

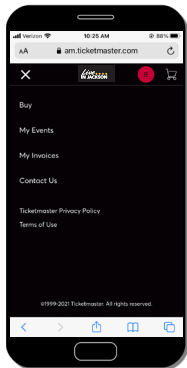


# MANAGE YOUR LIVE IN JACKSON TICKETS ON YOUR SMARTPHONE

Visit [www.jacksonbroadway.com/account-manager](http://www.jacksonbroadway.com/account-manager) and click “Login to AccountManager” to sign into your account.

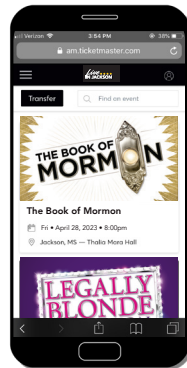
Follow the instructions below to **View Tickets for Entry**, **Transfer Tickets**, and **Accept Transferred Tickets** from your smartphone

## VIEW TICKETS



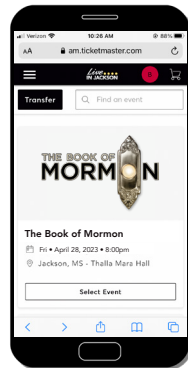
### STEP 1: VIEW EVENTS & TICKETS

To view your tickets, click on the three bars in the upper left corner and click on “My Events” from the drop-down menu.



### STEP 2: EVENT LISTINGS

Here, you can view all of the events you have tickets for in the Live in Jackson series. If you are looking for a specific event, you can enter it into the search bar in the top right corner.



### STEP 3: VIEW TICKETS

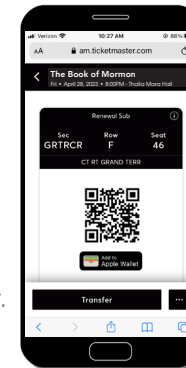
Click on “Select Event” to see your tickets. You can also view your seat location on this page.

\* Please note: This page will not grant you entry to the event. You will need to pull up the barcode in order to enter.



### STEP 4: TICKET BARCODE

When it's time to enter your event, click on your seating section and your scannable mobile ticket will appear. You will also have an option to add your ticket to your Apple Wallet.

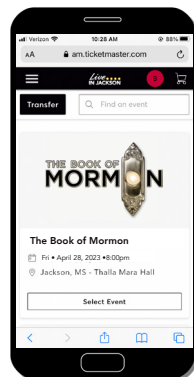


## TRANSFER TICKETS

Please note: once a ticket has been transferred, it cannot be taken back.

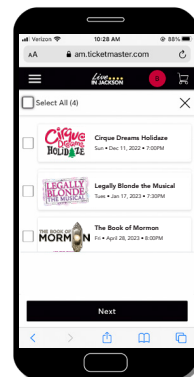
### STEP 1: VIEW EVENTS & TICKETS

To view your tickets, click on the three bars in the upper left corner and click on “My Events” from the drop-down menu.



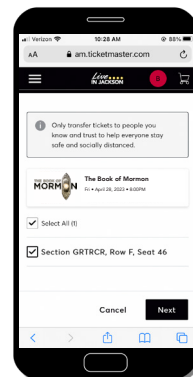
### STEP 2: SELECT TRANSFER

Click the black “Transfer” button in the top right corner.



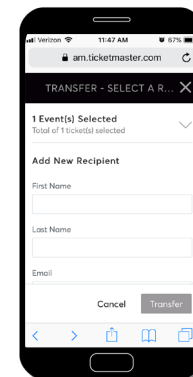
### STEP 3: CHOOSE YOUR EVENT

Check the box next to the event associated with the tickets you wish to send to someone else and hit the “Next” button to continue.



### STEP 4: CHOOSE YOUR TICKETS

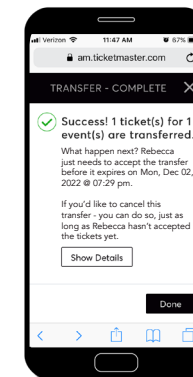
Check the box next to the ticket(s) you wish to send to someone else and hit the “Next” button to continue.



### STEP 5: ADD RECIPIENT CONTACT INFO

Input the first name, last name, and email address of the person you wish to send tickets and click the “Transfer” button to send the tickets.

\* Please note: Double check the email address of the recipient to make sure it is correct.

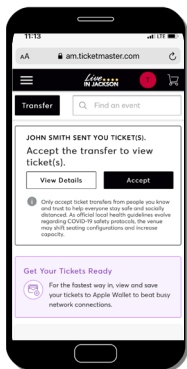


### STEP 6: CONFIRMATION

After selecting “Transfer” you will receive a confirmation that your ticket(s) have sent! Hit done to exit out.

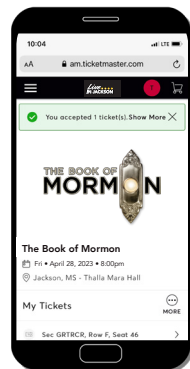
## ACCEPT TICKETS

Transfers do not happen instantly. Please allow for a least 30 minutes for transfer to complete.



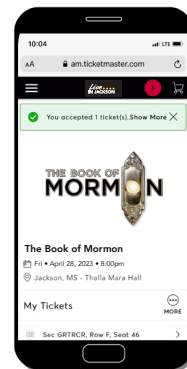
### STEP 1: ACCEPT TRANSFERRED TICKETS

Your ticket offer will be listed at the top of the My Events page. Select “Accept” to receive the ticket(s).



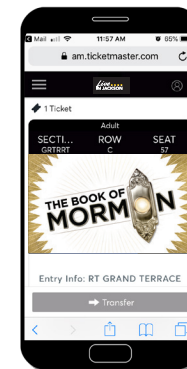
### STEP 2: CONFIRMATION

After accepting the ticket offer, you will see a confirmation screen showing the ticket(s) that you've received.



### STEP 3: CONTINUE TO TICKETS

To view ticket barcode, click on the seat location at the bottom of the page.



### STEP 4: VIEW TICKETS

You will be able to view your ticket seat locations and barcode. You can add these to your digital wallet if you'd like! Otherwise they will be in your account to access come show time.