MANAGING YOUR TICKETS Ticketmaster Account Manager Guide



The 2025 Farmers Insurance Open is 100% mobile-entry with tickets. The Ticketmaster Account Manager Guide includes step-by-step instructions on how to access your ticket account, transfer tickets, accept tickets, and how to add tickets to your phone's wallet to show at the tournament entrances.

If you have any questions or need further assistance, we're here to help.

Contact us at ticketing@farmersinsuranceopen.com or (858) 886-4653 ext. 105.

See You at Torrey!

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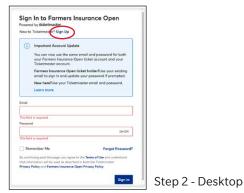
LOGGING INTO TICKETMASTER ACCOUNT MANAGER

1. Click "Manage Tickets" in your ticket confirmation email or visit am.ticketmaster.com/farmersinsuranceopen

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Sign In to Farmers Insurance

2. Sign in or create a Ticketmaster account.



3. Select "Manage Tickets."



Image: Section Sect



4. From here, you can transfer or accept tickets. To save tickets to your phone's mobile wallet, be sure to log into Ticketmaster Account Manager on your phone.

Step 3 - Desktop



Select the tickets you want to transfer

REVIEW AND TRANSP

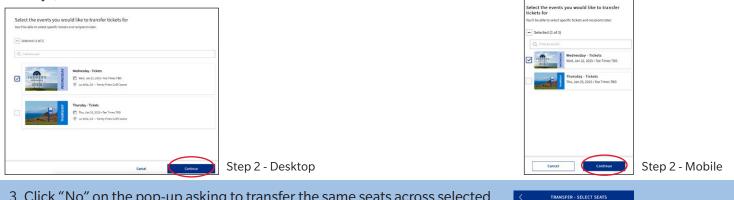
Wednesday - Tickets

TRANSFERRING TICKETS

To transfer or send a ticket(s) for one day of the tournament to an individual recipient, follow the steps below.

1. After logging in, select the "Transfer Ticke	ets" button of the "My Events" page.	≡ •==• ₿	
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My Events		Get Your Tickets Ready For the fastest way in, view and save your tickets to Apple Wallet to beat busy network connections.	
Your phone is your ticket. For the fastest way in, add your ticket to your digital wallet.		O My Listings Q. Find an event	
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	Step 1 - Desktop	View Event Details	Step 1 - Mobile

2. Select the individual days you wish to transfer or click "Select All" to bulk transfer tickets across all available days, and click "Continue."



3. Click "No" on the pop-up asking to transfer the same seats across selected events. In the next pop-up, choose "Select All," or within each day, select the boxes next to the tickets you wish to transfer, and click "Review Transfer."

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4. Select "Add New Recipient," and enter the recipient's first name, last name, and email, then select "Transfer Tickets."

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You are transferring this ticket: To Michae Offer (mediag)enturyclubed org) Add a remage Centlo Ce	I x toket I event Adebe Settion UTRR, Rev GAL, Set 12	Once a recipient is entered, the information is stored in your account for future transfers.	To: Jini Sanith distriputoliganization All interaction J x ticket Vednesday - Tickets Weel, Jan 22, 2025 - Ten Times TID SECTION WITHA Row GA1 Sent S2 2
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TICKETMASTER ACCOUNT MANAGER GUIDE

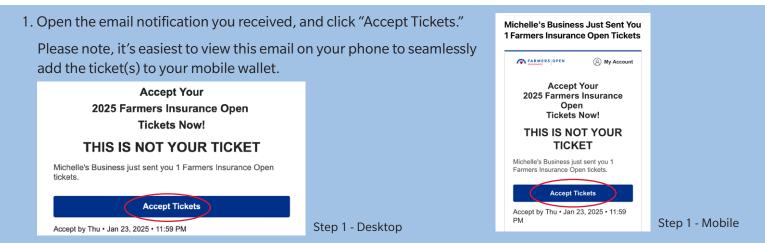


ACCEPTING TICKETS

If someone has transferred tickets to you, follow the instructions below to accept the tickets and add them to your account and phone's mobile wallet.

Note: We recommend not acceptin	ng the ticket(s), if	you are not con	npletely sure	you can attend.	To decline the
ticket(s), contact the sender so the	y can cancel the t	ransfer.		•	

If you do accept, and then need to cancel, it's best to transfer it back or onward to the next guest.



- 2. If you did not receive an email, visit am.ticketmaster.com/farmersinsuranceopen and click "Manage Tickets."
- 3. Sign in or create a Ticketmaster account.



Step 3 - Mobile

4. Accept the ticket transfer offer that ap		
My Events	Transfer Tickets	Vou accepted 1 ticket(s). Show More
MICHELLE'S BUSINESS SENT YOU 1 TICKET(S). Accept the transfer to view ticket(s).	View Details Accept	
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Q Find an event	O My Listings	La Jolla, CA – Tomy Pines Golf Course Get Your Tickets Ready
PERFINITE RS Wednesday - Tickets CPEN Wed, Jan 22, 2025 - Tee Times TBD OPEN Image: Comparison of the times the ti	View Event Details	For the faster any in, view and save your tickets to Apple valite to beat hory network connections. My SafeTix [™]
	Step 4 - Desktop	Step 4 - Mobile

To add them to your phone's wallet:

- Select desired ticket(s), and a SafeTix rotating barcode will display. If you have multiple tickets, swipe side-to-side to see all your barcodes.
- Select "Add to Wallet" for iOS devices or "Save to Phone" for Android devices.

TICKETMASTER ACCOUNT MANAGER GUIDE

ADDING TICKETS/PARKING TO YOUR PHONE'S MOBILE WALLET

The tournament is 100% mobile-entry; printouts of tickets will not be accepted. We recommend adding your parking and tickets to your phone's mobile wallet prior to arriving at the parking lot or course. It is the easiest way to pull them up at entry.

Complete the following steps on your phone:

- 1. Log into Ticketmaster Account Manager by clicking on "Manage Tickets" in your ticket email confirmation, or by visiting am.ticketmaster.com/farmersinsuranceopen, and selecting "Manage Tickets."
- 2. Click "View Event Details."

At the Gates:

• Note: screenshots will not be accepted.

3. Select desired ticket(s), and a SafeTix rotating barcode will display. If you have multiple tickets, swipe side-to-side to see all your barcodes.

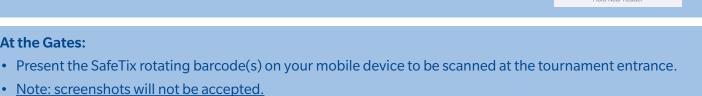
4. Select "Add to Wallet" for iOS devices or "Save to Phone" for Android devices.

5. If the message, "Ticketmaster event pass will be automatically selected where

When the ticket is in your wallet, it will look like the screenshot on the right.

the pass is requested," appears, click "Automatically Select."

- If you have an upgraded ticket, you will present your phone again to enter the respective venue for your ticket:
 - Torrey Pines Suites, Skyboxes, Cabanas, Canyon Club, and the ULTRA Zone.





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FARMERS OPEN

FREQUENTLY ASKED QUESTIONS

What is Ticketmaster Account Manager?

Account Manager is part of the Ticketmaster family. Since fans to the Farmers Insurance Open can have tickets to multiple days of the tournament, Account Manager allows for ticket coordination across the four-day tournament. It is used commonly in sports.

Why don't my tickets show up in my Ticketmaster account?

Because we are using Ticketmaster Account Manager, make sure you log into that account. You can log in by clicking "Manage Tickets" in the ticket email confirmation or by visiting am.ticketmaster.com/farmersinsuranceopen and selecting "Manage Tickets."

Does the person I'm transferring tickets to need a Ticketmaster Account Manager account?

Yes. When they click the "Accept Tickets" button in the email they receive, they will be prompted to either set up an account or log in to their existing account.

How will I know my ticket transfer was received?

You will see a confirmation notice on your screen after clicking "Transfer." As well, you'll receive an email notification that the tickets were sent. Once your friend accepts, you'll receive a second email notifying you.

What happens if my family or friend doesn't have a smart phone?

It is important that you still send them the ticket transfer offer to their preferred email address. As long as this step is taken, we can track the activity on the back-end and help them out. Prior to the event, they may reach out to us at ticketing@farmersinsuranceopen.com for assistance. If they prefer to wait, we can assist them on the day-of at our on-site ticket service locations at the Glider and East Entrances. Please note, there may be a wait.

What if I find out one of my friends cannot attend?

We recommend they not accept the ticket unless they are sure they can attend, but if they do need to cancel have them transfer the ticket back or onward to the next guest.

Will my ticket recipients also be able to transfer their tickets?

Yes, anyone can transfer tickets. Once a ticket or parking pass has been accepted, the ownership transfers from your account to their account.

Can I have multiple tickets on the same phone?

Yes, but it's simplest to transfer tickets to each attendee to streamline the entry process at the gates.

What happens if I have questions or my ticket recipients have questions about their tickets?

Ask us! We're here to help. Contact us at ticketing@farmersinsuranceopen.com or (858) 886-4653 ext. 105.