

# The Genesee Theatre has transitioned to Ticketmaster Account Manager. This new site will enhance the Uline employee ticketing experience by providing greater flexibility to purchase and manage tickets.

1. Access Account Manager through UlineNet → Employee Ticket Offers → Genesee Theatre

You can also access it through your own personal device by going to this link:

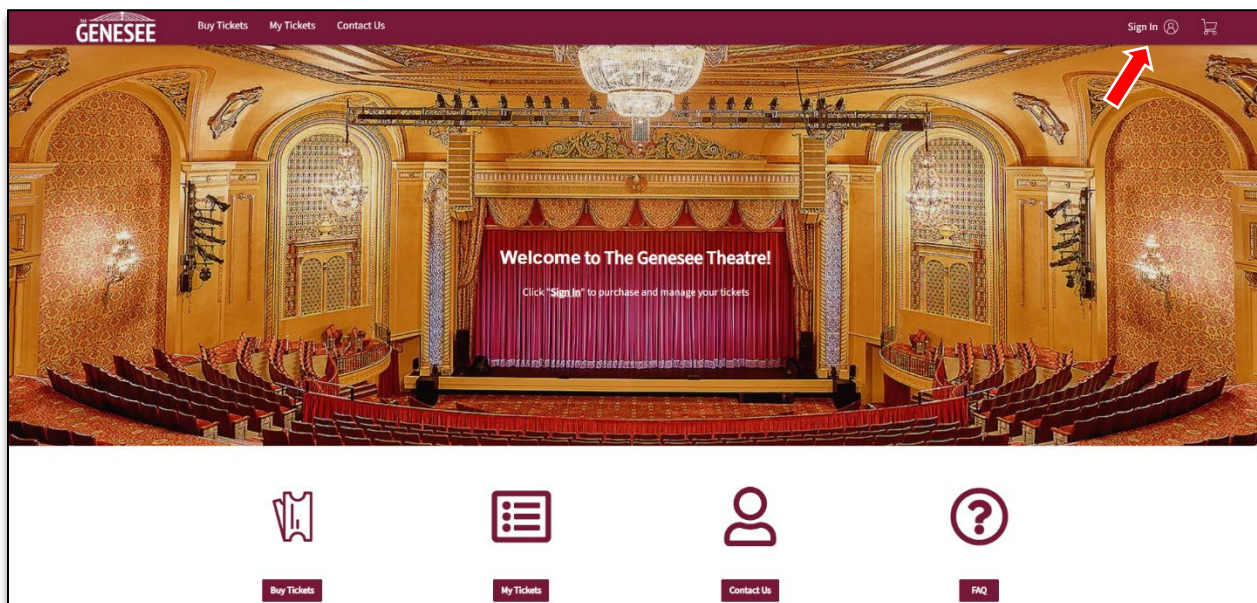
<https://am.ticketmaster.com/genesee/>

Sign in by clicking 'Sign In' in the upper right-hand corner.

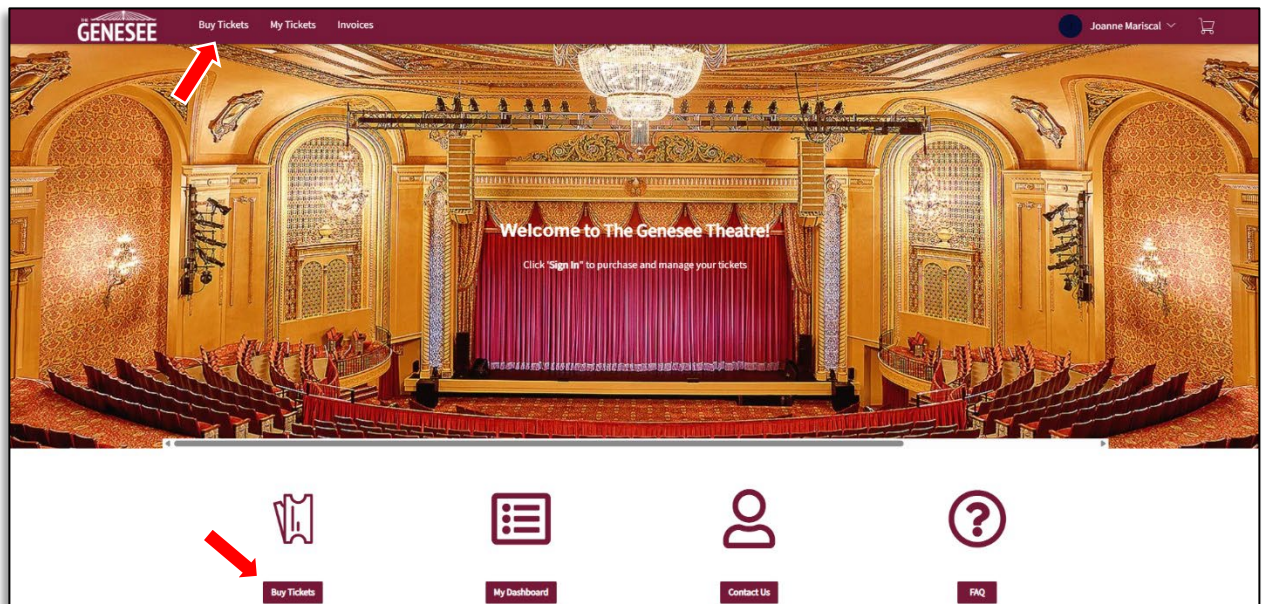
**For Existing Ticketmaster Account Holders:** Sign in with your existing Ticketmaster username and password.

**For First-Time Ticketmaster Users:** If you do not have a Ticketmaster account, you will be prompted to create one.

FAQ Link: <https://www.geneseetheatre.com/ticket-info/account-manager-how-to/>

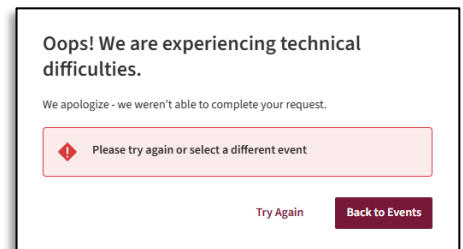
A screenshot of the 'SIGN IN OR CREATE ACCOUNT WITH GENESEE THEATRE' form. The form is titled 'SIGN IN OR CREATE ACCOUNT WITH GENESEE THEATRE' and is powered by Ticketmaster. It includes a message: 'If you don't have an account you will be prompted to create one.' Below this is an 'Important Account Update' section with a red 'i' icon. The text in this section states: 'You can now use the same email and password for both your Genesee Theatre ticket account and your Ticketmaster account. Genesee Theatre ticket holder? Use your existing email to sign in and update your password if prompted. New here? Use your Ticketmaster email and password. Learn more.' There is an 'Email Address' input field and a 'Continue' button. At the bottom, 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 Genesee Theatre Privacy Policy. As set forth in our Privacy Policy, we may use your'.A screenshot of the 'CREATE A TICKETMASTER ACCOUNT' form. The form is titled 'CREATE A TICKETMASTER ACCOUNT' and is powered by Ticketmaster. It includes a pre-filled email address: 'Joanne.giraldouline.com'. There is a 'Password' input field with a toggle for visibility. Below this are input fields for 'First Name' and 'Last Name'. There is a 'Country of Residence' dropdown menu set to 'United States' and a 'Zip/Postal Code' input field. There is a checkbox for 'Keep me posted about Genesee Theatre news!'. There are 'Next' and 'Back' buttons. At the bottom, 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 Genesee Theatre Privacy Policy. As set forth in our Privacy Policy, we may use your information for email marketing, including promotions and updates on our own or third-party products. You can opt out'.

2. After your initial login, please review the 'My Profile' tab to confirm your information is up to date and correct accordingly. ('My Profile' can be found under your name in the upper right-hand corner.)
3. To purchase tickets, go to 'Buy Tickets' located in the top Menu or the bottom page icons. The 'Buy Tickets' on the top Menu may only be visible after you sign in.

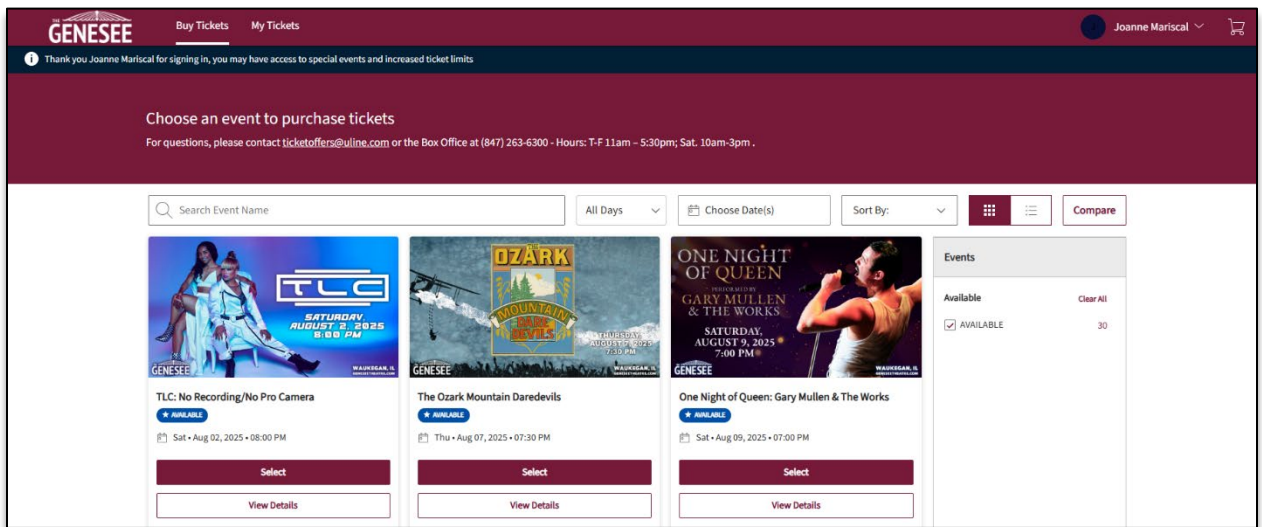


If you get the following error message, you can try either of the following:

- ✓ Click 'Try Again'
- ✓ Refresh the page
- ✓ Clear your cookies and cache
- ✓ Delete your browsing history

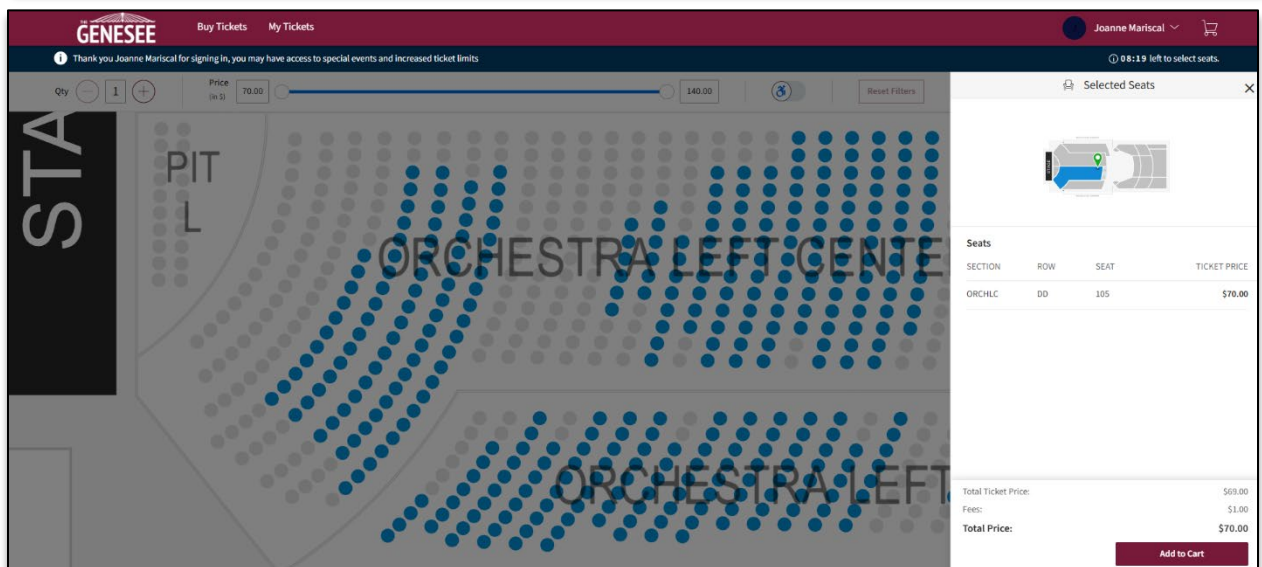
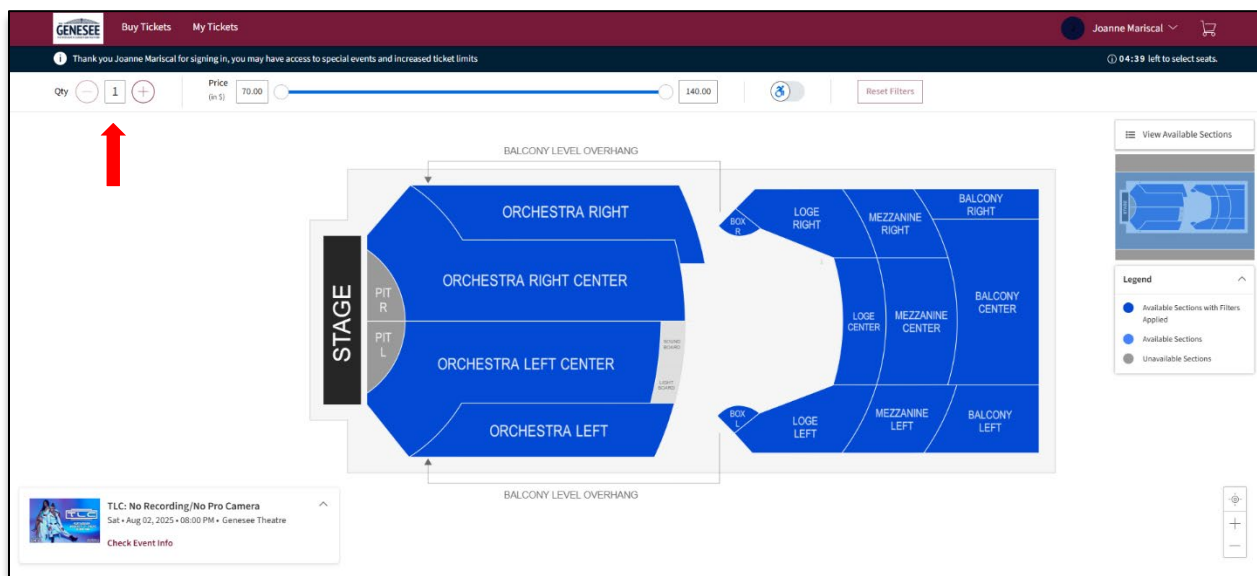


4. Select the Event you would like to view or purchase tickets for.



##### 5. Select your seats and 'Add to Cart'.

In the upper left-hand corner, you can modify the number of seats you select at a time. The default is set at one seat; therefore, if left as is, you will need to add each individual seat to your cart at a time.





**NEW: There is a \$1 fee per ticket on all purchases. The \$1 fee will also be applied to Box Office purchases. You cannot bypass this fee.**

6. When ready to check out, click on the cart icon at the top right corner of the page.

7. Review your order and click 'Checkout'

The screenshot shows a 'Shopping Cart' page with a maroon header. Below the header, there's a table with columns: Item Details, Seat Details, Ticket Info, and Item Price. The table contains one item: 'TLC: No Recording/No Pro Camera' for \$70.00. Below the table, there's a section for 'Cost of Seats' (\$60.00) and 'Fees' (\$1.00), totaling \$70.00. At the bottom, there's a 'Total' of \$70.00 and two buttons: 'Continue Shopping' and 'Checkout'.

Item Details	Seat Details	Ticket Info	Item Price
TLC: No Recording/No Pro Camera Sat • Aug 02, 2025 • 8:00 PM Genevieve Theatre <a href="#">Show Map</a>	Section ORCHLC Row DD Seat 105	Uline Employee	\$70.00 (\$60.00 + \$1.00 fees)

The prices you see here are exclusive of taxes. Fees and shipping costs will be calculated once you are in the checkout step.

Cost of Seats	\$60.00
Fees	\$1.00
<b>Total Amount</b>	<b>\$70.00</b>

Total: \$70.00

[Continue Shopping](#) [Checkout](#)

8. Enter your credit card information, accept the Terms and Conditions, and click 'Pay Today - \$XX.XX' to complete the purchase.

The screenshot shows a checkout page with a maroon header. The main heading is 'Complete the checkout steps and submit your payment'. Below this, there's a section for 'Delivery & Shipping' with a dropdown menu showing 'TLC: No Recording/No Pro Camera: Mobile Entry'. To the right, there's an 'Order Summary' section showing a total of \$70.00 and a 'Pay Today - \$70.00' button. Below the 'Delivery & Shipping' section, there's a 'Payments' section with 'Payment Options' (Pay In Full) and 'Payment Method' (Card). At the bottom, there's a 'No cards added yet' message and an 'Add New Card' button. On the right side, there's a 'Cart items' section showing the item details and a 'Total Value' of \$70.00.

**Complete the checkout steps and submit your payment**

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click "Submit".

**Delivery & Shipping** ✓

TLC: No Recording/No Pro Camera: **Mobile Entry**  
Tickets Accessible on Mobile Device

**Payments**

**Payment Options**

☒ Pay In Full

**Payment Method**

☒ Card

**No cards added yet**  
Click Add New Card to add a card to complete your purchase  
[Add New Card](#)

**Order Summary** \$70.00

☒ I accept the [Terms and Conditions](#)

[Pay Today - \\$70.00](#)

**Cart items**

**1 Items Summary** \$70.00

TLC: No Recording/No Pro Camera  
Section ORCHLC, Row DD, Seat 105  
\$70.00

**Total Value** \$70.00

9. You will then be taken to the order confirmation page. You will also receive an email confirmation with your tickets.

You can save your tickets to your phone's wallet.

✓ **iPhone Users:** You can save your tickets in your Apple Wallet.

- ✓ Android Users: You can save your tickets to your phone through Google Pay.

You can also transfer tickets to anyone in your group who is attending the show. They will need a Ticketmaster login to access the tickets.

**Transfer:** Log in to your Genesee Account Manager → 'My Tickets' → 'Transfer'

→ Select the tickets you'd like to transfer → Follow the prompts

Once your recipient receives the transfer email, they must 'Accept Tickets' to complete the transfer.

**Accept:** The recipient will receive a transfer email → Click 'Accept Tickets' → Login to Account Manager using the email address to which the tickets were sent. If you don't already have an account with that email address, click sign up. Tickets are then accepted.

**10.** You can access your tickets through:

- ✓ Account Manager site, under My Tickets
- ✓ Email received after you purchased the tickets
- ✓ Your phone's wallet (if previously saved)

**For additional information, see the FAQ page:**

- ✓ On the Uline Ticket Offers page
- ✓ Account Manager Genesee website under FAQ
- ✓ <https://www.geneseetheatre.com/ticket-info/account-manager-how-to/>