

# Guide to Downloading your Ticketmaster Tickets

- **Receive the email with your tickets**

On your **Civitatis** booking confirmation on «**Get your tickets here**».

This link will take you directly to the **Ticketmaster** website, where you can access your tickets.

- **Log in to Ticketmaster**

Once you're on the Ticketmaster page:

- **If you already have a Ticketmaster account:** log in using your usual credentials.
- **If you don't have an account:** you'll need to create a new account.

**Important:** You must **use the same email address you used to make your purchase on Civitatis.com**. This is crucial so that Ticketmaster can link the tickets to your reservation.

- **Access your tickets**

Once you've correctly logged in, you can access the tickets associated with your reservation and download or view them from your Ticketmaster account.

**Example:**

Below you can see an example on how to access your tickets:



## Sign Up

Already have a Ticketmaster Account? [Sign In](#)

Email Address

correo electrónico que usaste para comprar en Civitatis.co

Password

Elige una contraseña

SHOW

First Name

nombre

Last Name

apellido

Country of Residence

país de residencia



Zip/Postal Code

código postal

☐ Please tell me about upcoming events and special offers! (You'll get information from us and our event providers. You can unsubscribe anytime).

By continuing past this page, you agree to the [Terms of Use](#) and understand that your information will be used as described in our [Privacy Policy](#).



- **View your tickets**

Once you've successfully logged in, you can view your tickets by clicking **«View Tickets»**.

When you click **«View Tickets»**, you'll be taken to your tickets and can view them directly from Ticketmaster.

12:24



i Orders  
my.ticketmaster.com



## Event Details

My Account > My Events > Event Details

# Orlando Magic vs New Orleans Pelicans

Tue • Oct 17 • 7:00 PM

Amway Center



Shore You're Going

400 W Church St., Orlando, FL.  
32801

### Get Your Tickets Ready



View your ticket barcode now or in the app (**Recommended**). When you view in the app, your tickets will instantly save to your phone - the best way to beat busy network connections.

View Tickets



- **Read the important notices**

Next, Ticketmaster may display **two important notices** before you access your tickets:

**Notice 1: The ticket cannot be a screenshot**

Ticketmaster will inform you that a **screenshot of the ticket is not valid for entry into the stadium**. A printed version of the ticket will also not be valid.

For this reason, you must access the ticket **directly from your Ticketmaster account or the Ticketmaster app**.

**Notice 2: Transfer tickets to other members of your group**

You'll also be informed that you can use the **«Transfer Tickets»** option to send tickets to the other members of your group.

This way, **each person can have their own ticket in their Ticketmaster account and enter the stadium independently**, without everyone having to enter together.



- Save your tickets to your device

Once you've accessed your tickets, you can view them directly from Ticketmaster.

We recommend **adding your tickets to Google Wallet or Apple Wallet** so they're easily accessible on the day of the event.

This way, **you won't need an Internet connection to access your tickets** when you enter the stadium.

Look for the **«Add to Google Wallet»** or **«Add to Apple Wallet»** option, depending on the device you're using.



## Process Summary

| Step | Action                                                                  |
|------|-------------------------------------------------------------------------|
| 1    | Access the Civitatis coupon and click « <b>Get your tickets here</b> ». |
| 2    | Log in or create an account on Ticketmaster using                       |

|   |                                                                                              |
|---|----------------------------------------------------------------------------------------------|
|   | the <b>same email address you used for your Civitatis reservation.</b>                       |
| 3 | Access your tickets by clicking « <b>View Tickets</b> » and read the important notices.      |
| 4 | If necessary, transfer the tickets to other group members using « <b>Transfer Tickets</b> ». |