

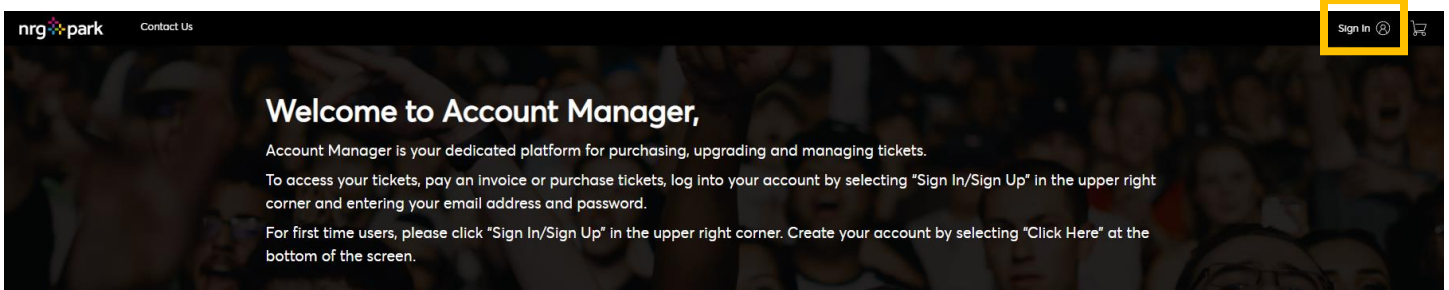


Account Manager Information

The NRG Park Box Office is excited to begin utilizing Ticketmaster's Account Manager for customer invoicing and ticket management.

Getting Started

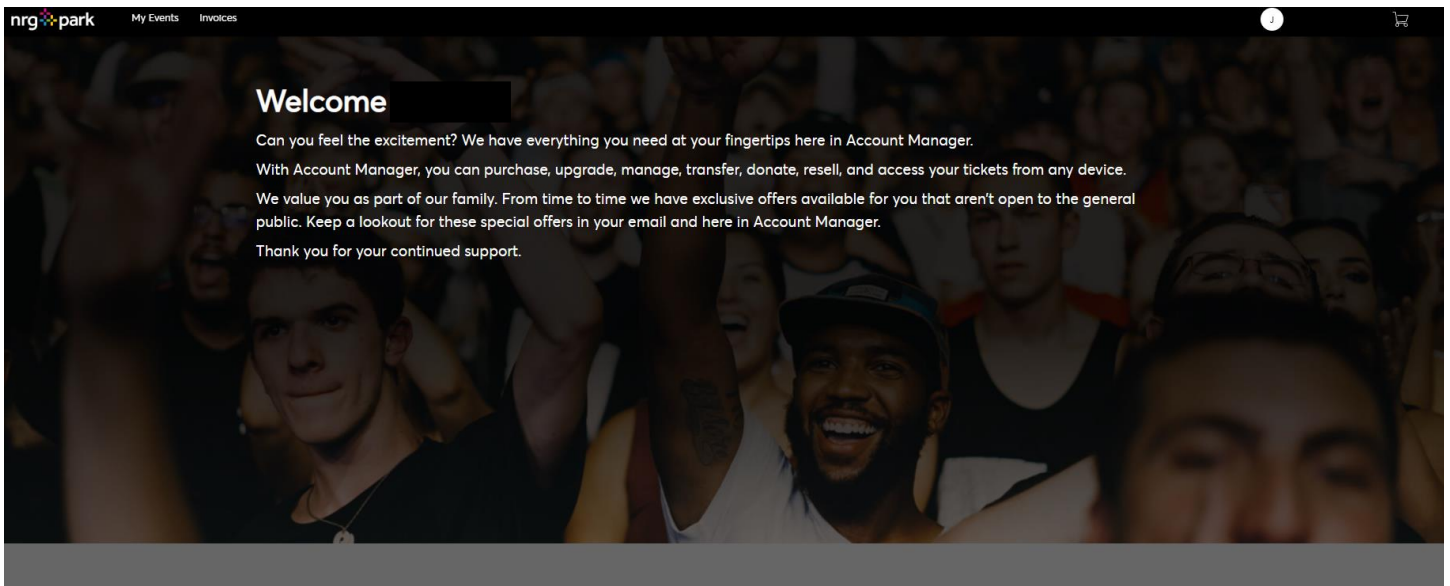
If you already have an Account Manager account, great! All you need to do is login with your email and password. If not, it is simple to setup! Click the **Sign In** option at the top right of the page.



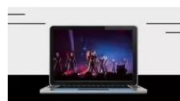
From here, you can either **Sign In** or **Sign Up**. *Important note: your email for Account Manager will be the same exact email as your Ticketmaster Account.*

Creating an account is easy and takes no time at all. Just provide a few basic details and click **Next**.

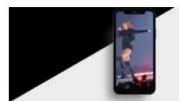
Once logged in, you'll see a Dashboard with menu options at the top. You will also see menu options at the bottom of the page. Click on one of the menu options to get started!



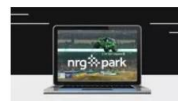
Manage Tickets



Pay Invoice



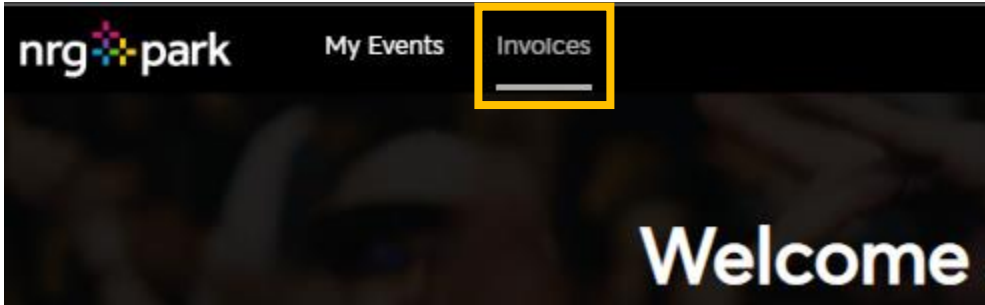
Buy Tickets



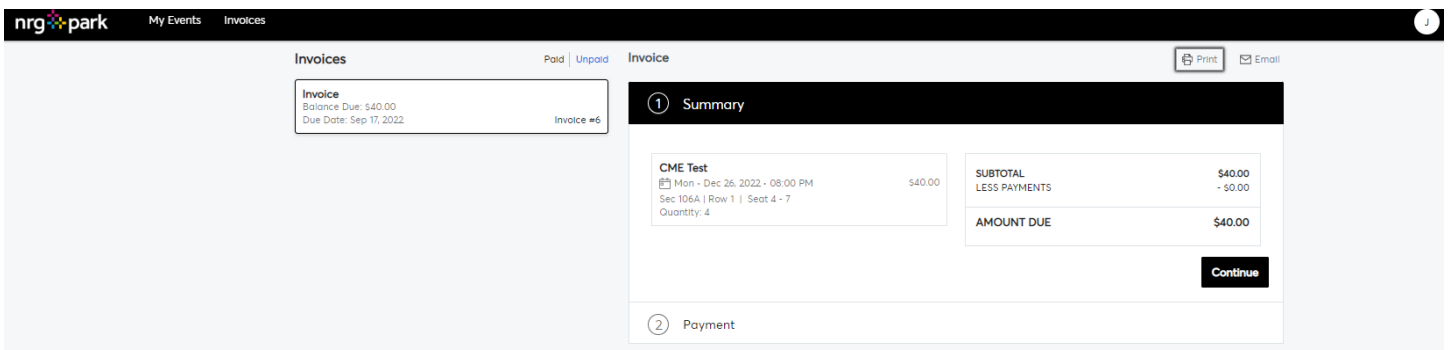
Contact Us

Invoices

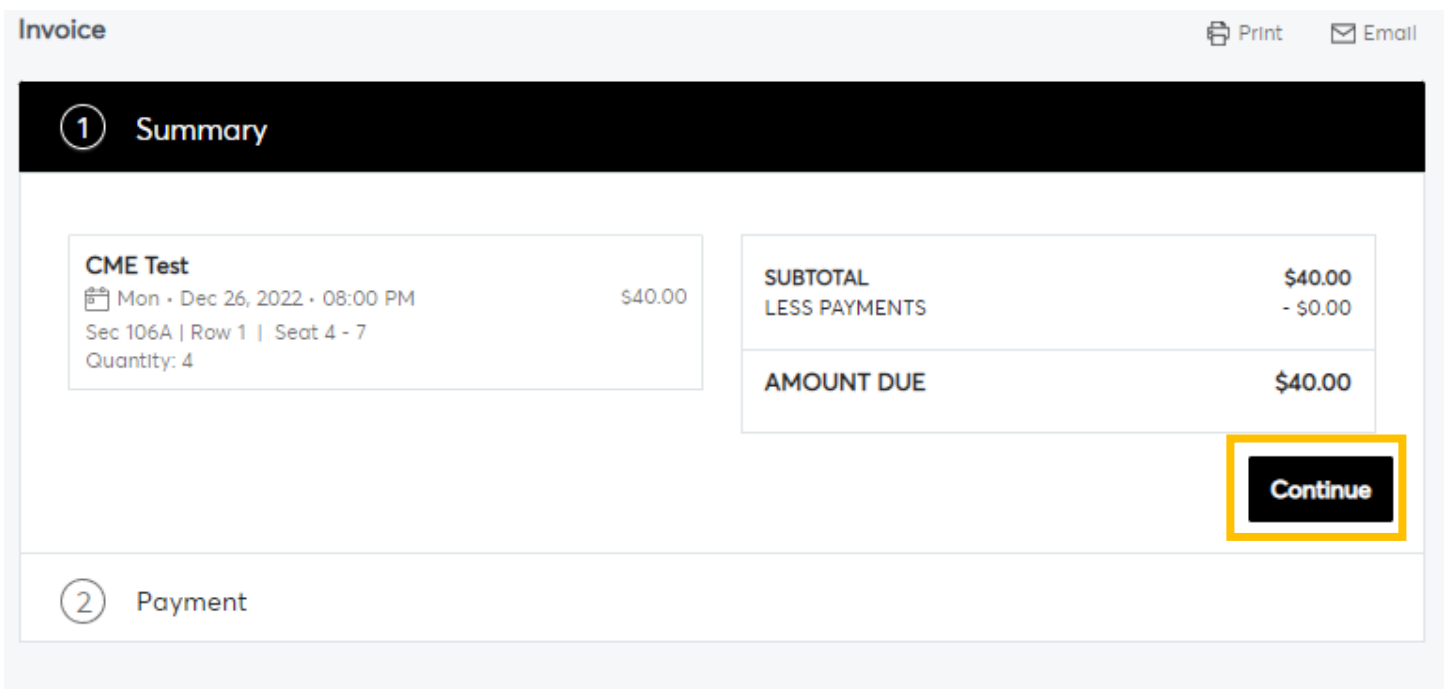
Account Manager allows you to access invoices to pay for tickets. You can also review past invoices and view payment receipts. Click on **Invoices** at the top of the page.



You can access all invoices under this tab. There are filters at the top of the list to switch between paid and unpaid invoices. Click on an invoice to pull up its details



Review all important event and seat information under 1 Summary. When you are ready to pay an outstanding invoice, click **Continue** to move onto Payment.



Next, select the **Payment Option** to Pay in Full. You have the option to add a payment method to your account that you can save for future use. Once the payment is added, **Accept the Terms and Conditions**. Click on **Pay Now** to complete and process your payment.

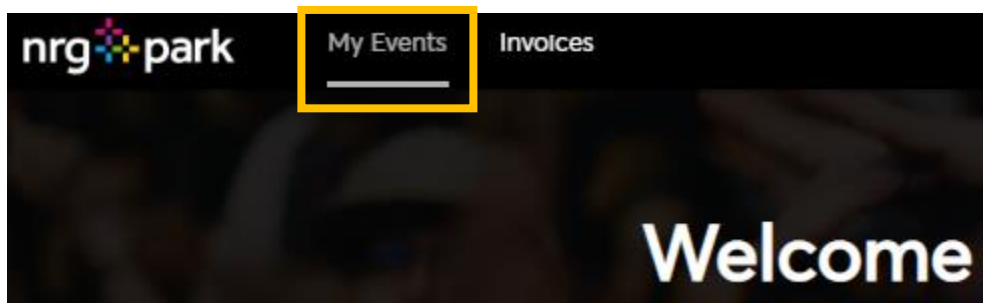
The screenshot shows an 'Invoice' page with a 'Summary' tab selected and a 'Payment' tab active. The 'AMOUNT DUE' is \$40.00. The 'Payment' section includes a 'Payment Option' dropdown (1), a 'Payment Method' section with an 'Add Payment Method' button (2), a checkbox for 'I Accept Terms and Conditions' (3), and a 'Pay Now' button (4). A summary table on the right shows a subtotal of \$40.00 and an amount due of \$40.00.

SUBTOTAL	\$40.00
LESS PAYMENTS	-\$0.00
AMOUNT DUE	\$40.00
PAY TODAY	\$40.00

Once your invoice has been paid, your tickets are now available! Visit the **My Events** tab to view and manage your tickets. From the invoice tab, you can review paid invoices and even print them for a receipt.

Viewing and Managing Tickets

To access, view, and use your tickets, please login to the NRG Park Account Manager page. Tickets can be saved to your wallet for future use if you would like. Click on the **My Events** tab to see all upcoming events in your account.



All upcoming events will display under My Events. There is a search bar at the top of the list to quickly look for an event. NRG Park uses mobile tickets for all events. To see the barcodes on your tickets, you must be on a phone. You can use a desktop to view your account, transfer tickets, and more. Select an event to get started.

My Events Transfer

Your phone is your ticket.
For the fastest way in, add your ticket to your digital wallet.

Find an event My Listings

CME Test
Mon · Dec 26, 2022 · 08:00 PM
Houston, TX — NRG Stadium

Select Event

Once you are in the event, you can click on each seat to see the details. Barcodes will not display until the day before the event. * Again, tickets are all mobile and you must be on a smartphone to view the barcode. * Click on the ticket to view the seat information.

CME Test
Mon · Dec 26, 2022 · 08:00 PM
Houston, TX — NRG Stadium

Your Phone Is Your Ticket
For the fastest way in, add your ticket to your digital wallet.

My Tickets TRANSFER

- Sec 106A, Row 1, Seat 4
- Sec 106A, Row 1, Seat 5
- Sec 106A, Row 1, Seat 6
- Sec 106A, Row 1, Seat 7

Select the **Transfer** button above to transfer your tickets. For additional details or help on transferring your tickets, please see our **Ticket Transfer Guide**.

CME Test
Mon · Dec 26, 2022 · 08:00 PM
Houston, TX — NRG Stadium

Your Phone Is Your Ticket
For the fastest way in, add your ticket to your digital wallet.

My Tickets TRANSFER

- Sec 106A, Row 1, Seat 4
- Sec 106A, Row 1, Seat 5
- Sec 106A, Row 1, Seat 6
- Sec 106A, Row 1, Seat 7

Frequently Asked Questions

- How do I login to Account Manager?

If you already have an account, you can click the **Sign In** option on the top right of the home page. Enter your email and password into the fields. If you don't remember your password, you can select **Forgot Password** to receive reset instructions.

If you do not think you have an account, create one by selecting **Sign In** and then select **Sign Up**. It's very important to create your account using the same email address as your order!

- When will my tickets be available?

As soon as an outstanding invoice is paid, tickets are available to be managed in your Account Manager.

- Can I use the Ticketmaster app or my Ticketmaster account to view my tickets?

No. You must login to <https://am.ticketmaster.com/nrgpark/> to view and use your tickets. Your tickets will only be available in Account Manager.

- If I transfer tickets, does the person receiving the tickets need an account?

Yes. The person receiving the transfer tickets must either sign into their account or create one to accept the transferred tickets. They must create an Account Manager account if they do not have one.

- I don't see my tickets in my account. Where are they?

Are you logging in to <https://am.ticketmaster.com/nrgpark/> or are you logging into <https://www.ticketmaster.com> ? Please be sure to double check you are in your Account Manager account.

Check to make sure you do not have any outstanding invoices. If you do, your tickets will not be available until your invoice is paid.

Still not seeing your tickets? Reach out to your ticketing representative or the box office for further assistance.

- Where is the barcode for my tickets?

Please make sure you are using a mobile device to access your tickets. If you are not on a smartphone, you will not be able to see the barcode.

Barcodes will not be visible until the day before the event. Check back in then to make sure you can view the barcode.

- How do I view an invoice I have already paid?

Under the **Invoice** tab, there is a toggle for you to switch between PAID and UNPAID invoices. Select the PAID option to view past paid invoices. You can print these for a receipt or email yourself a copy.

- I don't see an invoice on my account for my tickets?

Invoices are setup with the email address you have provided on your order form. Your Account Manager account must be the same email address. If they are different, you must make an account with the correct email address.