

ROCKET

Mortgage Classic

June 25 - 30, 2024

DETROIT GOLF CLUB



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Ticket Frequently Asked Questions

🔍 What is Account Manager?

Account Manager is a ticket management tool Rocket Mortgage Classic uses. **It is not the same as Ticketmaster.com.** When you are logged in to Account Manager you can view and manage your tournament tickets right on your phone!

🔍 How do I access the Rocket Mortgage Classic Account Manager site?

You can view it on your desktop or mobile phone by visiting <https://am.ticketmaster.com/pgarocket/> Please note, you can only see the ticket barcodes and the add to wallet option if you are using your mobile phone's browser.

How do I access and save my tickets?

Check out our step-by-instructions on how to access and save your tickets to your phone, click [HERE](#). For troubleshooting tips, click [HERE](#).

Why are my tickets not showing up in the Ticketmaster App?

Tickets that were purchased directly on Ticketmaster.com are the only tickets that will show up in the app. All other tickets can only be viewed by visiting <https://am.ticketmaster.com/pgarocket/> on a mobile phone.

What if I forgot my login information?

You can reset your password from our Rocket Mortgage Classic Account Manager page by clicking “Forgot Password” when trying to sign in.

Can I print my tickets? If not, can I screenshot my ticket?

No, we are 100% digital. Your phone is your ticket! Screenshots **are not valid**/accepted for entry and will be denied at the gate.

How do I transfer a ticket(s) to someone?

Check out our step-by-instructions on how to transfer mobile tickets by clicking [HERE](#).

What if cell service is bad/ I lose connectivity/can't connect to my account at the tournament??

Once the tickets have been added to your phone's digital wallet you will be able to access them regardless of cell service. To ensure a smooth entry, we highly recommend adding your tickets to your phone's digital wallet before arriving at the tournament. If you have an iPhone, you can add your tickets in your Apple Wallet. If you're an Android user, you can save your tickets to your phone through Google Wallet (formerly Google Pay). Admissions staff will be at the tournament entrance ready to provide mobile ticket assistance if needed!

What if my entire party isn't with me when I'm ready to enter?

Rocket Mortgage Classic Account Manager makes it easy to send tickets to everyone in your party in advance! You can easily transfer each member their ticket(s), allowing everyone to enter on their own.

Does the person I send the tickets to need an Account Manager account?

Yes. If they don't have one already, they will easily create one in just a few minutes when they accept their tickets.

What if I transfer tickets to the wrong person, or I misspelled their email address, can I recall tickets?

Yes! You can cancel transfer if the tickets have not been accepted by the recipient. Simply log into your account, select the day(s) you transferred, and click on the "cancel transfer" button. This will cancel the ticket transfer and put them back onto your account to manage and resend.

Can I transfer tickets after the event has started?

Yes.

Can I resell my ticket(s)?

Tickets purchased through Account Manager or Ticketmaster can be listed for sale using Ticketmaster Resale. Ticketmaster Resale is the **only** platform that offers the security of verified tournament tickets.

Is my personal information secure?

Yes! We are PCI compliant, giving you the highest available security to ensure that your credit card and account password are all well-protected.