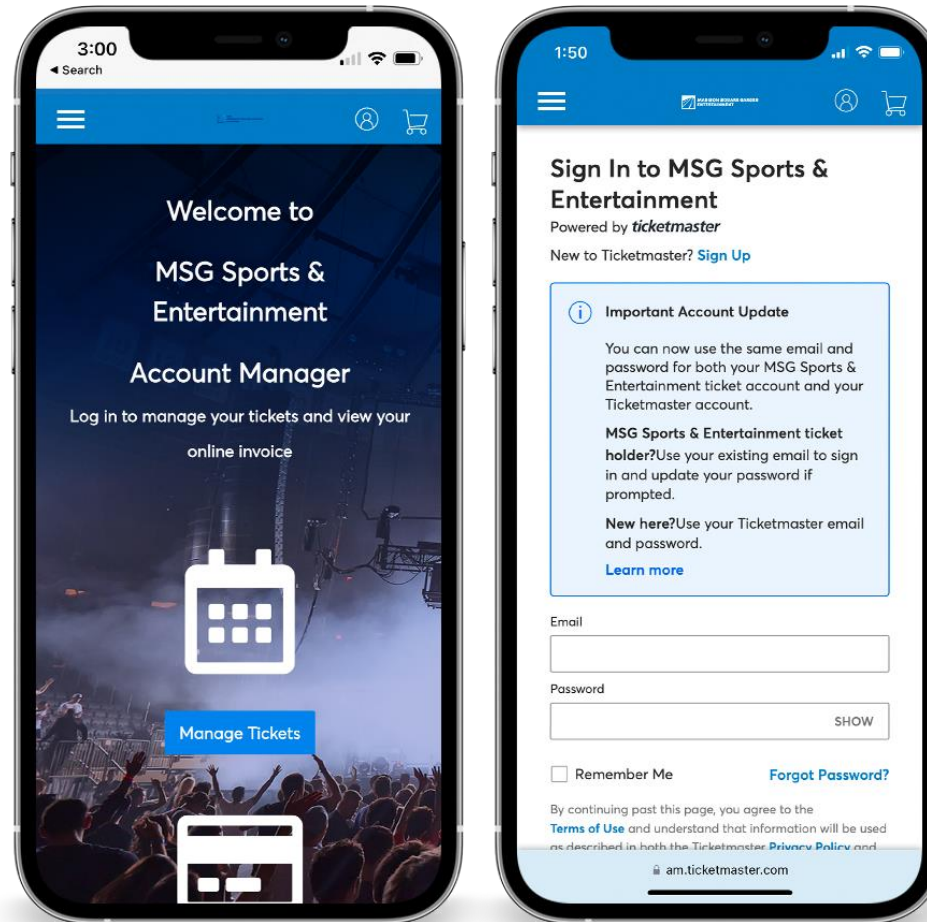


Mobile Ticket Tutorial Deck



MADISON SQUARE GARDEN
ENTERTAINMENT

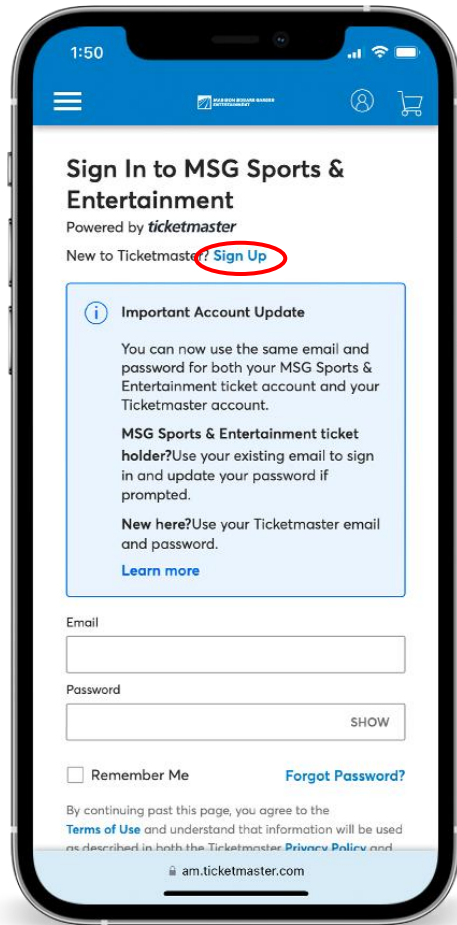
HOW TO ACCESS YOUR TICKETS



STEP 1

Go to www.msg.com/managetickets and select the **My Account** icon on the top right. If this is your first time using Account Manager with the email address you provided for this event, select **Sign Up** next to “New to Ticketmaster?” If you have used Account Manager with this email address before, select **Sign In**. **If you forgot your password, click **Forgot Password** to reset it.

SIGN UP



***STEP 1**

Click **Sign Up** in the upper right hand of the screen.

A screenshot of a web browser showing the 'Create a Ticketmaster Account' page. The page is titled 'Create a Ticketmaster Account' and is powered by 'ticketmaster'. It asks the user to 'Create a Ticketmaster account. Already have an account? Sign In'. The form includes fields for 'Email', 'Password' (with a 'SHOW' button), 'First Name', 'Last Name', 'Country of Residence' (a dropdown menu showing 'United States'), and 'Zip/Postal Code'. There is a checkbox for 'Keep me posted about Madison Square Garden news!'. Below the form, there is a disclaimer: 'By continuing past this page, you agree to the Terms of Use and understand that information will be used as described in both the Ticketmaster Privacy Policy and MSG Sports & Entertainment Privacy Policy'. A blue 'Next' button is at the bottom right.

***STEP 2**

Enter the email address you provided to receive tickets for this event, set a password, and enter your first name, last name, and zip code. **Click Next.**

VERIFY YOUR EMAIL AND PHONE NUMBER

Powered by *ticketmaster*

To keep your accounts secure, we need to verify both your email and phone. Visit our [Help Center](#) if you need assistance.

 **Add & Verify Your Phone Number** REQUIRED

To verify your phone number, we'll send you a one-time code.

Add My Phone

 **Verify your email** REQUIRED

To verify your email, we'll send you a one-time code.

Verify My Email

Cancel

***STEP 3**

For added security, you will have to verify your information by both **email** and **phone number**. Once entering both email and cell phone number, you receive one-time codes via both email and SMS text. Enter the codes and click **Done** to confirm the account.

Terms of Use

Ticketmaster

24-25 MSG Terms & Conditions

Last Updated: August 02, 2022

The following are the terms of use ("Terms") that govern your use of the Account Manager website (the "Site"), which features advanced ticketing transaction technologies and services (collectively referred to as "Advanced Services"). Some of the Advanced Services are provided by MSG Sports & Entertainment, and some of the Advanced Services are provided by Ticketmaster ("us" or "we"). Our [Privacy Policy](#) and any other policies, rules or guidelines that may be applicable to particular offers or features on the Site are also incorporated into these Terms. These Terms shall constitute a valid, binding and enforceable legal agreement among you, MSG Sports & Entertainment and us. There shall be no oral or implied agreement between you and us, you and MSG Sports & Entertainment, or you, us and MSG Sports & Entertainment, that shall be binding or enforceable. By visiting or using the Site, you expressly agree to these Terms, as may be updated from time to time.

We may make changes to these Terms at any time. Any changes we make will be effective immediately when we post a revised version of these Terms on the Site. The "Last Updated" date above will tell you when these Terms were last revised. By continuing to use this Site after that date, you agree to the changes.

COVID-19 WARNING:

An inherent risk of exposure to COVID-19 exists in any place where people gather. COVID-19 is an extremely contagious disease that can lead to severe illness and death. You assume all risks

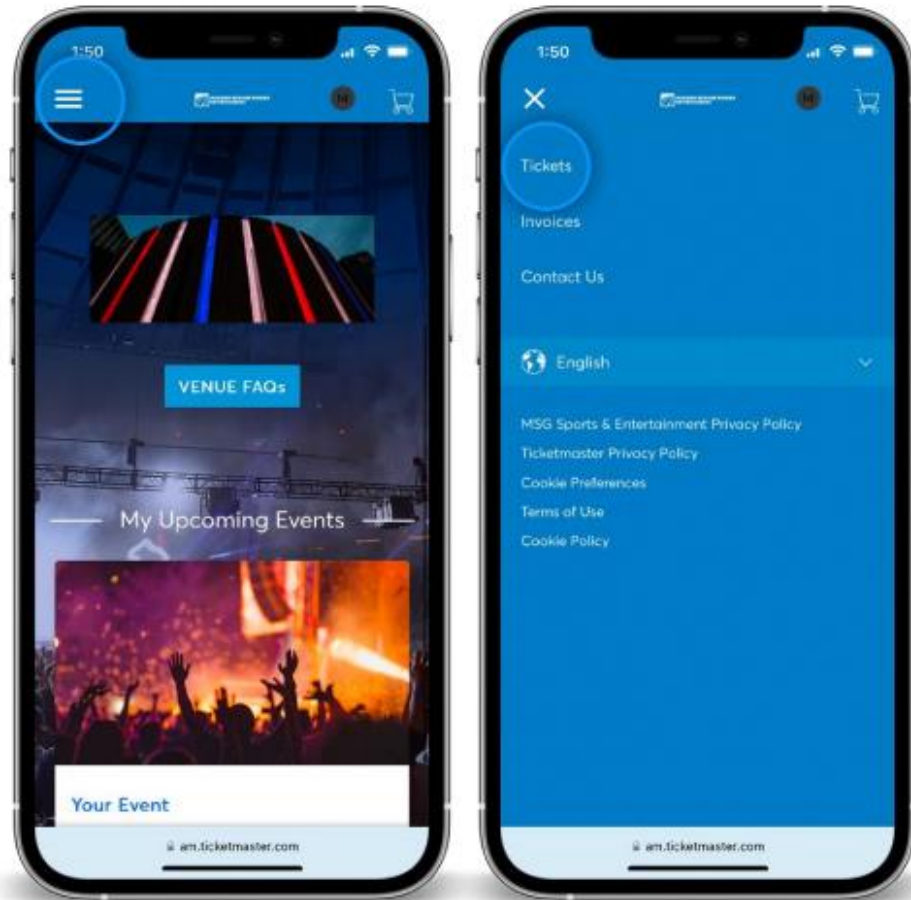
Disagree

Agree

***STEP 4**

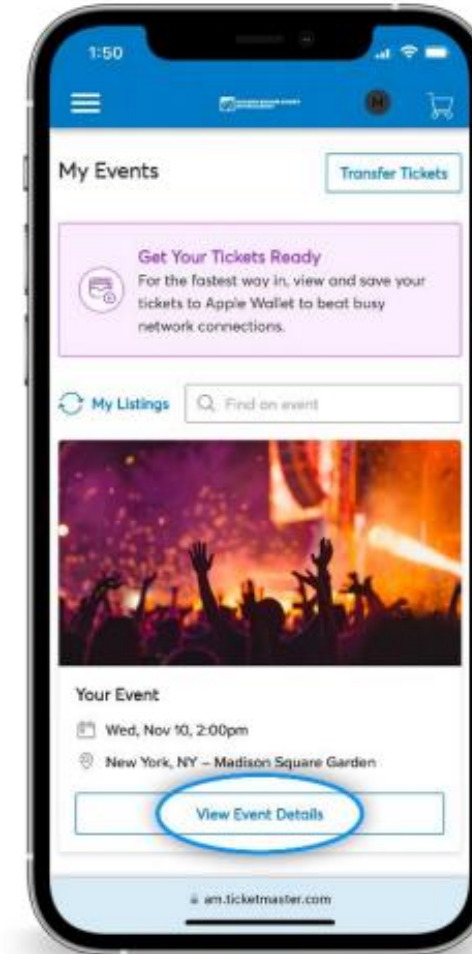
Terms of use will then appear. Read through and scroll all the way to the bottom for both the Ticketmaster and 24-25 MSG Terms & Conditions tabs, and click **Agree**. Your account has now been created and tickets on your account will be available.

ACCESS TICKETS



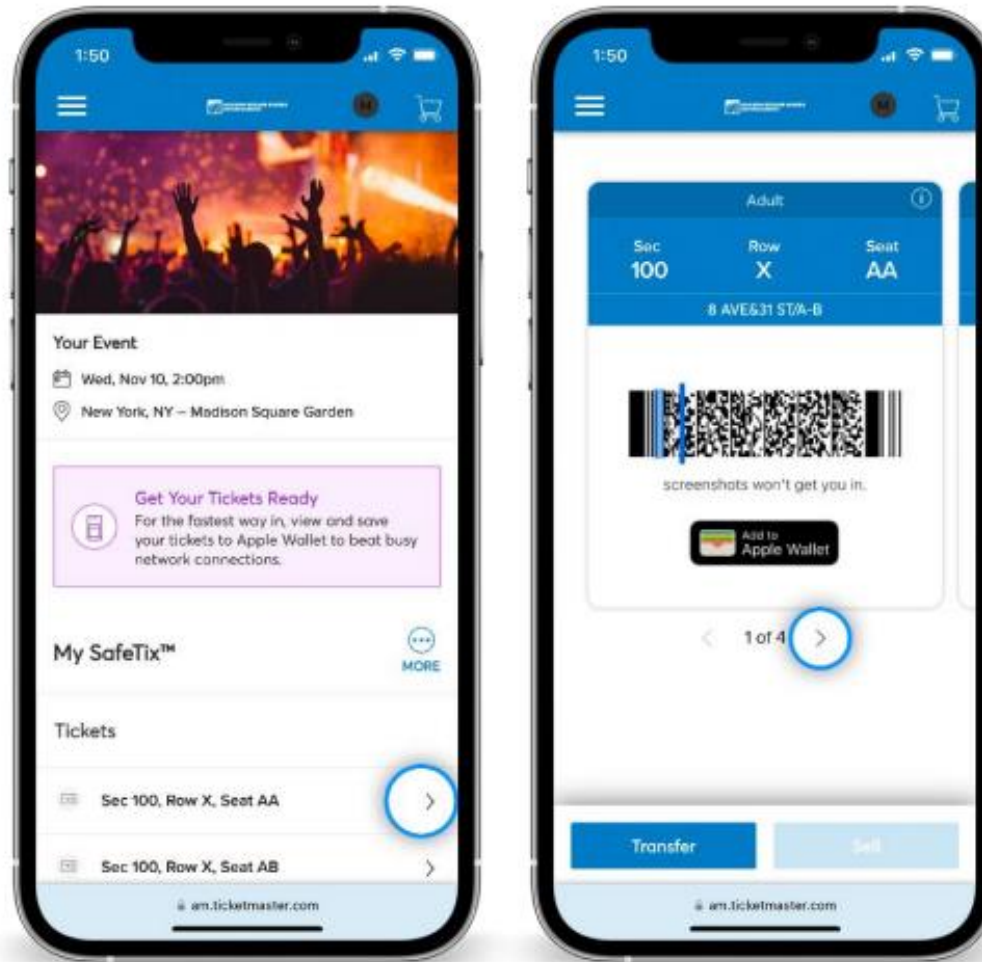
STEP 1

Select the Menu bars on the top left, then select **Tickets**.



STEP 2

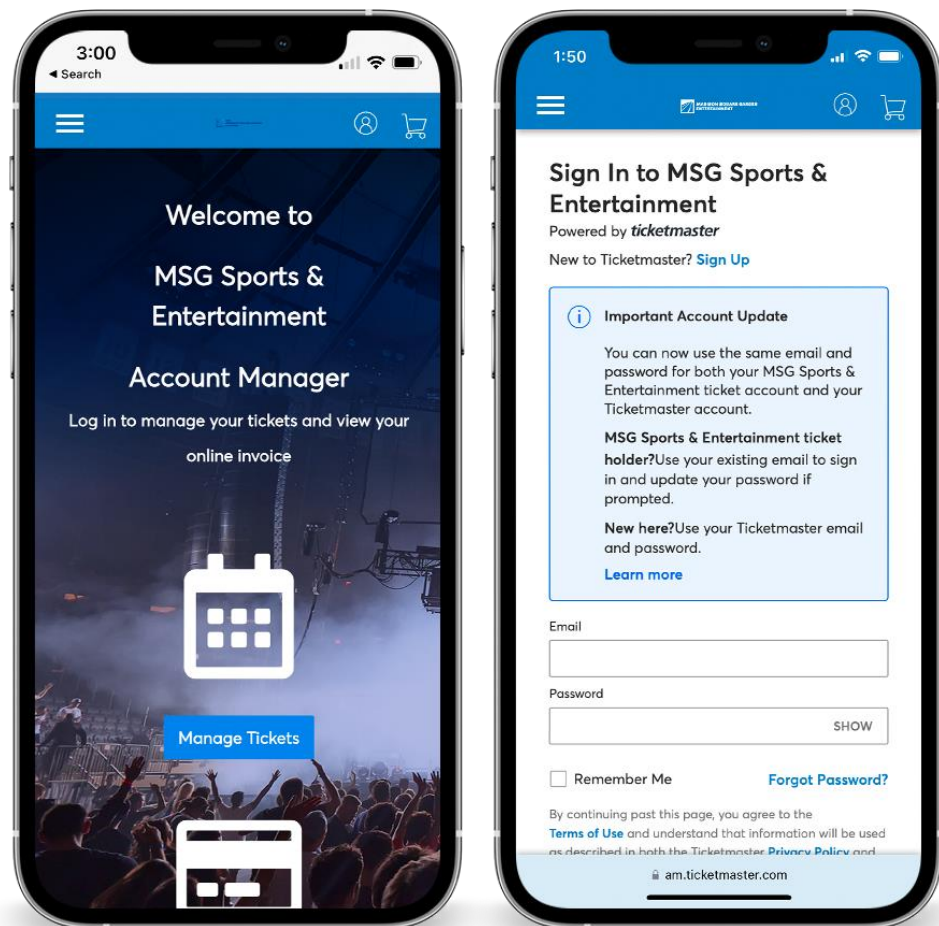
Under **My Events**, select View **Event Details** for the event you're attending.



STEP 3

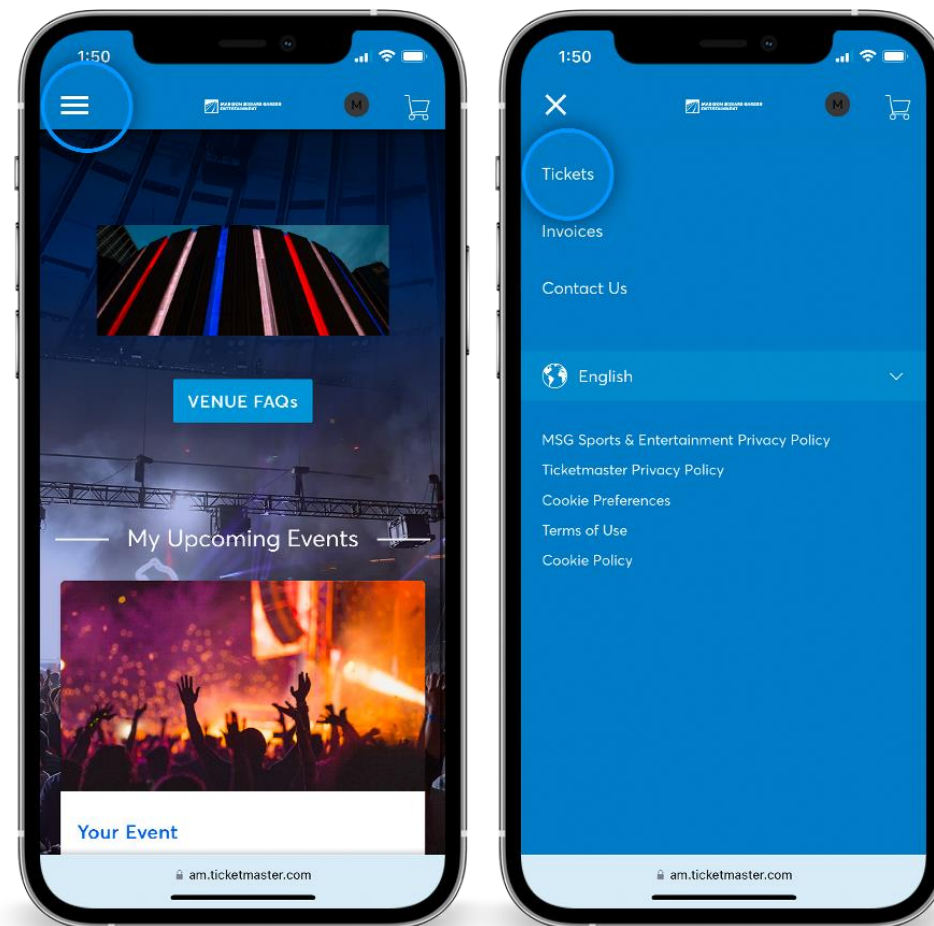
Select your ticket(s). This will generate the mobile ticket and barcode you will need to enter the venue. Additional tickets in your order can be viewed by swiping right. We strongly encourage you to add your tickets to your mobile wallet before you arrive.

HOW TO TRANSFER TICKETS



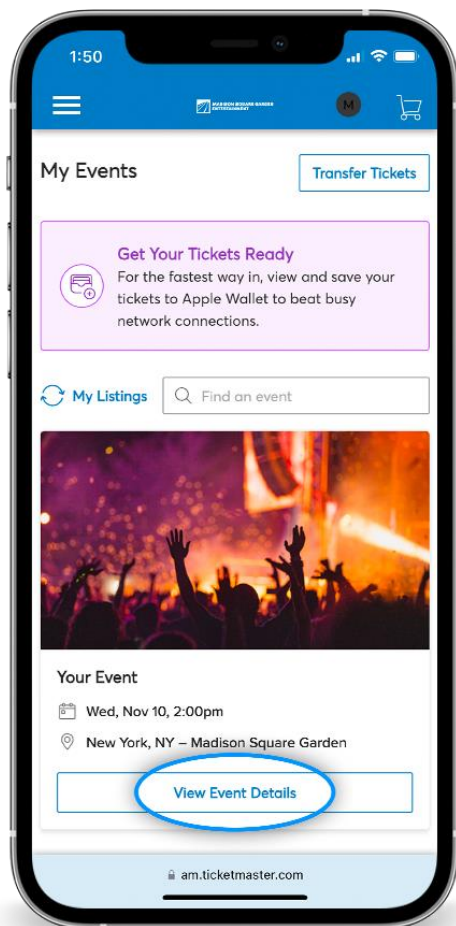
STEP 1

Go to www.msg.com/managetickets and select the **My Account** icon on the top right. Log in with the email address you used to purchase your tickets for this event, then select **Sign In**. If you don't recall your password, click **Forgot Password** to reset it.



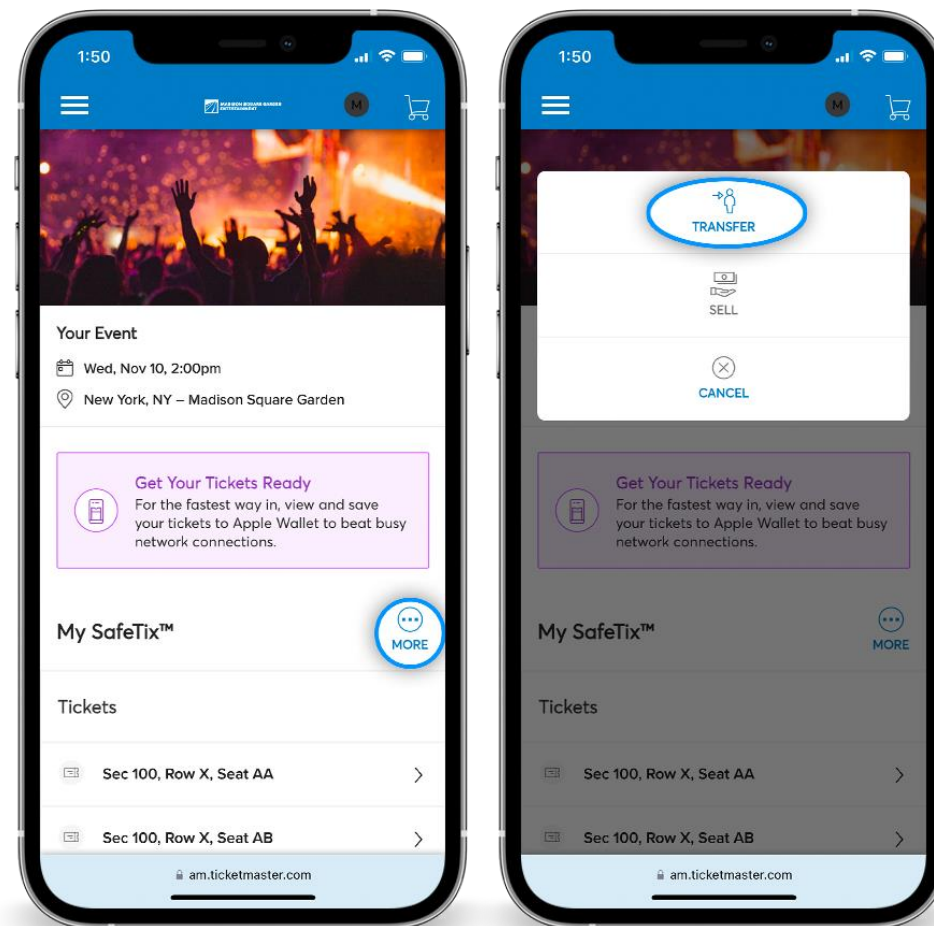
STEP 2

Select the Menu bars on the top left, then select **Tickets**.



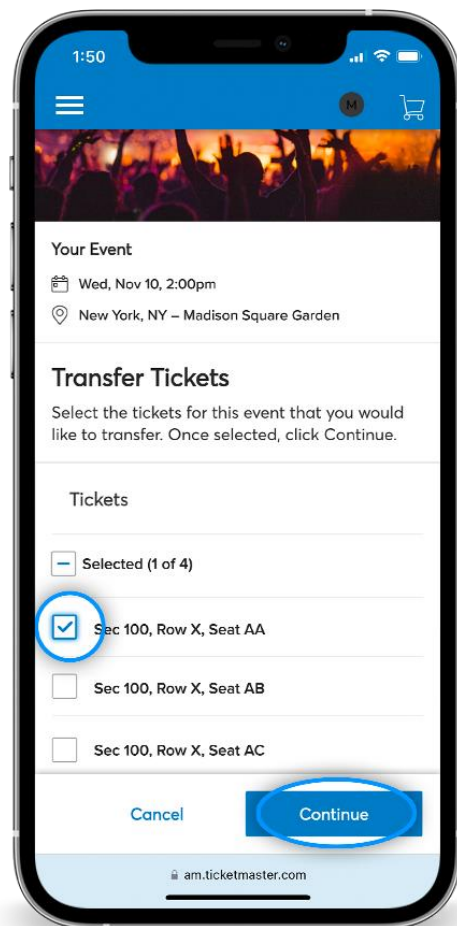
STEP 3

Under **My Events**, select **View Event Details** for the event you're attending.



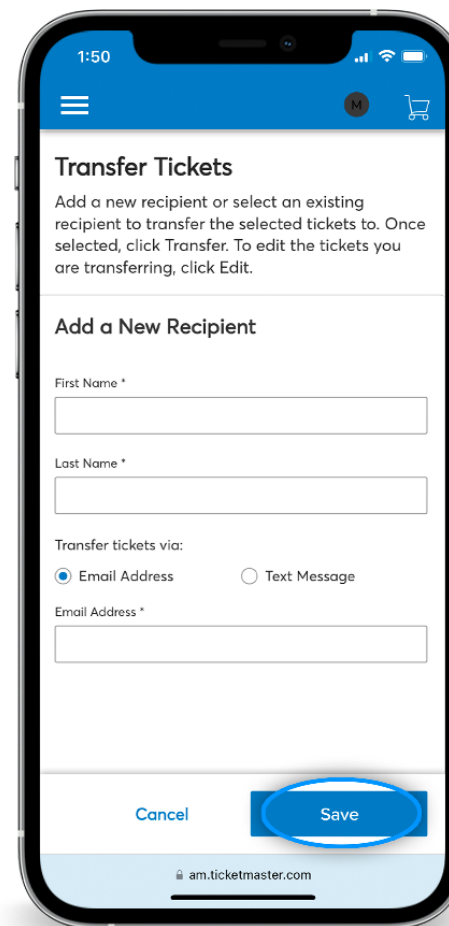
STEP 4

Select **More**, then Select **Transfer**.



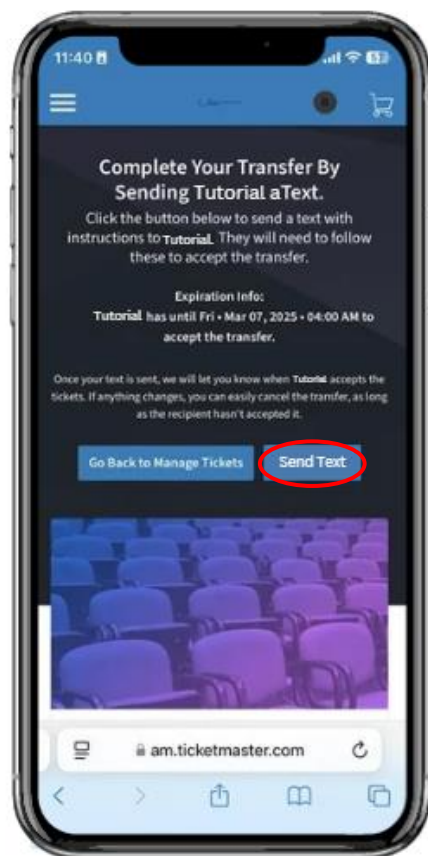
STEP 5

Select the ticket(s) you would like to transfer, then select **Continue**.



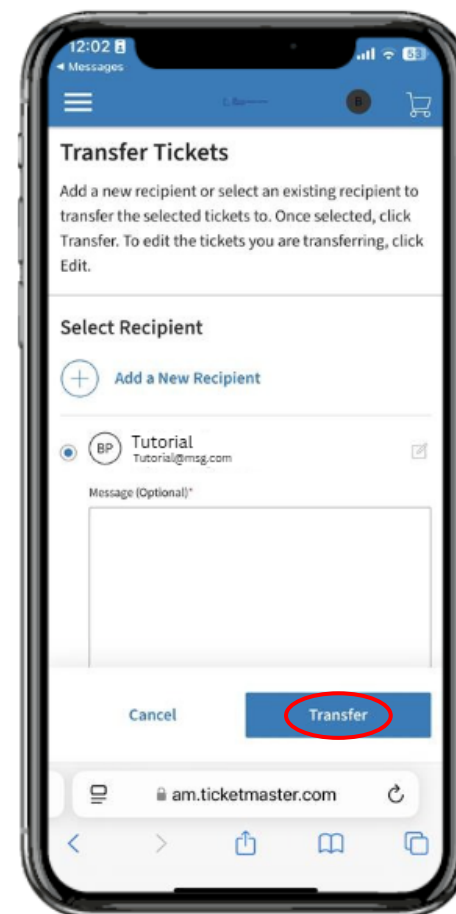
STEP 6

Enter the recipient's first name, last name and email address or phone number associated with their Ticketmaster account. Then select **Save**.



TEXT:

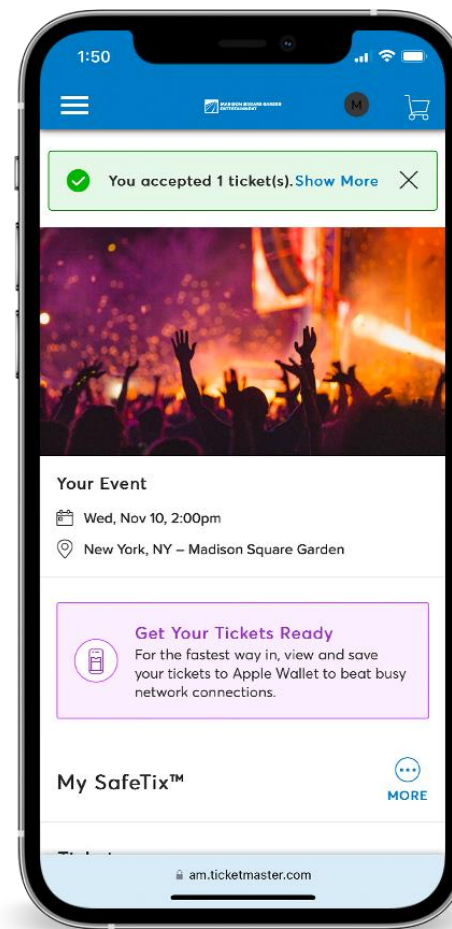
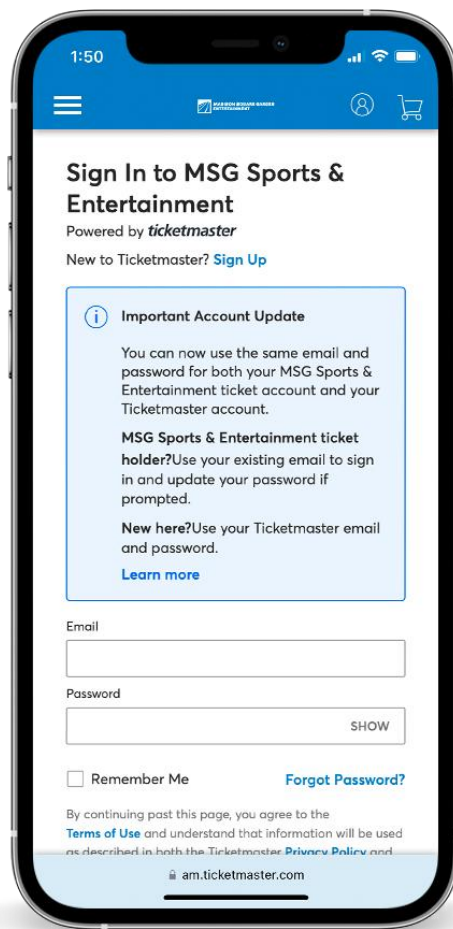
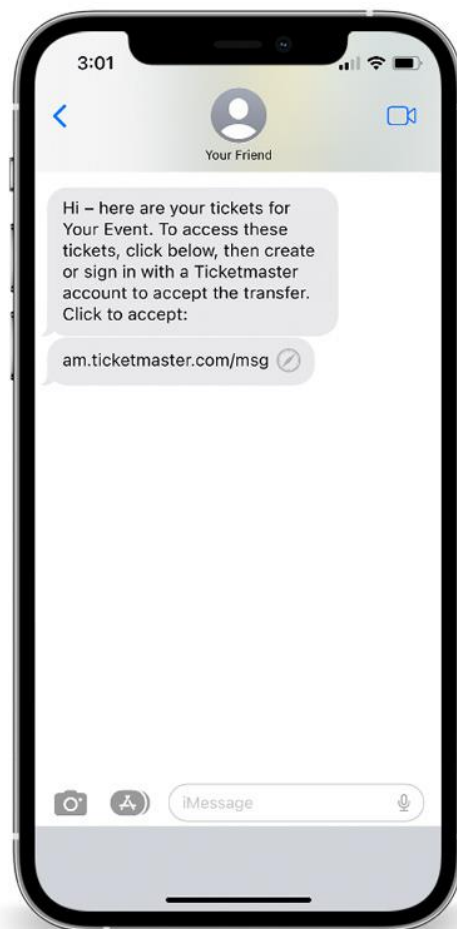
For tickets being sent to a phone number: Click **Send Text** to finalize the process and SMS out the ticket(s) to the recipient.



EMAIL:

For tickets being sent to an email address: Click **Transfer** to finalize the process and email out the ticket(s) to the recipient.

ACCEPTING TICKETS VIA SMS TEXT

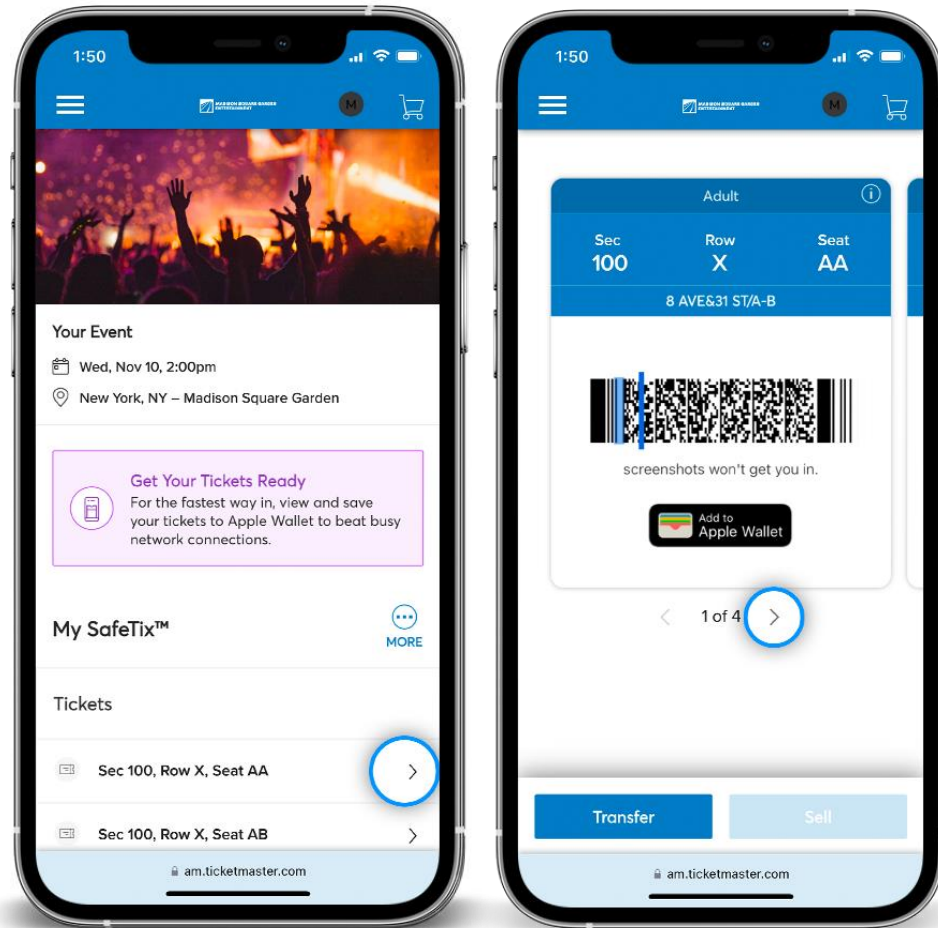


STEP 1

In the text transfer notification, click on the link to connect to the **MSG Sports & Entertainment Account Manager**. If the transfer was sent to an email, please make sure to log in to the account associated with that email address. If you don't already have an account, create a new one here.

STEP 2

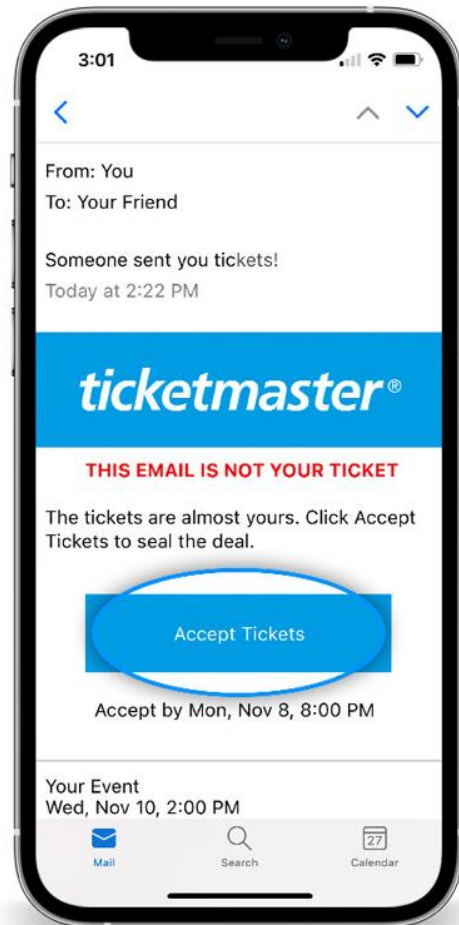
Your event will appear in your **MSG Sports & Entertainment Account Manager** dashboard.



STEP 3

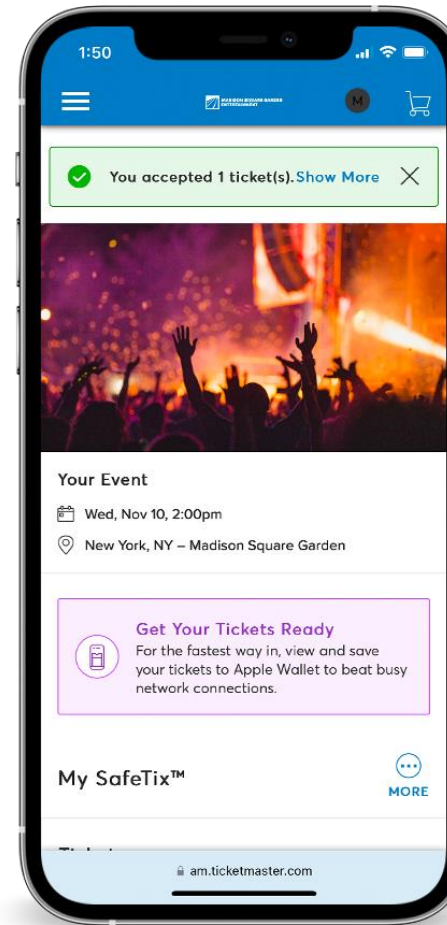
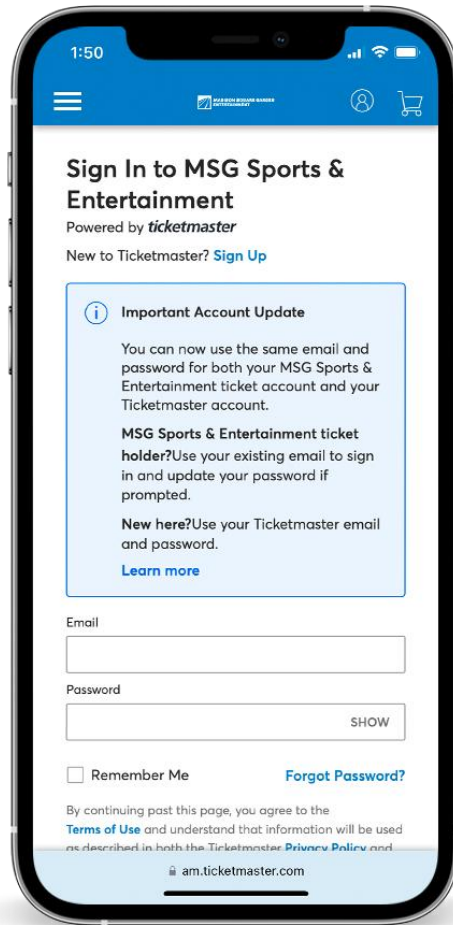
Select your ticket(s). This will generate the mobile ticket and barcode you will need to enter the venue. Additional tickets in your order can be viewed by swiping right. We strongly encourage you to add your tickets to your mobile wallet before you arrive.

ACCEPTING TICKETS VIA EMAIL



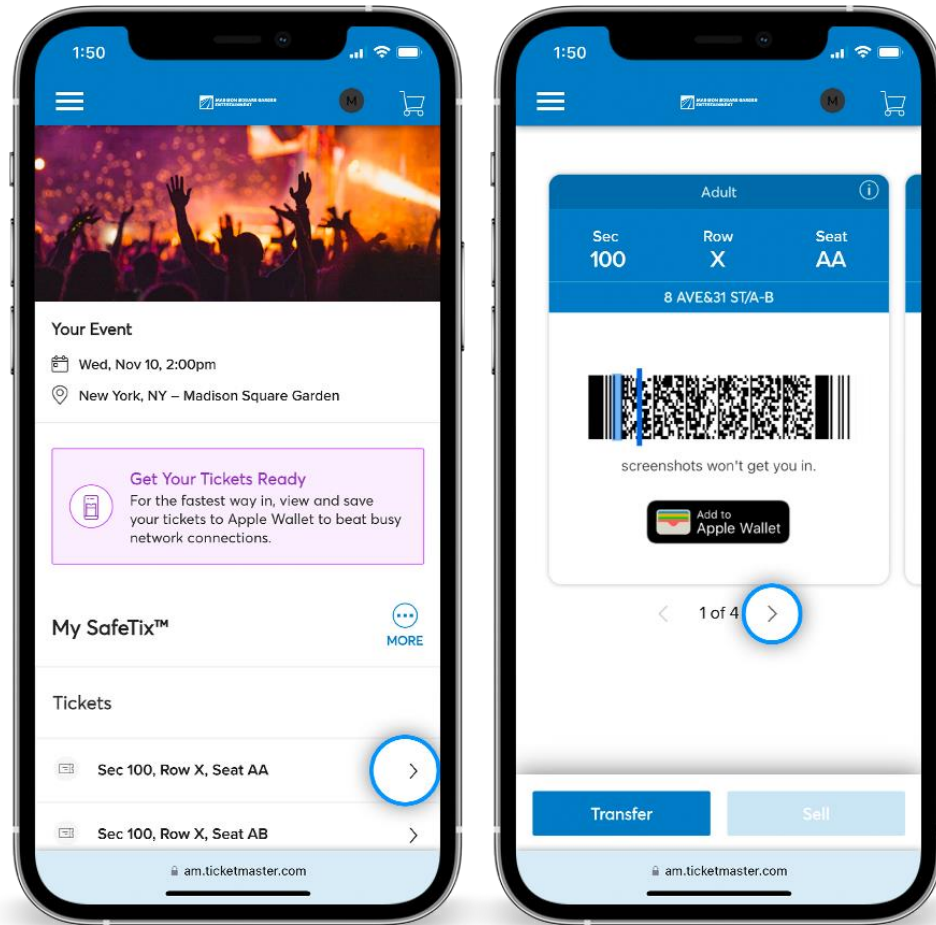
STEP 1

In the email notification regarding your transfer, select Accept Tickets. Please be sure to log in to the account associated with the email address the tickets were transferred to. If you don't already have an account, create a new one here.



STEP 2

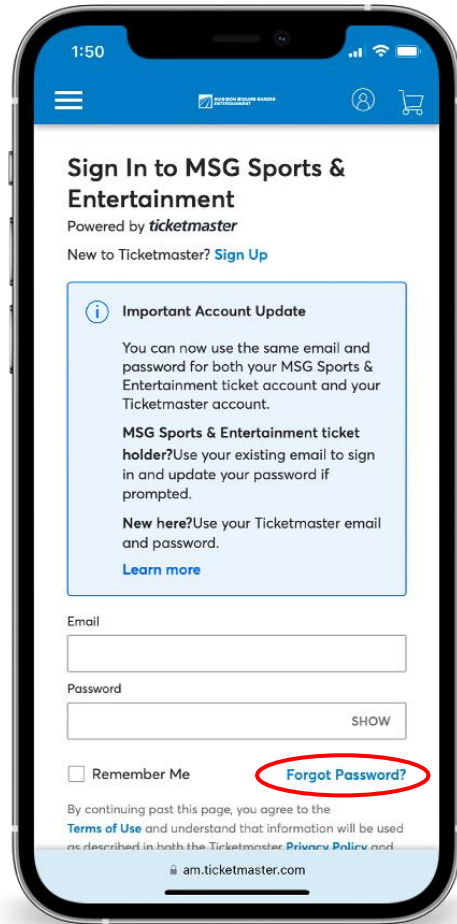
Your event will appear in your **MSG Sports & Entertainment Account Manager** dashboard.



STEP 3

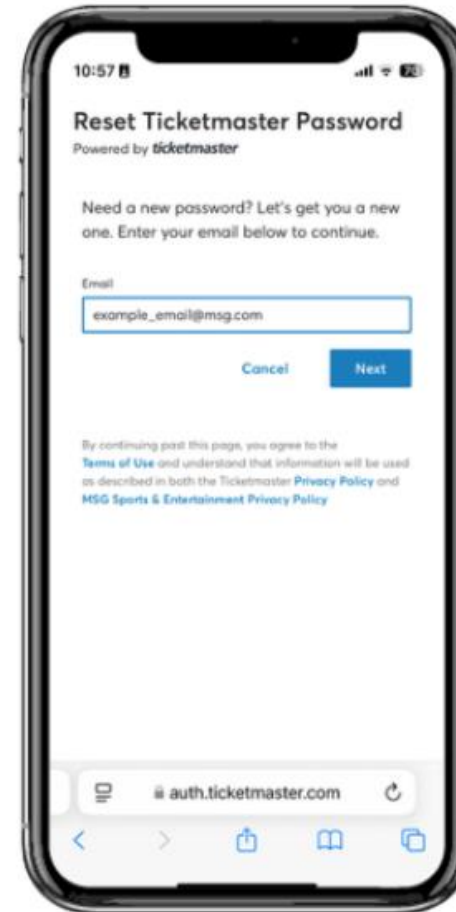
Select your ticket(s). This will generate the mobile ticket and barcode you will need to enter the venue. Additional tickets in your order can be viewed by swiping right. We strongly encourage you to add your tickets to your mobile wallet before you arrive.

FORGOT PASSWORD



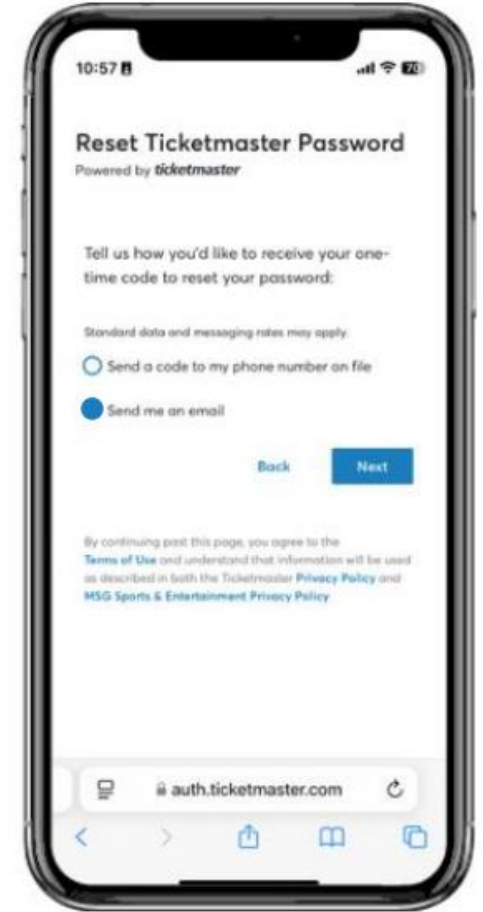
**STEP 1

Click **Forgot Password** in the lower right hand of the screen.



**STEP 2

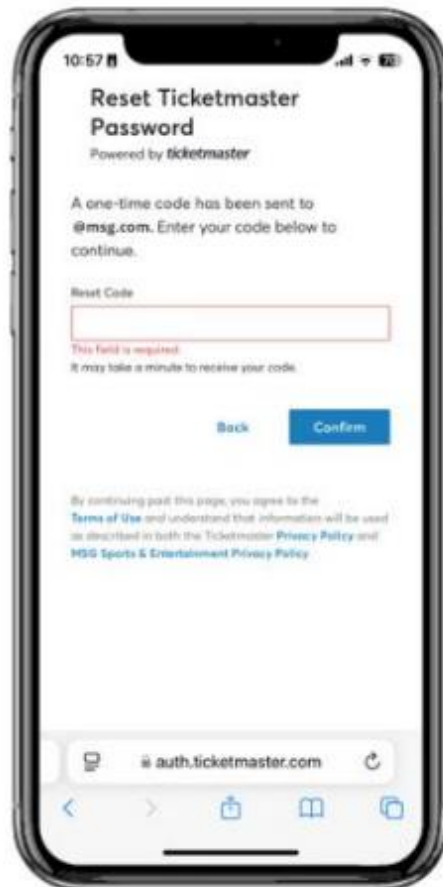
Enter in the email address provided to receive tickets and click **Next**, then select **Send Me an Email**.





****STEP 3**

Check inbox for an email from Ticketmaster, and enter the provided reset code into the text box, then select **Confirm**.



****STEP 4**

Create a new and secure password for your account.

