

Account Manager Guide: Broadway Season Seat Member Cancelling Tickets for Sale on Account Manager

Step 1. Once your tickets are for sale, you will receive an **email** for the Ticket Exchange notifying you of the posting. Click on **“My Account”** to manage your tickets.

Congratulations [REDACTED]

Your Beautiful: The Carole King Musical tickets(s) have been listed on TicketExchange.

Please review the listing details:

Event	Beautiful: The Carole King Musical				
Date	Sunday, November 14, 2021 6:30 PM				
Venue	Steven Tanger Center for the Performing Arts, Greensboro, NC				
Quantity	1				
Section	LOGE-R	Row	K	Seats	7
Price Buyer Sees	\$65				
List Until Date	Sunday, November 14, 2021				
Pricing Method	fixed				
Payment Method	Direct Deposit				

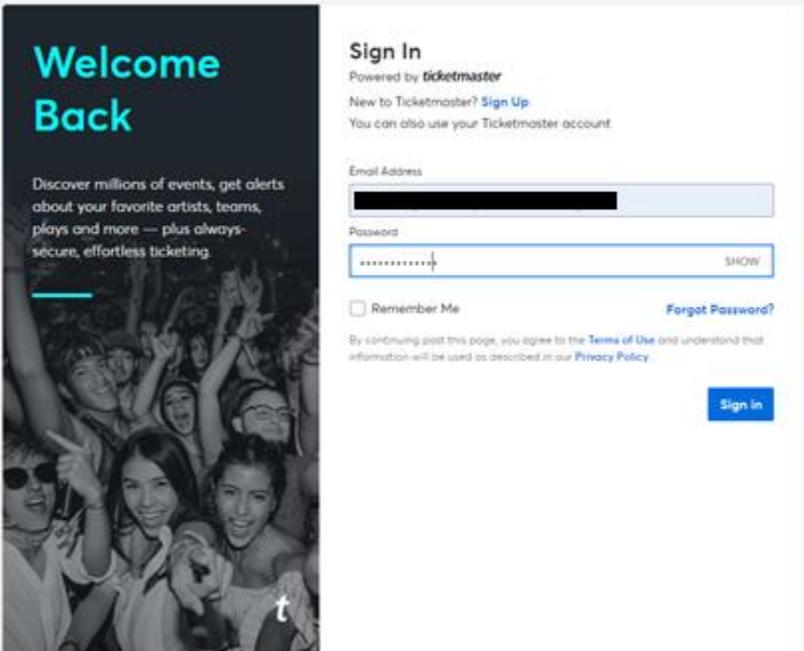
At any time, you can manage your ticket listing by going to [My Account](#). Ticket prices can be quickly and easily modified at any time before the point of sale.

Listed tickets will remain for sale until purchased, until the List Until Date you specified if they do not sell, or until you wish to manually remove them from your account.

Important:
You must maintain possession of the physical tickets. If you no longer own the tickets before they are sold on TicketExchange, it is your responsibility to remove your listing immediately. You can remove your listing [via My Account](#) and select [My Tickets](#).



Step 2: Login to Ticket Exchange. Make sure you're using the same email and password that you use to login to Account Manager.



Welcome Back

Discover millions of events, get alerts about your favorite artists, teams, plays and more — plus always-secure, effortless ticketing.

Sign In
Powered by **ticketmaster**
New to Ticketmaster? [Sign Up](#)
You can also use your Ticketmaster account.

Email Address
[REDACTED]

Password
[REDACTED] [SHOW](#)

Remember Me [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](#)

Step 3: If you have not already linked your Ticketmaster and Account Manager account, select “link accounts” and enter your email for Account Manager. **If you have already completed this step of linking your accounts, proceed to step 4.**

My Account

- My Profile
- Link Accounts
- Order History
- Ticket Listings
- Sign Out

Link accounts

Associated Account Email:
Name@Email.com

Link accounts

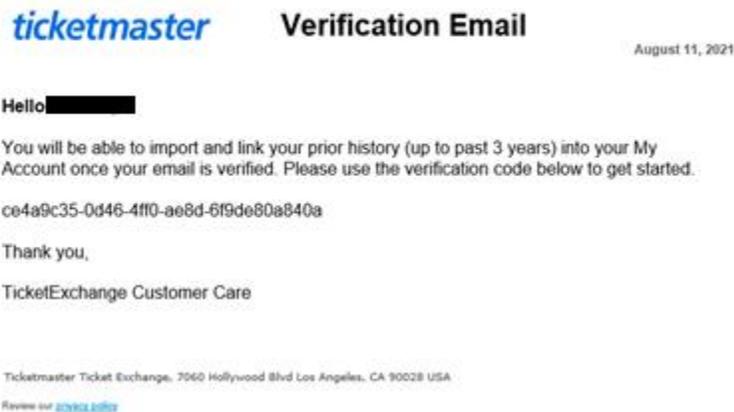
Verification Code:
[Empty field]

Verify account

Tips when linking accounts:

- You can link your Ticketmaster Account with your existing Ticket Exchange or TicketsNow Accounts.
- Enter your email addresses for your other accounts and we'll send a Verification Code to the email address you are linking.
- If you do not receive an email with your Verification Code, please check your Spam folder.

You will receive an email with a verification code to link your accounts.



Copy the code and paste it in the verification code field from the Ticket Exchange browser. Once you click “verify account,” your Ticketmaster and Account Manager accounts will be merged.

Link accounts

Associated Account Email:
Name@Email.com

Link accounts

Verification Code:
ABC123EFG456

Verify account

Tips when linking accounts:

- You can link your Ticketmaster Account with your existing Ticket Exchange or TicketsNow Accounts.
- Enter your email addresses for your other accounts and we'll send a Verification Code to the email address you are linking.
- If you do not receive an email with your Verification Code, please check your Spam folder.

Step 4: Click on **ticket listings**. This will give you options to look at your active, pending/sold, and expired/removed listings. To cancel a listing, select the **active listing** and click **remove**.

The screenshot displays the 'Ticket Listings' interface. On the left, a 'My Account' sidebar contains links for 'My Profile', 'Link Accounts', 'Order History', 'Ticket Listings' (circled in red), and 'Sign Out'. The main content area is titled 'Ticket Listings' and includes a sub-section 'Active Listings' (circled in red). Below this, a dropdown menu shows '2021'. A listing for 'Beautiful: The Carole King Musical' is shown, including a photo, title, venue 'Steven Tanger Center for the Performing Arts (Greensboro, NC)', date 'Sunday, November 14, 2021 6:30 PM', and ticket details: '1 Ticket(s)', 'Section: LOGE-R Row: K Seat(s): 7', 'Listed: 8/11/2021 9:35 AM', and 'List Until: 11/14/2021 5:30 PM CST'. The price is '\$65.00 per ticket' under 'Fixed Pricing'. Two buttons, 'Edit' and 'Remove' (circled in red), are located to the right of the listing details. At the bottom, there are three tabs: 'Pending & Sold Listings', 'Expired/Removed Listings', and 'Payments'.