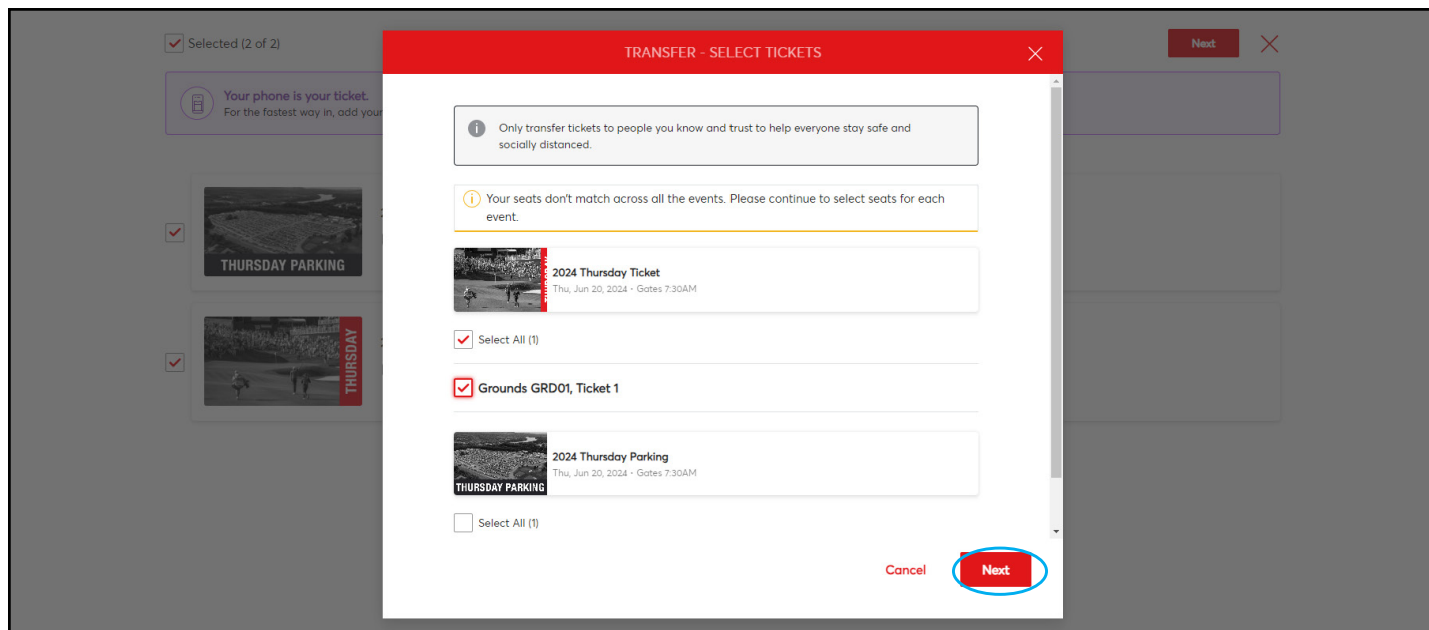


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## ACCOUNT MANAGER: TRANSFER TICKETS

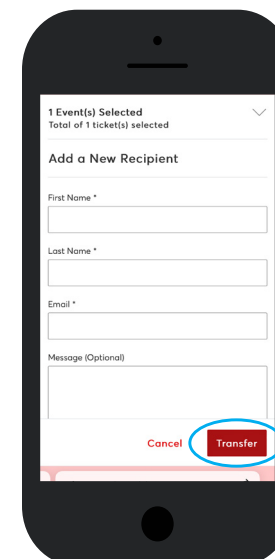
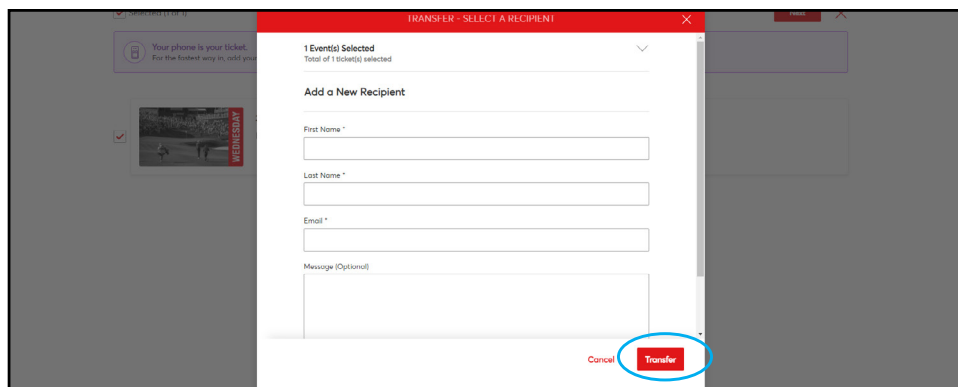
To bulk transfer tickets, select the Transfer button on the Manage Tickets page.

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.

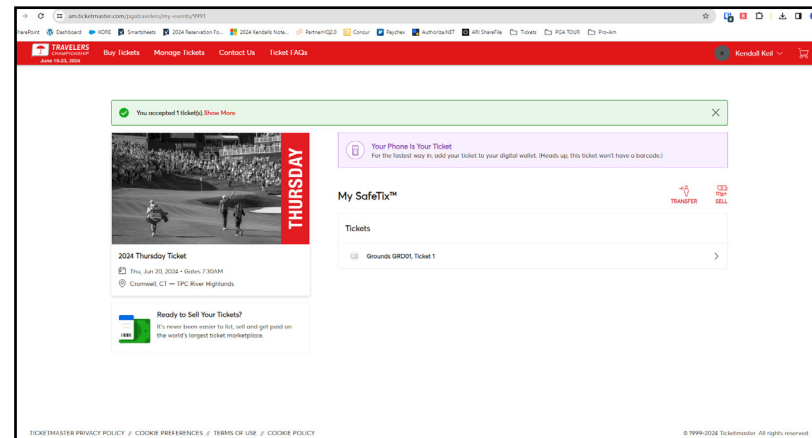
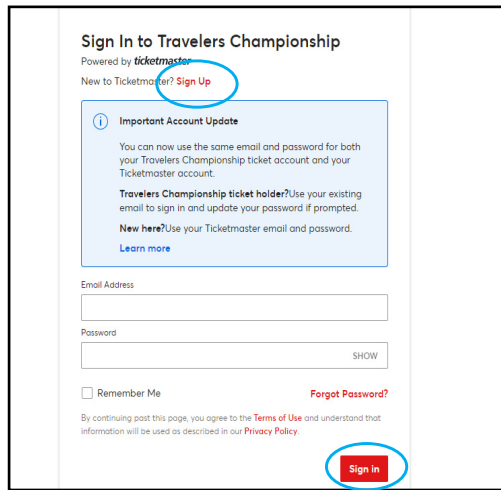
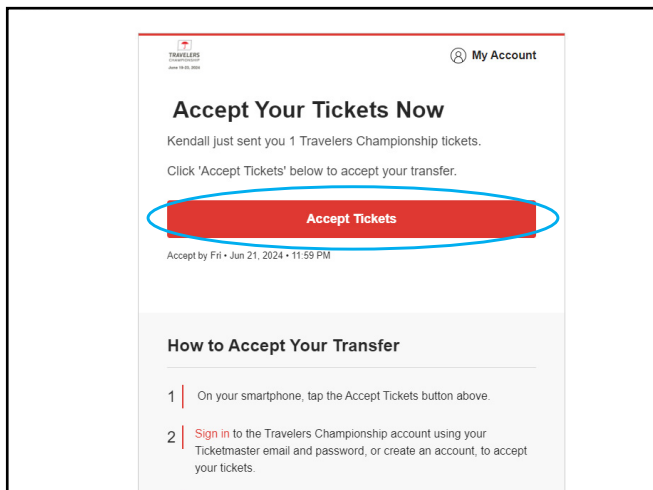




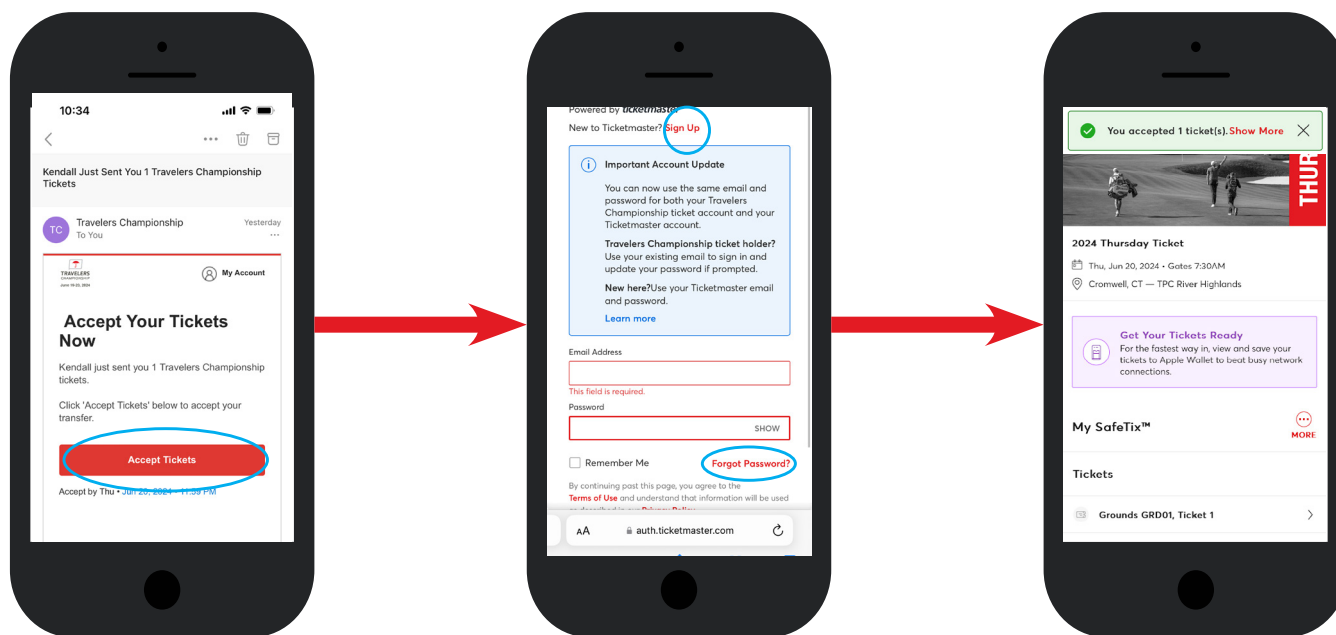
## ACCOUNT MANAGER: ACCEPTING TICKETS



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?'.



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

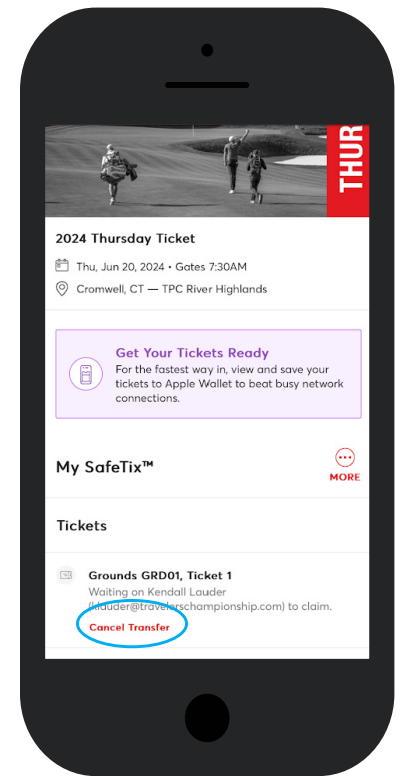
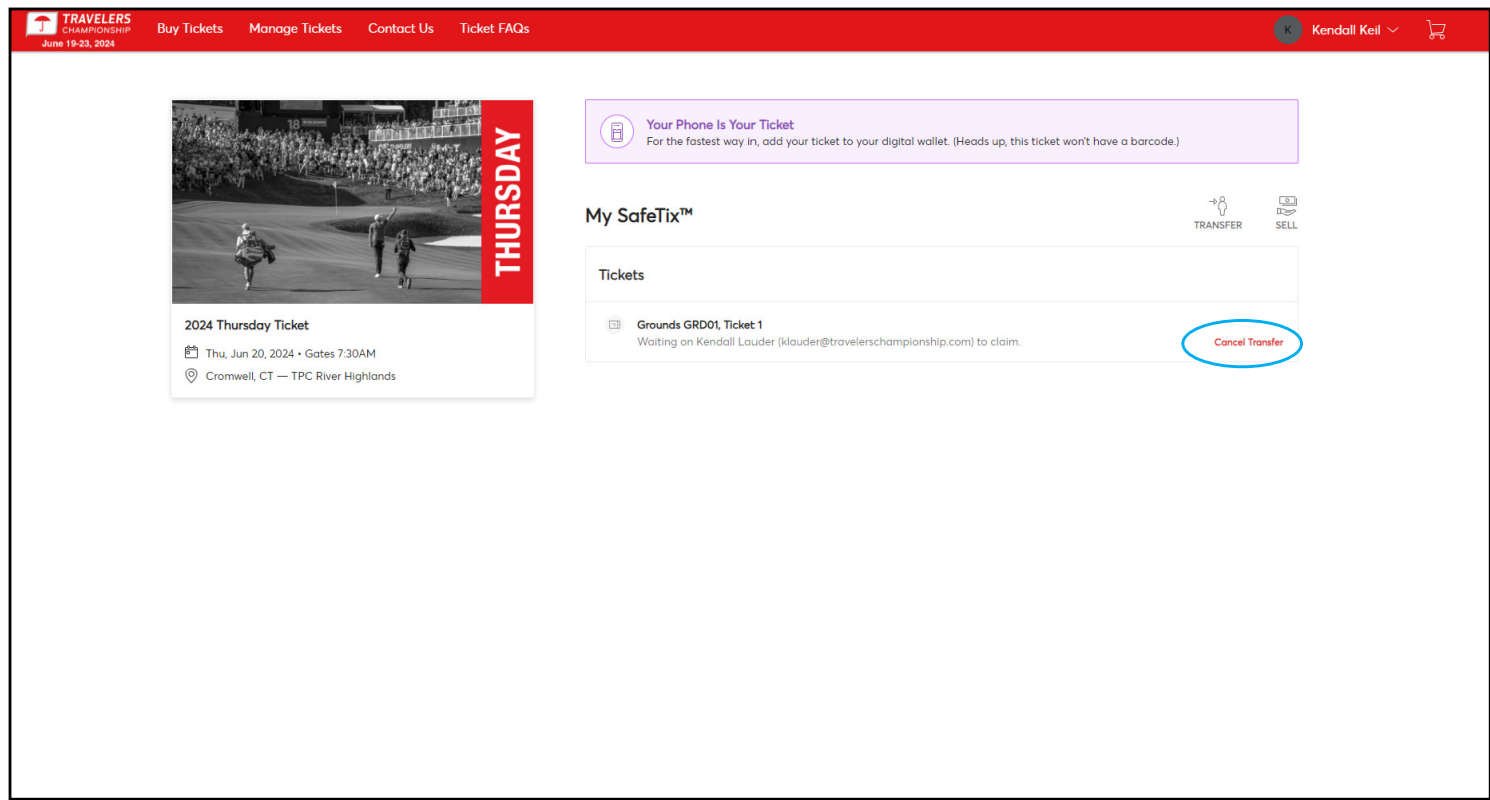






## ACCOUNT MANAGER: CANCELING A TRANSFER

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.

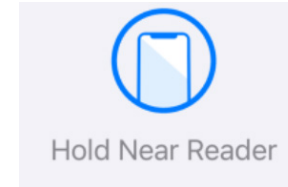




## FREQUENTLY ASKED QUESTIONS

### 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 **NEW**: Once you add a ticket to your phone's mobile wallet you will have the ability to tap your phone for entry rather than scanning a barcode. If you see one of the symbols to the right, you are ready to tap and go (no barcode is needed)!



Hold Near Reader



### 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?

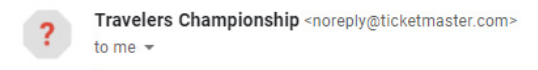
There are no restrictions to the number of items that can be managed through Account Manager. However, if you have a large number of electronic tickets to manage, we do recommend that you start transferring items to your guests two weeks prior to the event.

### 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](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?

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.

### Can I still enter the tournament with a screenshot of my ticket?

No. Your barcode includes leading-edge technology with fraud and counterfeit protection, so you won't be able to use screenshots or printouts. When you arrive at the tournament, use the Ticketmaster app or mobile website to locate your tickets. Your phone's your ticket, which you'll show to the ticket scanner, get your phone scanned – and you're in!