HOW TO TRANSFER TICKETS:

1. Go to: https://am.ticketmaster.com/bengals/#/ or Bengals.com/tickets -> My Bengals Account
2. Click "Sign In" in upper right corner
   a. Username is your administrator's email account
   b. Password is set by you
   -- i. If you do not know your password click "Forgot Password?"
   -- ii. An access code will be emailed to the administrator. Follow prompts on the email to create a password
3. Click "My Tickets"
4. Select the game you want to manage
   a. You should see all suite tickets and parking passes listed
5. Click "Transfer" in upper right corner
6. Select the seats you would like to transfer
7. Enter the first & last name of the recipient and their email address
a.   Ticket accounts are linked to email addresses. If your recipient has used an account before, use the email associated with that account. If you send to a new email, the recipient will have to create a new account
8. You and the recipient will receive an email notification of the transfer. Your recipient must accept the tickets to access them

HOW TO RECALL TICKETS:

You have the ability to recall tickets until they are accepted by the recipient.
1. Go to the appropriate game
2. Select the tickets you wish to recall
   a. The status of each ticket will show if it has been claimed
3. If it has not been claimed, click "Cancel Transfer", then "Yes" on the pop-up menu to recall the tickets
a.   Note- it will recall every ticket from the transfer, so if you want to recall only a portion of the tickets, you must recall all of them then re-transfer the correct amount
4. You and the cancelled recipient will both receive an email confirming the recall

If your tickets have already been accepted, the recipient must transfer the tickets back to you.

*In gameday emergency situations, contact Bengals Suite Services if you need tickets recalled. We have the ability to manually transfer. Only requests from the suite administrator will be recognized.