

# Account Manager User Guide

## Logging In:

- Desktop:
  - Visit <https://am.ticketmaster.com/pacers/#/> and log in with the email address and password you used when purchasing/claiming tickets. The system may prompt you to reset your password.



- If this is your first time logging in, scroll to the bottom of the pop up and click on “Sign Up” in order to set up a Ticketmaster account.
- If you forgot your password, click the “Forgot Password?” option to receive an email or text message with a one-time code to reset your password.

## Sign In to Indiana Pacers

Powered by *ticketmaster*

**i** Important Account Update

You can now use the same email and password for both your Indiana Pacers ticket account and your Ticketmaster account.

**Indiana Pacers 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](#)

Email Address

Password

 SHOW

Remember Email

[Forgot Password?](#)

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 [Indiana Pacers Privacy Policy](#).

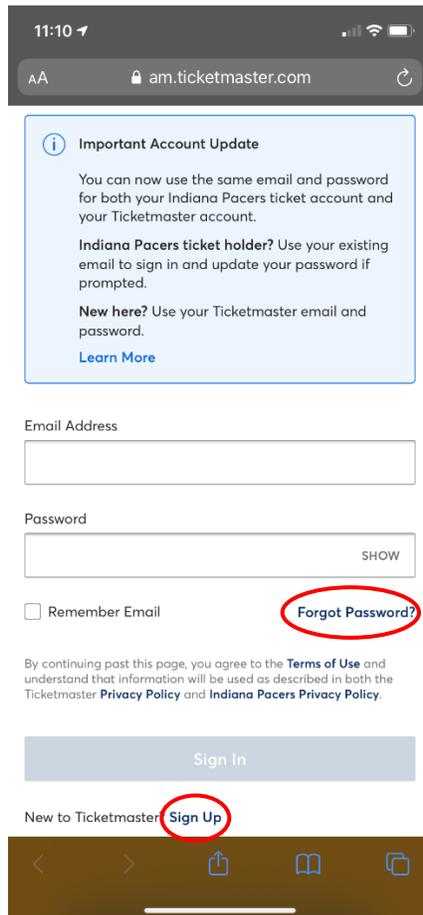
New to Ticketmaster? [Sign Up](#)

- Mobile Web Browser:

- Using mobile web browser, go to <https://am.ticketmaster.com/pacers/#/> and tap on the  icon in the upper right corner. Log in with the email address and password used when purchasing/claiming tickets. The system may prompt you to reset your password.



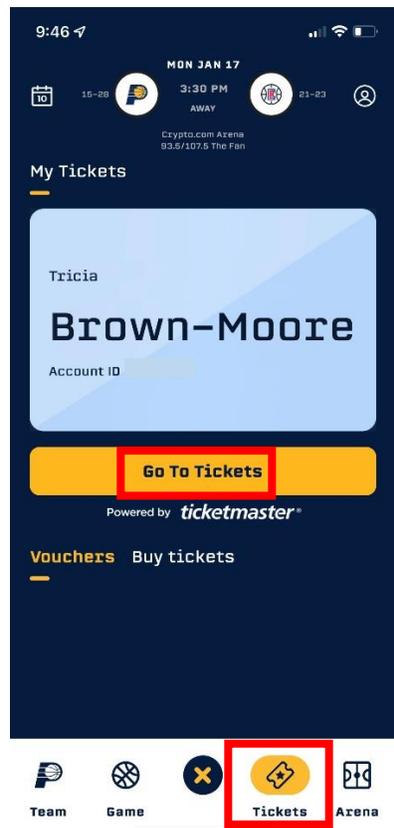
- If this is your first time logging in, scroll to the bottom of the screen and click on “Sign Up” in order to set up a Ticketmaster account.
- If you forgot your password, click the “Forgot Password?” option to receive an email or text message with a one-time code to reset your password.



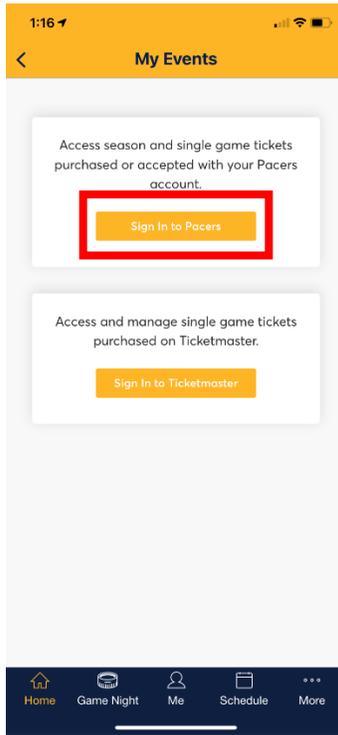
- Pacers App:
  - After installing Indiana Pacers app from App Store/Google Play Store, click on the ticket icon in the bottom right corner of the home screen.



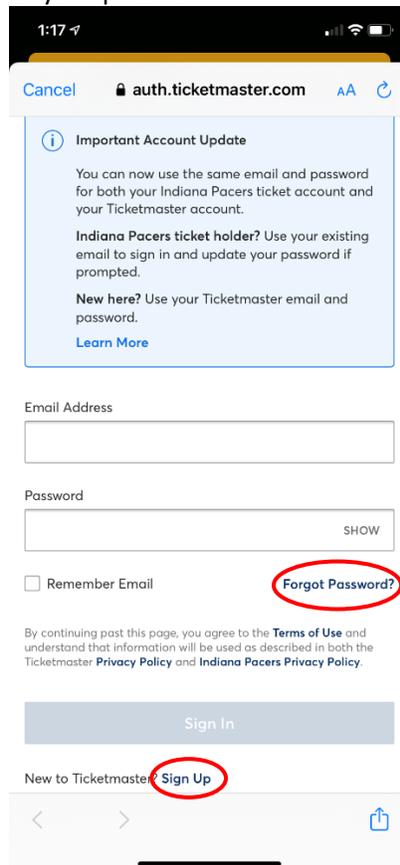
- Click on “My Tickets”



- When prompted, click on “Sign in to Pacers”

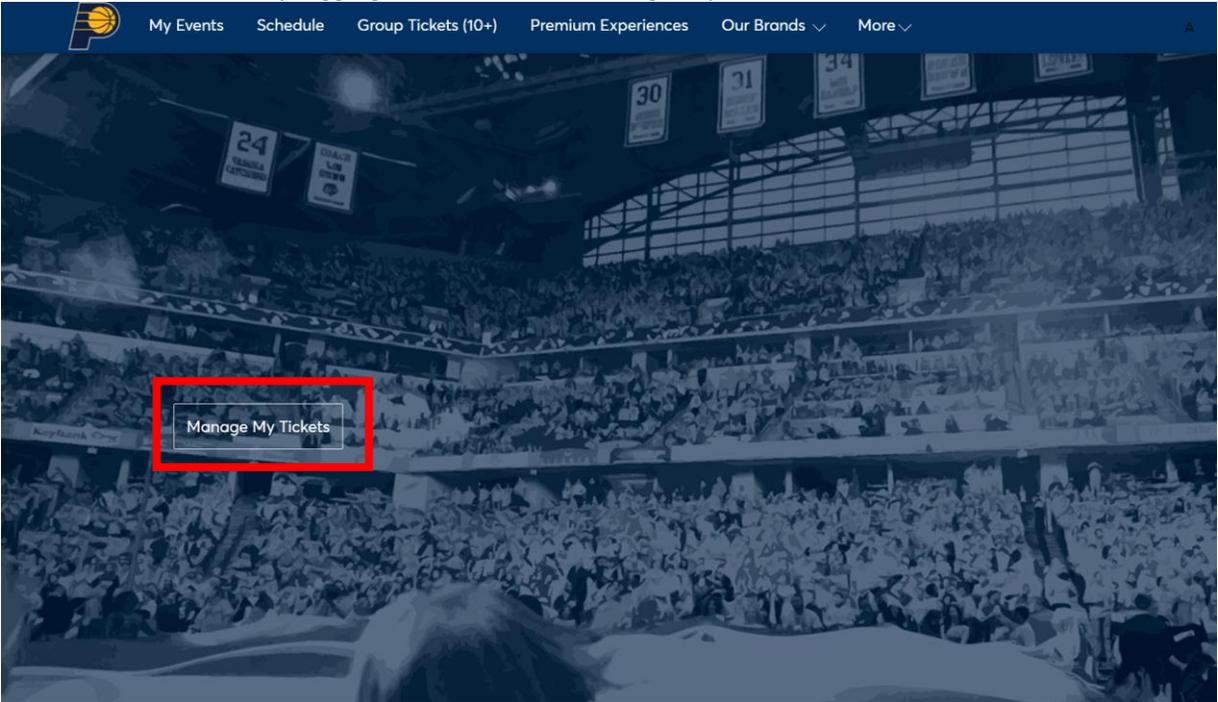


- Log in with the email address and password used when purchasing/claiming tickets. The system may prompt you to reset your password.
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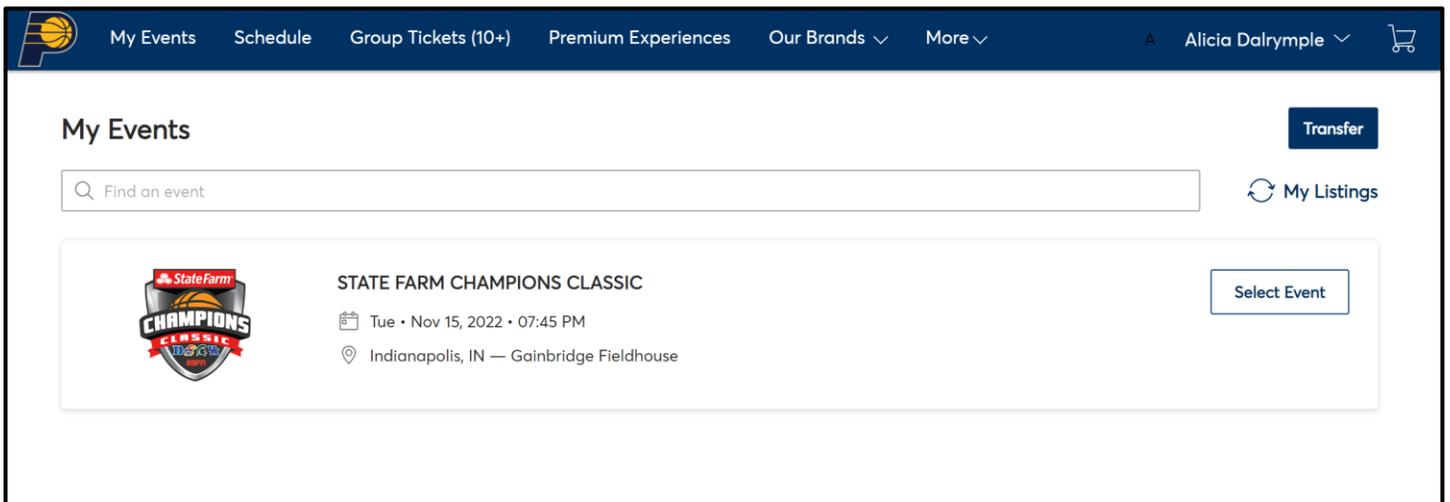


## Viewing Tickets

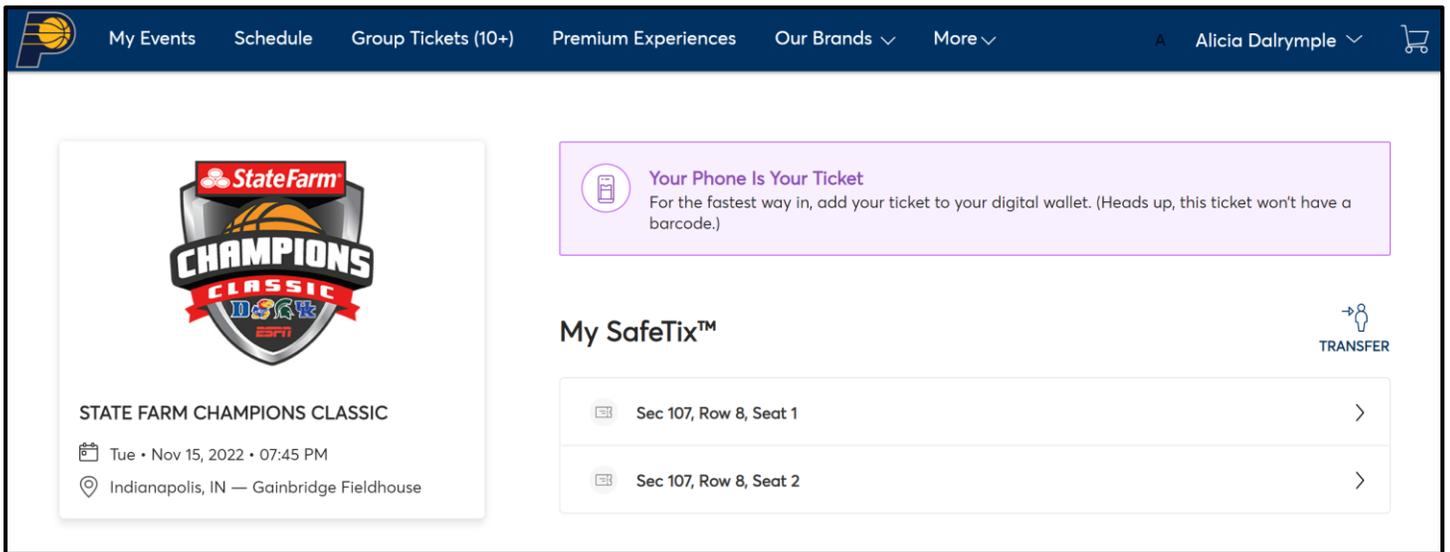
- Desktop:
  - After successfully logging in, click on the “Manage My Tickets” button on the home screen.



- Click on the event to view your tickets.



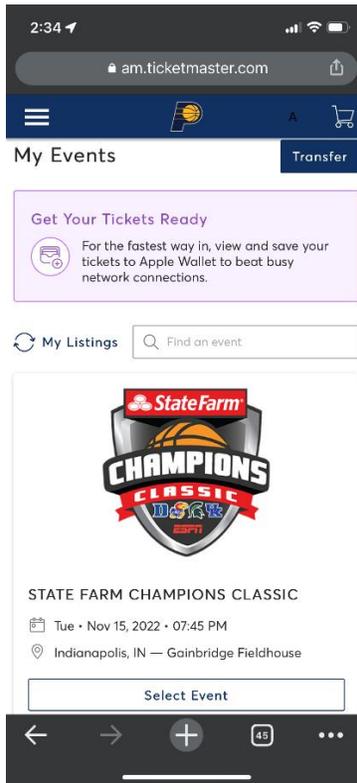
- Your tickets will be displayed under “My SafeTix” – ***please note: ticket barcodes are only visible on mobile devices and cannot be viewed on desktop – but desktop is a great way to manage/transfer tickets!***



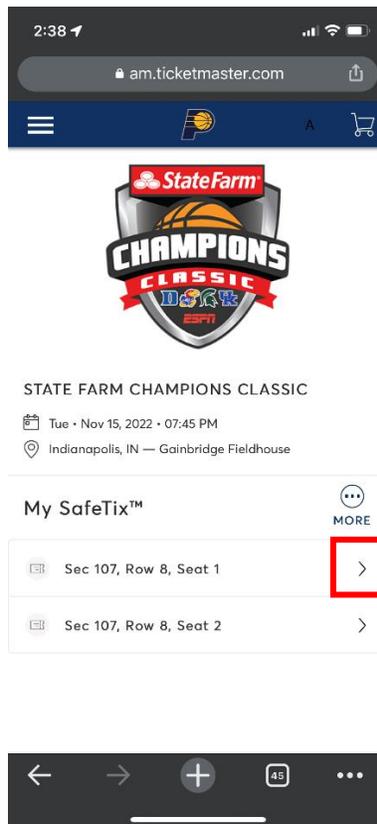
- Mobile Web Browser:
  - After successfully logging in on your mobile web browser, click on “Manage My Tickets”



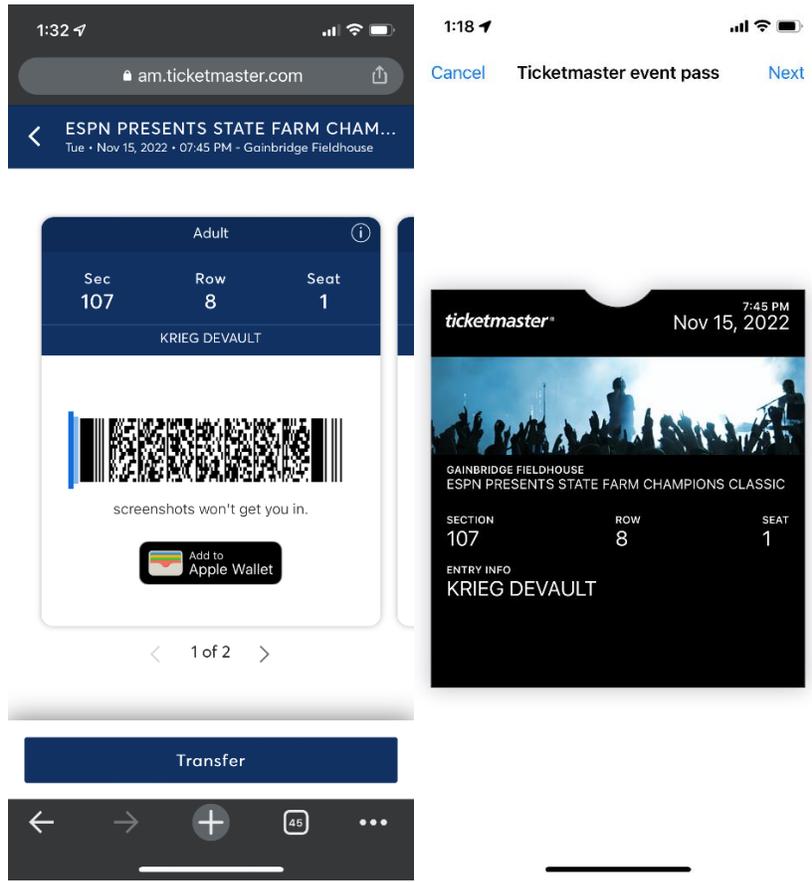
- Click on the event to view your tickets.



- Your tickets will be displayed under “My SafeTix.” Click on the arrow beside the seat location to view the ticket.

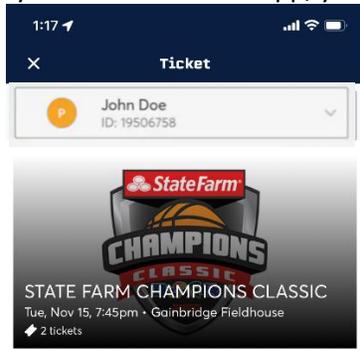


- Tickets can either be viewed in mobile browser or can be added to Apple Pay/Google Wallet. **Please note, we are utilizing SafeTix barcodes, which constantly refresh. Screenshots will not be admitted for entry.**

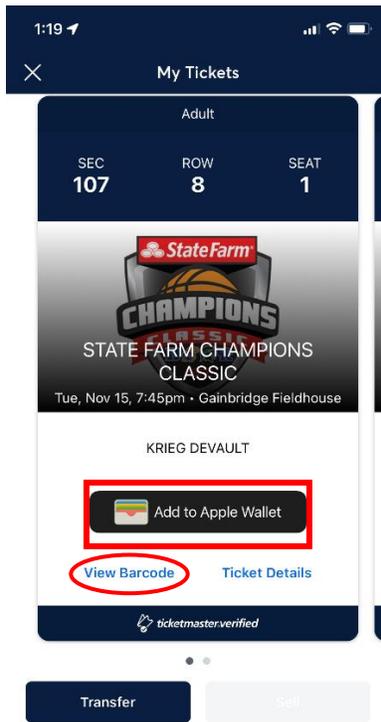


- Pacers App:

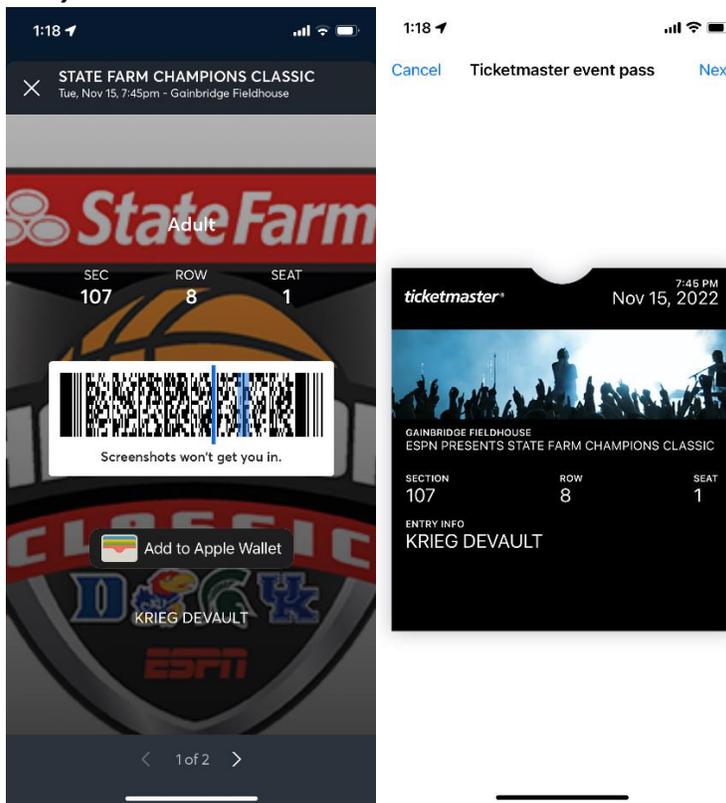
- After successfully logging into your account on the app, you will see the events you have tickets for.



- Click on the event to view your tickets. Barcode can either be viewed by clicking “View Barcode” or added to Apple Wallet/Google Pay.

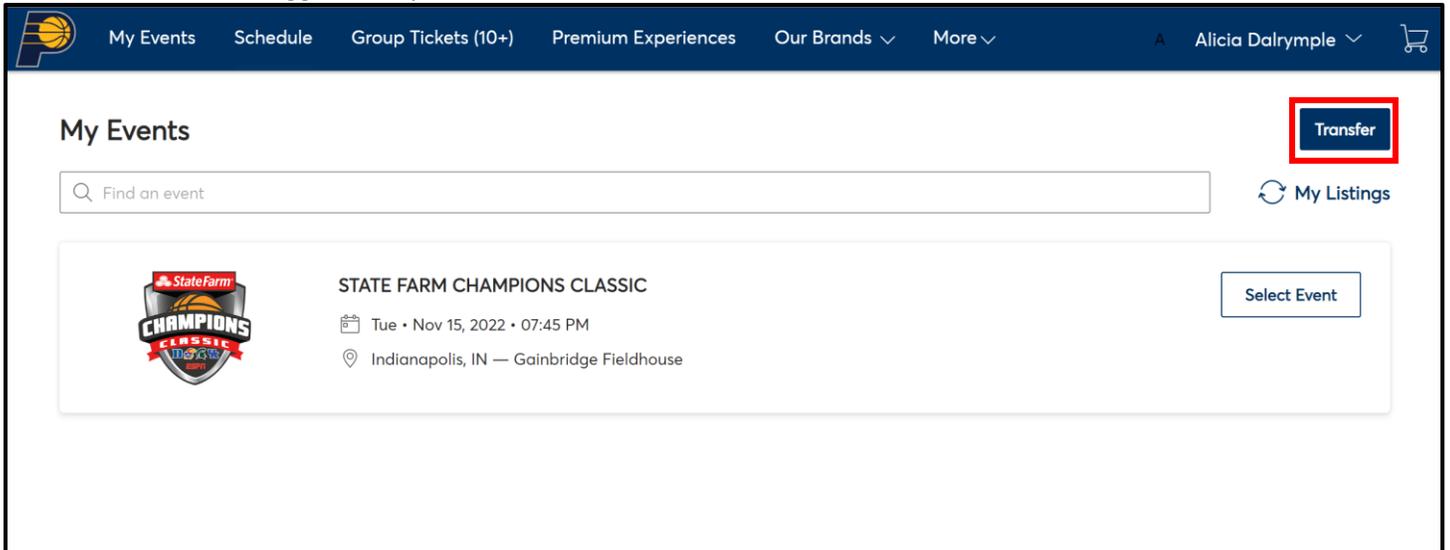


- **Please note, we are utilizing SafeTix barcodes, which constantly refresh. Screenshots will not be admitted for entry.**



## Transferring Tickets

- Desktop:
  - Once logged in to your account, click on the “Transfer” button.



My Events

Find an event

Transfer

My Listings

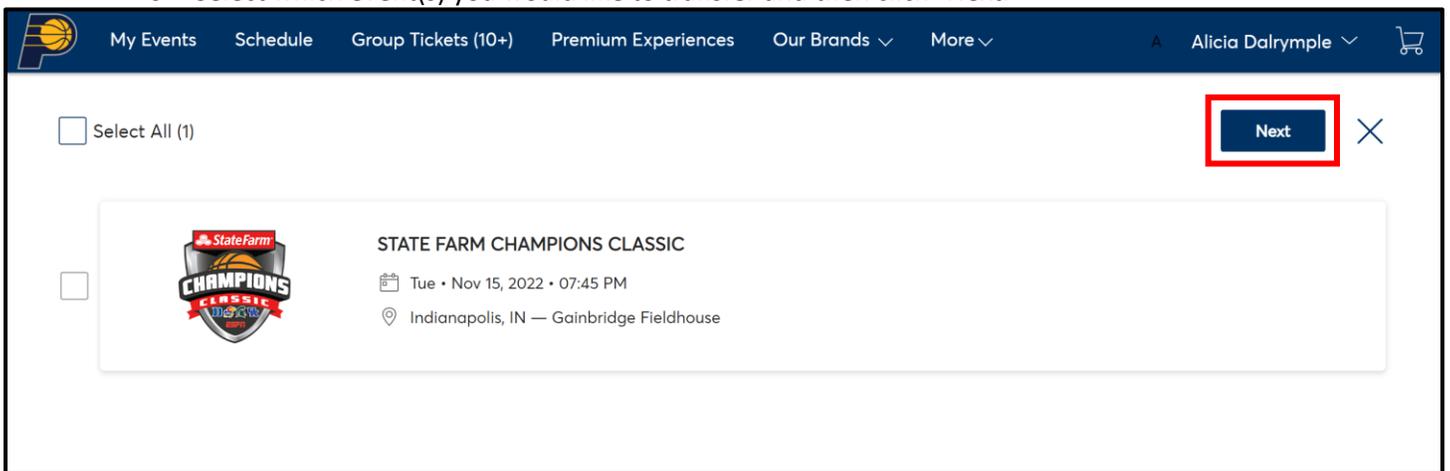
STATE FARM CHAMPIONS CLASSIC

Tue • Nov 15, 2022 • 07:45 PM

Indianapolis, IN — Gainbridge Fieldhouse

Select Event

- Select which event(s) you would like to transfer and then click “Next.”



Select All (1)

Next

STATE FARM CHAMPIONS CLASSIC

Tue • Nov 15, 2022 • 07:45 PM

Indianapolis, IN — Gainbridge Fieldhouse

- Select which seat(s) you would like to transfer and then click “Next.”

TRANSFER - SELECT TICKETS

socially distanced.

 STATE FARM CHAMPIONS CLASSIC  
Tue • Nov 15, 2022 • 07:45 PM

Select All (2)

Section 107, Row 8, Seat 1

Section 107, Row 8, Seat 2

Cancel **Next**

- Input contact information for transfer recipient and click “Transfer.”

TRANSFER - SELECT A RECIPIENT

1 Event(s) Selected  
Total of 1 ticket(s) selected

Add A New Recipient

First Name \*

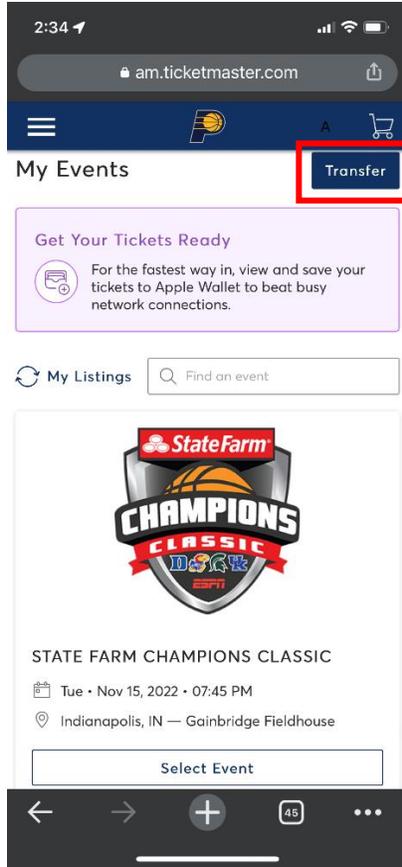
Last Name \*

Email \*

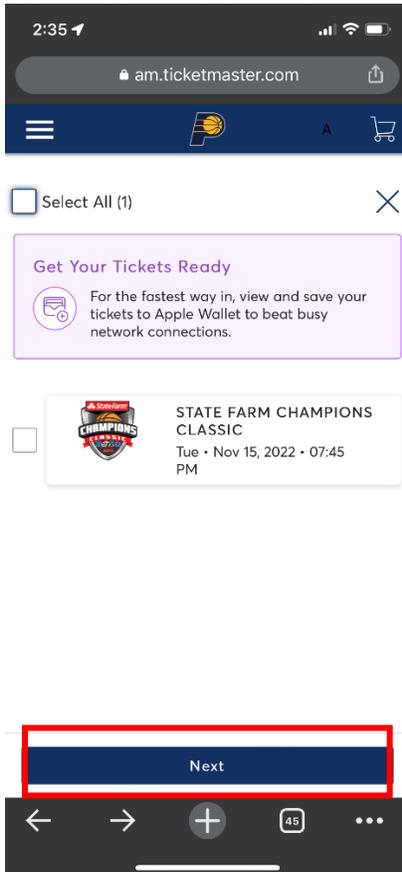
Add a Message (Optional)

Cancel **Transfer**

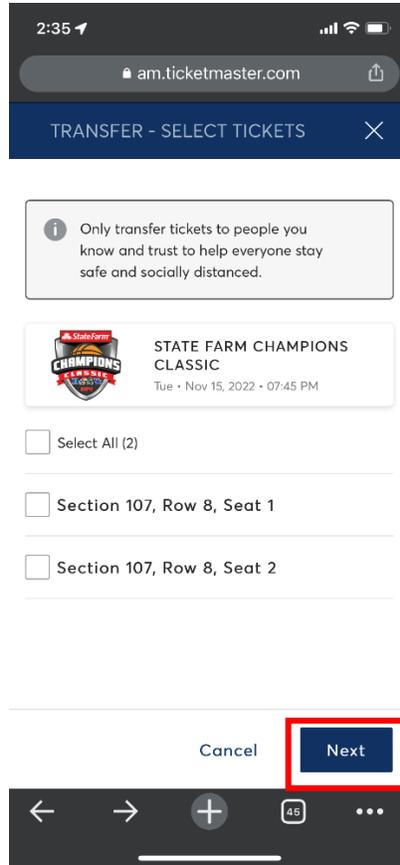
- Mobile Web Browser:
  - Once logged into your account, click on the “Transfer” button.



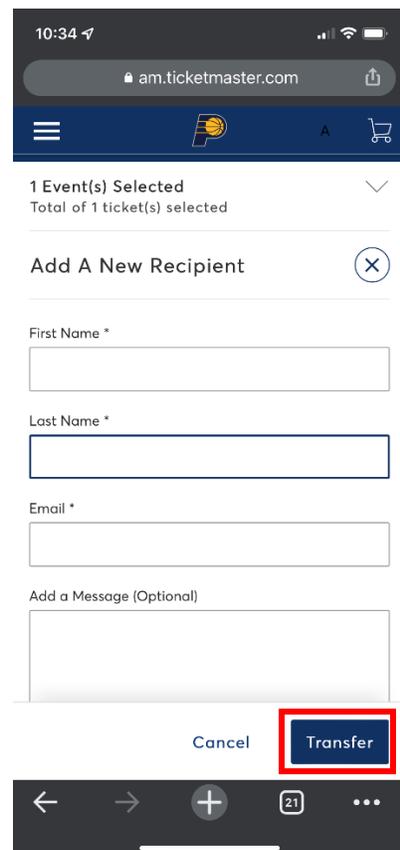
- Select which event(s) you would like to transfer and click “Next.”



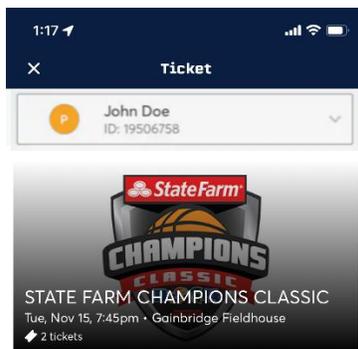
- Select which seat(s) you would like to transfer and click “Next.”



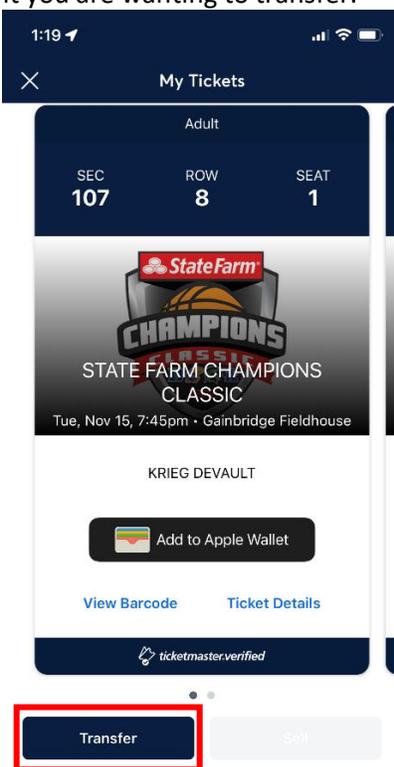
- Input contact information for transfer recipient and click “Transfer.”



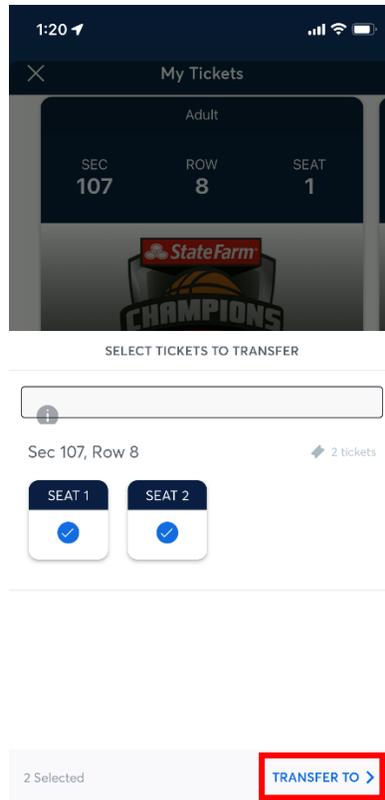
- Pacers App:
  - Once logged in, click on the event you are wanting to transfer.



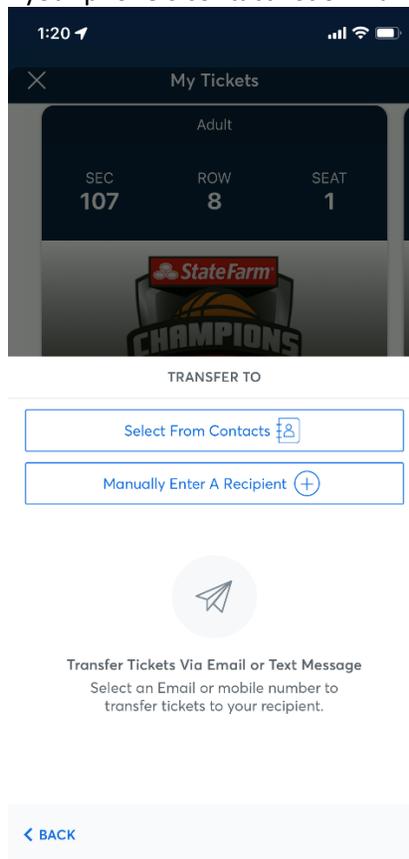
- Click "Transfer" on the event you are wanting to transfer.



- Select the seat(s) you would like to transfer and then click “Transfer To.”



- Either select someone from your phone’s contact list or manually enter contact information.



- After filling in contact information, click “Transfer.”

1:20

My Tickets

Adult

SEC	ROW	SEAT
107	8	1

State Farm  
CHAMPIONS

TRANSFER TICKETS

2 Tickets Selected

Sec 107, Row 8, Seat 1,2

First Name

Last Name

Email or Mobile Number

Note

< BACK

Transfer 2 Tickets