

# MANAGING YOUR TICKETS

## Ticketmaster Account Manager Guide



The 2023 Farmers Insurance Open is 100% mobile-entry with tickets. The Ticketmaster Account Manager Guide includes step-by-step instructions on how to access your ticket account, transfer tickets, accept tickets, and how to add tickets to your phone's wallet to show at the tournament entrances.

If you have any questions or need further assistance, we're here to help.

Contact us at [ticketing@farmersinsuranceopen.com](mailto:ticketing@farmersinsuranceopen.com) or (858) 886-4653 ext. 105.

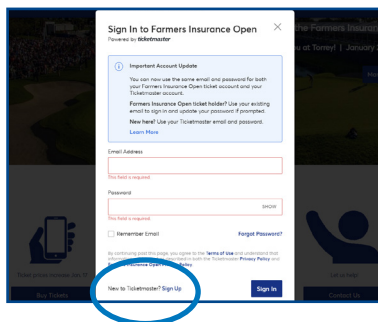
See You at Torrey!

### TABLE OF CONTENTS

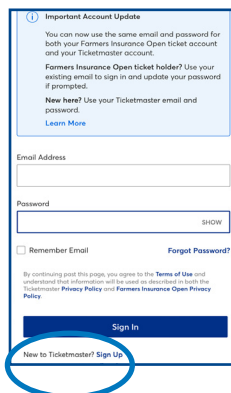
Logging into Ticketmaster Account Manager .....	1
Transferring Tickets/Parking to an Individual Recipient .....	2
Accepting Tickets .....	3
Adding Tickets/Parking to Your Phone's Mobile Wallet .....	4
FAQ .....	5

### LOGGING INTO TICKETMASTER ACCOUNT MANAGER

1. Click "Manage Tickets" in your ticket confirmation email or visit [am.ticketmaster.com/farmersinsuranceopen](https://am.ticketmaster.com/farmersinsuranceopen).
2. Sign in or create a Ticketmaster account.

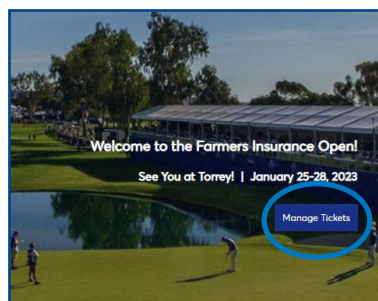


Step 2 - Desktop

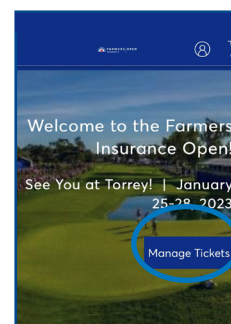


Step 2 - Mobile

3. Select "Manage Tickets."



Step 3 - Desktop



Step 3 - Mobile

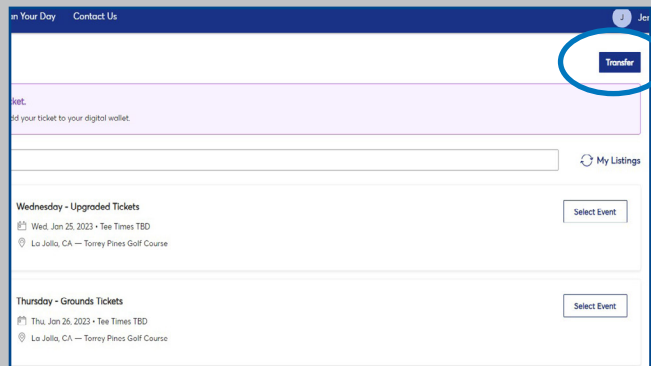
4. From here, you can transfer or accept tickets. To save tickets to your phone's mobile wallet, be sure to log into Ticketmaster Account Manager on your phone.

Questions? Contact [ticketing@farmersinsuranceopen.com](mailto:ticketing@farmersinsuranceopen.com) | (858) 886-4653 ext. 105

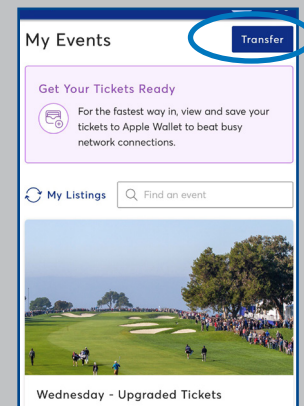
## TRANSFERRING TICKETS

To transfer or send a ticket(s) for one day of the tournament to an individual recipient, follow the steps below.

1. After logging in, select the “Transfer” button of the “My Events” page.

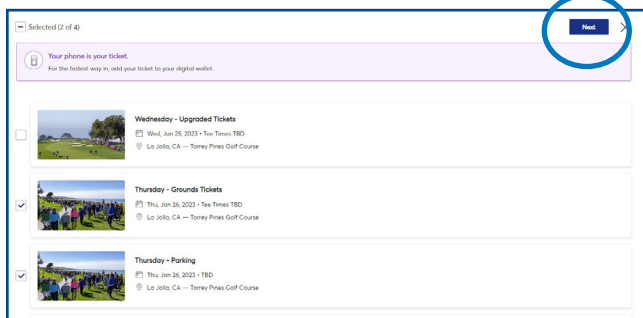


Step 1 - Desktop

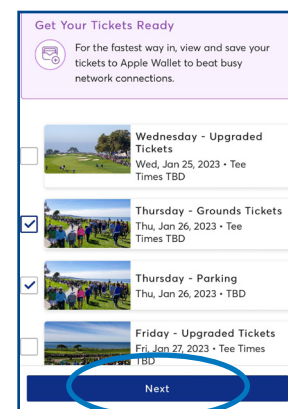


Step 1 - Mobile

2. Select the individual days you wish to transfer or click “Select All” to bulk transfer tickets across all available days, and click “Next.”

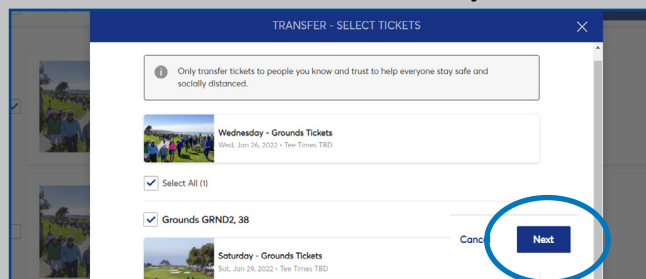


Step 2 - Desktop

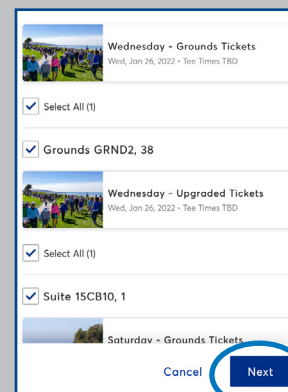


Step 2 - Mobile

3. Click “No” on the pop-up asking to transfer the same seats across selected events. In the next pop-up, choose “Select All,” or within each day, select the boxes next to the tickets you wish to transfer, and click “Next.”

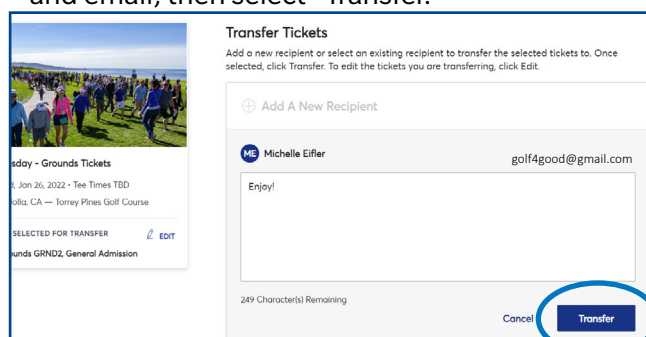


Step 3 - Desktop



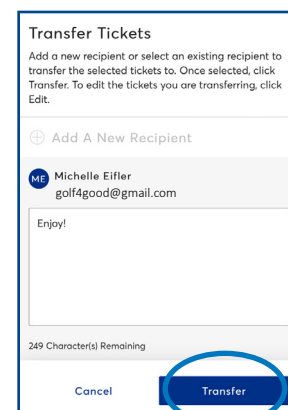
Step 3 - Mobile

4. Select “Add New Recipient,” and enter the recipient’s first name, last name, and email, then select “Transfer.”



Step 4 - Desktop

Once a recipient is entered, the information is stored in your account for future transfers.



Step 4 - Mobile

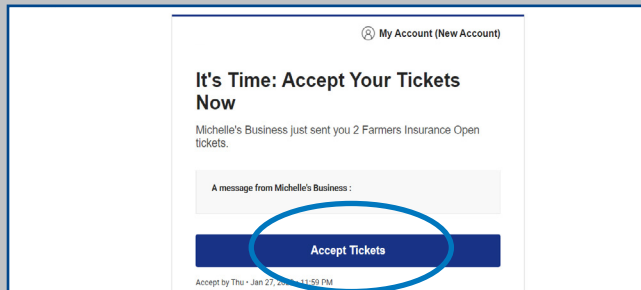
## ACCEPTING TICKETS

If someone has transferred tickets to you, follow the instructions below to accept the tickets and add them to your account and phone's mobile wallet.

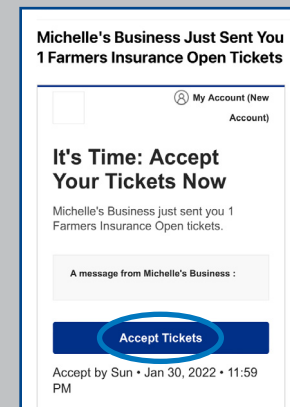
*Note: We recommend not accepting the ticket(s), if you are not completely sure you can attend. To decline the ticket(s), contact the sender so they can cancel the transfer.*

*If you do accept, and then need to cancel, it's best to transfer it back or onward to the next guest.*

1. Open the email notification you received, and click "Accept Tickets."  
Please note, it's easiest to view this email on your phone to seamlessly add the ticket(s) to your mobile wallet.

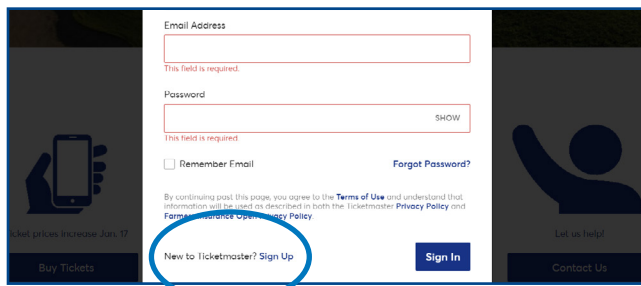


Step 1 - Desktop

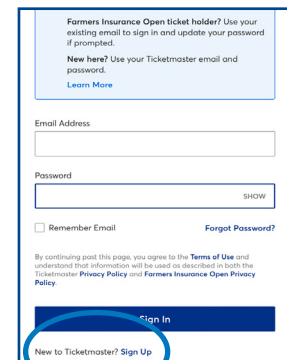


Step 1 - Mobile

2. If you did not receive an email, visit [am.ticketmaster.com/farmersinsuranceopen](https://am.ticketmaster.com/farmersinsuranceopen) and click "Manage Tickets."
3. Sign in or create a Ticketmaster account.

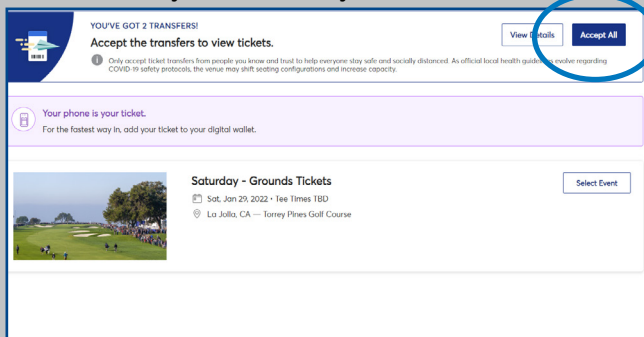


Step 3 - Desktop

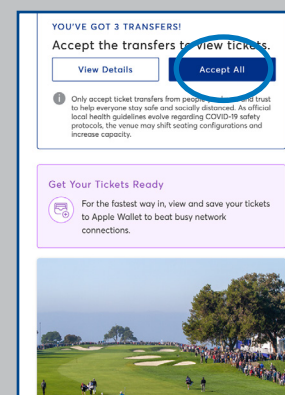


Step 3 - Mobile

4. Accept the ticket transfer offer that appears inside your account.  
From here, you can view your tickets.



Step 4 - Desktop



Step 4 - Mobile

### To add them to your phone's wallet:

- Select desired ticket(s), and a barcode will display. If you have multiple tickets, swipe side-to-side to see all your barcodes.
- Select "Add to Wallet" for iOS devices or "Save to Phone" for Android devices.

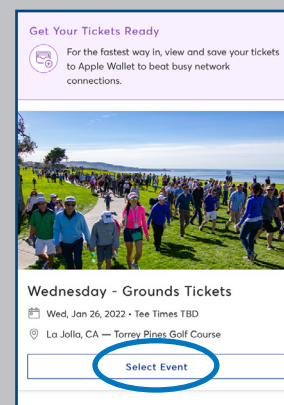
## ADDING TICKETS/PARKING TO YOUR PHONE'S MOBILE WALLET

The tournament is 100% mobile-entry; printouts of tickets will not be accepted. We recommend adding your parking and tickets to your phone's mobile wallet prior to arriving at the parking lot or course. It is the easiest way to pull them up at entry.

### Complete the following steps on your phone:

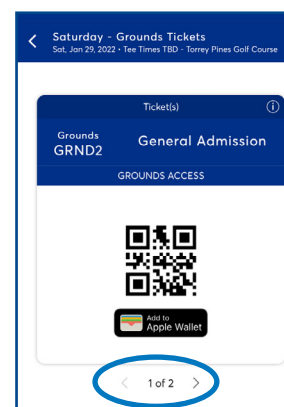
1. Log into Ticketmaster Account Manager by clicking on "Manage Tickets" in your ticket email confirmation or by visiting [am.ticketmaster.com/farmersinsuranceopen](https://am.ticketmaster.com/farmersinsuranceopen), and selecting "Manage Tickets."

2. Click "Select Event."



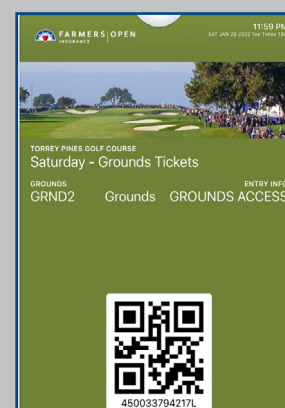
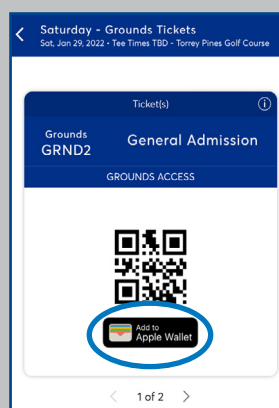
3. Select desired ticket(s), and a SafeTix rotating barcode will display.

If you have multiple tickets, swipe side-to-side to see all your barcodes.



4. Select "Add to Wallet" for iOS devices or "Save to Phone" for Android devices.

When the ticket is in your wallet, it will look like the screenshot on the right.



### At the Gates

Present the SafeTix rotating barcode(s) on your mobile device to be scanned at the tournament entrance. Note: screenshots will not be accepted.

If you have an upgraded ticket, you will present your phone again to enter the respective venue for your ticket: Torrey Pines Suites, Skyboxes, Cabanas, Canyon Club, and the ULTRA Zone.

## FREQUENTLY ASKED QUESTIONS

*What is Ticketmaster Account Manager?*

Account Manager is part of the Ticketmaster family. Since fans to the Farmers Insurance Open can have tickets to multiple days of the tournament, Account Manager allows for ticket coordination across the four-day tournament. It is used commonly in sports.

*Why don't my tickets show up in my Ticketmaster account?*

Because we are using Ticketmaster Account Manager, make sure you log into that account. You can log in by clicking "Manage Tickets" in the ticket email confirmation or by visiting [am.ticketmaster.com/farmersinsuranceopen](https://am.ticketmaster.com/farmersinsuranceopen) and selecting "Manage Tickets."

*Does the person I'm transferring tickets to need a Ticketmaster Account Manager account?*

Yes. When they click the "Accept Tickets" button in the email they receive, they will be prompted to either set up an account or log in to their existing account.

*How will I know my ticket transfer was received?*

You will see a confirmation notice on your screen after clicking "Transfer." As well, you'll receive an email notification that the tickets were sent. Once your friend accepts, you'll receive a second email notifying you.

*What happens if my family or friend doesn't have a smart phone?*

It is important that you still send them the ticket transfer offer to their preferred email address. As long as this step is taken, we can track the activity on the back-end and help them out. Prior to the event, they may reach out to us at [ticketing@farmersinsuranceopen.com](mailto:ticketing@farmersinsuranceopen.com) for assistance. If they prefer to wait, we can assist them on the day-of at our on-site ticket service locations at the Glider and East Entrances. Please note, there may be a wait.

*What if I find out one of my friends cannot attend?*

We recommend they not accept the ticket unless they are sure they can attend, but if they do need to cancel have them transfer the ticket back or onward to the next guest.

*Will my ticket recipients also be able to transfer their tickets?*

Yes, anyone can transfer tickets. Once a ticket or parking pass has been accepted, the ownership transfers from your account to their account.

*Can I have multiple tickets on the same phone?*

Yes, but it's simplest to transfer tickets to each attendee to streamline the entry process at the gates.

*What happens if I have questions or my ticket recipients have questions about their tickets?*

Ask us! We're here to help. Contact us at [ticketing@farmersinsuranceopen.com](mailto:ticketing@farmersinsuranceopen.com) or (858) 886-4653 ext. 105.