



## THE NEW SIGN-IN EXPERIENCE

### How do I use Ticketmaster credentials to sign into Account Manager?

When you sign into an Account Manager site, use the same email address you have always used. The system will recognize your email and may prompt you to reset your password. Once you have successfully signed in, you will be able to use the same username and password for other Account Manager sites and Ticketmaster.com.

#### Sign In to Account Manager



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**i** **It's Time to Update Your Password**  
As part of the Ticketmaster account system, we periodically ask fans to reset their Ticketmaster password, preferably to a new password that you haven't already used with this account. [Let's get you a new password.](#)

Email Address

not-authenticated@email.com

Password

••••••••

Remember Email

[Forgot Password?](#)

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

New to Ticketmaster? [Sign Up](#)

[Sign In](#)

### How can I reset my password?

You can click "Forgot Password?" at sign-in to receive an email or a text message with a one-time code to reset your password.

#### Sign In to Account Manager



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Email Address

Password

Remember Email

[Forgot Password?](#)

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### Can I still use my old credentials to sign into Account Manager?

Unfortunately, no. All sign-ins use Ticketmaster credentials. You will still use the same email, but your password may be changed.

### Why are my Ticketmaster credentials being used to access my Account Manager account?

With a secure, unified credential system, you can sign into your Ticketmaster and Account Manager sites using a single sign-in (username/password). With this new sign-in, not only is your account more secure, you no longer have to remember several username/passwords and can access your tickets faster.



## How can I change my account information?

Account information including your name, email address, phone number and password can be updated in the My Profile section of your Ticketmaster account. You can access My Profile from the profile section of Account Manager or by signing into ticketmaster.com.

Your mailing address can only be updated in the profile section of Account Manager.

You can also contact the Box Office to make updates to the way they communicate with you.

## Why am I being asked to add a phone number when I sign in?

To ensure it is you, we are requiring each account have a phone number associated with it. This phone number can be updated via your Ticketmaster.com account profile.

## How will this make accounts more secure?

This upgraded sign-in experience protects accounts against account takeovers by identifying suspicious sign-ins and locking the accounts before bad actors can use stolen credentials.

## What if I don't want a Ticketmaster account?

Account Manager fans will be required to use a Ticketmaster account to sign in. Ticketmaster is committed to building a modern, secure sign-in experience. Accounts created on Account Manager sites will not be marketed to by Ticketmaster unless you make a purchase directly on ticketmaster.com.

## How do I know if I have a Ticketmaster account?

Enter your email address in the email field and the system will check to see if you have an existing Ticketmaster account. If you see a message that says "Email Not Found", you will need to sign up with a new Ticketmaster account.

Creating an account is simple and secure! Follow the steps [here](#) to create an account.

Step 1 of 2

### Enter Your Phone Number



Confirming your phone number is an extra layer of verification that helps us confirm you're not a bot. We'll send you a one-time code to complete the sign up process.

Please enter your phone number for your account:  
unmatched@email.com

Standard data and messaging rates may apply.

Phone Number

[This is a custom SMS opt-in message coming from CMS] Applies to mobile numbers only.

Next

### Sign In to Account Manager



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#### Email Not Found

Sorry, we don't see a Ticketmaster account with that email. Please double-check your entry and try again. Don't have an account?

[Sign up.](#)

Email Address

Password

Remember Email

[Forgot Password?](#)



### **My account is associated with an email address I can no longer access. How can I change my sign-in credentials?**

Contact the Box Office and have them unlink your email from your Ticketmaster account. They will then change the email on your account to a new email of your choice. When you sign in again, you will use the new email address.

### **I have multiple accounts for different venues or teams. Do I need to have a Ticketmaster account for all of them?**

Each individual email address that you use to sign into Account Manager will have a Ticketmaster account. If you use the same email address for all your accounts you will only have one account that can access each venue or team.

### **Can I manage all my tickets in one place?**

No. Your Account Manager tickets and your Ticketmaster tickets are still in separate systems. Your credentials are the same, but the accounts are separate.

### **I want to transfer my tickets to a friend using Account Manager. What account will they need to use to accept the tickets?**

Your recipient will need to sign into Account Manager with a Ticketmaster account to accept the tickets. If they do not have an account they will be prompted to create one.

### **How can I subscribe to team updates and information?**

You can subscribe to team updates when you sign up, and you can manage your subscription options in your Account Manager Profile.

### **What if my account is a Business account?**

Business accounts are included in the consolidation process. If the business account does not have a first or last name associated with it, the fan accessing the account will be required to enter one when they sign in.