### **VOLUNTEER DIGITAL TICKET GUIDE**





JUNE 17-23, 2024 | TPC RIVER HIGHLANDS | CROMWELL, CT



### THIS STEP-BY-STEP GUIDE EXPLAINS HOW TO:

Download Your Volunteer Tickets*	3
For iPhone Users	5
For Android Users	
Access/Transfer Guest Tickets Through Your Computer or Phone	
Cancel a Transfer	
Frequently Asked Questions.	

\*Please note downloading your tickets can only be done on your phone and we encourage you to do this before getting on-site for your volunteer shift.

\*\*NEW\*\* SCREENSHOTS OF YOUR DIGITAL TICKETS WILL NOT GRANT YOU ACCESS ON-SITE. YOUR BARCODE INCLUDES LEADING-EDGE TECHNOLOGY WITH FRAUD AND COUNTERFEIT PROTECTION SO YOU WILL NOT BE ABLE TO USE SCREENSHOTS OR PRINTOUTS.

### DOWNLOADING YOUR VOLUNTEER TICKETS



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

volunteers@travelerschampionship.com

tickets@travelerschampionship.com

#### **ON YOUR MOBILE DEVICE**

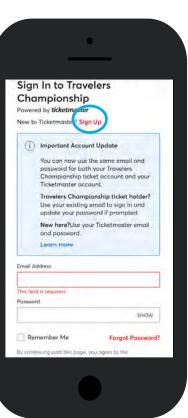
To get started, visit <u>https://am.ticketmaster.com/</u> pgatravelers/ and click 'Manage Tickets" to login.

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.



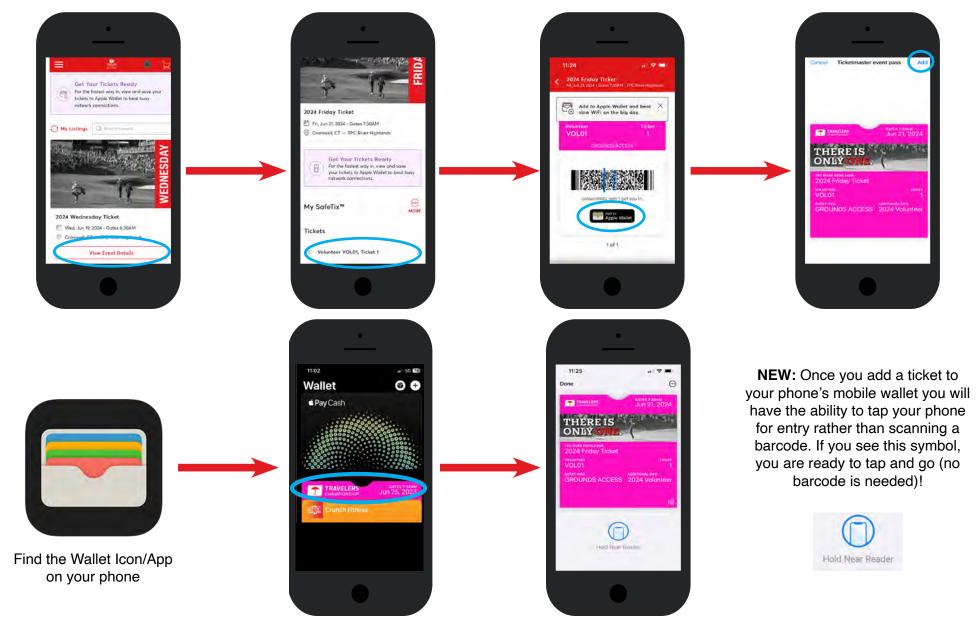
If this is your first time accessing the Travelers Championship Account Manager or Ticketmaster, click 'Sign Up' at the top of the screen of the screen to create an account.



# FOR IPHONE USERS



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



# FOR ANDRIOD USERS



2024 Friday Ticket

My SafeTix™

Tickets

E Fri Jun 21, 2024 - Gabes 7:30AM

Cronwell, CT - TPC River Highland

Volunteer VOL01, Ticket 1

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

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

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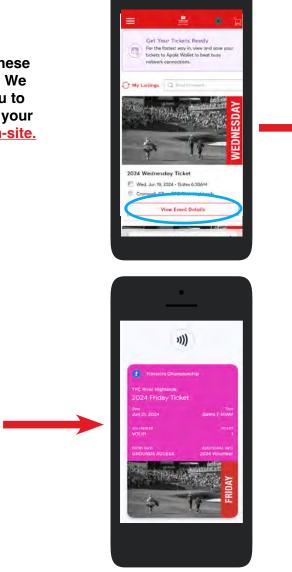
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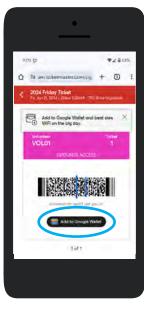
Google Wallet

Add ticket



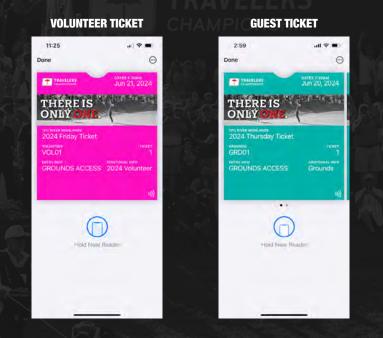
NEW: Once you add a ticket to your phone's mobile wallet you will have the ability to tap your phone for entry rather than scanning a barcode. If you see this symbol, you are ready to tap and go (no barcode is needed)!





### **ACCESS / TRANSFER GUEST TICKETS**

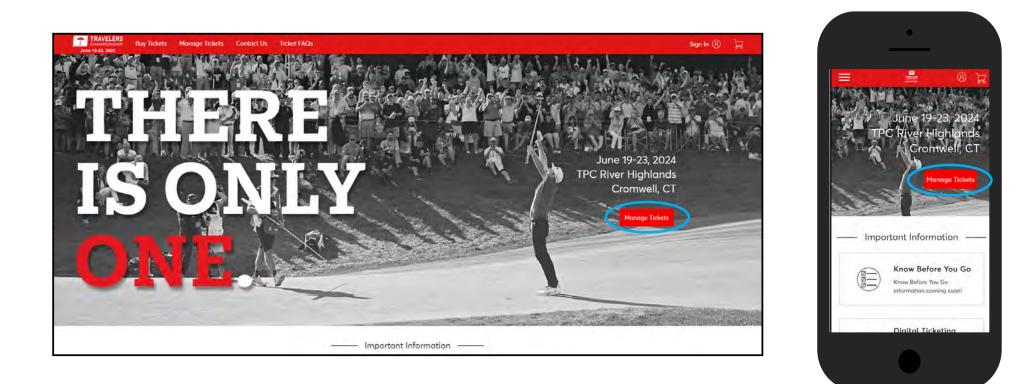
In addition to your Volunteer Tickets, each volunteer receives 1 guest ticket per day Wed-Sun to transfer to friends and family.



\*As a visual que, your volunteer ticket will be PINK and your guest ticket will be TEAL\*



To get started, visit <u>https://am.ticketmaster.com/pgatravelers/</u> 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.





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

Channessen     Buy Tickets Manage Tickets Contact Us Ticket FAQs     June 1949 2044	🌒 Kendali Keil 🗠 🛛 🐙
My Events	Transfer
Your phone is your ticket.     For the fastest way in add your ticket to your algital wallet.	
Q Polymour	C My Listings
2024 Thursday Parking         THURSDAY PARKING         Image: Commercil CT — TPC Rever Highlands	View Event Details
2024 Thursday Ticket Thu, Jun 20, 2024 - Gates 7 30AM © Cramwell CT — TPC River Highlands	View Event Datails



Select the day(s) 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.

Selected (2.of.2)	TRANSFER - SELECT TICKETS X	Nec
Toran galarine in grant (sheet)	Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.	
	Your seats don't match across all the events. Please continue to select seats for each event:	
THURSDAY PARKING	2024 Thursday Ticket Thus Jun 29, 2024 - Gotes 7:59444	
URSDAV	Select All (1)	
Ê	Grounds GRD01, Ticket 1	
	2024 Thursday Parking Thursday Parking Thursday Parking	
	Select All (1)	

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.

	TRANSFER - SELECT A RECIPTENT	×	
() Internet discussion	1 Event(s) Selected. Total of 1 ticket(s) selected	~	
	Add a New Recipient		
Lible search	First Nome *	_	
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	Enst*		
	Miniarge (Optional)		
		Cancel Transfer	





## **CANCEL 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.

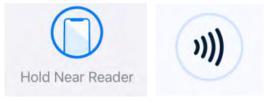
N N N N N N N N N N N N N N N N N N N	Your Phone Is Your Ticket For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a harcade.)		
	My SafeTix™ <sup>⊸</sup> ô TRANSF	CC Cos ER SELL	2024 Thursday Ticket
2024 Thursday Ticket  Thu, Jun 20, 2024 - Gates 7:30AM  Cromwell, CT — TPC River Highlands	Grounds GRD01, Ticket 1 Watting on Kandall Lauder (klauder@travelerschampionshiptom) to claim	cal Transfer	© Cromwell, CT — TPC River Highlands Get Your Tickets Ready For the fastest way in view and save your tickets to Apple Wallet to beat busy network connections. My SafeTix <sup>m</sup>
			Tickets Grounds GRD01, Ticket 1 Walling on Kendali Laude Hendekettov kerschamsionunip.com) (a claim. Carried Transfer

## **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)!



#### 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?

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!

#### I can no longer volunteer, will my ticket or my guest tickets still be valid?

Volunteer and guest tickets are a benefit of volunteering. If you are no longer able to volunteer or fail to fulfill your scheduled shifts, your tickets will be canceled, including tickets you forwarded to another person.