

## 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 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 “Sign Up” function.
  - b. If you have forgotten your password, click “Forgot Password” to be emailed instructions for resetting.
  - c. The “person in a circle” icon should change to the first letter of the account holder’s name once you are successfully logged in.

**Sign In to Tanger Center**  
Powered by **ticketmaster**

**Important Account Update**  
You can now use the same email and password for both your Tanger Center ticket account and your Ticketmaster account.  
**Tanger Center ticket holder?** Use your existing email to sign in and update your password if prompted.  
**New here?** Use your Ticketmaster email and password.  
[Learn More](#)

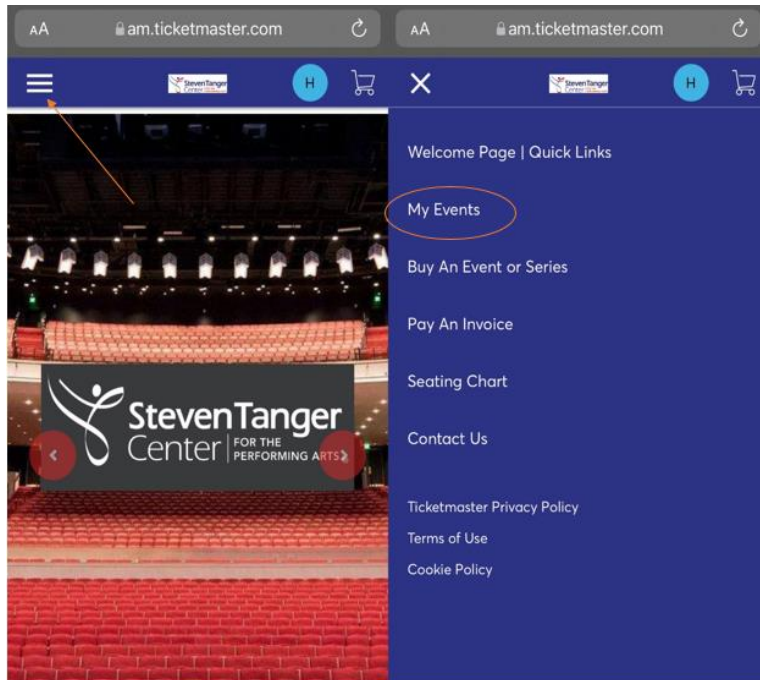
Email Address

Password  
 [SHOW](#)

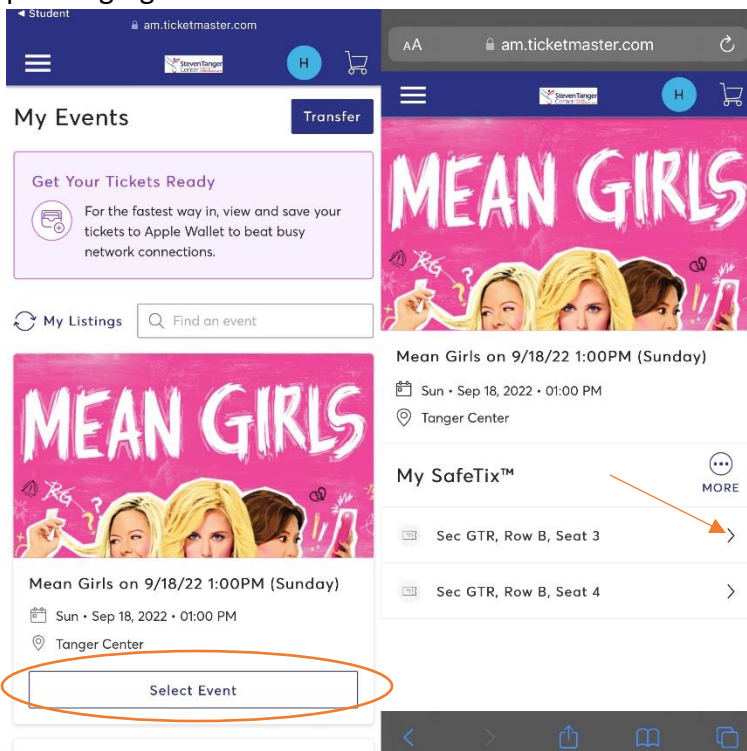
☐ Remember Email [Forgot Password?](#)

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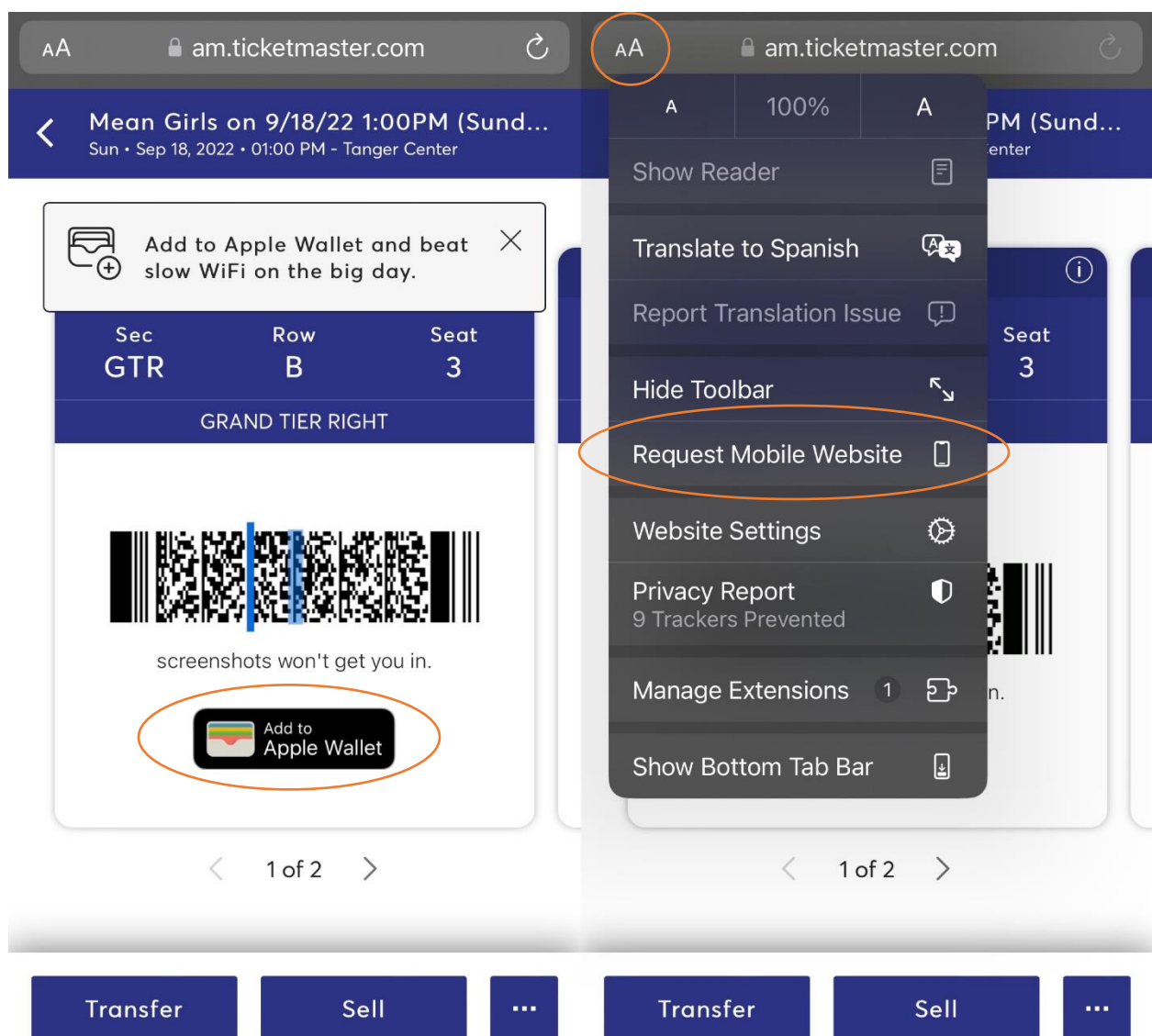
4. Click on the three lines in the upper left hand corner.
5. Click “My Events.” This will bring you to a new page that lists each of your upcoming events.



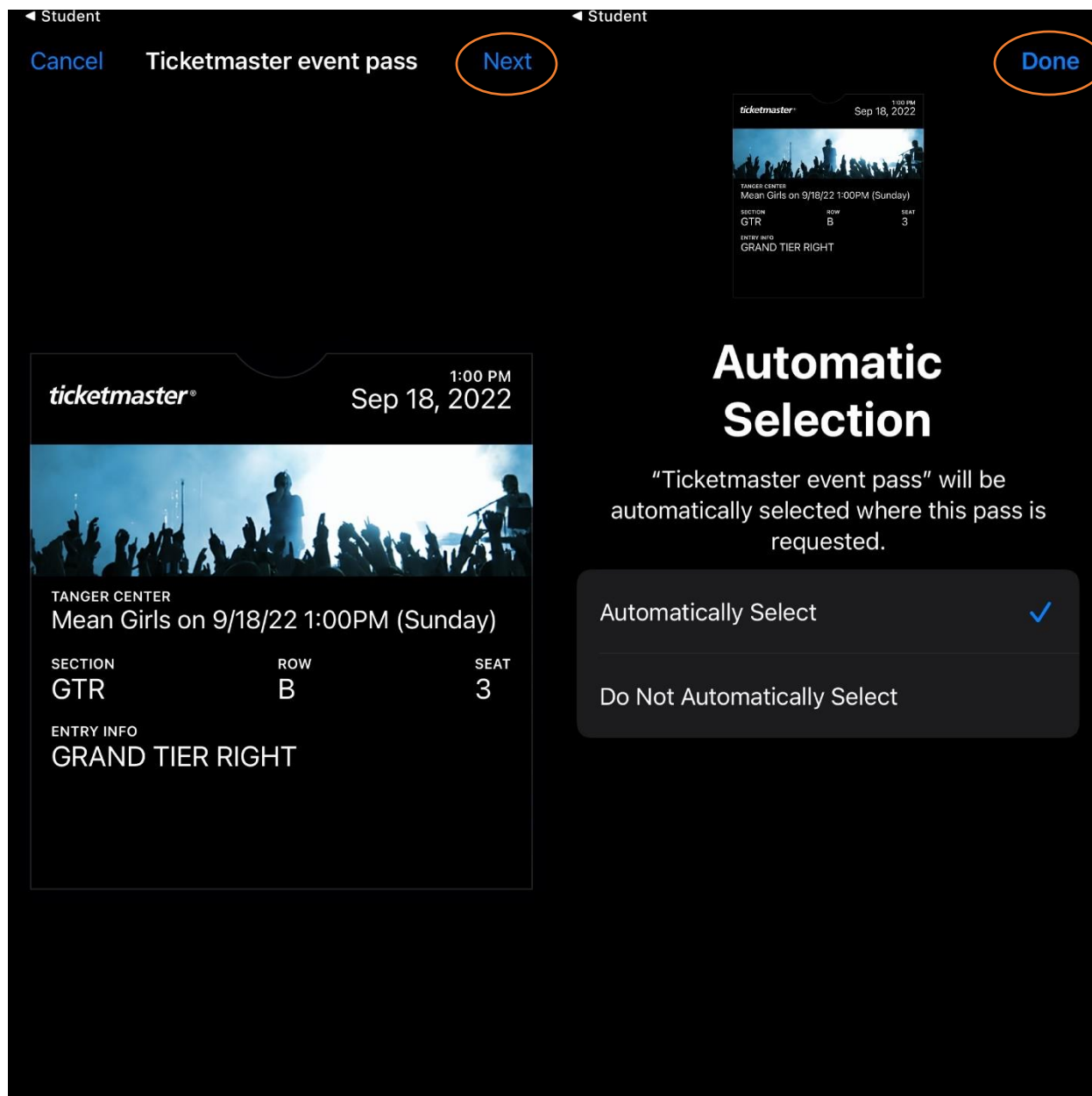
6. Find the event you wish to download and click “Select Event.”
  - a. Note: Add-ons such as parking passes will appear in their own event folder under “My Events.”
7. Find the location of your seats listed out (ex: Sec GTC, Row B, Seat 3) and click the arrow pointing right.



8. At this point, a page containing the SafeTix 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.*
  - a. A blue line will sweep over the barcode to ensure the validity of the ticket.
9. Beneath the barcode, 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.
  - b. If the "Add to Apple Wallet" button does not appear, you may need to adjust your webpage settings. Click the AA icon in your browser bar, then "Request Mobile Website." The page should reload with the option to add to the mobile wallet included.



10. A new page should appear. Click “Next,” then “Done” in the upper right hand corner.
- 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.
- With SafeTix, you will no longer need to present a barcode in the Apple Wallet. You may be instructed to “Hold Near Reader” and tap your mobile device.
12. Arrive at the Tanger Center, launch your mobile wallet, and present each of your SafeTix for redemption.

### **Troubleshooting Tips:**

- You must present the live SafeTix 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.
- 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.
- If using Google Chrome or another browser, the AA icon in step 9 can be substituted with the three dots used to manage tabs.