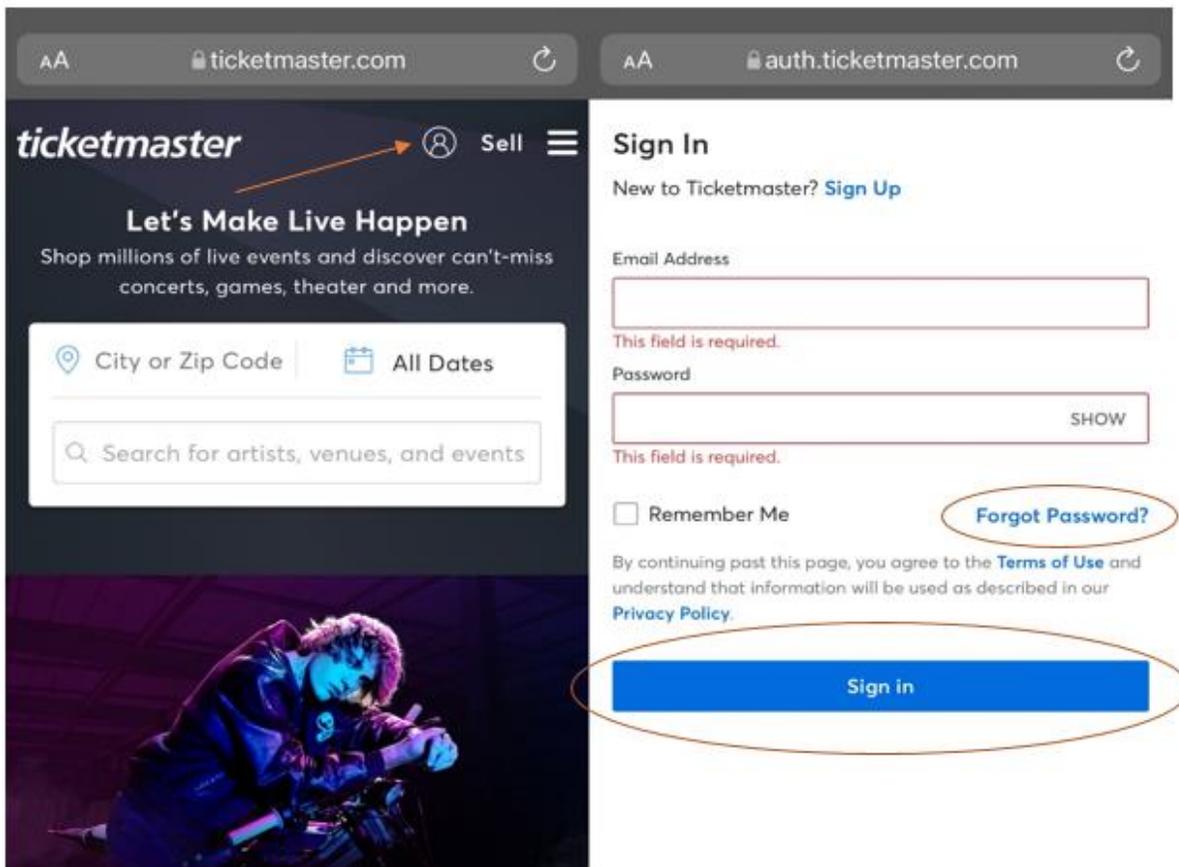


## Digital Ticket Download: Ticketmaster Purchases

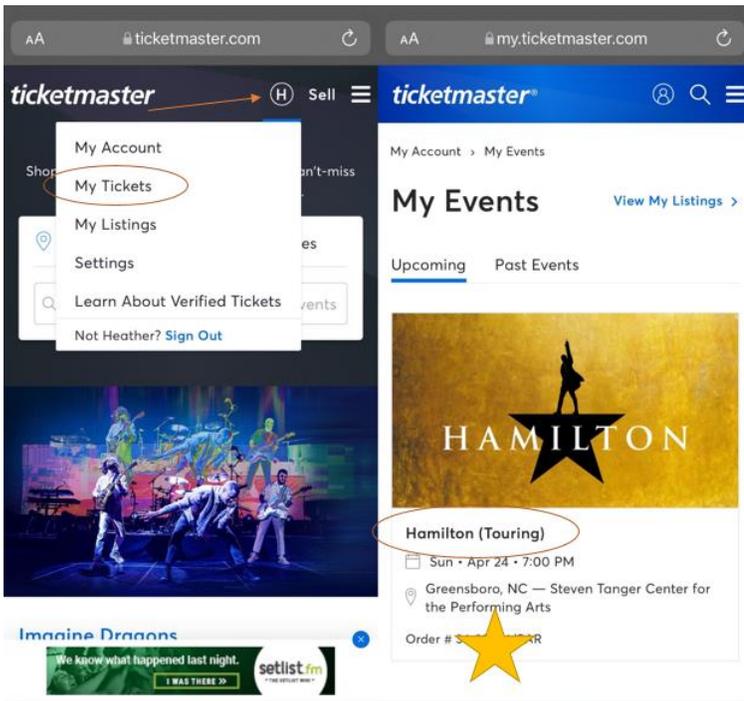
Before you begin the process, make sure you are accessing your tickets on the mobile device that you will bring to the event. Mobile wallets have become a standard feature on most newer devices, but ensure that your device is equipped with a mobile wallet which you can locate and access before beginning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

1. After purchasing tickets online through Ticketmaster, they will save in your account automatically. To access your tickets later, navigate to <https://www.ticketmaster.com/> from the web browser of your mobile device.
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 Ticketmaster account and a unique password.
  - a. This email must match the one provided when you purchased the ticket.
  - b. If you forgot the password to your existing Ticketmaster account, use the “Forgot Password” function.

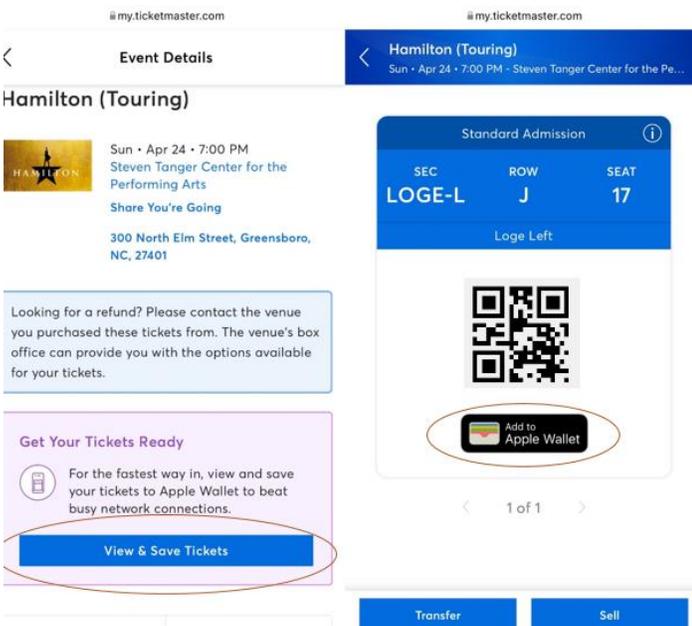


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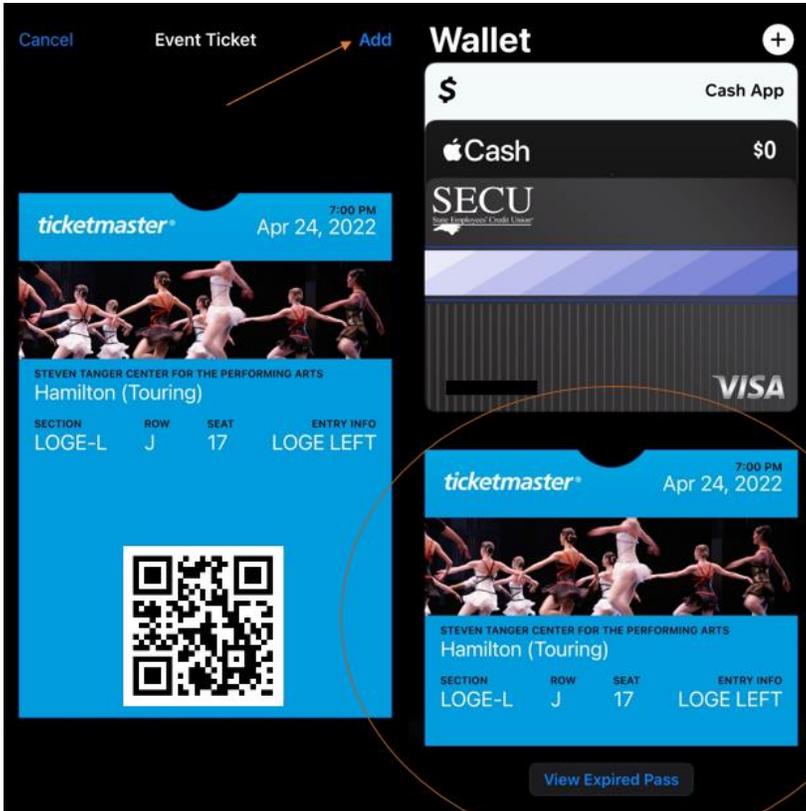
4. The ‘person in a circle’ icon should change to the first letter of the account holder’s name once you are successfully logged in. Click this letter to reveal a drop-down menu.
5. Click “My Tickets” from the drop-down menu.
6. Once routed to the “My Tickets” page, select the event you would like to download.



7. Click the box that reads “View & Save Tickets.”
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:

- Ticketmaster is the only online authorized retailer affiliated with the Tanger Center. All other online retailers are considered “third-party.”
- 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.