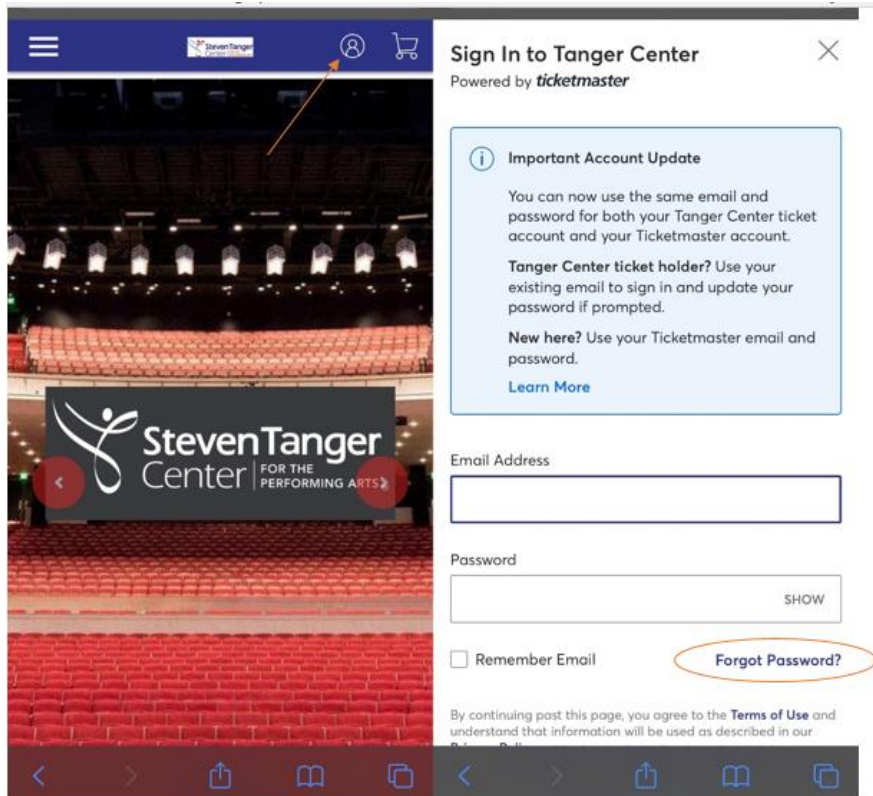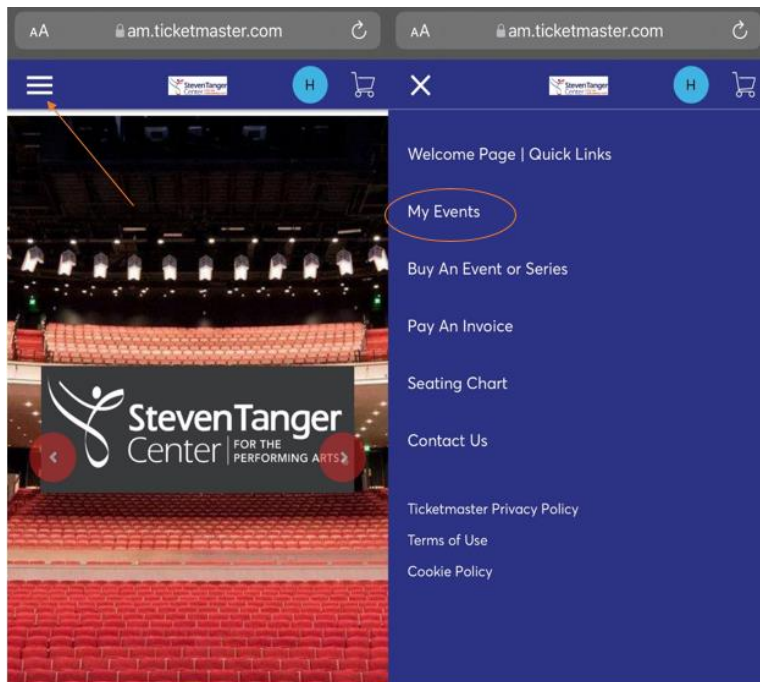# Digital Ticket Download: Account Manager

Before you begin the process, make sure you are logging into your Account Manager on the mobile device that you will bring to the event. Mobile wallets have become a standard feature on most newer devices, but ensure that your device is equipped with a mobile wallet which you can locate and access before beginning the process.

1. On the web browser of your mobile device, navigate to https://am.ticketmaster.com/tangercenter/
2. Click the icon in the upper right hand corner of the screen to access the sign-in screen.
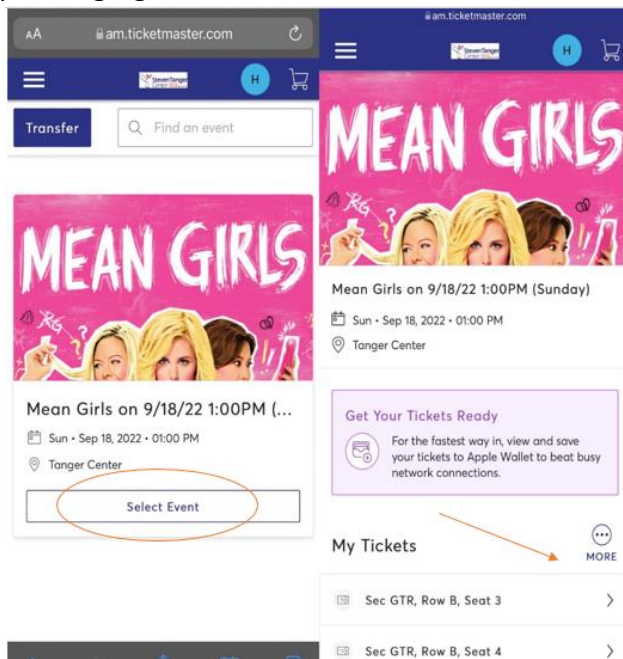   a. The icon looks like a person in a circle.

3. Sign in using the email address associated with your Account Manager and a unique password.
   a. If you have not accessed your account manager before, use the "forgot password" function.
   b. The 'person in a circle' icon should change to the first letter of the account holder's name once you are successfully logged in.
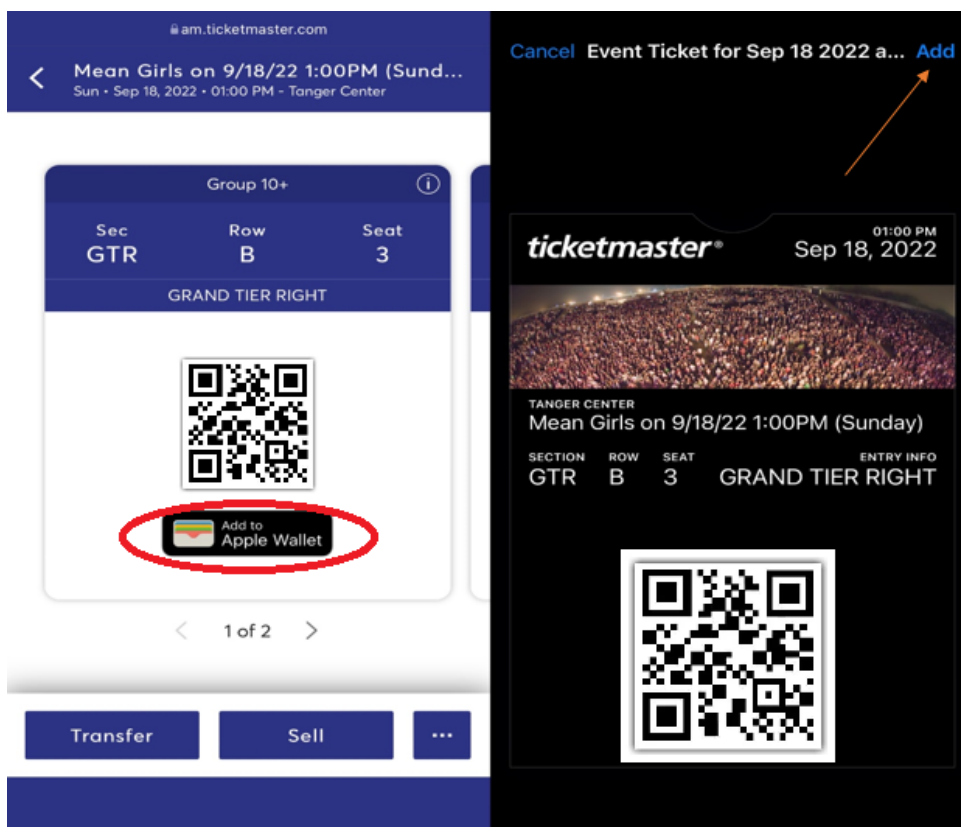
4. Click on the three lines in the upper left hand corner.
5. Click "My Events." This will bring you to a new page that lists each of your upcoming events.

6. Find the event you wish to download and click "Select Event."
    a. Note: Add-ons such as parking passes will appear in their own event folder under "My Events."
7. Find the location of your seats listed out (ex: Sec GTC, Row A, Seat 1) and click the arrow pointing right.

8. At this point, a page containing the QR codes you will need to present to redeem your tickets should launch. *You may stop and repeat this process upon arrival at the Tanger Center for your event **or** continue the process and download the tickets to your device's mobile wallet.*

9. Beneath the QR code, a button to download the tickets into your device's mobile wallet should appear. Click this button.
    a. You may need to "Allow" the webpage to launch a pop-up.

10. A new page should appear with the option to "Add" in the upper right hand corner. Click "Add."
    a. Repeat this step for each ticket you wish to download into your mobile wallet.

11. Launch your mobile wallet and check to ensure that the tickets have successfully downloaded and can be easily located within the app.
12. Arrive at the Tanger Center, launch your mobile wallet, and present each QR code for redemption.

Troubleshooting Tips:

- You must present the live QR code to redeem your tickets. A screenshot is **not** sufficient.
- Broadway Season Seat Members are **not** able to access their tickets by logging directly into Ticketmaster.com.
- At this time, Broadway Season Seat Members are **not** able to access their tickets through the Ticketmaster app.
- Remember, your mobile ticketing "bar code" is a QR code, so it will not look like barcodes you see in stores or on printed tickets.
- If using an iPhone and need to access Account Manager as a Broadway Season Seat Member, be sure you're using Safari. Other browsers can have issues.
- If you have many apps or browser windows open, it helps to close them or clear your cache in order to help Account Manager and/or the Ticketmaster app function more easily.