



Introduction and 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 2019 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:

Angela Mentel
tickets@theallychallenge.com
(734) 275-2040

Website & Login Information

To get started, visit

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

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

1. Sign In / Sign Up

Sign Into Account Manager to access your information.

Welcome to The Ally Challenge Account Manager page. Please sign in to manage your tickets!

Quick Links

Manage Events

Buy Tickets

2. My Account

powered by ticketmaster

Sign In

Email Address *

Password *

☐ Remember Me [Forgot Password?](#)

SIGN IN


3. Don't have an Account? Click Here


Printing Your Tickets/Parking


1. Once you are logged into Account Manager, select “*Manage Events*” under the Quick Links at the bottom of the Dashboard to see a full listing of tickets you purchased.
2. Click the event you would like to print tickets for.
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 “*Next*” 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.

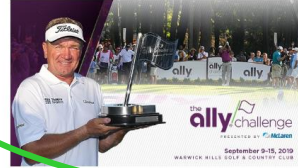
Quick Links


1.  Manage Events


2.  Pay Invoices


 Contact Us


 Buy Tickets


3.  The Ally Challenge Thursday Ticket - GROUNDS ONLY
Thu • Sep 12, 2019 • TBA
Grand Blanc, MI — The Ally Challenge

4.  Transfer Tickets

 Sell Tickets


 Print Tickets


 Donate Tickets

5.  The Ally Challenge Thursday Ticket - GROUNDS ONLY
Thu • Sep 12, 2019 • TBA
Grand Blanc, MI — The Ally Challenge

My Tickets

☒ Selected (2 of 2)

☒  Grounds GRD51, Access 1, Ticket 1
General Admission


☒  Grounds GRD51, Access 1, Ticket 10
General Admission

PRINT TICKETS

The Ally Challenge Thursday Ticket - GROUNDS ONLY

Grounds GRD51 | Access 1 | Ticket 1
Grounds GRD51 | Access 1 | Ticket 10

☐ Lost or stolen tickets? Check this box if you wish to generate a new barcode for misplaced or stolen tickets. Your previously printed or issued tickets will no longer be valid.

 Print

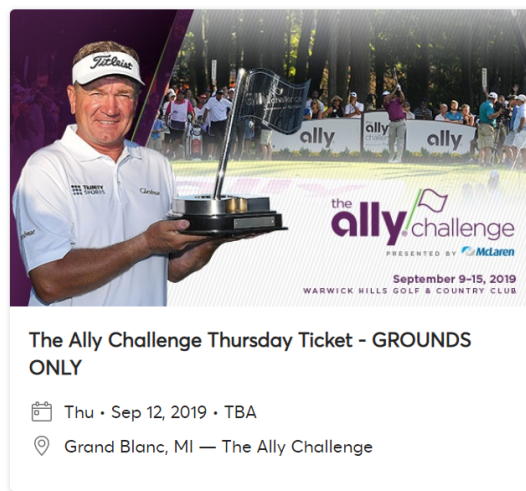
Printing Your Tickets/Parking

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

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

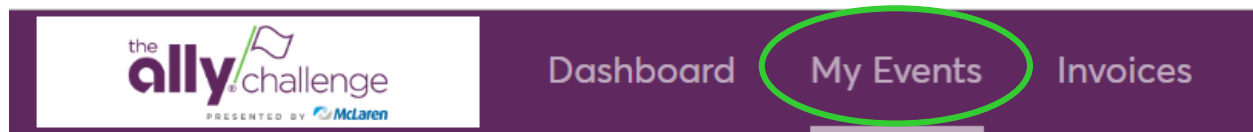
Event Details

- 7.



- If you would like to print more tickets, select ***“Print Tickets”*** and choose additional tickets within your selected event, or click **“My Events”** at the top of the page to begin printing for additional events.

- 8.



Printing Your Tickets/Parking 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

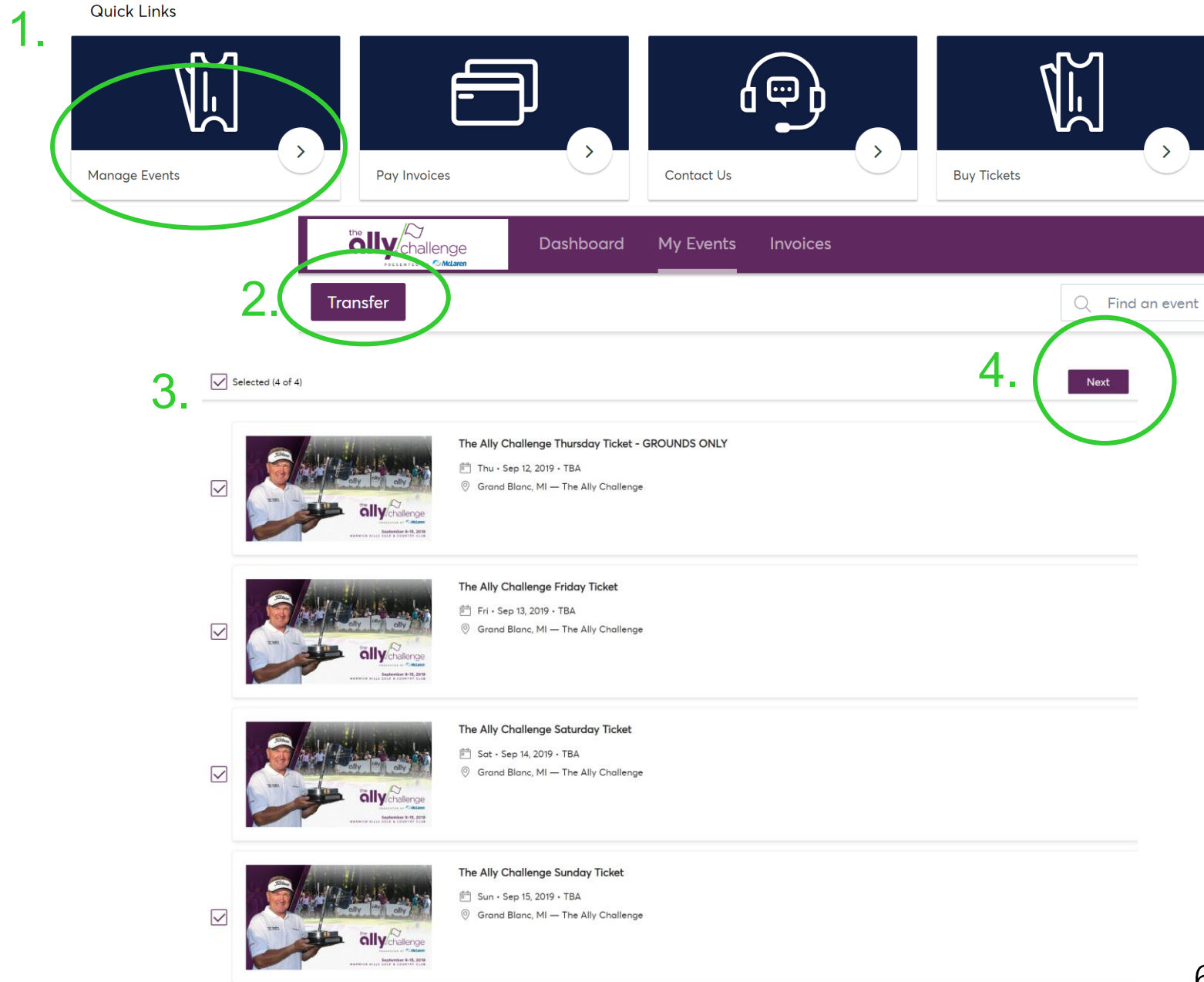
If you need to transfer a combination of weekly and single day tickets, be sure to **transfer your weekly tickets first.**

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/Parking

1. Once you are logged into Account Manager, select “*Manage Events*” under the Quick Links at the bottom 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*”.



Transferring Weekly Tickets/Parking

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.

6. Select the same ticket under each event and click **“Next”**.

6.




TRANSFER - SELECT TICKETS [X]

Transfer same seat(s) and/or parking ticket(s) for all selected events?

No [Yes]

6.

ⓘ Your seats don't match across all the events. Please continue to select seats for each event.

 The Ally Challenge Thursday Ticket - GROUNDS ONLY
Sep 12, 2019 • Thu • TBA

☐ Select All (6)

☐ Grounds GRD51, Access, 1


☐ Grounds GRD51, Access, 10

☐ Grounds GRD51, Access, 16

☒ Grounds GRD51, Access, 21

☐ Grounds GRD51, Access, 32

☐ Grounds GRD51, Access, 33

 The Ally Challenge Friday Ticket
Sep 13, 2019 • Fri • TBA

Grounds GRD04 (No tickets available to manage)

⌵ Grounds GRD51

Cancel [Next]

Transferring Weekly Tickets/Parking

7. A new pop-up window will appear. This window should show four (4) Events Selected.

8. Select a recipient or add a new recipient and follow the instructions on screen, and select *“Transfer”* when you are ready to send the tickets.

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

7.

TRANSFER - SELECT A RECIPIENT

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

+ Add New Recipient

TT Ticket Ticket

FA Felicia Adamus

Cancel Transfer

8.

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)

Transfer

9.

TRANSFER - COMPLETE

✓ Success! 4 ticket(s) for 4 event(s) are transferred.

What happens next? Kelsey just needs to accept the transfer before it expires on Fri, Sep 13, 2019 @ 08:00 pm.

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

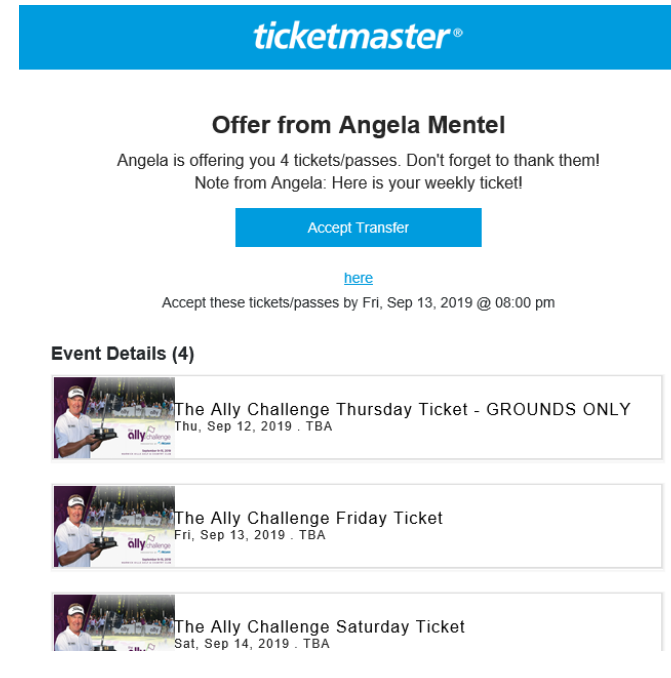
Show Details

Done

Transferring Weekly Tickets/Parking

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 “*Dashboard*” at the top of the page to begin the process again.

10.

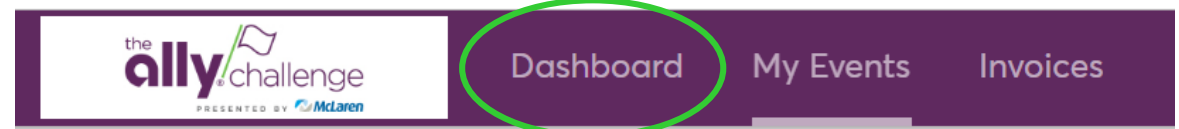


11.

Grounds GRD51, Access 1, Ticket 21
General Admission
Transfer Pending ^
Waiting for Kelsey Beckenhaupt to claim. Expires Fri, Sep 13, 2019 @ 08:00 pm.

Cancel Transfer

12.



Transferring Weekly Tickets/Parking

13. 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 each ticket as *“Transferred”* and *Claimed by your recipient.*

Kelsey accepted your offer!

You're all set! Your original tickets/passes are no longer valid since Kelsey is the ticket holder now. If you have questions, reach out to customer service at (734) 275-2040.

Event Details (4)

The Ally Challenge Thursday Ticket - GROUNDS ONLY
Thu, Sep 12, 2019 . TBA

The Ally Challenge Friday Ticket
Fri, Sep 13, 2019 . TBA

The Ally Challenge Saturday Ticket
Sat, Sep 14, 2019 . TBA

The Ally Challenge Sunday Ticket
Sun, Sep 15, 2019 . TBA

My Events > Event Details

13.

Event Details

The Ally Challenge Thursday Ticket - GROUNDS ONLY

Thu • Sep 12, 2019 • TBA

Grand Blanc, MI — The Ally Challenge



Transfer Tickets

Sell Tickets

Print Tickets

Donate Tickets

My Tickets (6)

Grounds GRD51, Access 1, Ticket 1

General Admission

This ticket was printed on Thu, Jul 11, 2019 @ 02:29 pm

Grounds GRD51, Access 1, Ticket 10

General Admission

Grounds GRD51, Access 1, Ticket 16

General Admission

Grounds GRD51, Access 1, Ticket 21

General Admission

Transferred ^

Claimed by Kelsey Beckenhaupt

Grounds GRD51, Access 1, Ticket 32

General Admission

Grounds GRD51, Access 1, Ticket 33

General Admission

Transferring Single Day Tickets/Parking

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



Transferring Single Day Tickets/Parking

1. Once you are logged into Account Manager, select “*Manage Events*” under the Quick Links at the bottom 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 you wish to transfer tickets for.
Note: If you are transferring weekly tickets, move to page 6 for further instructions.
4. Click “*Next*”.
5. A pop-up screen will appear to verify which tickets you would like to transfer. Select the ticket/tickets you would like to transfer, and click “*Next*”.

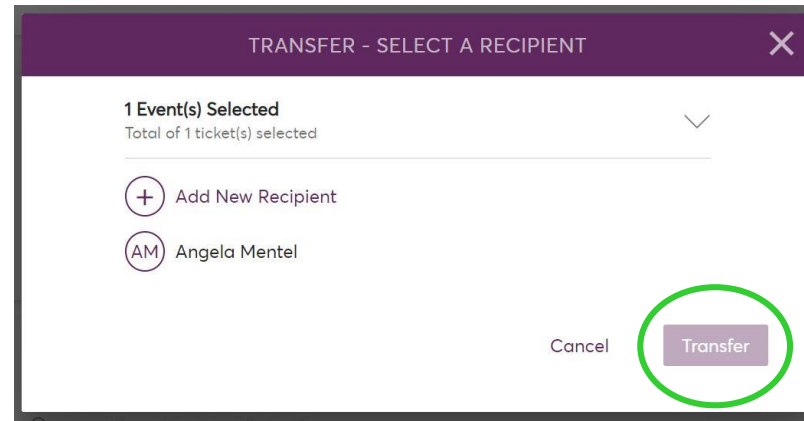
The screenshot illustrates the process of transferring single-day tickets through the Account Manager interface. It is divided into five numbered steps:

- Step 1:** The 'Quick Links' section at the bottom of the dashboard. The 'Manage Events' button, which features a ticket icon, is circled in green.
- Step 2:** The top navigation bar of the 'the ally challenge' event page. The 'Transfer' button is circled in green.
- Step 3:** A list of selected events. The first event, 'The Ally Challenge Thursday Ticket - GROUNDS ONLY', is selected (indicated by a checkmark icon) and circled in green.
- Step 4:** A 'Next' button in the top right corner of the event list, circled in green.
- Step 5:** A pop-up window titled 'TRANSFER - SELECT TICKETS'. It shows the selected event and a list of tickets. The 'Select All (1)' option is checked, and the 'Grounds GRD51, Access, 10' option is also checked. The 'Next' button at the bottom right of the pop-up is circled in green.

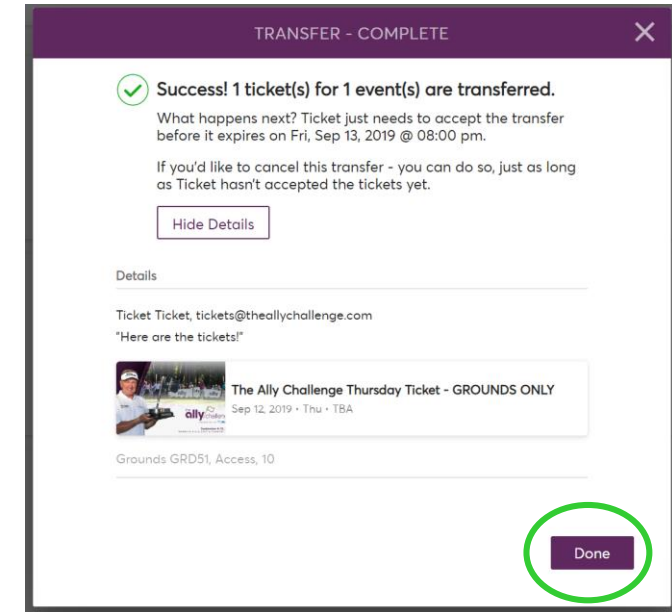
Transferring Single Day Tickets/Parking

6. 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”**.
7. Once your tickets have been transferred, the **Transfer Complete** confirmation window will pop up. Click **“Done”** to return to viewing your tickets.
8. You and your recipient will receive an email confirmation with additional transfer information.
9. 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).
10. 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.

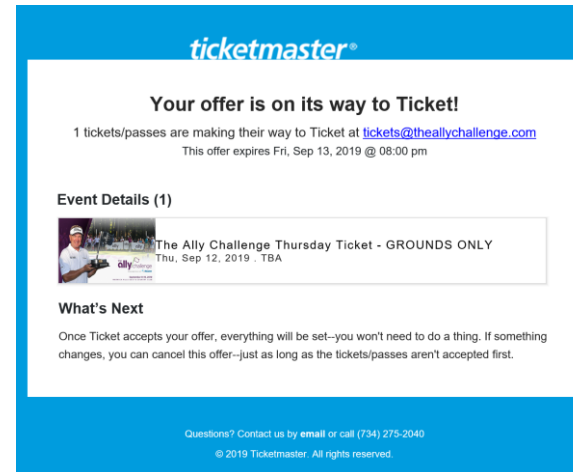
6.



7.



8.



9.

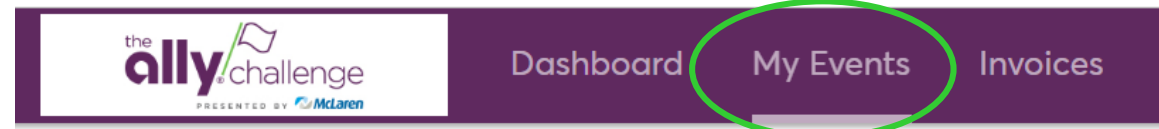
Grounds GRD51, Access 1, Ticket 10
General Admission

Transfer Pending ^

Waiting for Ticket Ticket to claim. Expires Fri, Sep 13, 2019 @ 08:00 pm.

Cancel Transfer

10.



Transferring Single Day Tickets/Parking

11. 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*.

Felicia accepted your offer!

You're all set! Your original tickets/passes are no longer valid since Felicia is the ticket holder now. If you have questions, reach out to customer service at (734) 275-2040.

Event Details (1)

The Ally Challenge Saturday Ticket
Sat, Sep 14, 2019 . TBA

Questions? Contact us by email or call (734) 275-2040

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11.

Dashboard

My Events

Invoices

My Events > Event Details

Event Details

The Ally Challenge Saturday Ticket
Sat • Sep 14, 2019 • TBA
Grand Blanc, MI — The Ally Challenge

Transfer Tickets

Sell Tickets

Print Tickets

Donate Tickets

My Tickets (1)

Grounds GRD51, Access 1, Ticket 10
General Admission
Transferred ^
Claimed by Felicia Adamus

Accepting Tickets

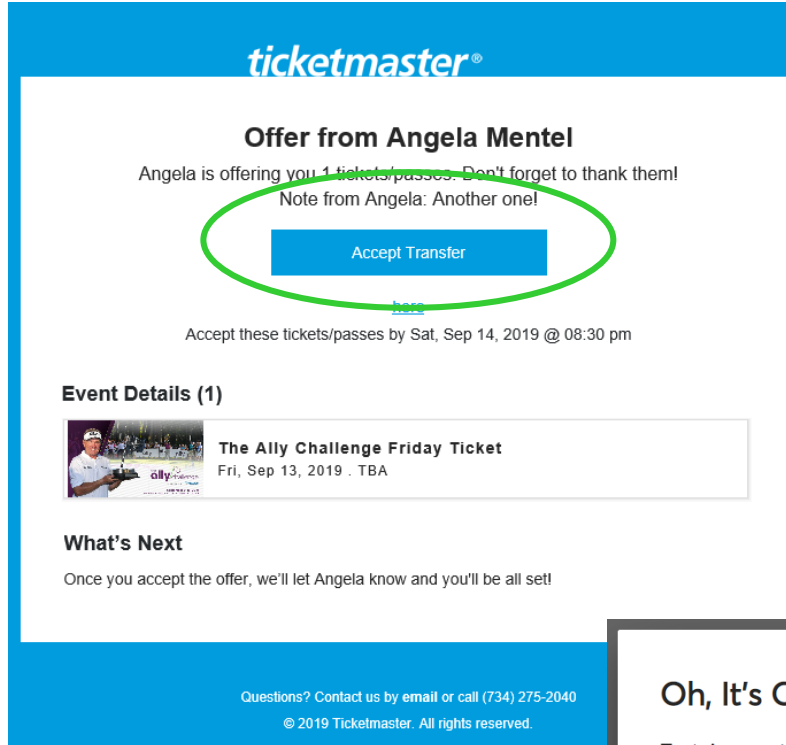
The following slides provide instruction on how to accept tickets on Account Manager.



Accepting Tickets

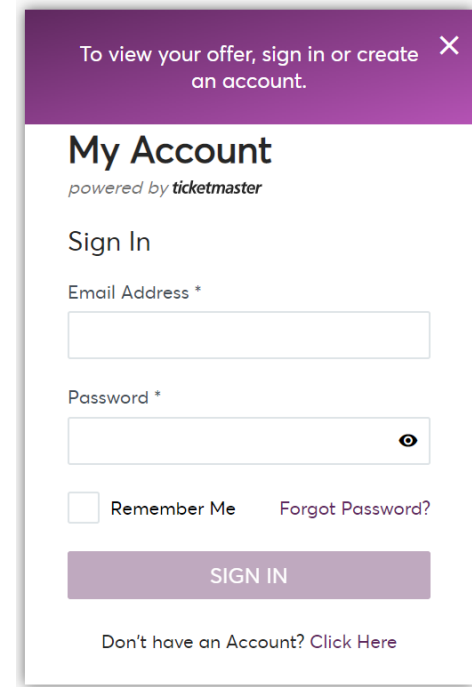
1. Once you transfer tickets, your guest(s) will receive an email with the subject *"Lucky you! You have an offer from (Your Name)"*. This email will notify them of the ticket transfer and what it includes. This gives them the opportunity to accept the transferred tickets.
2. When a recipient chooses to accept the ticket transfer, they are brought to a login page.
3. Once they log in, they will be directed to a page that shows a summary of the transferred tickets.

1.



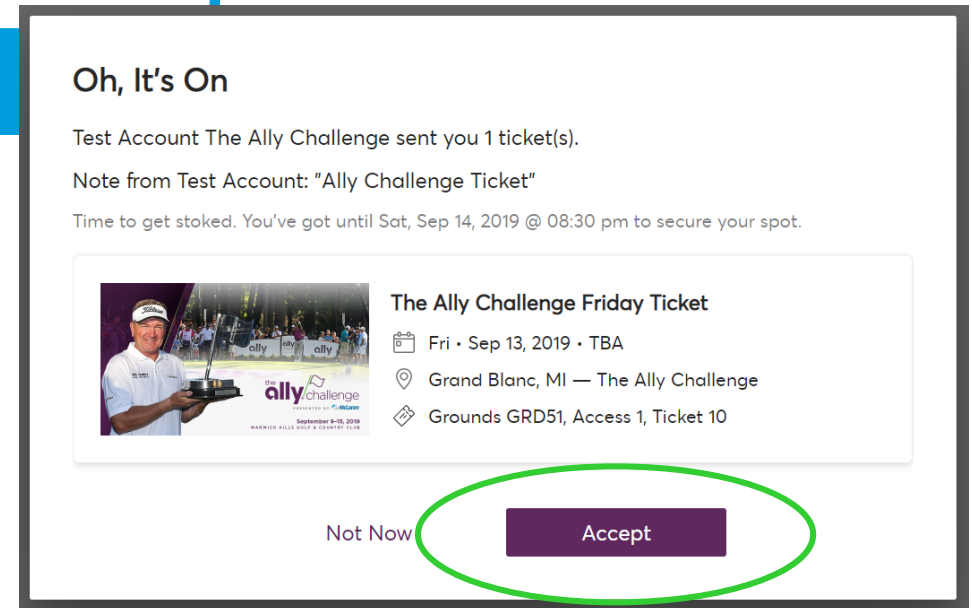
The screenshot shows an email from Ticketmaster with the subject "Offer from Angela Mentel". The body text says "Angela is offering you 1 tickets/passes. Don't forget to thank them!" and "Note from Angela: Another one!". A blue button labeled "Accept Transfer" is circled in green. Below the button is a link "here" and a deadline "Accept these tickets/passes by Sat, Sep 14, 2019 @ 08:30 pm". The "Event Details (1)" section shows "The Ally Challenge Friday Ticket" for "Fri, Sep 13, 2019 . TBA" with a small image of a golfer. The "What's Next" section says "Once you accept the offer, we'll let Angela know and you'll be all set!". At the bottom, it says "Questions? Contact us by email or call (734) 275-2040" and "© 2019 Ticketmaster. All rights reserved."

2.



The screenshot shows the "My Account" login page, powered by Ticketmaster. It has a purple header with the text "To view your offer, sign in or create an account." and a close button. The "Sign In" section includes fields for "Email Address *" and "Password *", a "Remember Me" checkbox, and a "Forgot Password?" link. A purple "SIGN IN" button is at the bottom, along with a link "Don't have an Account? Click Here".

3.



The screenshot shows the "Oh, It's On" page. It says "Test Account The Ally Challenge sent you 1 ticket(s)." and "Note from Test Account: 'Ally Challenge Ticket'". It also says "Time to get stoked. You've got until Sat, Sep 14, 2019 @ 08:30 pm to secure your spot." Below this is a card for "The Ally Challenge Friday Ticket" for "Fri • Sep 13, 2019 • TBA" at "Grand Blanc, MI — The Ally Challenge" for "Grounds GRD51, Access 1, Ticket 10". At the bottom, there are two buttons: "Not Now" and "Accept", with the "Accept" button circled in green.

Accepting Tickets

4. Once logged in, the recipient is able to see a summary of the tickets and manage their delivery method.
5. When a recipient accepts your offer, they will receive an email confirming they have accepted the offer and they will be directed back to the “**My Events**” page in their account.
6. You will also receive an email alert that the recipient has accepted your offer.
7. If you need to recall an accepted ticket, contact the recipient to transfer the ticket back to you.

4.

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

My Events > Event Details

Event Details

Transfer Tickets

Sell Tickets

Print Tickets

Donate Tickets

My Tickets (2)

Grounds GRD51, Access 1, Ticket 1
General Admission

5.

A screenshot of a Ticketmaster confirmation page. At the top is the Ticketmaster logo. Below it, a heading reads "Angela, you accepted Felicia's offer!". A paragraph states: "You accepted 1 tickets/passes from Felicia. To view and access your tickets/passes, select Go To My Events below." A blue button labeled "Go To My Events" is centered. Under the heading "Event Details (1)", there is a small image of a man in a white polo shirt holding a trophy, with the text "ally challenge" below it. To the right of the image, the text reads "The Ally Challenge Saturday Ticket" and "Sat, Sep 14, 2019 . TBA". Below this, a section titled "What's Next" contains the text: "Don't forget! Have your tickets/passes handy before heading to the event. If you have any questions, reach out to customer service at (734) 275-2040." At the very bottom, a blue bar contains the text: "Questions? Contact us by email or call (734) 275-2040" and "© 2019 Ticketmaster. All rights reserved."

6.

Felicia accepted your offer!

You're all set! Your original tickets/passes are no longer valid since Felicia is the ticket holder now. If you have questions, reach out to customer service at (734) 275-2040.

Event Details (1)

The Ally Challenge Saturday Ticket
Sat, Sep 14, 2019 . TBA

Questions? Contact us by [email](#) or call (734) 275-2040

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