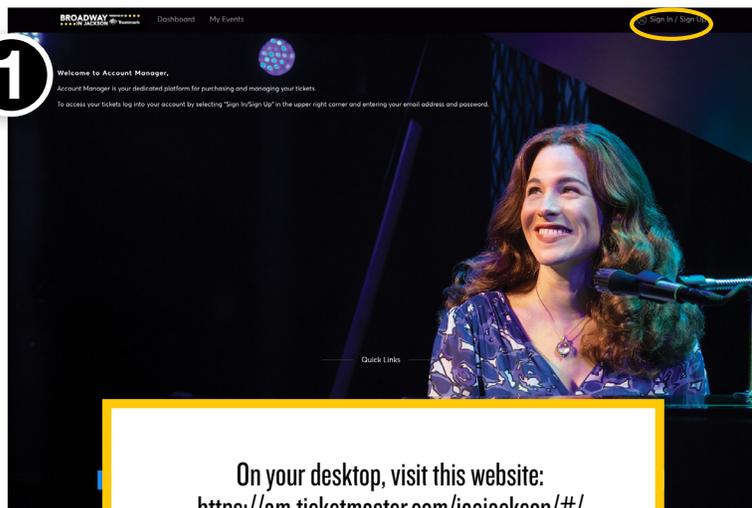
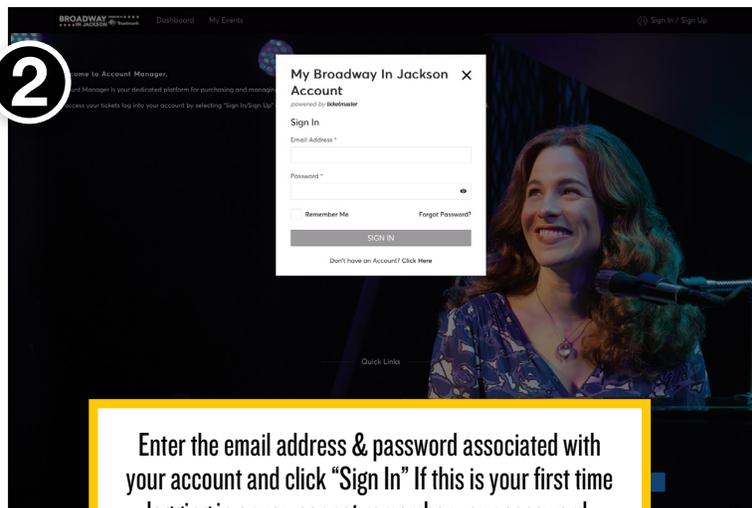


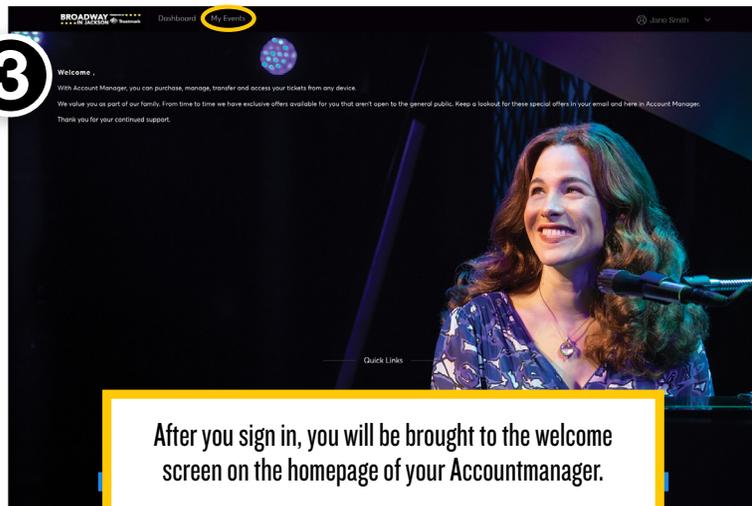
EXCHANGE TICKETS ON DESKTOP



On your desktop, visit this website:
<https://am.ticketmaster.com/iaejackson/#/>
And click the "Sign In" button in the upper right corner.

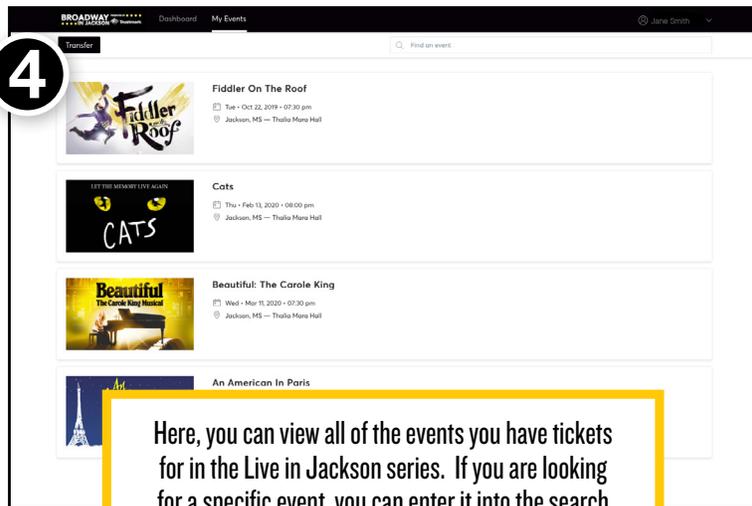


Enter the email address & password associated with your account and click "Sign In" If this is your first time logging in or you cannot remember your password, click "Forgot Password?" and follow the instructions to reset your password.

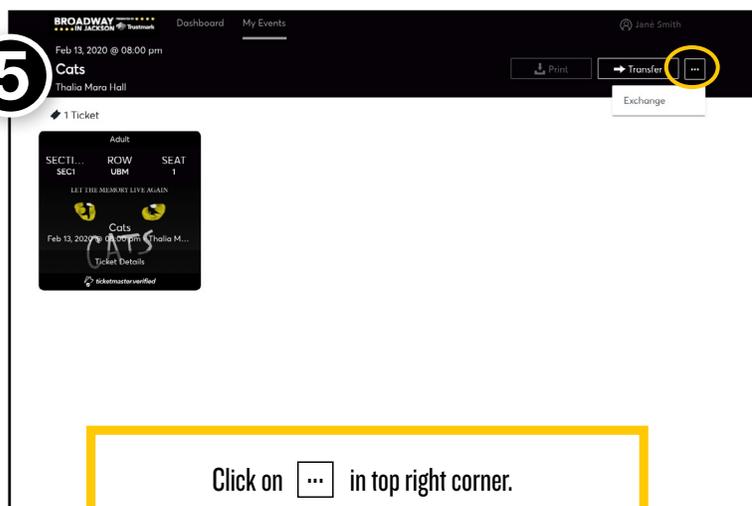


After you sign in, you will be brought to the welcome screen on the homepage of your Accountmanager.

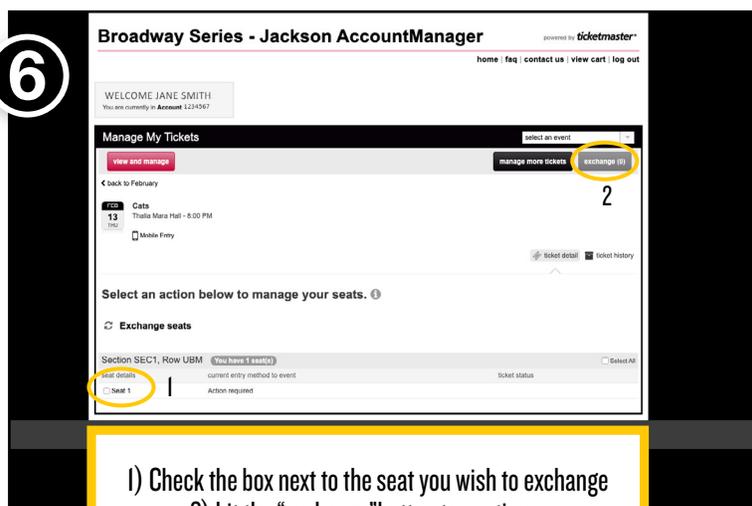
To view your tickets, click on "My Events"
in the upper left corner.



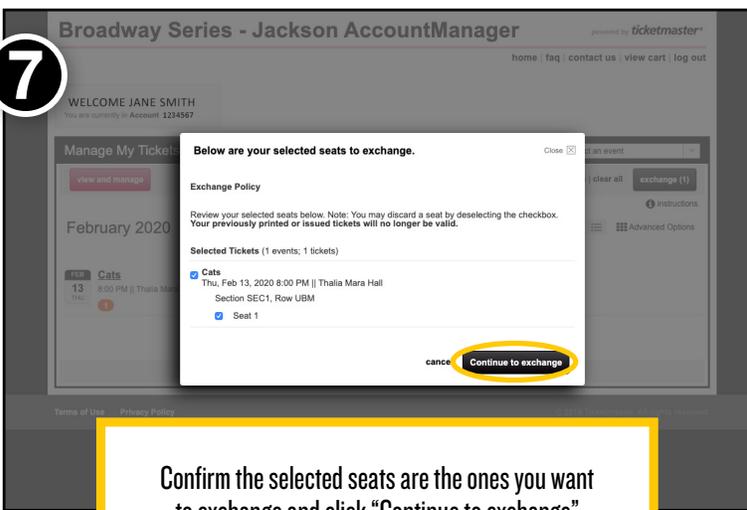
Here, you can view all of the events you have tickets for in the Live in Jackson series. If you are looking for a specific event, you can enter it into the search bar in the top right corner. Select your event you wish to exchange seats for.



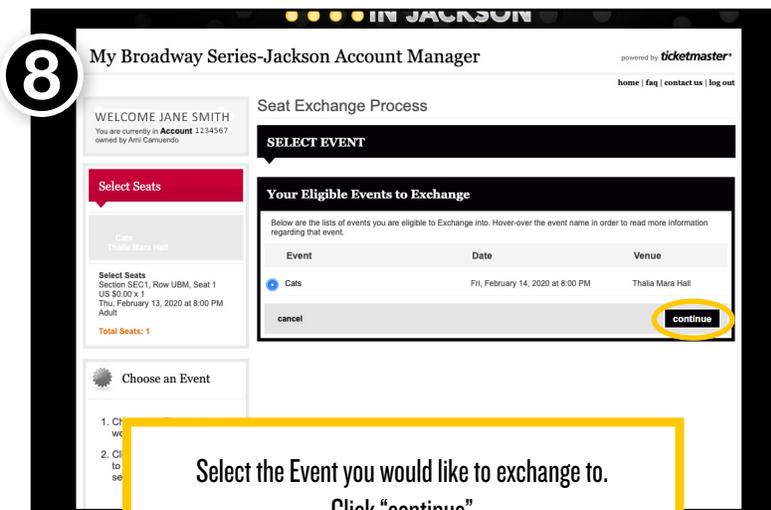
Click on  in top right corner.
Click on Exchange.



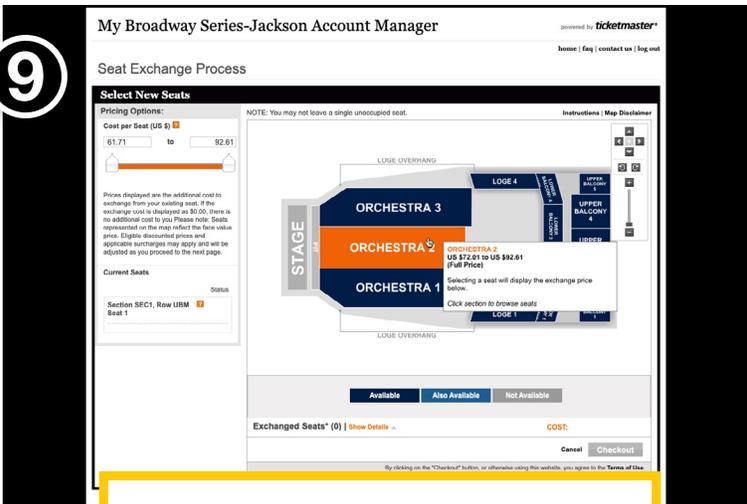
1) Check the box next to the seat you wish to exchange
2) hit the "exchange" button to continue.



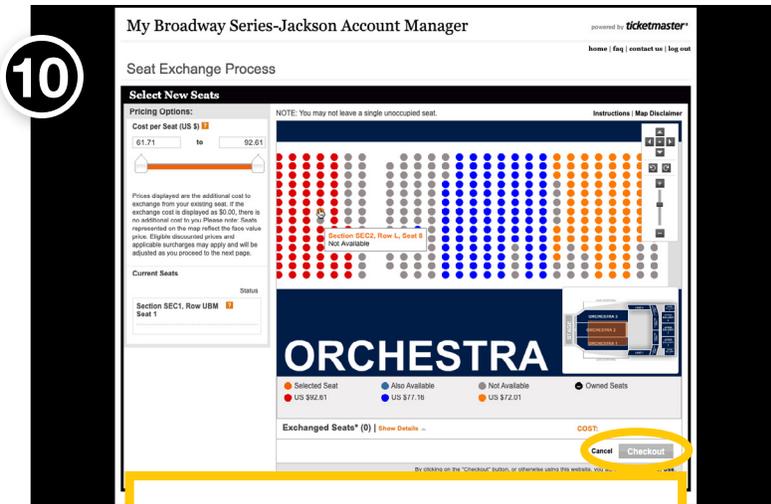
Confirm the selected seats are the ones you want to exchange and click "Continue to exchange"



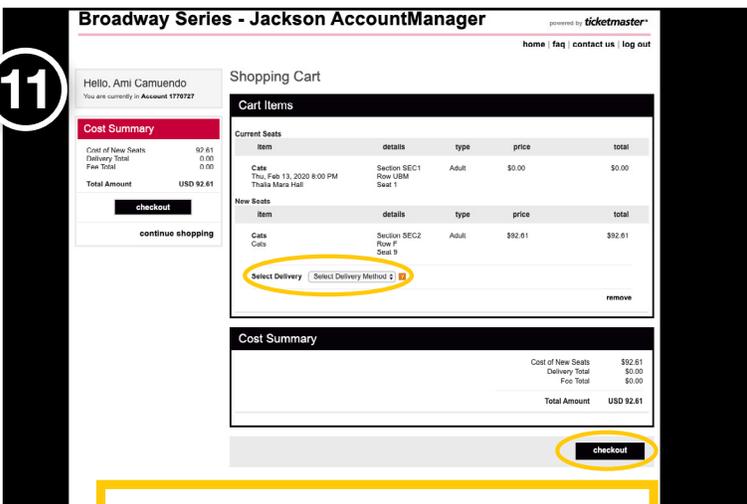
Select the Event you would like to exchange to. Click "continue"



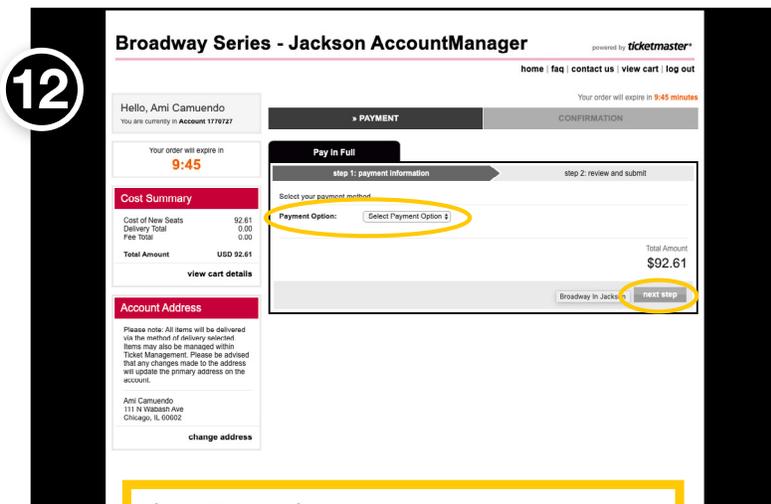
Click on the section where you would like to sit.



Click on the seat you would like. Then click "Checkout"



Select Delivery Method Then click "Checkout"



Select Payment Option to pay the difference in seat price. Add Credit Card information. Click "next step" to Review and Submit your order.