

Guide to Viewing, Confirming, & Transferring Ticketmaster Tickets

[Ticketmaster.com](http://ticketmaster.com/) HYPERLINK "<http://ticketmaster.com/>" HYPERLINK "<http://ticketmaster.com/>" – HYPERLINK "<http://ticketmaster.com/>" United States

The following steps outline the process the agency must follow to access the tickets, confirm them, and subsequently transfer them to the customer.

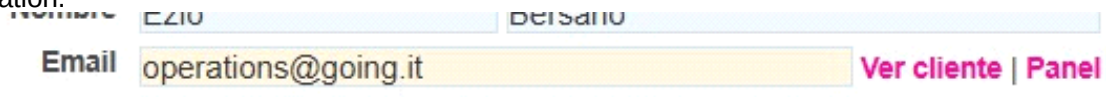
Accessing and Confirming Tickets

- **Accessing Ticketmaster**

Go to Ticketmaster.com, using the U.S version of [Ticketmaster](http://ticketmaster.com/).

- **Log In or Register**

The agency must register or log in using the customer's email address associated with the reservation.



The screenshot shows a login form with a text input field for an email address. The email 'operations@going.it' is entered. To the right of the input field is a link that reads 'Ver cliente | Panel' in pink text.

- **Confirm tickets**

Broadway Inbound will send you an email with your ticket information, including the order number and the event, from the address yourtickets@broadwayinbound.com.

This email will have instructions on how to receive your tickets.

- **View the tickets**

Once confirmation is complete, the agency will be redirected back to its Ticketmaster profile, where it can view the tickets.

Transfer the tickets to the customer

- **Select the tickets**

Click on the tickets corresponding to the reservation.

- **Select «Transfer»**

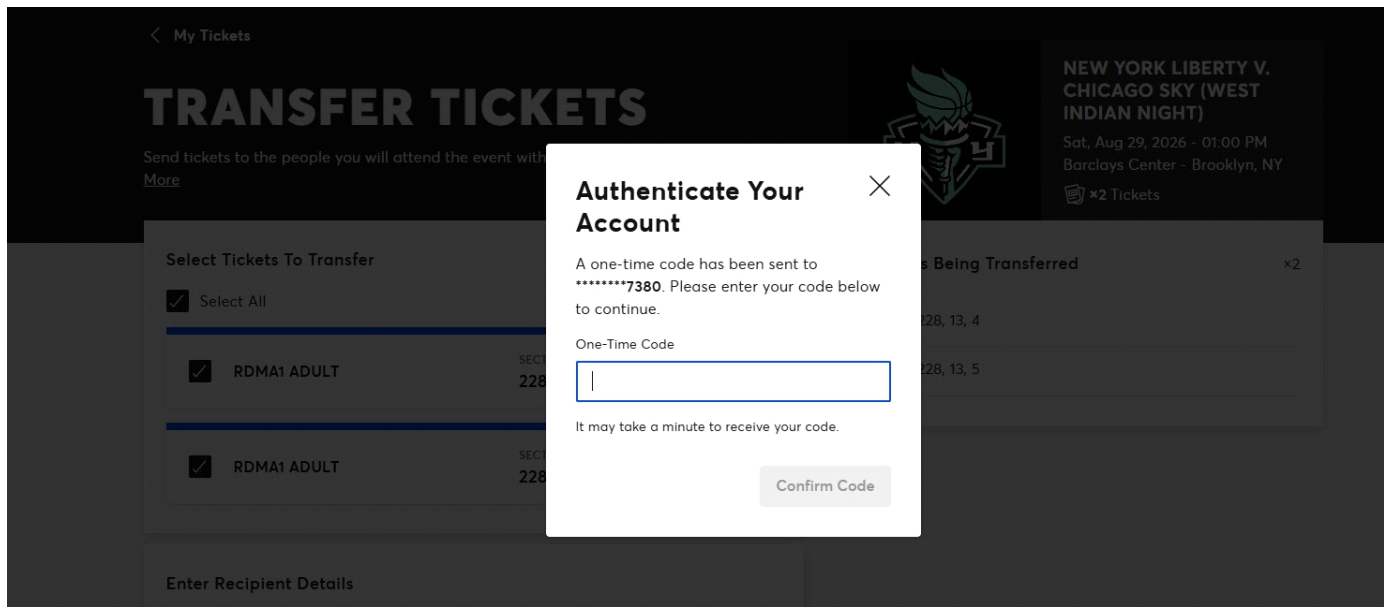
In the upper-right corner of the screen, click “Transfer.”

- **Choose the tickets to transfer**

Ticketmaster will redirect you to a new page where the agency must select the tickets it wishes to transfer to the customer.

- **Enter the verification code**

Once you have selected the items, a pop-up window will appear asking for a verification code.

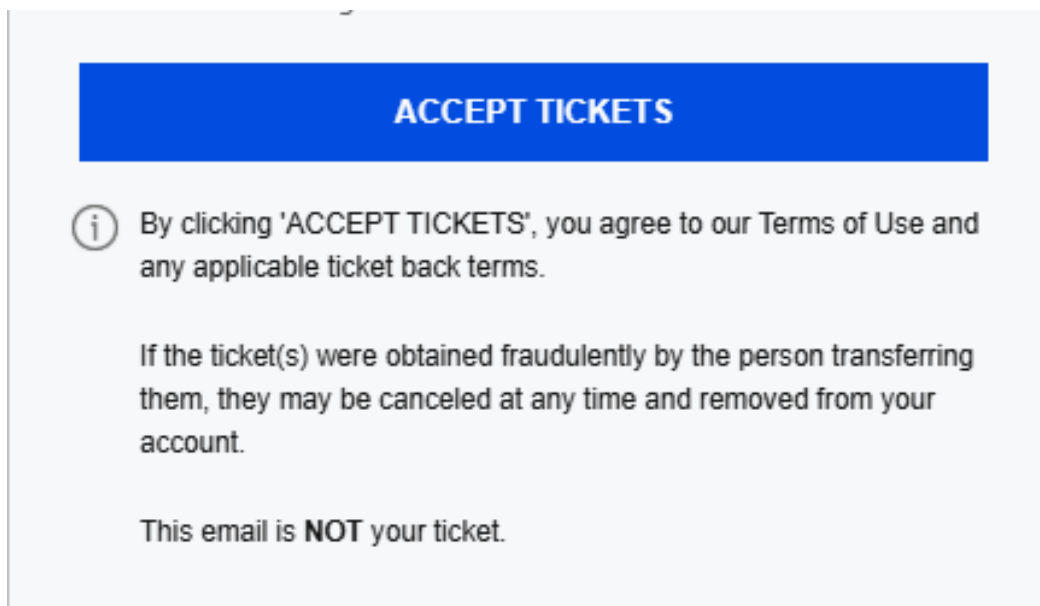


- **Receive the verification code**

The code will be sent to the phone number you used when registering on Ticketmaster.com. It may take a few minutes for the code to arrive.

- **Complete the transfer**

Enter the verification code correctly to finalize the transfer process. The new email address provided for the transfer will receive an email with instructions on how to accept and complete the transfer.



Customer Acceptance of Tickets

- **Access the transfer email**

The customer will receive an email from Ticketmaster at the email address provided by the agency, containing instructions on how to accept the tickets.

- **Registering with Ticketmaster**

The customer must register as a new user on Ticketmaster.com using the same email address to which the tickets were transferred.

- **View the tickets**

Once the customer has logged into their account, they will be able to view the tickets in the «Upcoming Events» section.

Process Summary

Step	Responsible	Action
1	Agency	Go to Ticketmaster and confirm your tickets.
2	Agency	Select the tickets and click «Transfer».
3	Agency	Enter the verification code you received via text message.
4	Client	Receive the transfer email.
5	Client	Sign up or log in to Ticketmaster.
6	Client	Accept and see the tickets in «Upcoming Events».

Important Info

- The email address used by the agency to log in to Ticketmaster must match the address associated with the reservation.
- The customer must use the same email address for registrations as the one to which the tickets were transferred.
- The verification code is sent to the phone number used when the agency registered with Ticketmaster.
- It may take a few minutes for the code to be sent.
- The transfer is not complete until the customer accepts the tickets by following the instructions received via email.