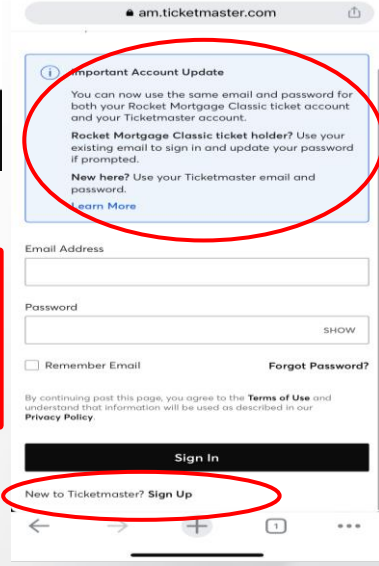


TICKETMASTER ACCOUNT MANAGER GUIDE

Access and Save Mobile Tickets

1 Click [here](#) to access the Rocket Mortgage Classic Account Manager Site.

2 Login by clicking the icon in the menu bar.

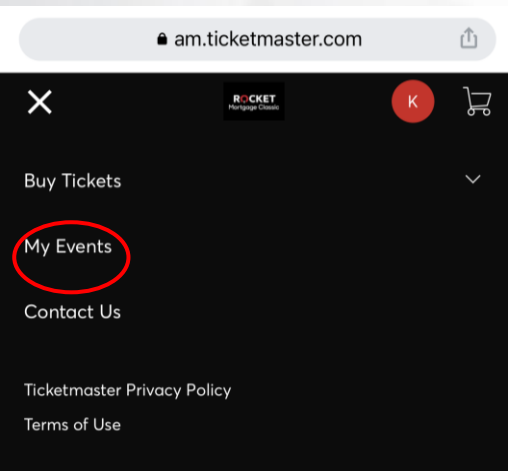


If this is your first time accessing the Rocket Mortgage Classic Account Manager, or Ticketmaster, you may need to click “Sign Up” at the bottom of the page.

3 Once you are signed in, click the icon in the top left corner.

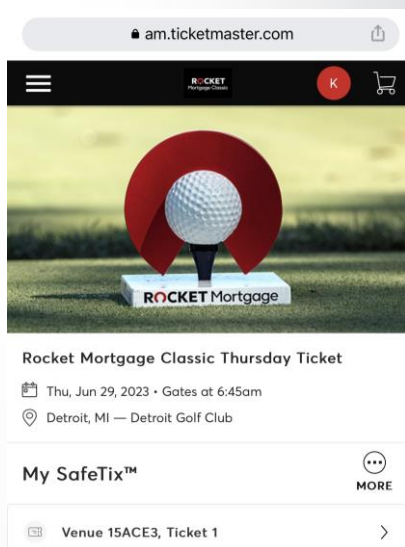
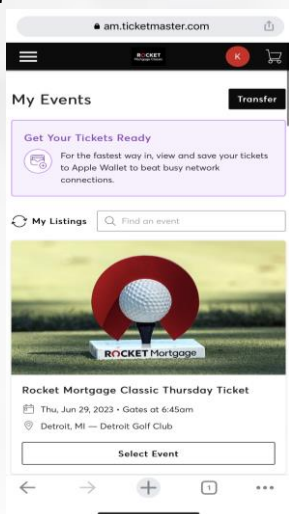


4 Click on My Events.”



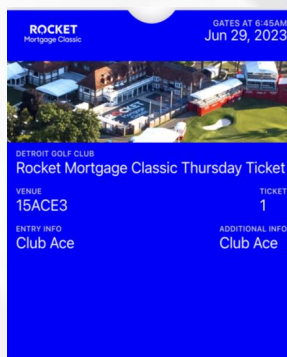
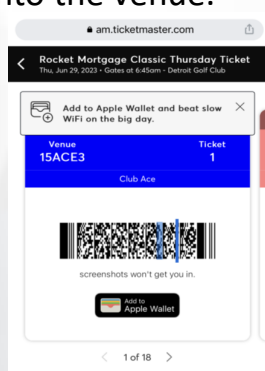
TICKETMASTER ACCOUNT MANAGER GUIDE

5 Here you will see all the events you have purchased. Click “Select Event” of the event you wish to manage.



6 Chose the ticket(s) you wish to manage.

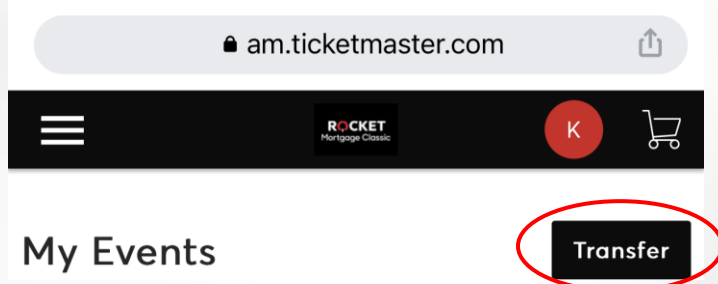
7 After you select your desired ticket(s), a barcode will be displayed. If you have multiple tickets, swipe side-to-side to access all your ticket barcodes. Present the barcodes on your mobile device to be scanned at the tournament entrance for admission. If you have a hospitality ticket, you will also be asked to present your ticket barcodes to be scanned for admission into the venue.



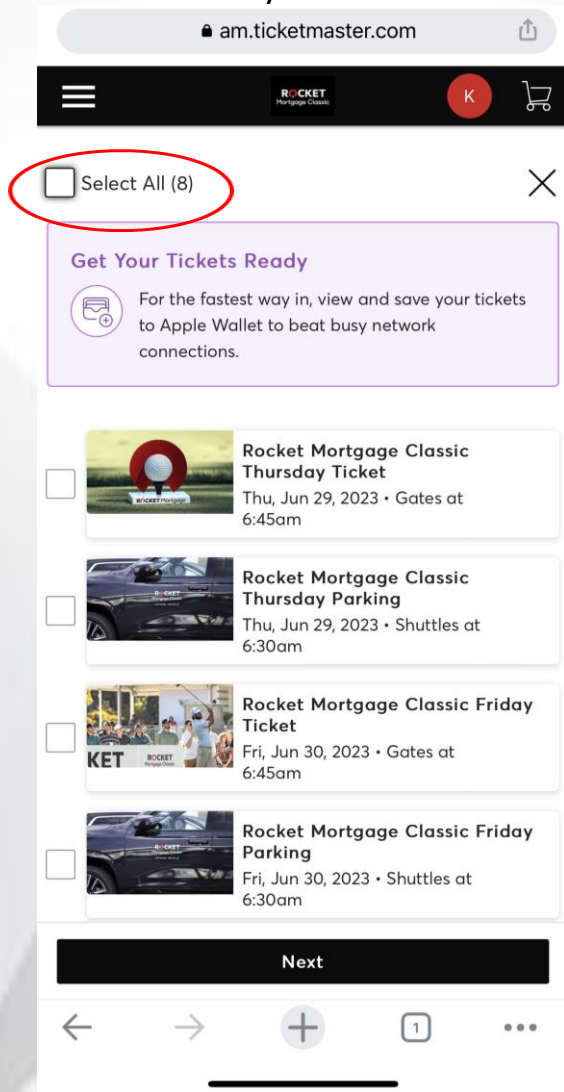
TIP: We recommend that you click “Add to Apple Wallet” for iOS devices or “Save to Phone” for Android devices prior to arrival at the tournament for quicker access. Once arriving on site, simply go to your phone’s wallet to access your tickets. Please note—for all to be saved to your phone’s wallet, you may need to do this for each ticket you have.

How to Bulk Transfer Tickets

1 Click the “Transfer” box at the top of “My Events Page.”



2 Check the “Select All” box at the top of the page if you want to transfer all your events OR manually click the boxes next to the events that you want to transfer.

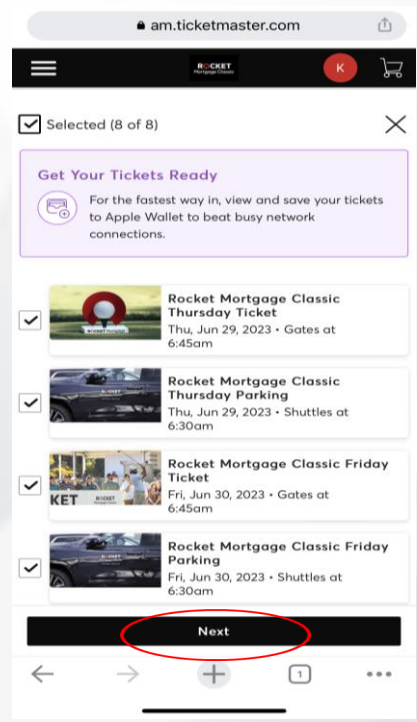


How to Bulk Transfer Tickets

3 If you receive a pop-up asking you to transfer the same seats across events, select “No.”



4 Choose “Select All,” or within each event, select the boxes next to the tickets you wish to transfer, then click “Next.”



How to Bulk Transfer Tickets

5 Enter the transfer recipient's First Name, Last Name and Email, then select "Transfer."

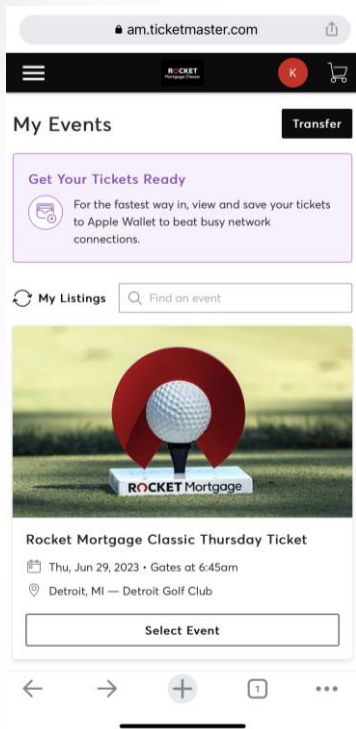
The screenshot shows a mobile browser interface for am.ticketmaster.com. At the top, a black header bar reads "TRANSFER - SELECT A RECIPIENT" with a close icon. Below this, a summary bar indicates "1 Event(s) Selected" and "Total of 1 ticket(s) selected". The main section is titled "Add A New Recipient" and contains three input fields: "First Name *", "Last Name *", and "Email *". Below these is a larger text area labeled "Add a Message (Optional)". At the bottom of the form, there are two buttons: "Cancel" and "Transfer". The "Transfer" button is highlighted with a red circle. The mobile navigation bar at the very bottom shows back, forward, home, and tab icons.

The transfer recipient will receive an email asking them to accept the ticket offer. Once they accept the transfer, you will receive an email confirming the tickets have been transferred.

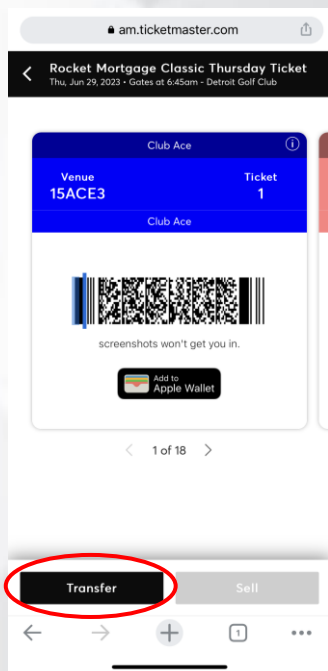
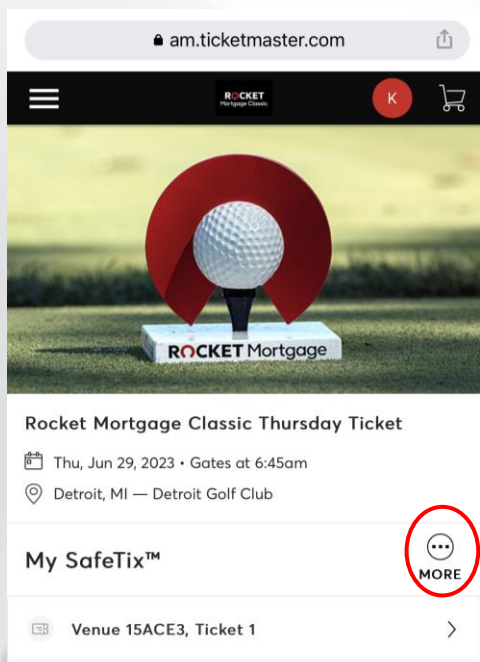
How Transfer Tickets for an Individual Day



First, click on the day you would like to transfer.



Once on the individual day's page, select "Transfer" or click the "more" three dots on mobile to select "Transfer." You can also tap the ticket you wish to transfer, and hit the "Transfer" button



How Transfer Tickets for an Individual Day

3

Select the box(es) corresponding to the tickets you would like to transfer, then select “Continue.”

am.ticketmaster.com

Transfer Tickets

Select the tickets for this event that you would like to transfer. Once selected, click Continue.

i Only transfer tickets to people you know and trust to help everyone stay safe.

Selected (1 of 18)

Venue 15ACE3 (1)

Venue 15ACE3, Ticket 1

Cabana 15CB01 (1)

Cabana 15CB01, Ticket 1

Table 15TB01 (1)

Table 15TB01, Ticket 1

Venue 16LN03 (1)

Venue 16LN03, Ticket 1

Cancel **Continue**

4

Enter the recipient’s First Name, Last Name and Email, then click on “Transfer.”

am.ticketmaster.com

TRANSFER - SELECT A RECIPIENT

1 Event(s) Selected
Total of 1 ticket(s) selected

Add A New Recipient

First Name *

Last Name *

Email *

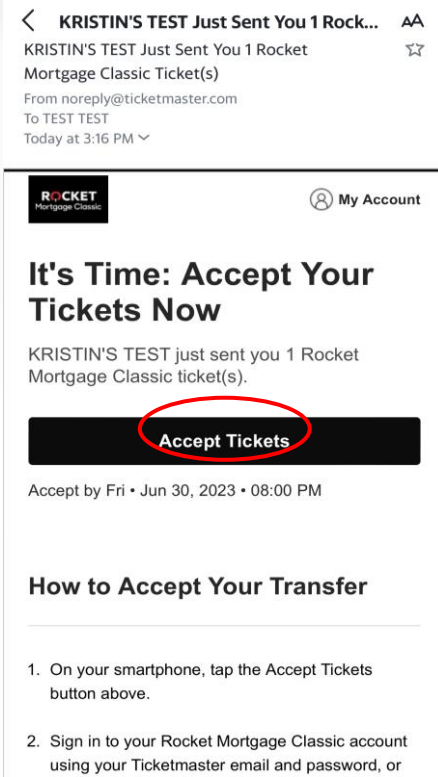
Add a Message (Optional)

Cancel **Transfer**

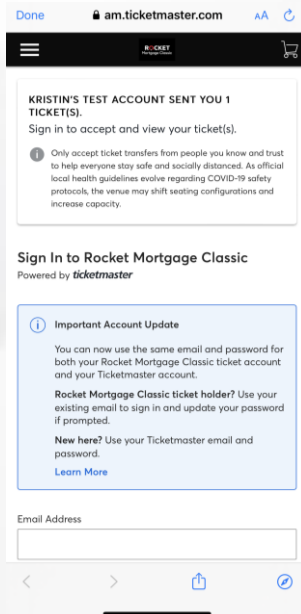
The transfer recipient will receive an email asking them to accept the ticket offer. Once they accept the transfer, you will receive an email confirming the tickets have been transferred.

How to Accept a Transfer Offer

1 Pull up the transfer offer email you received. Once you pulled it up, there will be an “Accept Tickets Button.” Click on that.



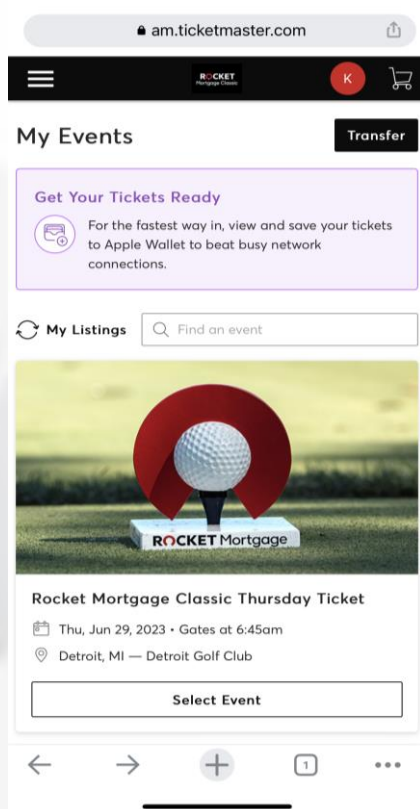
2 It will prompt you to sign in. If you do not have an account, you will need to create a Ticketmaster Account.



How to Accept a Transfer Offer

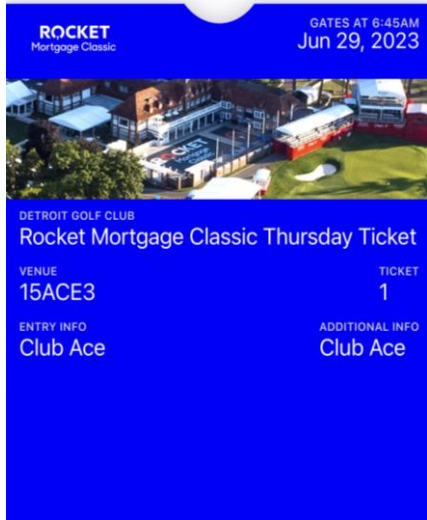
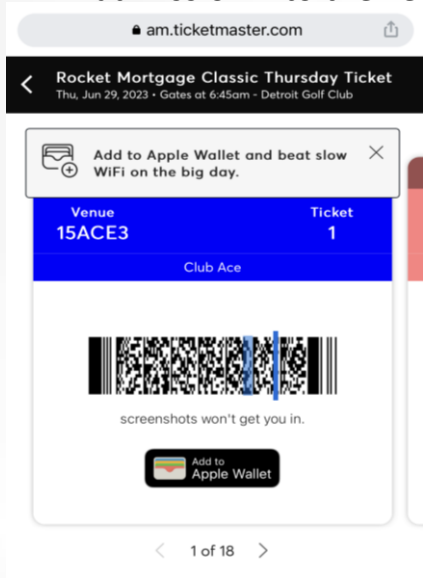
- If you did not receive an email, but you know the person transferred them to you, check your spam/ junk folder. If nothing is there, follow these steps
- Type into your browser <https://am.ticketmaster.com/pgarocket/>
- Click the “My Tickets” button.
- Log into your existing account or create an account if you do not have one.
- Accept the ticket transfer offer that appears inside your account.
- If you’re still having issues, please contact us at tickets@rocketmortgageclassic.com

3 Once your account is created, you will be signed in and see your available ticket(s). You can view and manage them in your account.



4

After you select your desired ticket(s), a barcode will be displayed. If you have multiple tickets, swipe side-to-side to access all your ticket barcodes. Present the barcodes on your mobile device to be scanned at the tournament entrance for admission. If you have a hospitality ticket, you will also be asked to present your ticket barcodes to be scanned for admission into the venue



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