

TICKETMASTER

# ACCOUNT MANAGER GUIDE



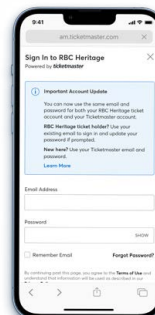
CHAMPIONING CHARITIES. LIFTING LIVES.



## HOW TO ACCESS YOUR MOBILE TICKET BARCODES

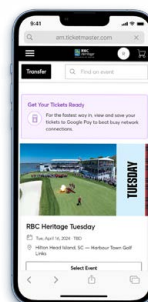
To begin, visit → [am.ticketmaster.com/pgarbcheritage](https://am.ticketmaster.com/pgarbcheritage)

1 Select “My Tickets” and sign into your account.



2 Once you're logged in, you can transfer tickets within the individual days/events or bulk transfer tickets across multiple days.

Click on the day for the tickets you'd like to access



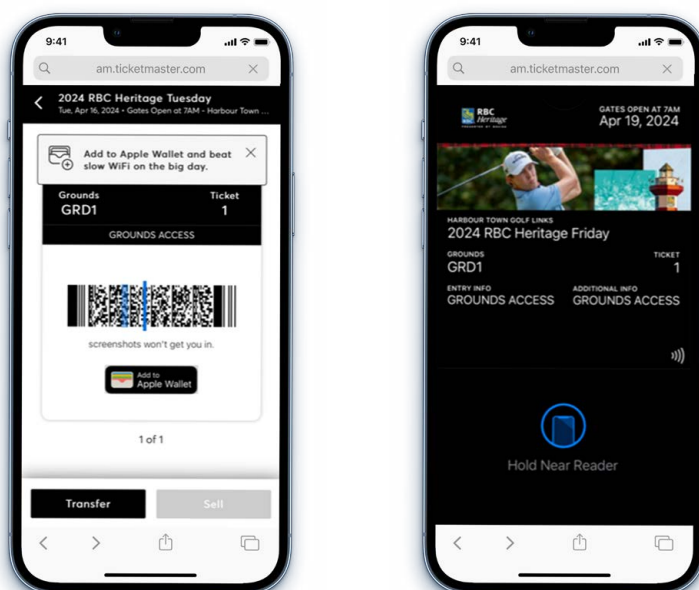
## HOW TO ACCESS YOUR MOBILE TICKET BARCODES

CONTINUED

- 3 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.

We recommend saving the tickets to your phone. See Tips, below.



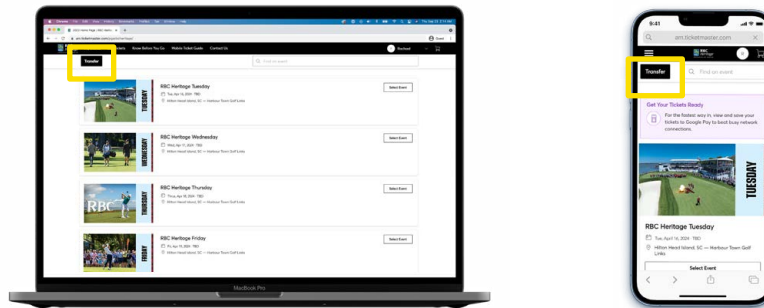
### TIPS

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.

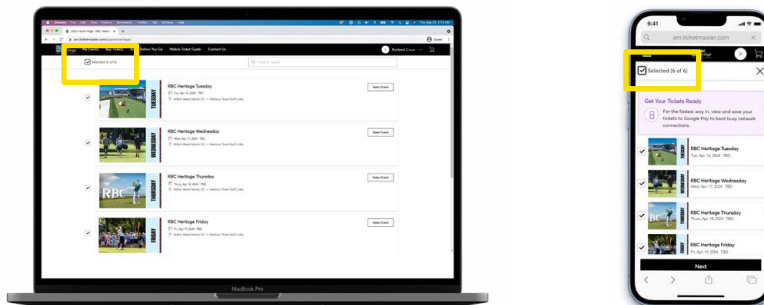
Please note—for all to be saved to your phone’s wallet, you may need to do this for each ticket you have.

# HOW TO BULK TRANSFER TICKETS

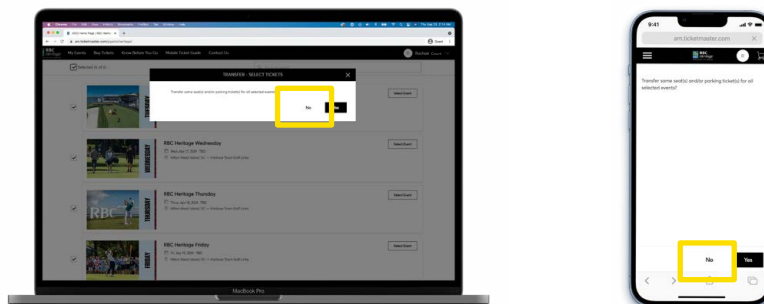
- 1 Select the “Transfer” button on the “My Events” page.



- 2 Click “Select All” to bulk transfer tickets across all available events, or select the individual days you wish to transfer and click “Next.”



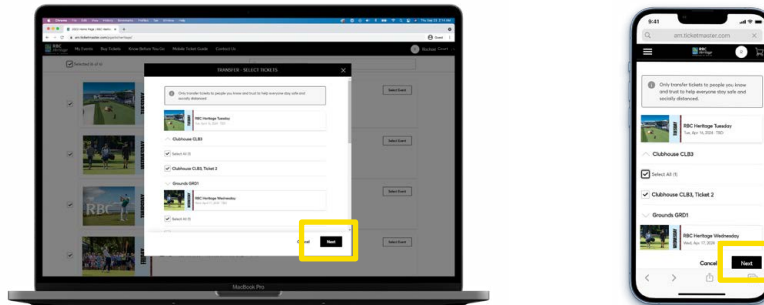
- 3 If you receive a pop-up asking to transfer the same seats across events, select “No.”



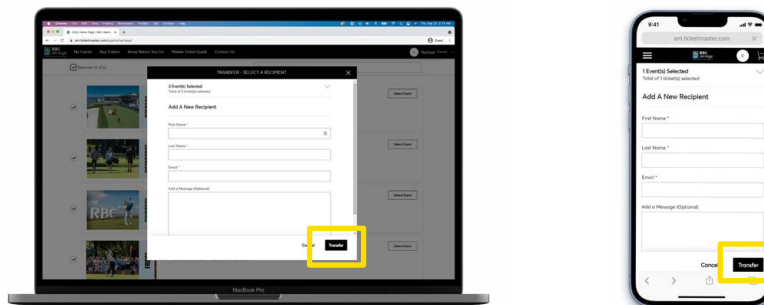
## HOW TO BULK TRANSFER TICKETS

### CONTINUED

- 4 In the next pop-up, choose “Select All,” or within each event, select the boxes next to the tickets you wish to transfer, then click “Next.”



- 5 Enter the transfer recipient's first name, last name and email address, then select “Transfer.”



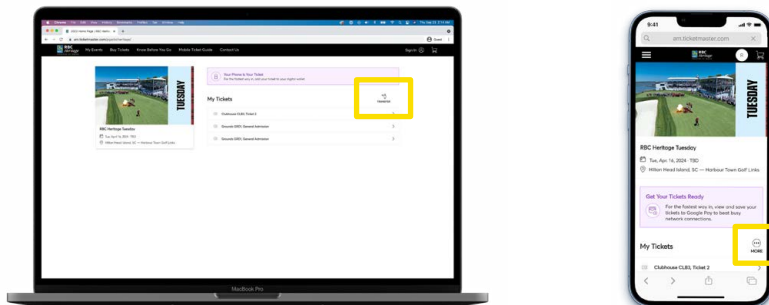
### NOTE

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.

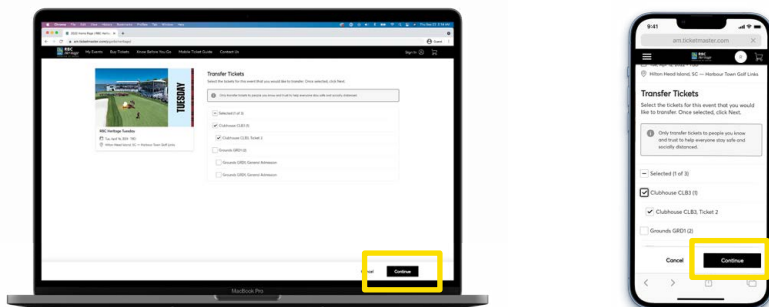
If a pending transfer needs to be canceled for any reason, simply click “Cancel Transfer” on the appropriate tickets. This can only be done if the recipient has not accepted the offer.

## HOW TO TRANSFER TICKETS FOR AN INDIVIDUAL DAY

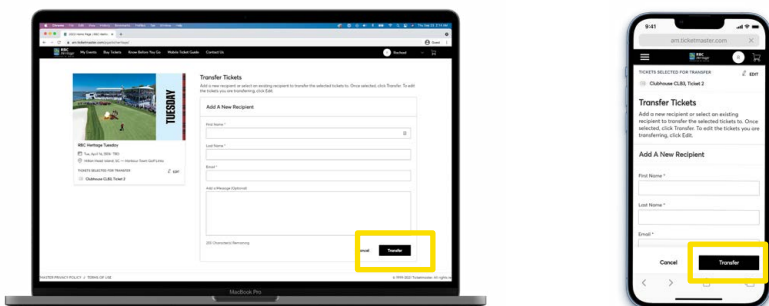
- 1 First, click on the day you would like to transfer from.
- 2 Once on the individual day's page, select "Transfer" or click the "more" three dots on mobile to select "Transfer."



- 3 Select the box(es) corresponding to the tickets you would like to transfer, then select "Continue."

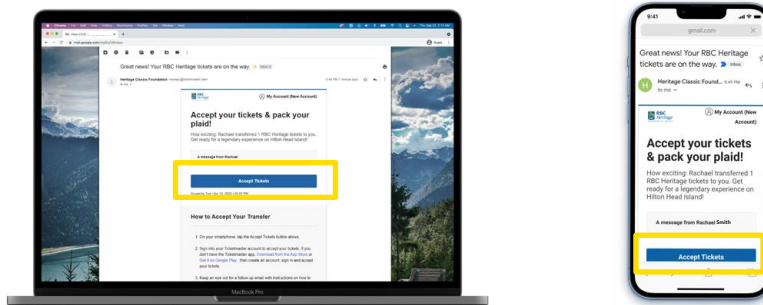


- 4 Enter the recipient's first name, last name and email address, then select "Transfer."

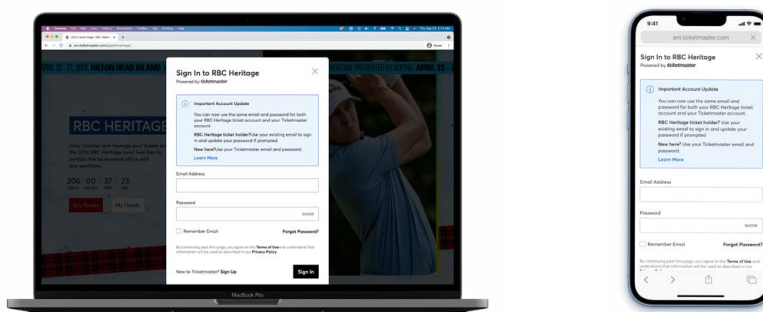


## HOW TO ACCEPT TRANSFERRED TICKETS

- 1 Click the “Accept Tickets” button in the email you received.\*



- 2 Create a Ticketmaster account. If you already have an account, click “Sign In.”



### NOTE

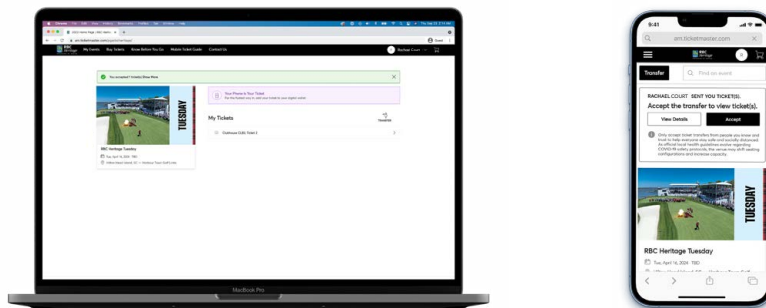
\* If you did not receive an email, go to [am.ticketmaster.com/pgarbcheritage](https://am.ticketmaster.com/pgarbcheritage). Click the “My Tickets” button. Create a ticket account or log into your existing account. Accept the ticket transfer offer that appears inside your account.

If you’re still having issues, please contact the tournament ticket office at 843.671.2448 or [tickets@heritageclassicfoundation.com](mailto:tickets@heritageclassicfoundation.com).

## HOW TO ACCEPT TRANSFERRED TICKETS

### CONTINUED

- 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.

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