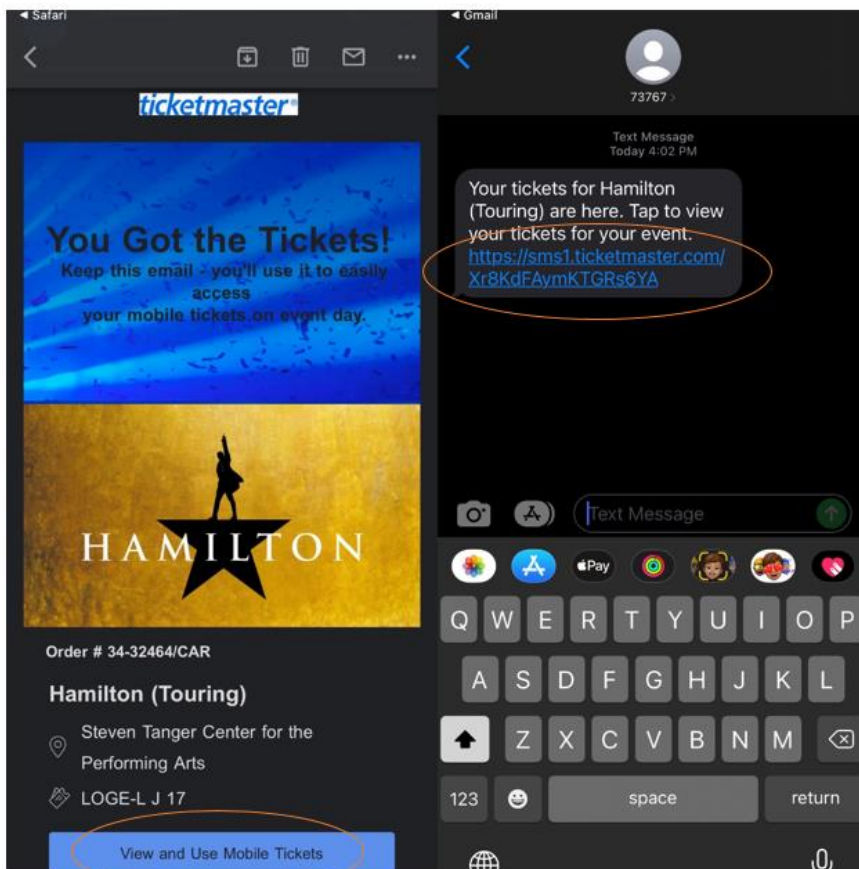


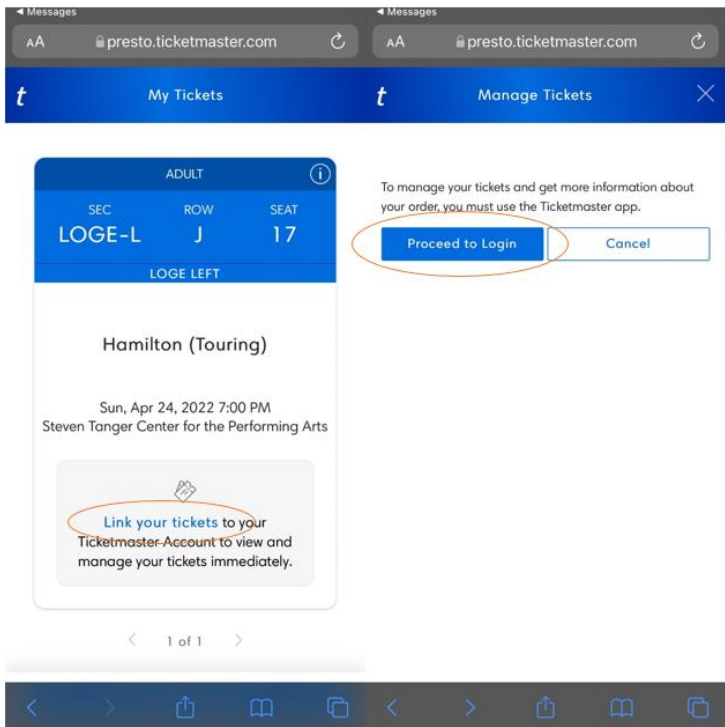
## Digital Ticket Download: Box Office Purchases

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.

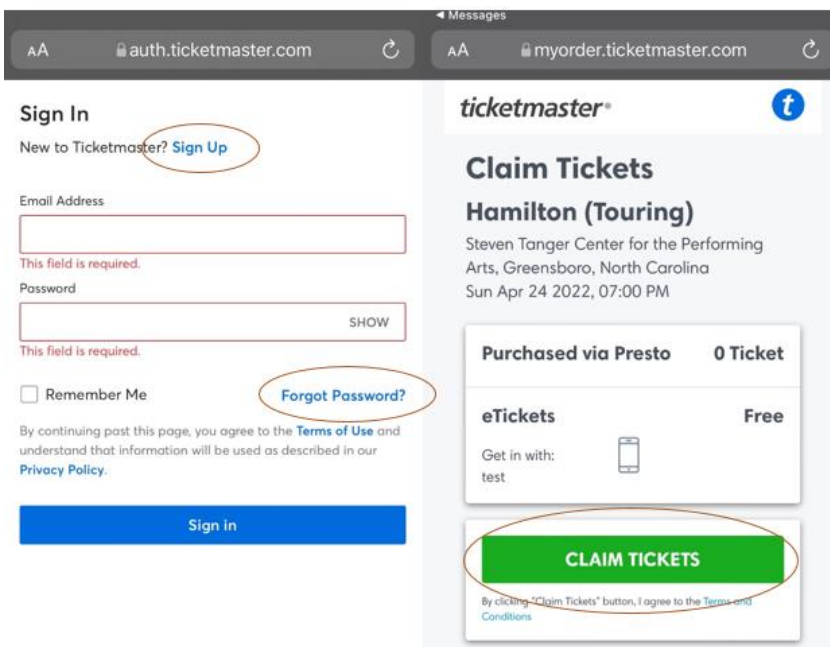
1. After purchasing your tickets, you will receive either an email or text message with a link to accept and manage your tickets.
  - a. Do not leave the Box Office until you have received this download link.
  - b. If opting to receive your link via email, you may need to check your Spam folder or Promotions tab if you do not see the message in your inbox.
2. Click “View and Use Mobile Tickets” **or** the text message link.



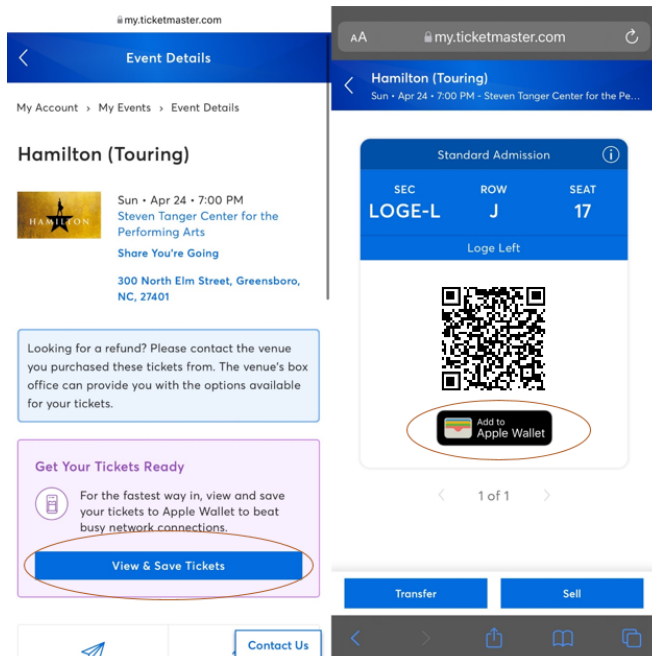
3. When routed to Ticketmaster, click “Link your tickets.”
4. Click “Proceed to Login.”



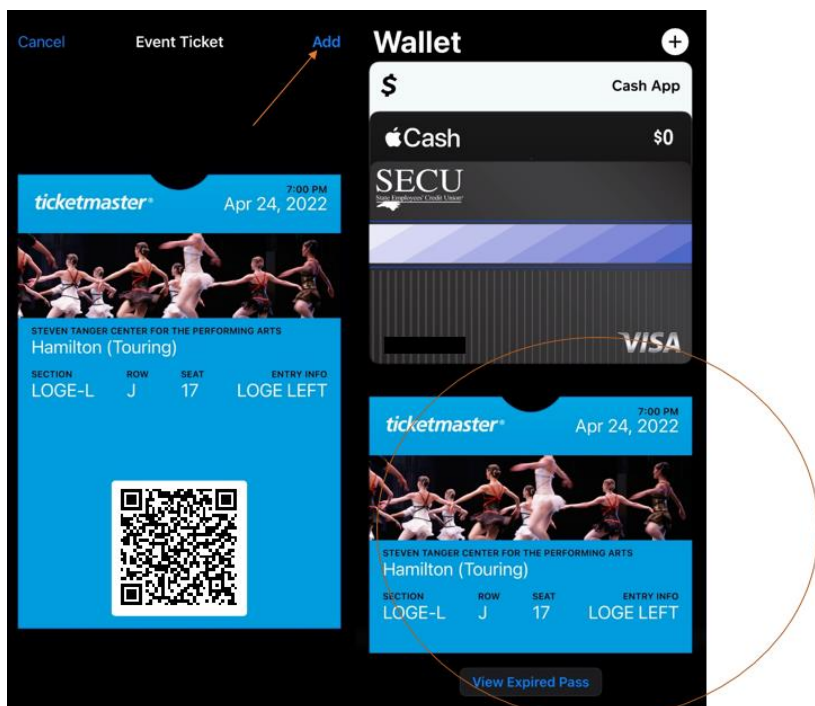
5. Sign in using the email address associated with your Ticketmaster account and a unique password.
  - a. This email must match the one provided to the Box Office Staff when you purchased the ticket.
  - b. If you have never created a Ticketmaster account using this email address, use the “Sign Up” function to build one.
  - c. If you forgot the password to your existing Ticketmaster account, use the “Forgot Password” function.
6. After successfully logging in, click “Claim Tickets.”



7. Click “View & Save Tickets” to launch a digital copy of the ticket.
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.
- 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 you have many apps or browser windows open, it helps to close them or clear your cache in order to help the Ticketmaster app function more easily.