



Introduction & Table of Contents

Welcome to The Ally Challenge presented by McLaren Account Manager Program. Account Manager gives you the ability to manage your tickets for the 2020 Ally Challenge presented by McLaren electronically. This document is a guide of how to manage your tickets on Account Manager.

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If you have any questions throughout the process while using Account Manager, please reach out to our team:

Ticket Office
tickets@theallychallenge.com
(734) 275-2040

Website & Login Information

To get started, visit

<https://am.ticketmaster.com/pgaallychallenge>

1. Click “Sign In” in the top, right corner.
2. If this is your first time logging in with Ticketmaster, please click “Don’t have an Account? Click Here.”
If you have an existing account with the email associated with your tickets, please sign in and skip step 3.
3. Follow the prompts to create an account.

The screenshot shows the website header with the logo for 'the ally challenge' and 'PRESENTED BY McLaren'. A 'Contact Us' link is visible. A green arrow labeled '1.' points to the 'Sign In' button in the top right corner. Below the header, the main content area has a background image of a golf course. The text reads: 'Sign Into Account Manager to access your information.' and 'Welcome to The Ally Challenge Account Manager page. Please sign in to manage your tickets!'. A white modal window titled 'My The Ally Challenge Account' is open, containing a 'Sign In' section with fields for 'Email Address *' and 'Password *'. There are checkboxes for 'Remember Me' and a link for 'Forgot Password?'. A purple 'SIGN IN' button is at the bottom of the modal, and a link 'Don't have an Account? Click Here' is circled in green, with a green arrow labeled '3.' pointing to it. A green arrow labeled '2.' points to the 'Don't have an Account? Click Here' link.

Printing Your Tickets

1. Once you are logged into Account Manager, select “My Events” located on the purple bar at the top of the Dashboard to see a full listing of tickets you purchased.

2. Click the event you would like to print tickets for.
Note if you purchased a weekly ticket, you must print a ticket for each individual day.

3. Next, click “Print Tickets” within the menu options.

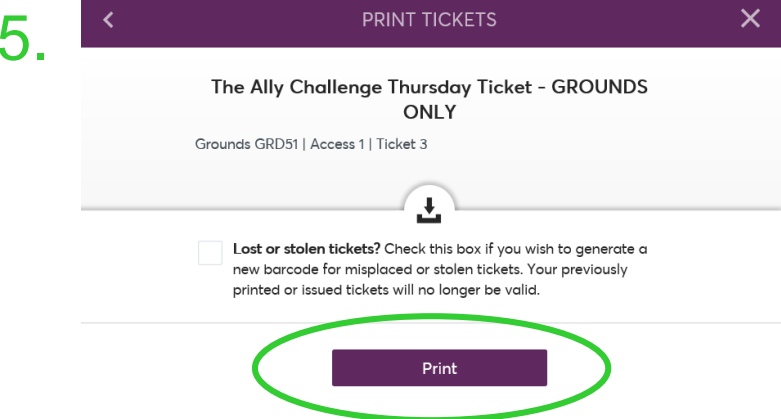
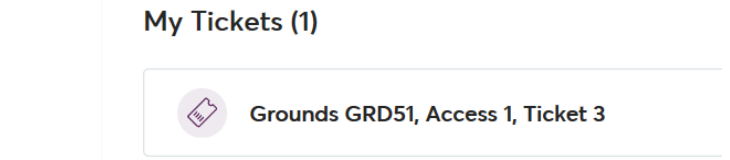
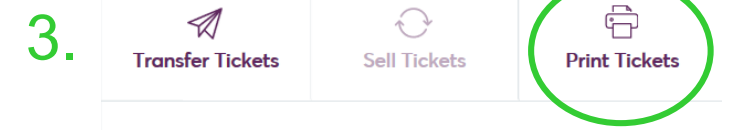
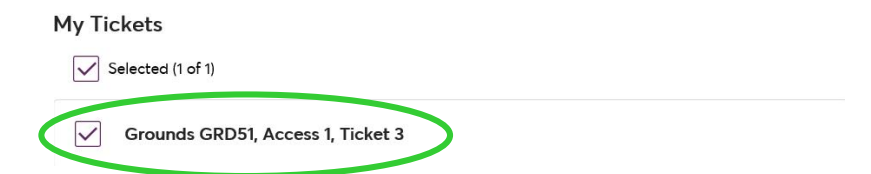
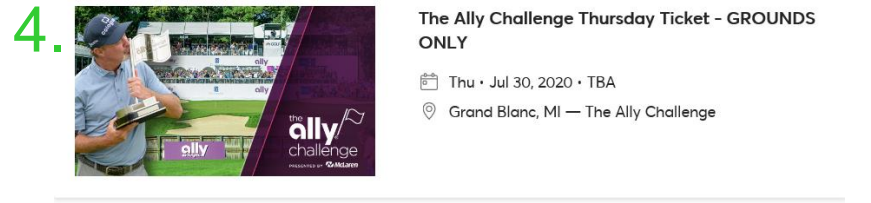
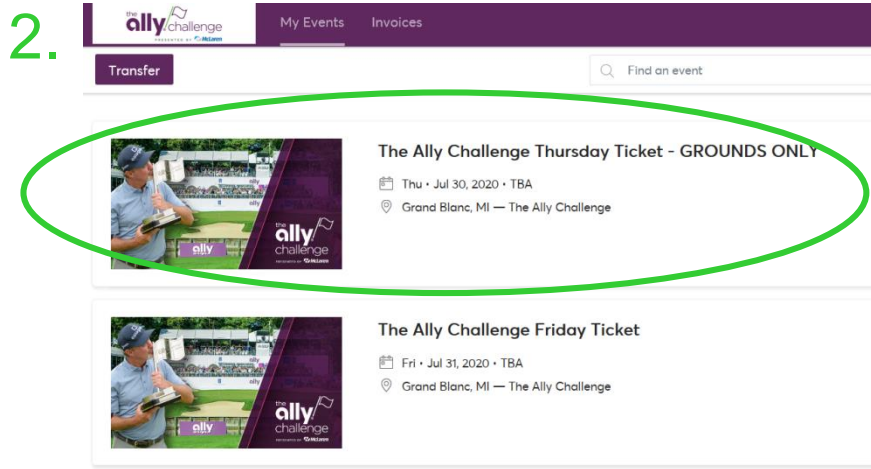
4. Select the seats you wish to print

Note you can select multiple seats to print at once.

Once you have selected all your seats, click “Continue” to proceed.

5. On the confirmation page, verify that the information is accurate and click “Print”.

Once you select the option of printing tickets, the most recently downloaded ticket(s) will be required for entry to the event. You cannot use any previous version of a ticket that may have been printed prior to the most recent download. To ensure that misplaced or stolen tickets are not used, check the box beside the “Lost or stolen tickets?” on the confirmation page.



Printing Your Tickets

6. After selecting the “Print” button, a PDF will begin to download. From here, you can open the document on your computer and print.

7. On the event details page, you will see a note letting you know when each ticket was printed

If you are managing multiple tickets, you must keep track of which tickets have already printed and/or transferred.

Do not give the same ticket out to multiple attendees.

8. If you would like to print more tickets, click “My Events” at the top of the page to begin printing for additional events.

6.

This is your ticket. Present this entire page at the event. ticketmaster®

ISSUED TO Angela Mentel SECTION GRD51 ROW 1 SEAT 3
ISSUED ON Feb 3, 2020 ORDER NO.

\$0.00 GRD51 1 3
The Ally Challenge presented by McLaren
Warwick Hills
Thurs. July, 30, 2020
Parking at GBHS - Fee not included
GROUNDS ONLY

15239293
GROUNDS ACCESS

9699 9915 7023
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Let's Get Social.
@ticketmaster

f t i n t

t/BLOG
Stay in the Know.
blog.ticketmaster.com t

This ticket is a revocable license to attend the event listed on the front of the ticket and is subject to the full terms found at www.ticketmaster.com. Such license may be revoked without refund for noncompliance with terms. Unlawful sale or attempted sale prohibited. Tickets obtained from unauthorized sources may be invalid, lost, stolen, or counterfeit and if so are void. This ticket may not be resold for an amount in excess of the face value of the ticket without the written consent of issuer. Maximum resale restrictions may apply, e.g., PA, greater of \$5 or 25% of ticket price plus tax, NY: if venue seats more than 5,000 persons, ticket may not be resold within 1,500 feet from the physical structure of this place of entertainment under penalty of law. In the event a legal baseball game is not played, ticket may be exchanged for same price seat for either: (a) rescheduled game, if any, or, if applicable, (b) any home game within 12 months of original game, if available. Complimentary tickets not exchangeable or redeemable for any benefit offered to tickets with a dollar value. TIME, OPPONENT, ROSTERS AND DATE SUBJECT TO CHANGE. This ticket may not be used for advertising, promotion or other trade purposes without the written consent of issuer. Applicable taxes are included. Holder assumes all risks occurring before, during or after event, including injury by any cause, and releases management, facility, league, participants, clubs, artists, their representatives and personnel, Ticketmaster, and their respective affiliates and representatives from any related claims.

Take care of your ticket, as it can't be replaced if lost, stolen or destroyed, and is valid only for event and seat printed on ticket.

Thank you for choosing TicketFast®.
gymnastchallenge

7.

My Tickets (1)

Grounds GRD51, Access 1, Ticket 3
This ticket was printed on Mon, Feb 03, 2020 @ 02:05 pm

8.

the ally challenge PRESENTED BY McLaren
My Events Invoices

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@ticketmaster | blog.ticketmaster.com

Important Instructions:

- The barcode only allows one entry per scan.
- Unauthorized duplication or sale of this ticket may prevent your admittance to the event.

9699 9915 7023

Keep this ticket in a safe place as you would money or regular tickets. Ticketmaster® is not responsible for any inconvenience caused by unauthorized duplication. In the event that duplicate copies appear, the Facility reserves the right to refuse entry to all ticket holders and may credit the original purchaser the face value which will constitute full remuneration. The event date and time is subject to change without notice.

Printing Your Tickets

If you only wanted to print tickets, you have completed the process. Please stop here!

If you would like to electronically transfer a ticket or tickets to a guest, please continue to the next page.



Transferring Tickets

If you need to transfer a combination of weekly and single day tickets, be sure to transfer your weekly tickets first.

It will be easier to transfer your weekly tickets first and use the remaining tickets to send single days to your attendees.



Transferring Weekly Tickets

1. Once you are logged into Account Manager, select “My Events” located on the purple bar at the top of the Dashboard to see a full listing of tickets you purchased.
2. Click the “Transfer” button in the top left corner of the page.
3. Click the “Select All (4)” box at the top of the page.
Note: Weekly tickets are broken into individual days. This is why you will need to select all of the individual event days in order to transfer weekly tickets to the full event.
4. Click “Next”.

The screenshot displays the top navigation bar of the Ally Challenge Account Manager. The bar is purple with the 'the ally challenge' logo on the left and 'My Events' and 'Invoices' links on the right. A green circle highlights the 'My Events' link. Below the navigation bar is a purple button labeled 'Transfer', also circled in green. Underneath the 'Transfer' button is a row of four checkboxes, each with a checkmark, followed by the text 'Selected (4 of 4)'. A green circle highlights this row. To the right of this row is a purple button labeled 'Next', also circled in green. Below the 'Next' button is a list of three ticket items, each with a checkmark in a box to its left. The first item is 'The Ally Challenge Thursday Ticket - GROUNDS ONLY', dated 'Thu • Jul 30, 2020 • TBA' and located at 'Grand Blanc, MI — The Ally Challenge'. The second item is 'The Ally Challenge Friday Ticket', dated 'Fri • Jul 31, 2020 • TBA' and located at 'Grand Blanc, MI — The Ally Challenge'. The third item is 'The Ally Challenge Saturday Ticket', dated 'Sat • Aug 01, 2020 • TBA' and located at 'Grand Blanc, MI — The Ally Challenge'. Each ticket item includes a small image of a golfer on a green.

- 1.
- 2.
- 3.
- 4.

- The Ally Challenge Thursday Ticket - GROUNDS ONLY
Thu • Jul 30, 2020 • TBA
Grand Blanc, MI — The Ally Challenge
- The Ally Challenge Friday Ticket
Fri • Jul 31, 2020 • TBA
Grand Blanc, MI — The Ally Challenge
- The Ally Challenge Saturday Ticket
Sat • Aug 01, 2020 • TBA
Grand Blanc, MI — The Ally Challenge

Transferring Weekly Tickets

5. A pop-up screen will appear to verify that you would like to transfer the same tickets for all selected events. Click “Yes” to send the same ticket for all selected events.

Please note: You may receive an error message that the seats do not match across all events. This simply means that you have a combination of both weekly tickets and single-day tickets in your inventory. You must select the same ticket under each day’s event to send the full week ticket. Select the same ticket under each event and click “Next”.

6. If all your seats match across events, select the weekly ticket you wish to transfer, and click “Next”.

6.



5.

Transferring Weekly Tickets

7. A new pop-up window will appear. This window should show four (4) Events Selected. Select a recipient or add a new recipient and follow the instructions on screen. Select **“Transfer”** when you are ready to send the tickets.

8. Once your tickets have been transferred, the **Transfer Complete** confirmation window will pop up. Click **“Done”** to return to viewing your tickets.

Note that you can cancel transfers until the recipient accepts tickets.

7.

TRANSFER - SELECT A RECIPIENT

4 Event(s) Selected
Total of 4 ticket(s) selected

Add New Recipient

First Name

Last Name

Email

Note to Recipient (optional)

Cancel Transfer

8.

TRANSFER - COMPLETE

✓ Success! 4 ticket(s) for 4 event(s) are transferred.
What happens next? Angela just needs to accept the transfer before it expires on Fri, Jul 31, 2020 @ 07:00 am.
If you'd like to cancel this transfer - you can do so, just as long as Angela hasn't accepted the tickets yet.

Show Details

Cancel Done

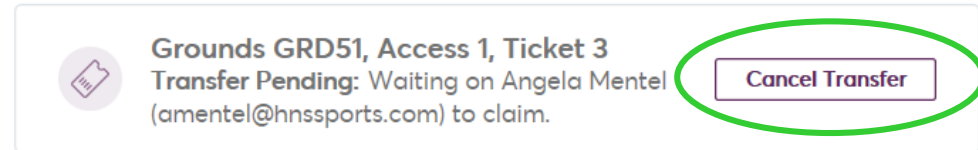
Transferring Weekly Tickets

10. You and your recipient will receive an email confirmation with additional transfer information.
11. Under the event details within your Account Manager profile, you will now see the tickets have been transferred. You can cancel this offer as long as the recipient has not yet accepted the ticket(s).
12. If you would like to transfer more weekly tickets, select “My Events” at the top of the page to begin the process again.

10. Angela Mentel, Your Ticket Transfer Is on the Way to Angela!

11.

My Tickets (1)



A screenshot of a user interface showing a ticket transfer pending notification. On the left is a ticket icon. The text reads: "Grounds GRD51, Access 1, Ticket 3" followed by "Transfer Pending: Waiting on Angela Mentel (amentel@hnsports.com) to claim." To the right of the text is a button labeled "Cancel Transfer". The button is circled in green.

12.



A screenshot of a navigation bar. On the left is the logo for "the ally challenge" with "PRESENTED BY McLaren" below it. On the right are two buttons: "My Events" and "Invoices". The "My Events" button is circled in green.

Transferring Weekly Tickets

13. If a recipient accepts the ticket(s) you sent, you will receive an email confirmation.

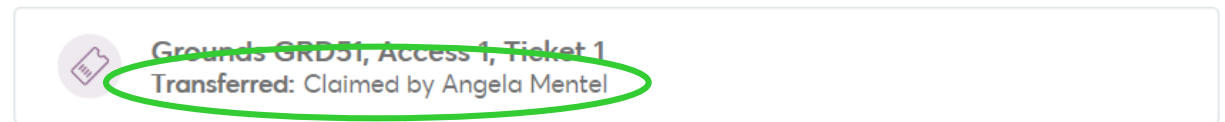
14. You will be able to view the new status of each ticket as “Transferred” and *Claimed by your recipient*.

13.

Angela Mentel, It’s a Done Deal – Your Tickets Were Accepted

14.

My Tickets (1)



Grounds GRD31, Access 1, Ticket 1
Transferred: Claimed by Angela Mentel

Transferring Single Day Tickets

The following slides provide instruction on how to transfer single-day event tickets.



Transferring Single Day Tickets

1. Once you are logged into Account Manager, select “My Events” located on the purple bar at the top of the Dashboard to see a full listing of tickets you purchased.
2. Click the “Transfer” button in the top left corner of the page.
3. Select the event(s) for which you’d like to transfer tickets
Note: Weekly tickets are broken into individual days. You will need to select all of the individual event days in order to transfer a full weekly ticket to your recipient.
4. Click “Next”.

The screenshot displays the user interface for transferring tickets. At the top, a purple navigation bar contains the 'the ally challenge' logo, 'PRESENTED BY McLaren', and two menu items: 'My Events' and 'Invoices'. A green circle highlights the 'My Events' menu item. Below the navigation bar, a purple button labeled 'Transfer' is highlighted with a green circle. The main content area shows a list of tickets. A purple bar at the top of this section contains 'Selected (1 of 4)' and a 'Next' button with a close icon, both highlighted with green circles. The list includes three items: 'The Ally Challenge Thursday Ticket - GROUNDS ONLY' (selected with a checked checkbox), 'The Ally Challenge Friday Ticket', and 'The Ally Challenge Saturday Ticket'. Each item includes a date and location: Thursday, Jul 30, 2020; Friday, Jul 31, 2020; and Saturday, Aug 01, 2020, all at Grand Blanc, MI.

Transferring Single Day Tickets

5. Select the tickets you wish to transfer and click “Next.” Either select an existing recipient or enter the contact information for your intended ticket recipient. You can also include a note if desired. Once you are ready to send the tickets, click “Transfer”.
6. Once your tickets have been transferred, the Transfer Complete confirmation window will pop up. Click “Done” to return to viewing your tickets.
7. You and your recipient will receive an email confirmation with additional transfer information.
8. Under the event details, you will now see the ticket has been transferred. You can cancel this offer as long as the recipient has not yet accepted the ticket(s).
9. If you would like to transfer more tickets, select additional tickets within your selected event, or click “My Events” at the top of the page to begin transferring additional events.

5.

TRANSFER - SELECT TICKETS

The Ally Challenge Thursday Ticket - GROUNDS ONLY
Jul 30, 2020 • Thu • TBA

Select All (1)

Grounds GRD51, Access 1, Ticket 3

Cancel Next

6.

TRANSFER - COMPLETE

✓ Success! 1 ticket(s) for 1 event(s) are transferred.

What happens next? Angela just needs to accept the transfer before it expires on Fri, Jul 31, 2020 @ 07:00 am.

If you'd like to cancel this transfer - you can do so, just as long as Angela hasn't accepted the tickets yet.

Show Details

Done

7.

Angela Mentel, Your Ticket Transfer Is on the Way to Angela!

8.

My Tickets (1)

Grounds GRD51, Access 1, Ticket 3
Transfer Pending: Waiting on Angela Mentel (amentel@hnsports.com) to claim.

Cancel Transfer

9.

the ally challenge
PRESENTED BY McLaren


My Events Invoices

Transferring Single Day Tickets

10. If a recipient accepts the ticket(s) you sent, you will receive an email confirmation and you will be able to view the new status of the ticket as *“Transferred”* and *Claimed by your recipient*.

10. Angela Mentel, It’s a Done Deal – Your Tickets Were Accepted

My Tickets (1)

 Grounds GRD51, Access 1, Ticket 1
Transferred: Claimed by Angela Mentel

Accepting Tickets

The following slides provide instruction on how to accept tickets on Account Manager.



Accepting Tickets

1. You will receive an email with a link to accept the transferred tickets. Click “Accept Tickets”.
2. Log into your account and click “Accept”.
3. You will now see the ticket(s) in your account.

1.

Angela, Accept Your Tickets for Your Event

Accept Tickets

2.

Oh, It's On

Angela Mentel sent you 1 ticket(s).

Time to get stoked. You've got until Sat, Aug 01, 2020 @ 09:00 am to secure your spot.



The Ally Challenge Friday Ticket

Fri • Jul 31, 2020 • TBA

Grand Blanc, MI — The Ally Challenge

Grounds GRD51, Access 1, Ticket 1

Not now

Accept

3.

✓ You accepted 1 ticket(s). [Show More](#)

[My Events](#) > [Event Details](#)

Event Details



The Ally Challenge Friday Ticket


Fri • Jul 31, 2020 • TBA

Grand Blanc, MI — The Ally Challenge

Accepting Tickets

4. You will receive an email confirming you have accepted the offer and you will be directed back to the “My Events” page in your account.
5. The sender will also receive an email alert that you have accepted their offer.

4. **Angela, the Tickets Are Yours - Complete This Last Step**



View and Save Tickets

5. **Angela Mentel, It's a Done Deal – Your Tickets Were Accepted**