

Account Manager and Mobile Ticketing FAQ's

General Info:

Q: What is Account Manager?

A: Account Manager is a ticket management tool powered by Ticketmaster. This account is not the same as your Ticketmaster account, although it uses the same login username and password. When you are logged in to Account Manager, you can purchase, view, and manage your Genesee event tickets.

You cannot access other Ticketmaster tickets through Account Manager, but you can access Genesee tickets through your Ticketmaster App, under 'My Tickets'.

Q: How do I access my Account Manager account?

A: You access it through UlineNet → Employee Ticket Offers → Genesee Theatre

You can also access it through your own personal device by going to this address and logging in: <https://am.ticketmaster.com/genesee/>

Q: How do I purchase tickets?

A: You can purchase through Account Manager, for step-by-step instructions found here: <https://www.geneseetheatre.com/shows-tickets/account-manager>

To purchase tickets over the phone, you can call the Box Office at 847-263-6300 – Hours: Thursday - Friday 11am – 5:30pm; Saturday 10am-3pm.

If purchased through the Box Office, you will get your tickets through text. You cannot add your tickets to your wallet; they can only be accessed through the link in the text. You can get printed tickets upon request.

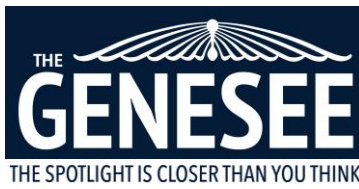
Q: Is my personal information secure?

A: Yes! Account Manager is PCI compliant, giving you the highest available security to ensure that your credit card and account password are well-protected.

Q: There is a \$1 fee per ticket when I check out. Why?

A: Uline/Genesee negotiated with Ticketmaster to only charge a \$1 per ticket fee for their Account Manager services. You now have better control of your tickets and can access them immediately for the small fee of \$1 per ticket purchased.

The \$1 fee is applied to all orders, including ones placed directly through the Box Office. You cannot bypass this fee.



Accessing and Managing Tickets:

Q: How do I access and save my tickets on my smartphone?

A: You can access your tickets in a few different ways:

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

Q: What if I forget my login information?

A: You can reset your password from the Account Manager homepage.

Note: It will reset your main Ticketmaster username and password.

Q: Can I print my tickets?

A: No. All tickets are fully digital and must be accessed through a smartphone. Your phone is your ticket.

If a printed ticket is needed, you can contact the Box Office and request printed tickets.

Phone: 847-263-6300 – Hours: T-F 11am – 5:30pm; Sat. 10am-3pm

Q: Can I use a screenshot of my ticket?

A: No. Screenshots are not accepted for entry. The live ticket must be scanned at the door.

Q: What happens if my ticket doesn't scan properly at the event?

A: We recommend turning your screen brightness to the highest setting. If that doesn't work, you can go to the Box Office and a staff member will print your tickets at no charge.

Q: What if I lose connectivity/can't connect to my account at the event?

A: Once the tickets have been added to your phone's digital wallet, you can access them regardless of internet connectivity. To ensure seamless entry, we highly recommend adding your tickets to your phone's digital wallet before arriving at the event.

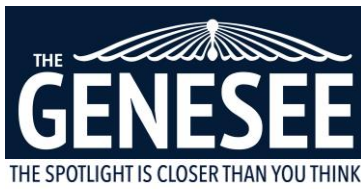
iPhone Users: You can save your tickets in your Apple Wallet.

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

Admission staff will be on hand at the theatre entrance, ready to provide assistance.

Q: What if my phone breaks, dies, or is lost/stolen before I arrive?

A: Simply come to the Box Office with your ID, and tickets can be printed.



Q: Can I have multiple tickets on a single phone?

A: Yes. However, you can transfer any tickets you're holding in advance to everyone attending so that everyone can enter independently.

Q: What if my entire party isn't with me when I'm ready to enter?

A: You can easily transfer each ticket in advance, allowing everyone to enter independently.

Ticket Transfers:

Q: How do I transfer a ticket(s) to someone?

A: 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.

Q: Does the person I send the tickets to need an Account Manager account?

A: They will need a Ticketmaster account. If they don't already have one, they can easily create one in just a few minutes when they accept their tickets.

Q: How do I accept a ticket that's been transferred to me?

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

Q: What if I transfer tickets to the wrong person? Can I recall the tickets?

A: Yes. You can cancel a transfer if the tickets have **not** been accepted by the recipient.

Q: Can ticket holders transfer tickets after the event has started?

A: Yes.

Ticket Policies:

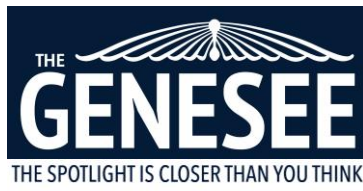
Q: How do I sell a ticket?

A: Reselling tickets to any of our events is not permitted.

Q: Are refunds available?

A: All sales are final.

Q: Can I share the Account Manager link?



A: Link sharing is not permitted. Ticket Offer links are for internal use only and must not be shared outside of Uline. Any unauthorized distribution will be treated as a company policy violation. Employees who violate this rule may have their benefits revoked and/or face further disciplinary action.