



# 2021 MOBILE TICKETING GUIDE

Property of the San Francisco 49ers  
Suite Activation Team  
Current as of 7/21/2021

# Agenda

- 2021 Ticketing Updates
- Account Management: Computer
- Account Management: Mobile Website
- Account Management: 49ers App
- FAQs
- Questions
- TicketManager
- One-on-One Assistance



# Why Mobile Ticketing?

- All fans' health & safety is the top priority and utilizing minimal contact methods of ticket scanning will be in place
- Getting into Levi's® Stadium is simple, seamless and fast with mobile tickets
- All tickets can be managed directly from your smartphone without the worry of losing or forgetting your ticket at home

## *Please note the following:*

- PDF tickets were eliminated as part of an NFL initiative, and are no longer an option for entry
- The NFL also eliminated barcodes within the ticketing system league-wide
- The ability to screenshot and text tickets is not available

# 2021 Ticketing Updates



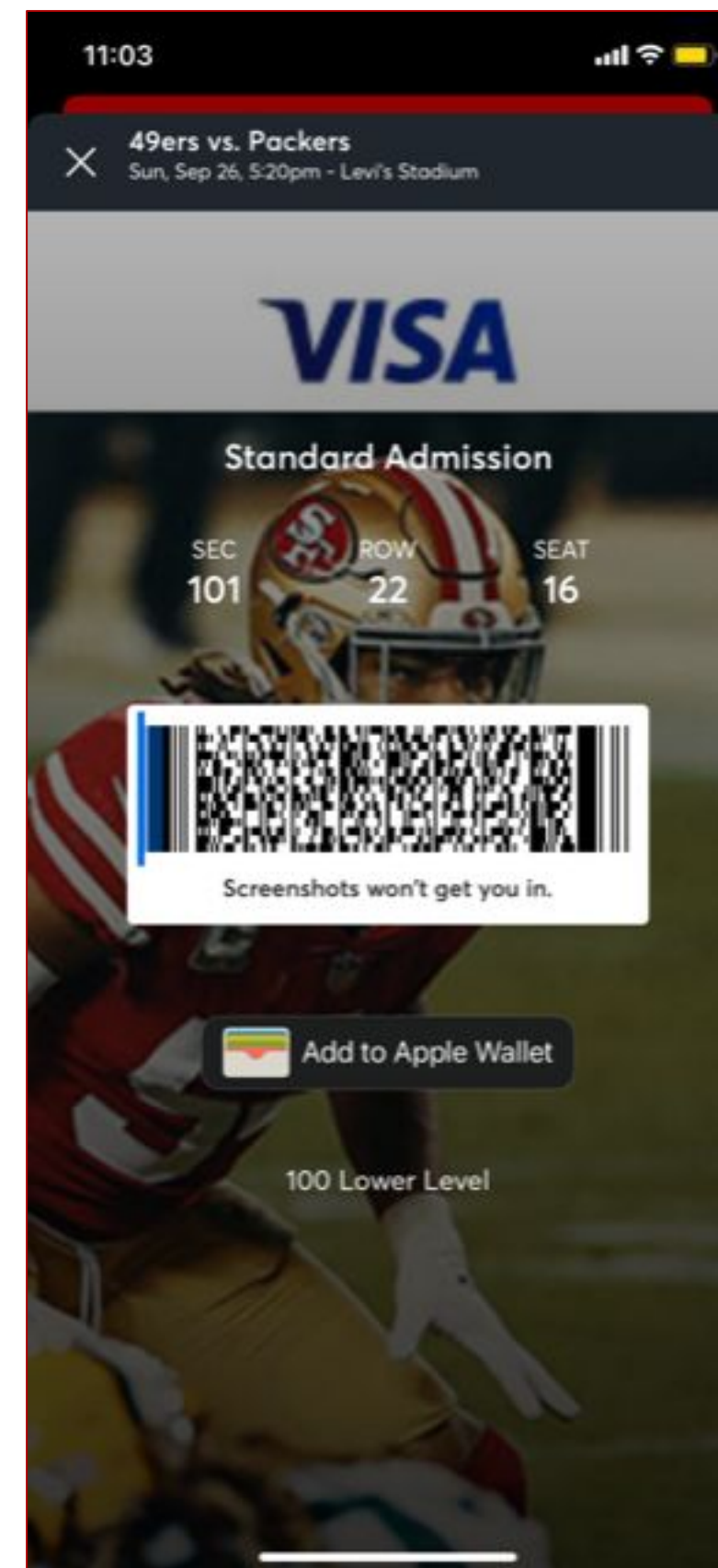
# Types of Tickets

- In addition to the types of tickets you have seen in the past, we are now introducing “Hold To Enter” tickets
- Some tickets will be held against the scanners for entry, while others will be scanned by the barcode.
- The next two slides will outline each type of ticket (Rotating Barcodes and RFID Technology)



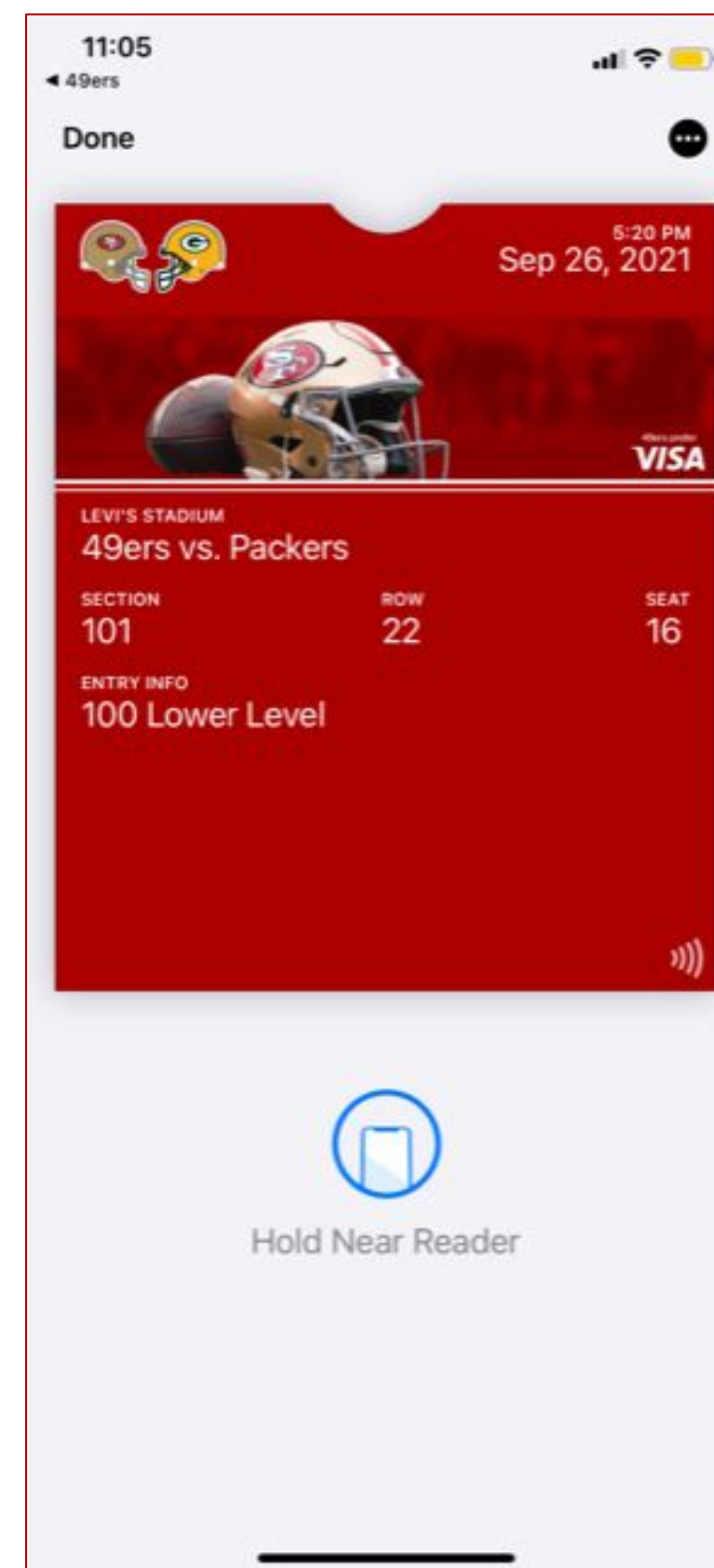
# Rotating Barcode Tickets

The ticket below should be scanned on the rotating barcode.



# Hold-to-Enter Tickets

Hold-to-Enter tickets should be tapped or held close to the scanner itself to scan.  
Tap against the bottom of the ticket for optimal scanning.



# Ticketmaster Account


- Starting this year, Account Manager requires that you also have an existing Ticketmaster.com account created using the same email address.
- If you do not already have a Ticketmaster.com account associated with your Account Manager email address, you will receive the error message pictured to the right, and will need to create one in order to continue with the sign-in process.
- From the sign-in page, click “Sign Up”, and (using the same email address) enter in the required information in the provided fields to complete the signup process.
- Once your Ticketmaster.com account is created, your Ticketmaster and 49ers accounts will be consolidated to one login at [49ers.com/myaccount](https://49ers.com/myaccount).

\*You will not be required to sign in through Ticketmaster.com moving forward.



## Sign In to Levi's® Stadium

Powered by *ticketmaster*

 **Email Not Found**

Sorry, we don't see a Ticketmaster account with that email. Please double-check your entry and try again. Don't have an account? [Sign Up](#)

Email Address

This field is required.

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 [Levi's® Stadium Privacy Policy](#).

New to Ticketmaster? [Sign Up](#)

[Sign In](#)



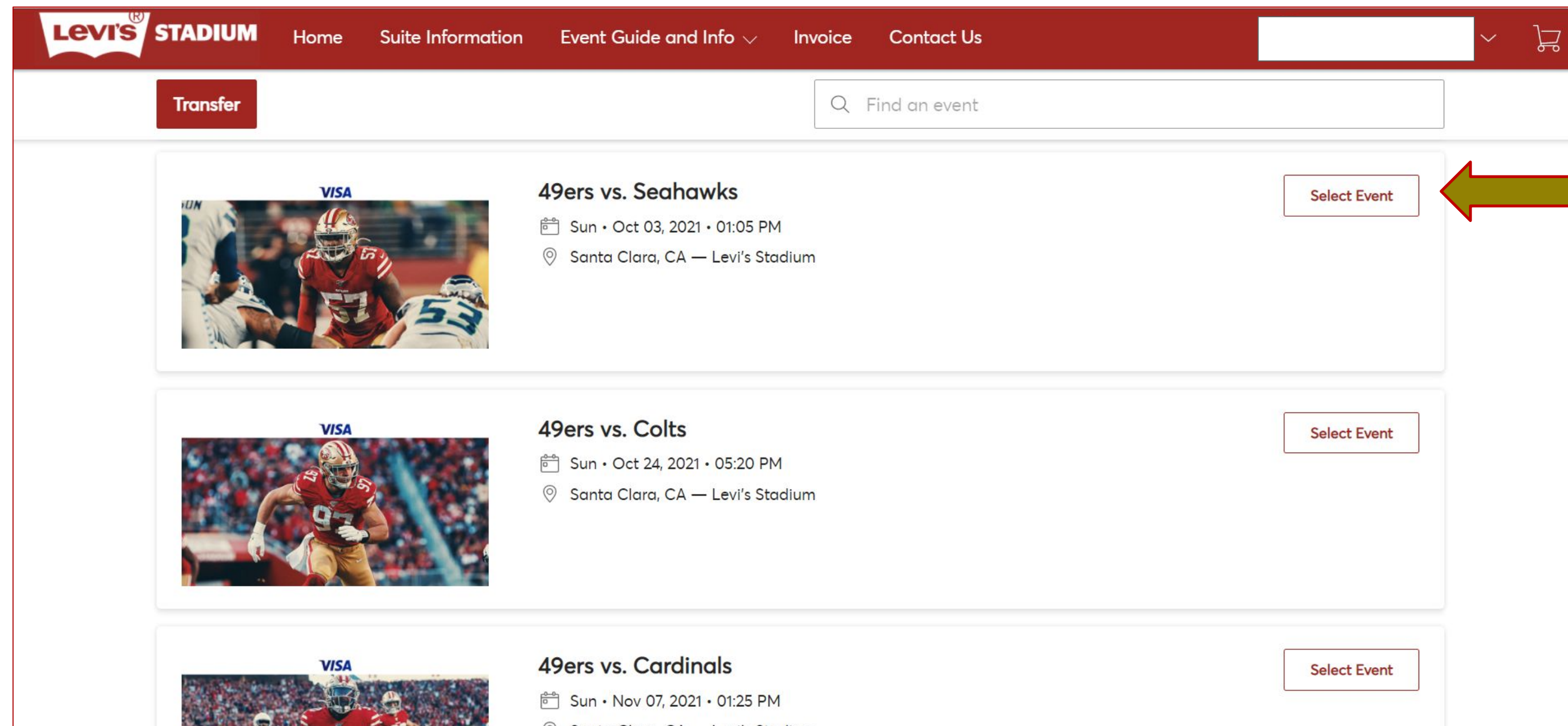
# Account Management: COMPUTER



# Account Management – Computer

## How to Transfer Tickets

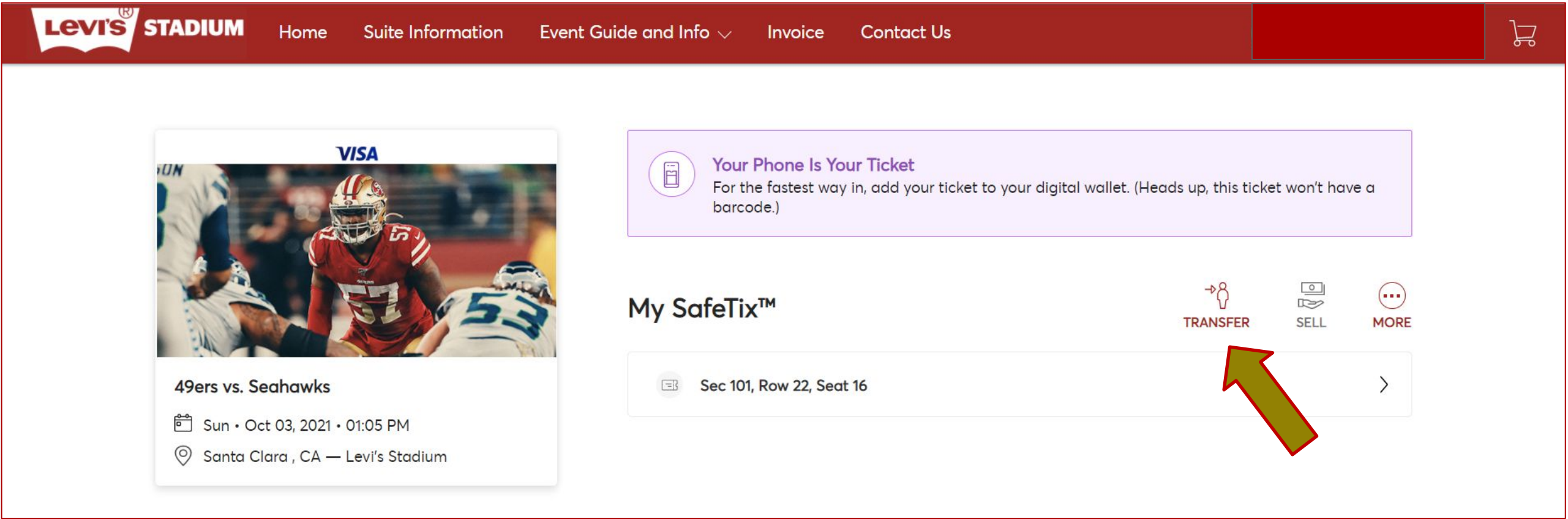
1. Login at: [www.49ers.com/myaccount](http://www.49ers.com/myaccount)
  - Your Account Email
  - Your Account Password
  - Select “Forgot Password” to reset your login credentials
2. Click “Select Event” at top right corner of the game listed
  - Able to transfer multiple games, parking and view an address book from this option ONLY



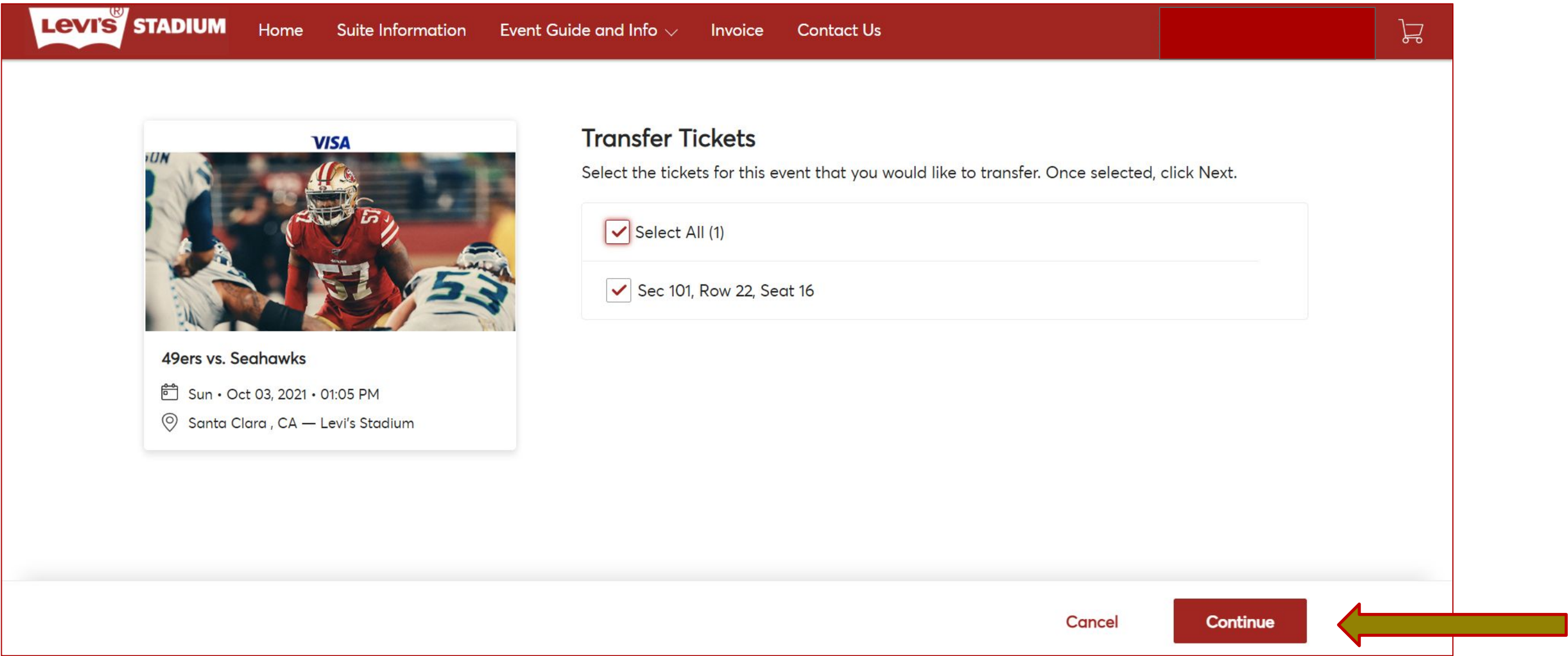
# Account Management – Computer

## How to Transfer Tickets (contd.)

### 3. Click ‘Transfer’



### 3. Select which seat(s) you would like to transfer, then click ‘Continue’







# Account Management – Computer


## How to Transfer Tickets (cont.)

- Select your recipient from the address book
- or ‘Add A New Recipient’ and then click ‘Transfer’




**49ers vs. Seahawks**  
Sun • Oct 03, 2021 • 01:05 PM  
Santa Clara, CA — Levi's Stadium

TICKETS SELECTED FOR TRANSFER  EDIT

 Sec 101, Row 22, Seat 16


### Transfer Tickets

Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit.


 Add A New Recipient


Cancel

Transfer



**49ers vs. Seahawks**  
Sun • Oct 03, 2021 • 01:05 PM  
Santa Clara, CA — Levi's Stadium

TICKETS SELECTED FOR TRANSFER  EDIT

 Sec 101, Row 22, Seat 16

### Transfer Tickets

Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit.

Add A New Recipient

First Name \*

Last Name \*

Email \*

Add a Message (Optional)

Cancel

Transfer

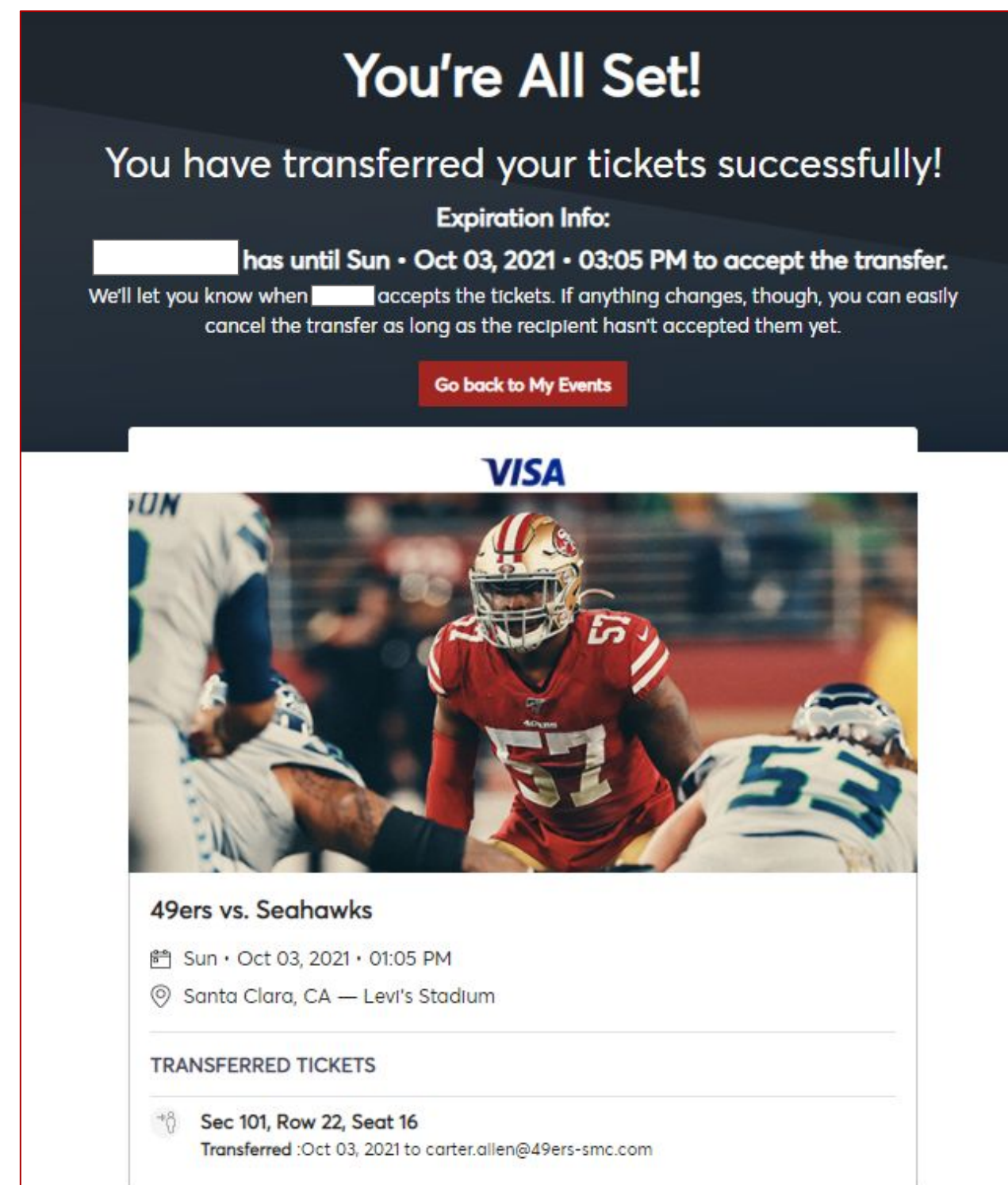




# Account Management – Computer

## How to Transfer Tickets (cont.)

- Ticket transfer has been completed
- You will also receive an email confirmation that ticket(s) have been successfully sent to the recipient



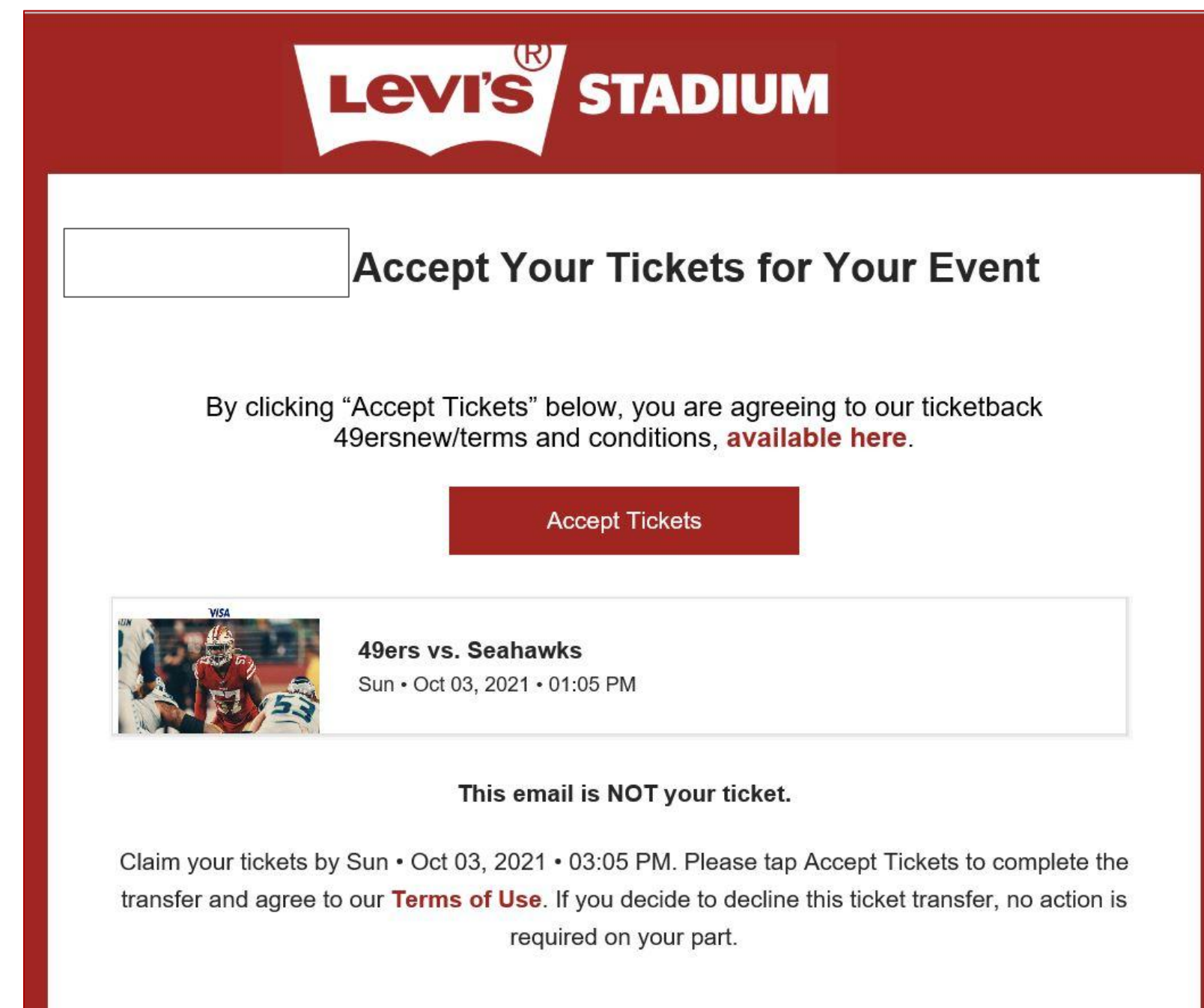
**\*Please note the expiration info**



# Account Management – Computer

## How to Accept Tickets

- Your guest will receive an email from San Francisco 49ers Levi's® Stadium  
They will need to click the 'Accept Tickets' button:

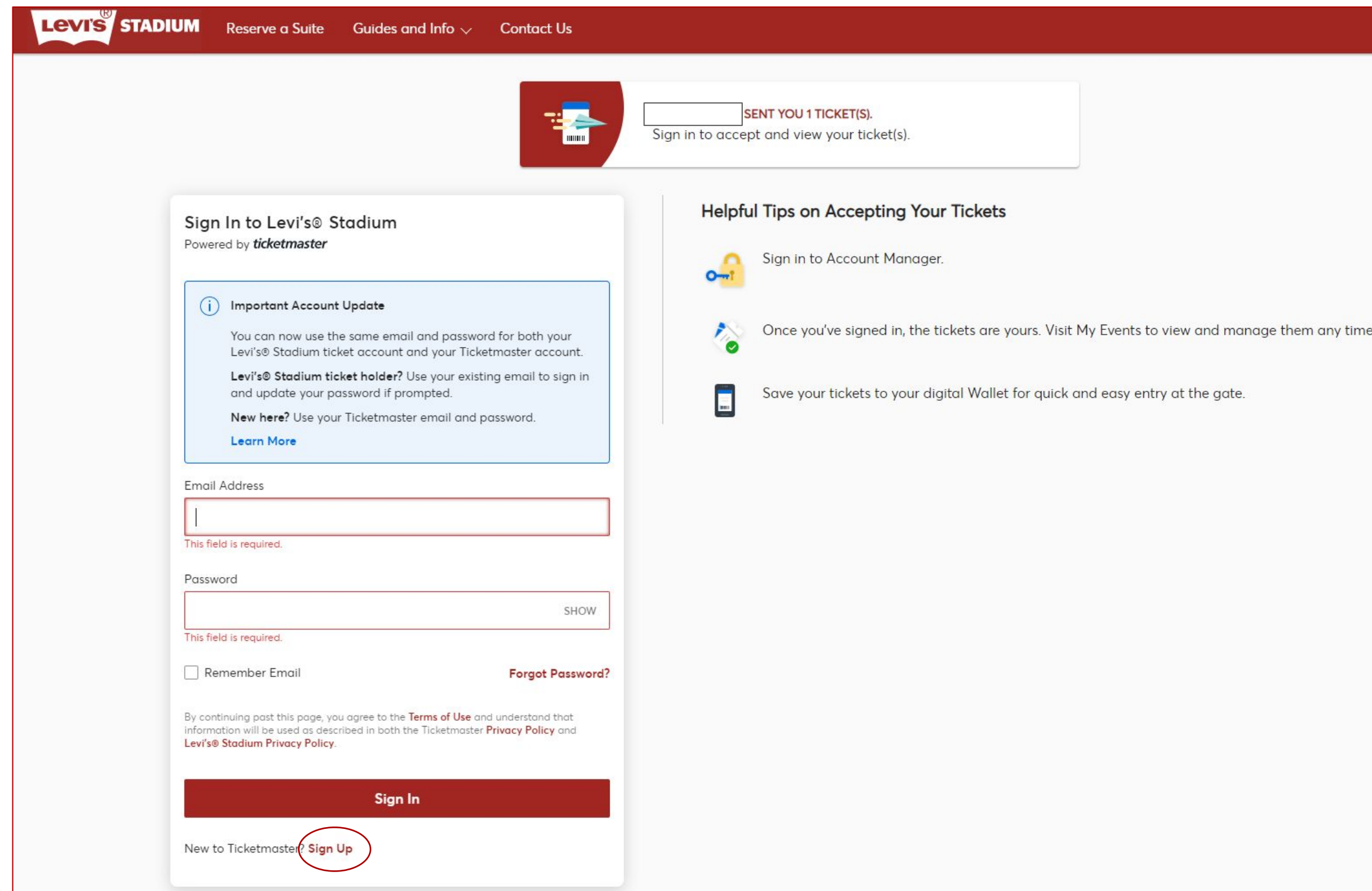


**\*Please note the 'Claim your tickets by...' date**

# Account Management – Computer

## How to Accept Tickets (cont.)

- Your recipient will be directed to the Account Manager page
- They will need to create a 49ers account (*if they don't have one already*) using the same email address that the tickets were transferred to. They can create an account using the 'Sign Up' button at the bottom of the page:



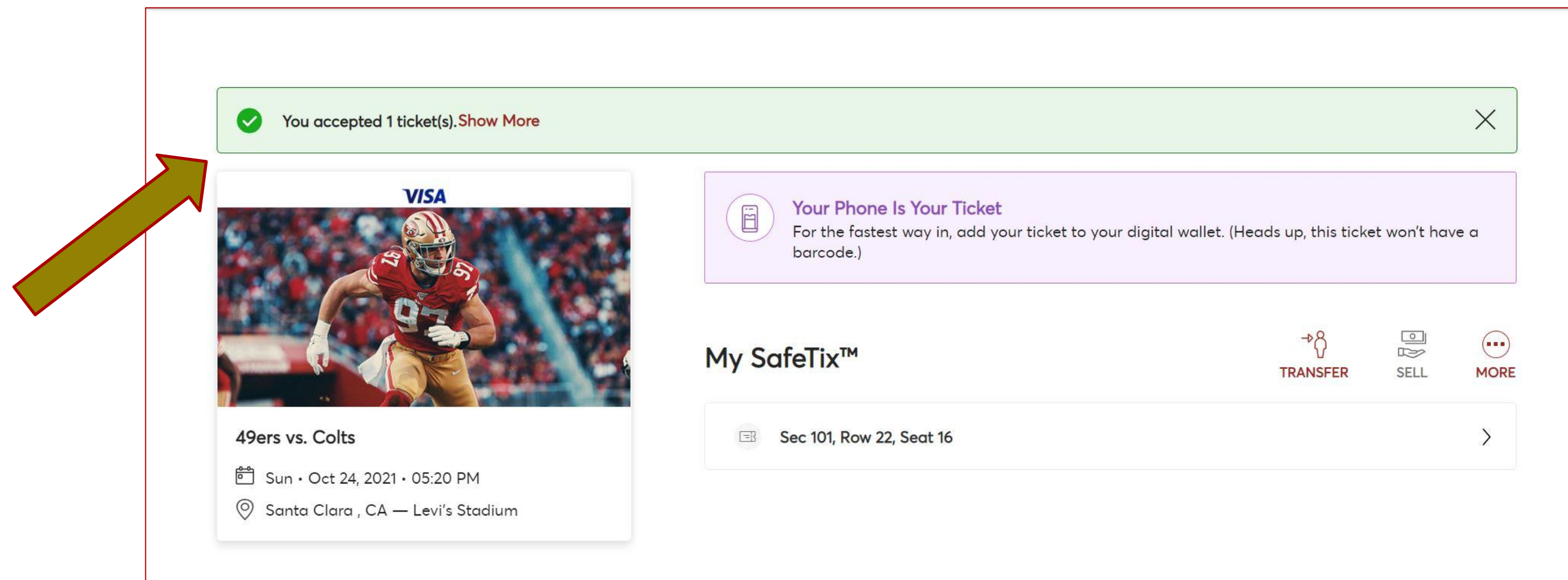
The screenshot displays the Levi's Stadium Account Manager interface. At the top, a red navigation bar contains the "Levi's STADIUM" logo and links for "Reserve a Suite", "Guides and Info", and "Contact Us". Below the navigation bar, a notification box states "SENT YOU 1 TICKET(S). Sign in to accept and view your ticket(s)." with a calendar icon. The main content area is divided into two columns. The left column, titled "Sign In to Levi's® Stadium" and "Powered by ticketmaster", features an "Important Account Update" box explaining that users can now use the same email and password for both their Levi's Stadium ticket account and their Ticketmaster account. It provides instructions for existing holders and new users. Below this, there are input fields for "Email Address" and "Password", both marked as required. A "Remember Email" checkbox and a "Forgot Password?" link are also present. At the bottom of this column is a large red "Sign In" button and a link for "New to Ticketmaster? Sign Up", which is circled in red. The right column, titled "Helpful Tips on Accepting Your Tickets", lists three tips: signing in to the Account Manager, visiting My Events to view and manage tickets, and saving tickets to a digital Wallet for quick entry at the gate.



# Account Management – Computer

## How to Accept Tickets (cont.)

- Once the account is created, they can login to the Account Manager using their email and new password
- Immediately upon login, the account will accept the ticket(s) and it will appear in their account:



**The tickets can now be accessed via the 49ers App.  
Your guest will continue to use the same login to access tickets.**

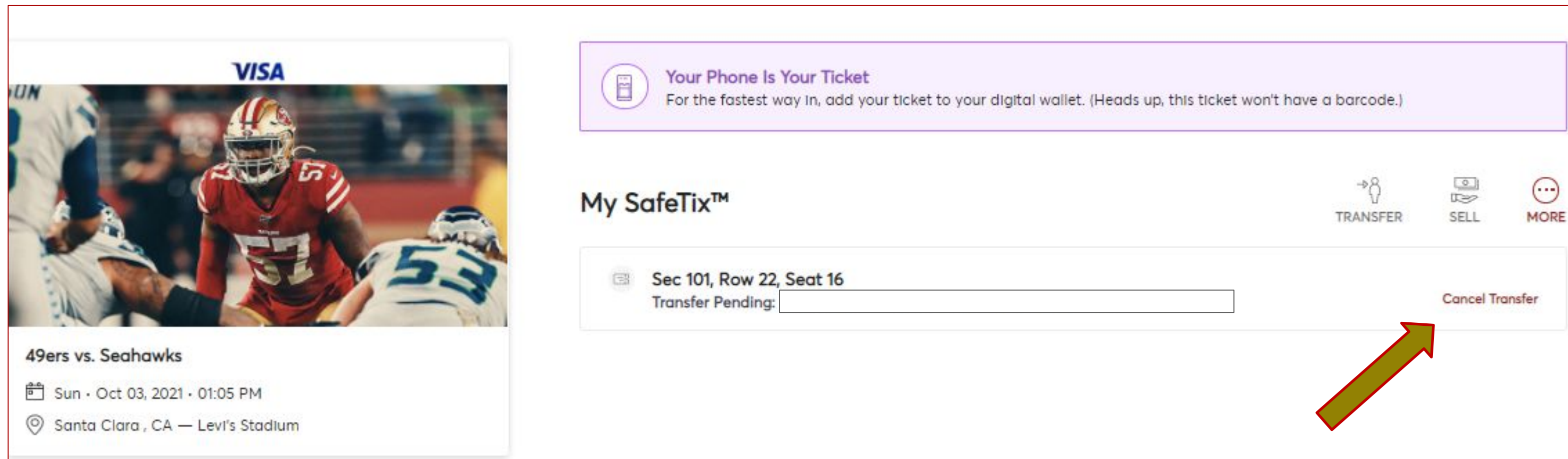




# Account Management – Computer

## How to Cancel Transfer

- After you select the desired event from the events home page, click ‘Cancel Transfer’
- This option is only available if the recipient has not yet accepted the initial ticket transfer

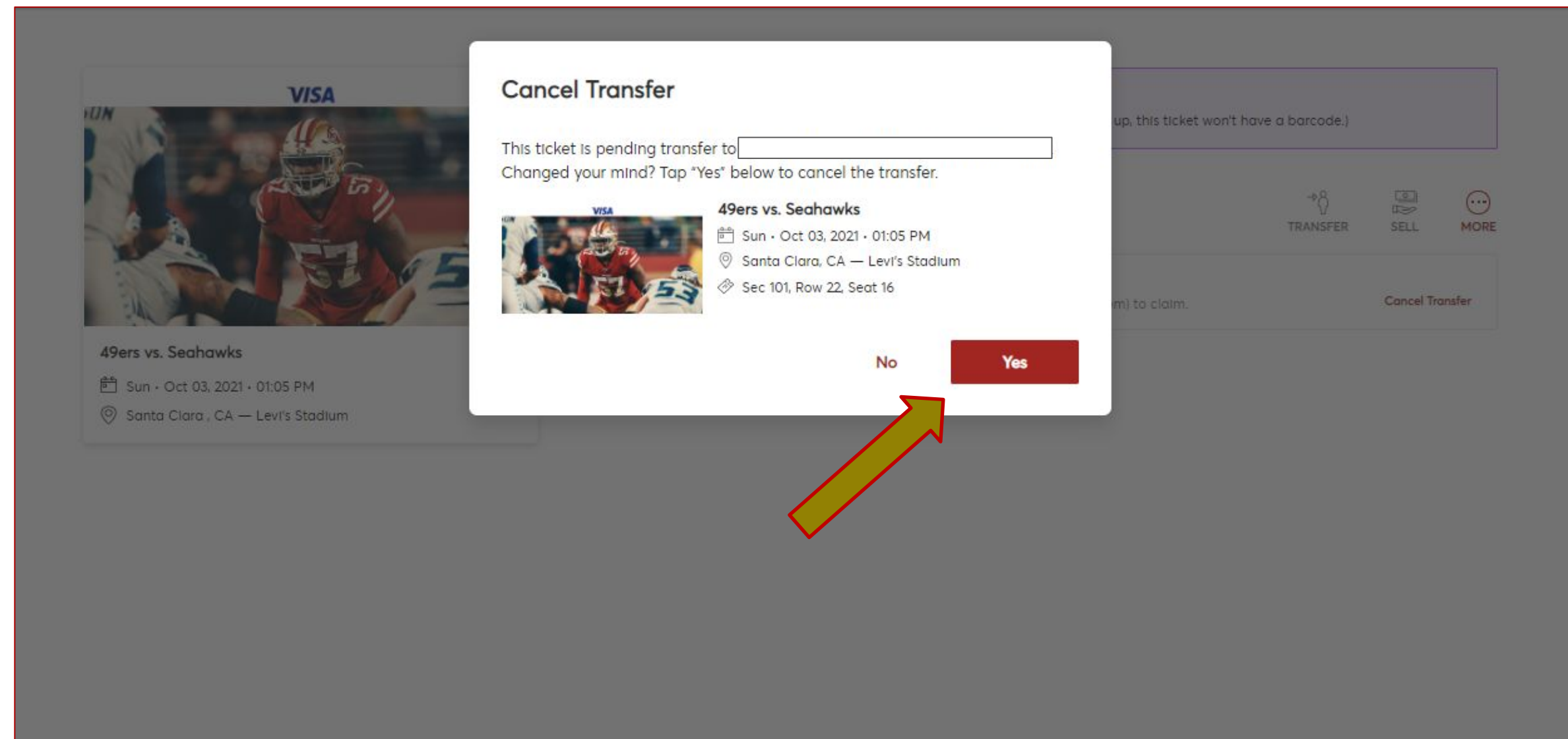


The screenshot displays the 'My SafeTix™' interface. On the left, a card for the '49ers vs. Seahawks' game is shown, including the date 'Sun • Oct 03, 2021 • 01:05 PM' and the location 'Santa Clara, CA — Levi's Stadium'. The main area shows the ticket details: 'Sec 101, Row 22, Seat 16' and 'Transfer Pending:'. To the right of these details is a 'Cancel Transfer' button. A green arrow points to this button. Above the ticket details, there are icons for 'TRANSFER', 'SELL', and 'MORE'. At the top, a purple banner reads 'Your Phone Is Your Ticket' with a note: 'For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)'

# Account Management – Computer

## How to Cancel Transfer (cont.)

- Select 'Yes' to confirm or 'No' to exit
- If you need the ticket(s) back in your account *after* the recipient has accepted the ticket, the recipient will need to transfer it back to you






# Account Management – Computer

## Emails You Will Receive

- Confirmation once sent
- Confirmation once accepted
- Confirmation once canceled

Levi's<sup>®</sup> STADIUM

Your Ticket Transfer Is on the Way to



49ers vs. Seahawks  
Sun • Oct 03, 2021 • 01:05 PM

You sent 1 ticket(s) to

What's Next?

We'll let you know when  accepts your ticket transfer. If anything changes, you may cancel your ticket transfer request as long as  hasn't accepted the tickets.


To view and manage your ticket transfer, please go to **Event Details**.

If you have any questions, we're here to help. **Contact Us**

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Questions? Contact us by **email** or call 415-464-9377

Levi's<sup>®</sup> STADIUM

Your Tickets Were Accepted



49ers vs. Colts  
Sun • Oct 24, 2021 • 05:20 PM

What's Next?


Your ticket transfer is complete, so you don't have to do a thing. We've transferred and reissued the tickets to  and they are no longer valid for use in your account.

If you have any questions, we're here to help. **Contact Us**

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Questions? Contact us by **email** or call 415-464-9377

Levi's<sup>®</sup> STADIUM

Your Ticket Transfer Has Been Canceled



49ers vs. Seahawks  
Sun • Oct 03, 2021 • 01:05 PM

Your tickets were not yet accepted, so we were able to cancel your ticket transfer request to  Your tickets are now back in your account and ready for you to use.

**Would you like to set up a new ticket transfer?** Get started below.

Start a New Transfer

If you have any questions, we're here to help. **Contact Us**

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Questions? Contact us by **email** or call 415-464-9377



# Account Management – Paying Invoices

## Paying invoices through computer

- After logging into your account, click on the “Invoice” option on the top menu ribbon
- Select which invoice to pay on the left side under “Unpaid”

Levi's STADIUM Home Suite Information Event Guide and Info Invoice Contact Us

Invoices Paid Unpaid Parking Pass

Parking Pass  
Balance Due: \$400.00  
Due Date: Jul 01, 2021  
Invoice #1896637

1 Summary

2021 49ers Parking Pass - Full Season ...  
Lot BLUE1 | Blue Lot 1 - Tailgating Permitted 2  
Quantity: 1  
\$400.00

Total Amount \$400.00  
(-) Less Payments/Credits (-) - \$0.00  
Outstanding Balance \$400.00  
Continue

2 Payment

- Review invoice and enter in payment information and click “Pay Now”

Levi's STADIUM Home Suite Information Event Guide and Info Invoice Contact Us

Invoices Paid Unpaid Parking Pass

Parking Pass  
Balance Due: \$400.00  
Due Date: Jul 01, 2021  
Invoice #1896637

Summary

Outstanding Balance \$400.00

2 Payment

Payment Option  
Select Payment Option

Payment Method  
Add Payment Method

☐ Split this payment

Subtotal \$400.00  
(-) Less Payments/Credits (-) - \$0.00  
Total Balance \$400.00  
Payment Due Today \$400.00

Pay Now



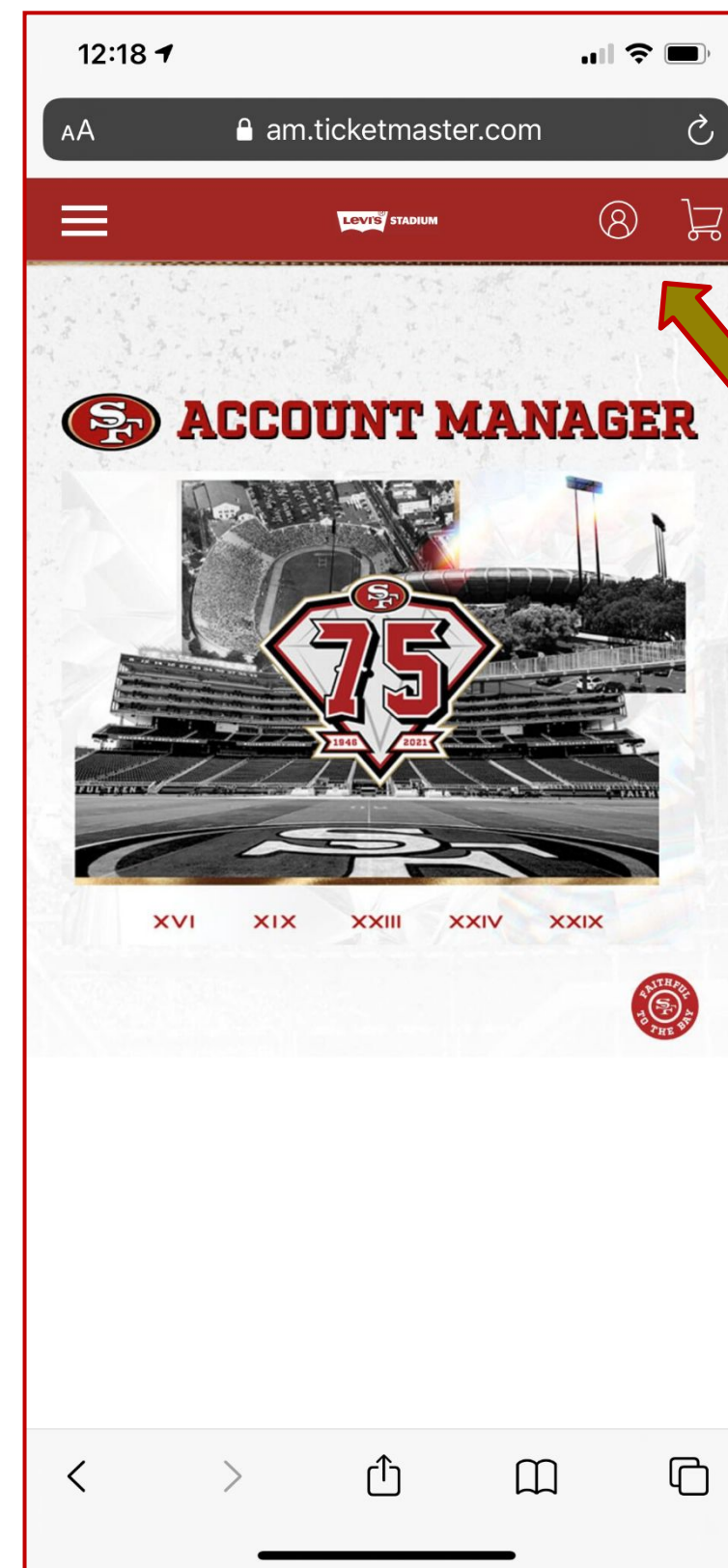
# Account Management: MOBILE WEBSITE



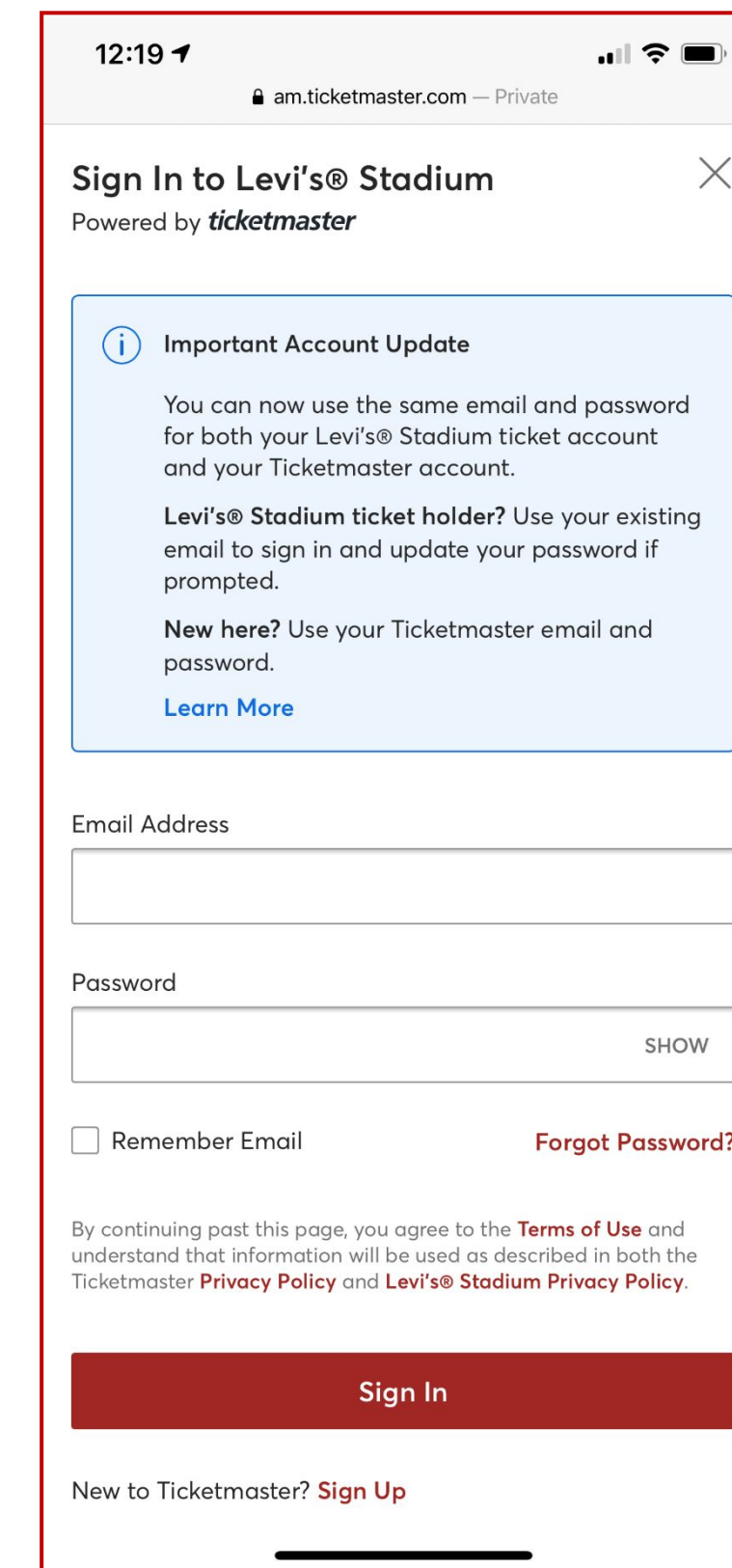
# Account Management – Mobile Website

## Managing your account through the mobile website

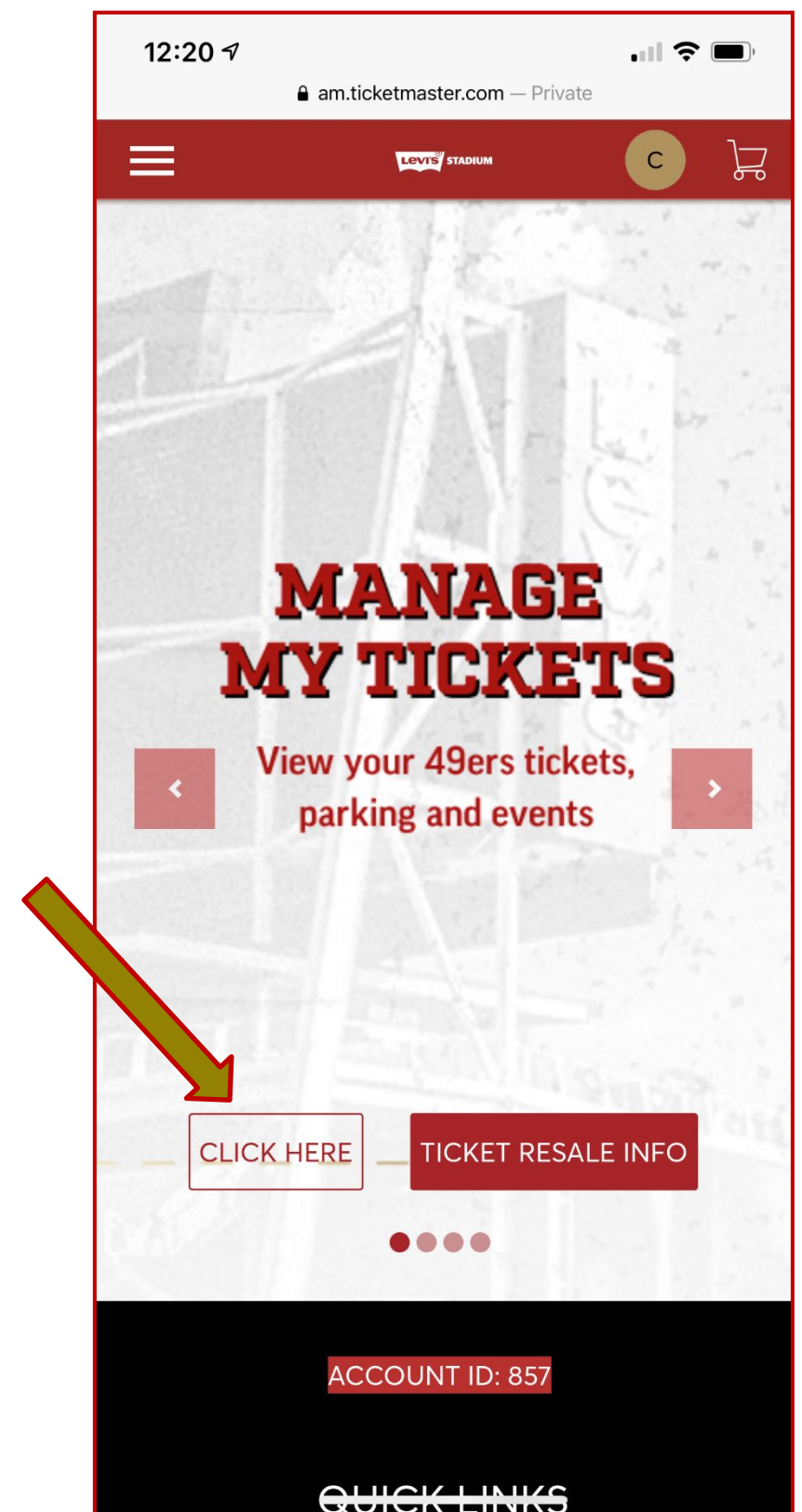
- Access the Account Manager website through your mobile browser at [www.49ers.com/myaccount](http://www.49ers.com/myaccount)
- Log In
  - Your Account Email
  - Your Account Password



**Step 1—**  
Click the account icon  
at the top right of your  
screen



**Step 2—**  
Log-in using your account  
email & password



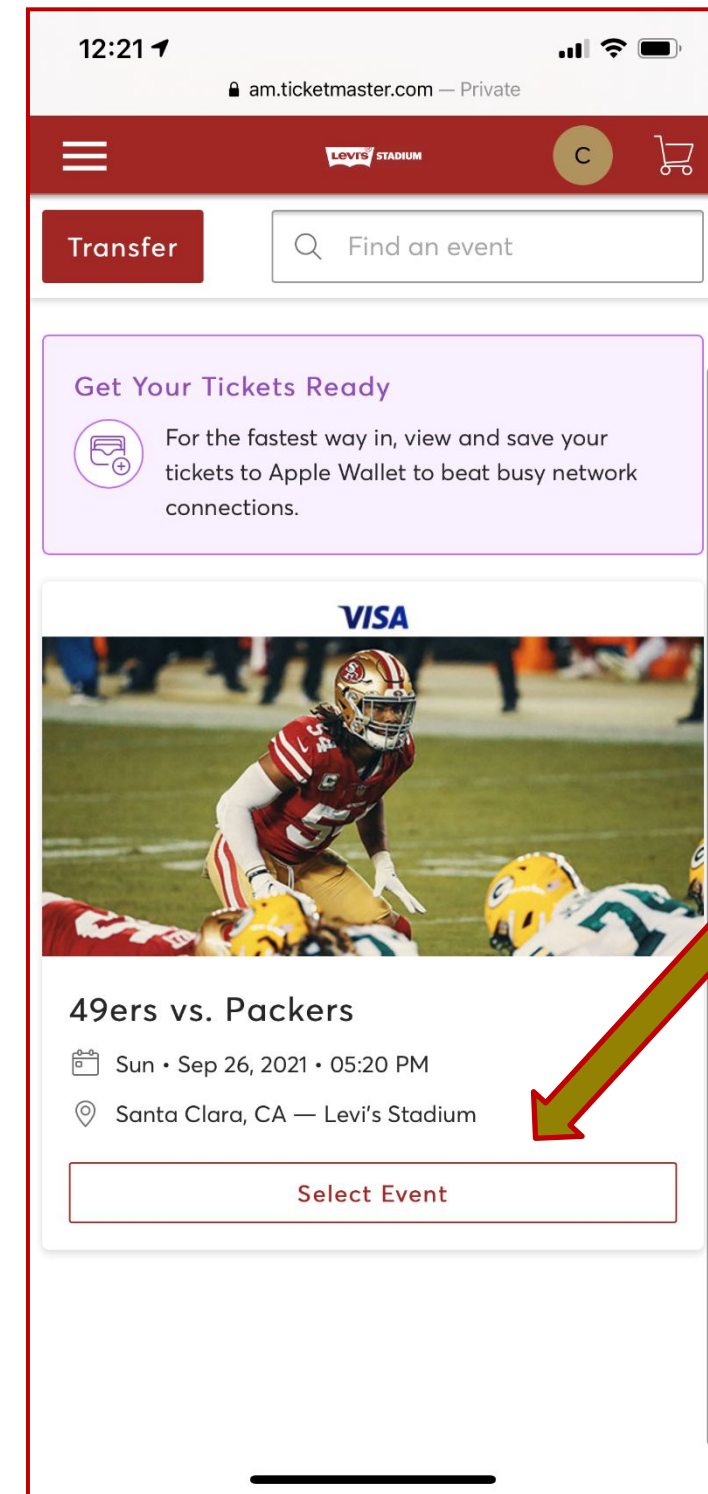
**Step 3—**  
Select "Click Here" on the  
account manager home  
page after signing in.



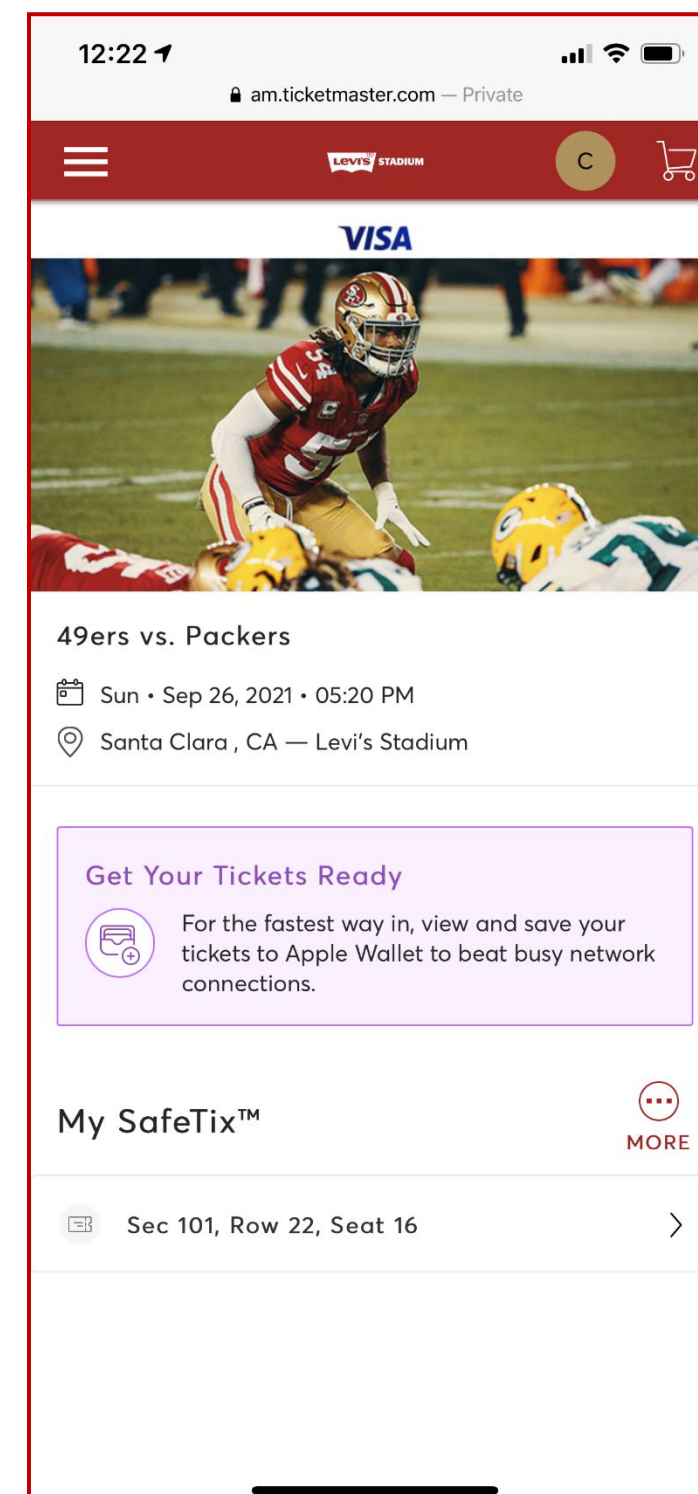


# Account Management – Mobile Website

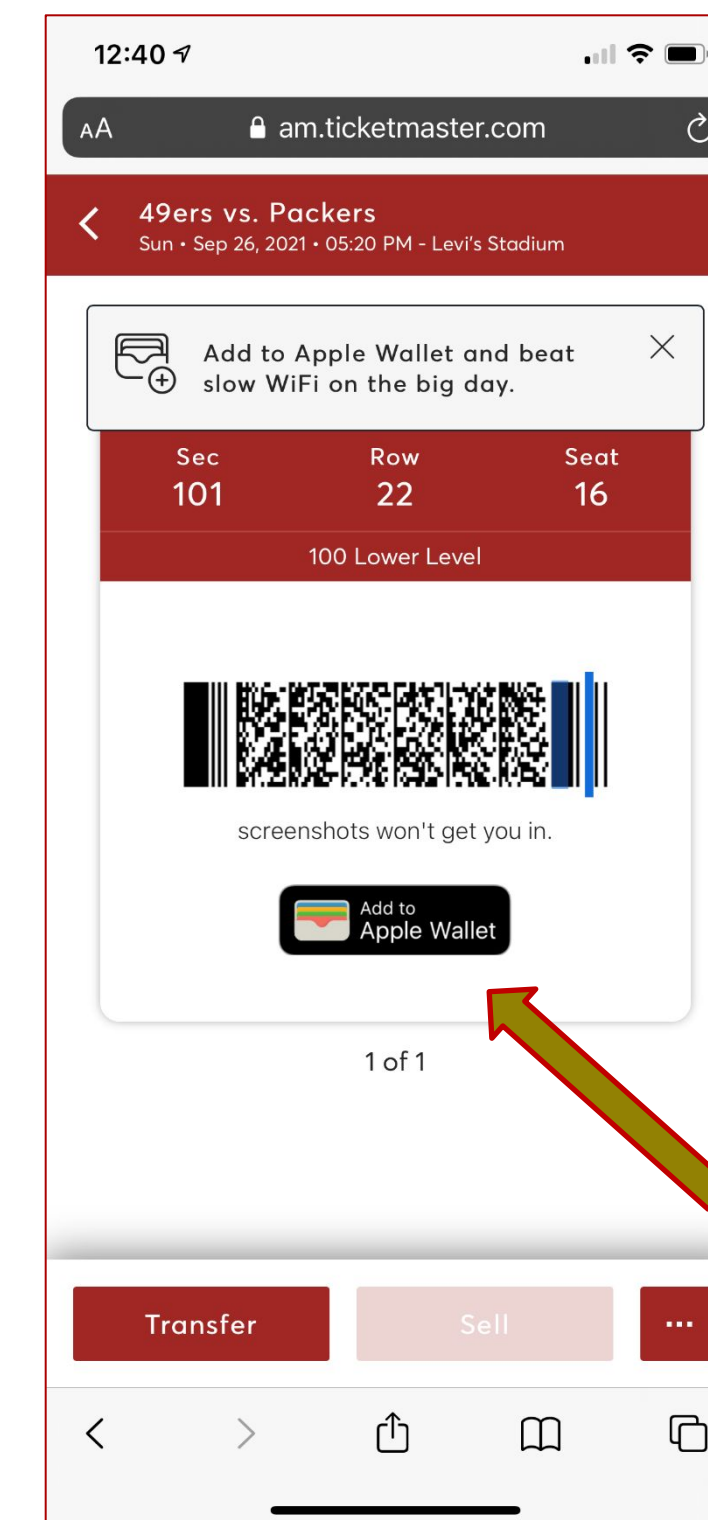
## Downloading your tickets through the mobile website



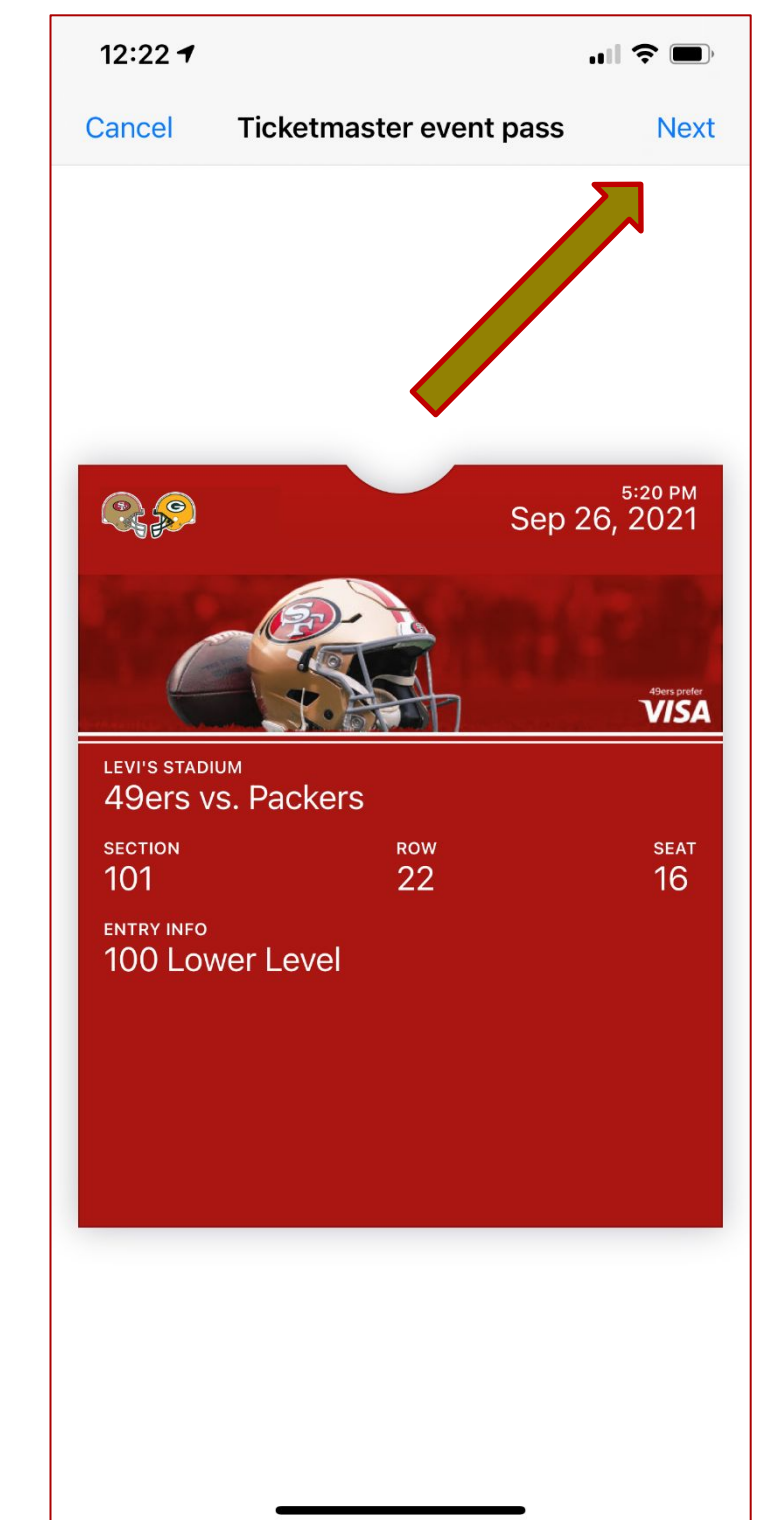
**Step 1—**  
Click “Select Event” on the  
desired game



**Step 2—**  
Select the tickets you wish  
to view/download



**Step 3—**  
Click “Add to Apple Wallet”

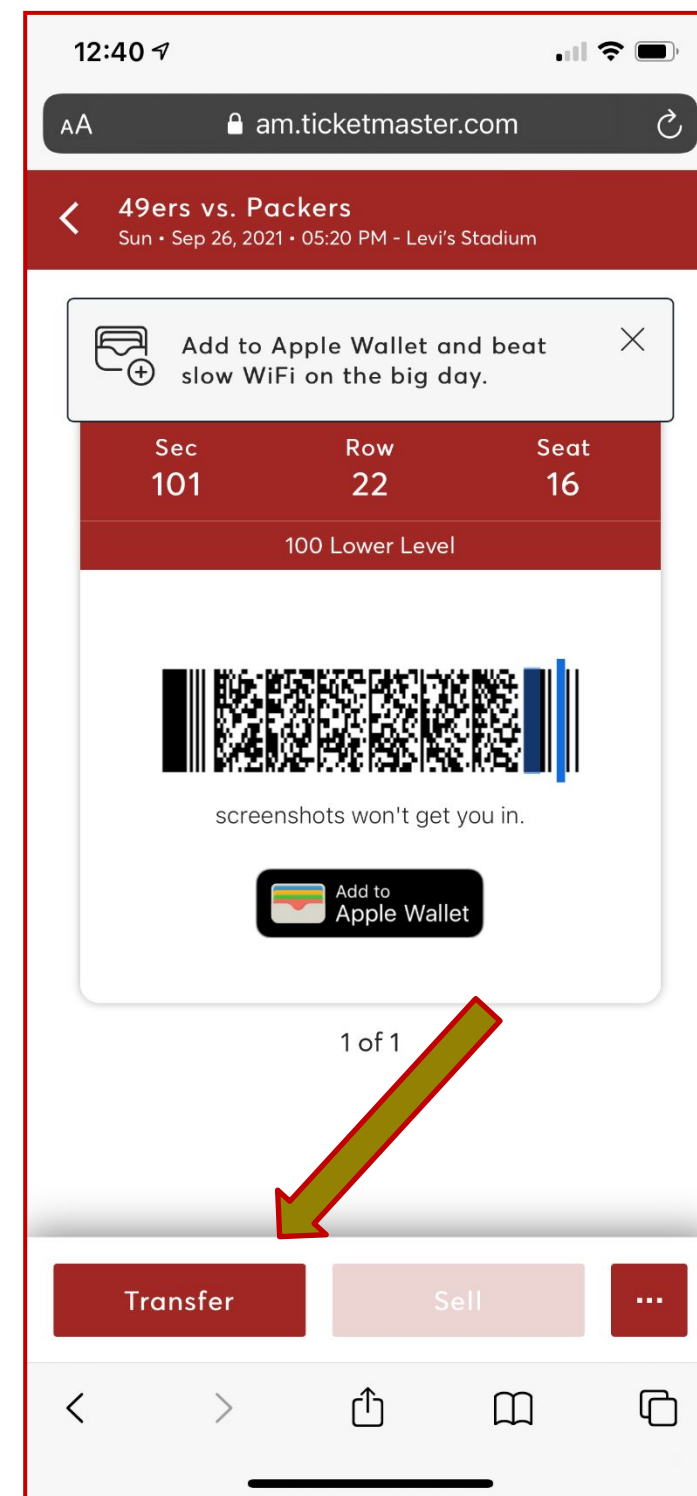


**Step 4—**  
Press “Next” to complete  
process. Once complete,  
your ticket can be pulled up  
in your Apple Wallet to be  
scanned for entry

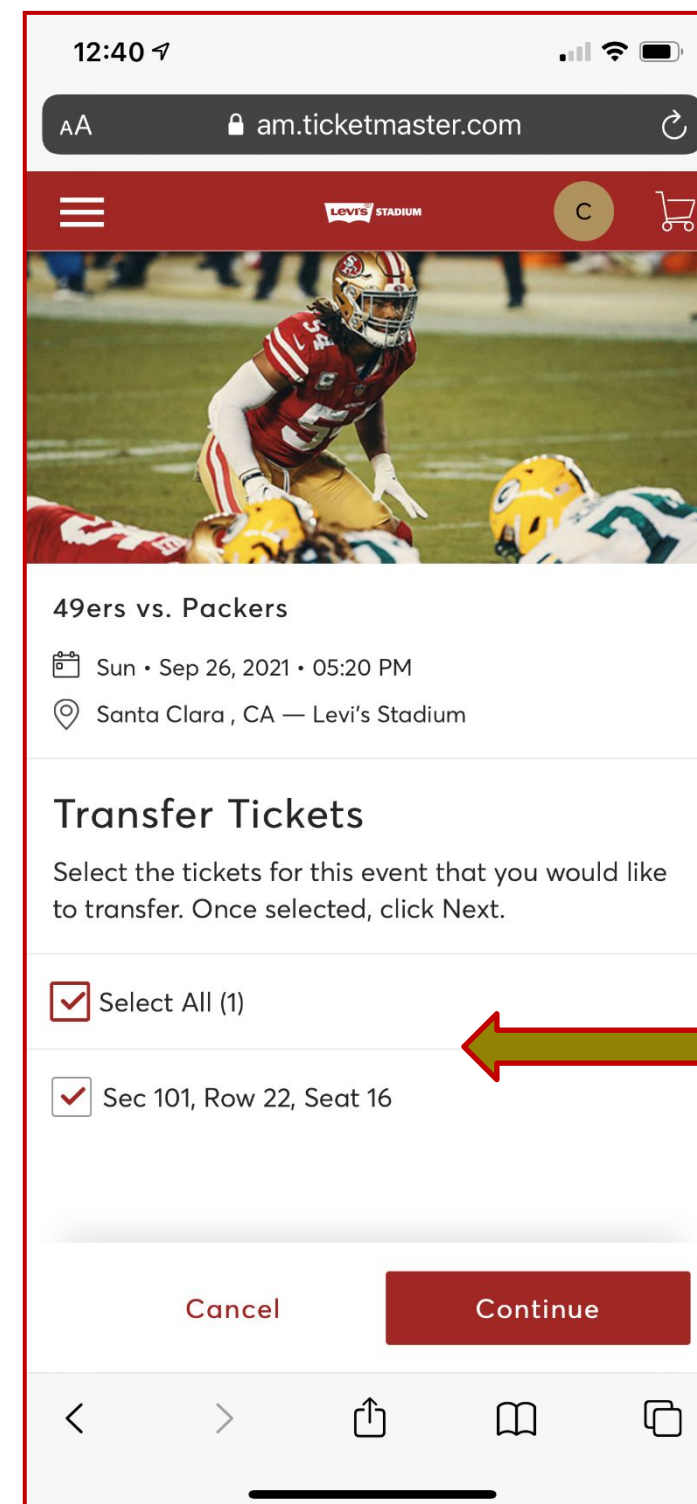


# Account Management – Mobile Website

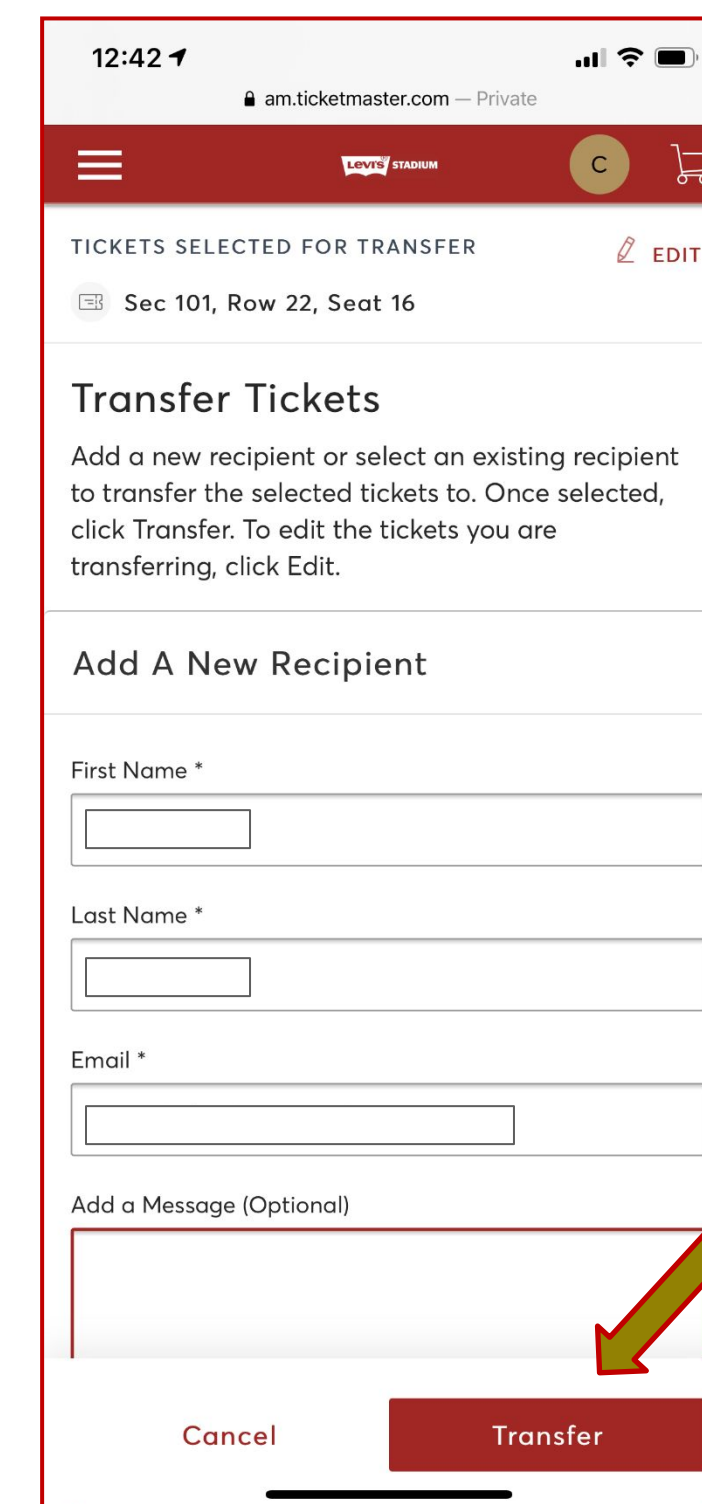
## Transferring tickets through the mobile website



**Step 1—**  
Click the “Transfer” button  
on the bottom left



**Step 2—**  
Select the seats you'd like to  
transfer then click “Transfer”



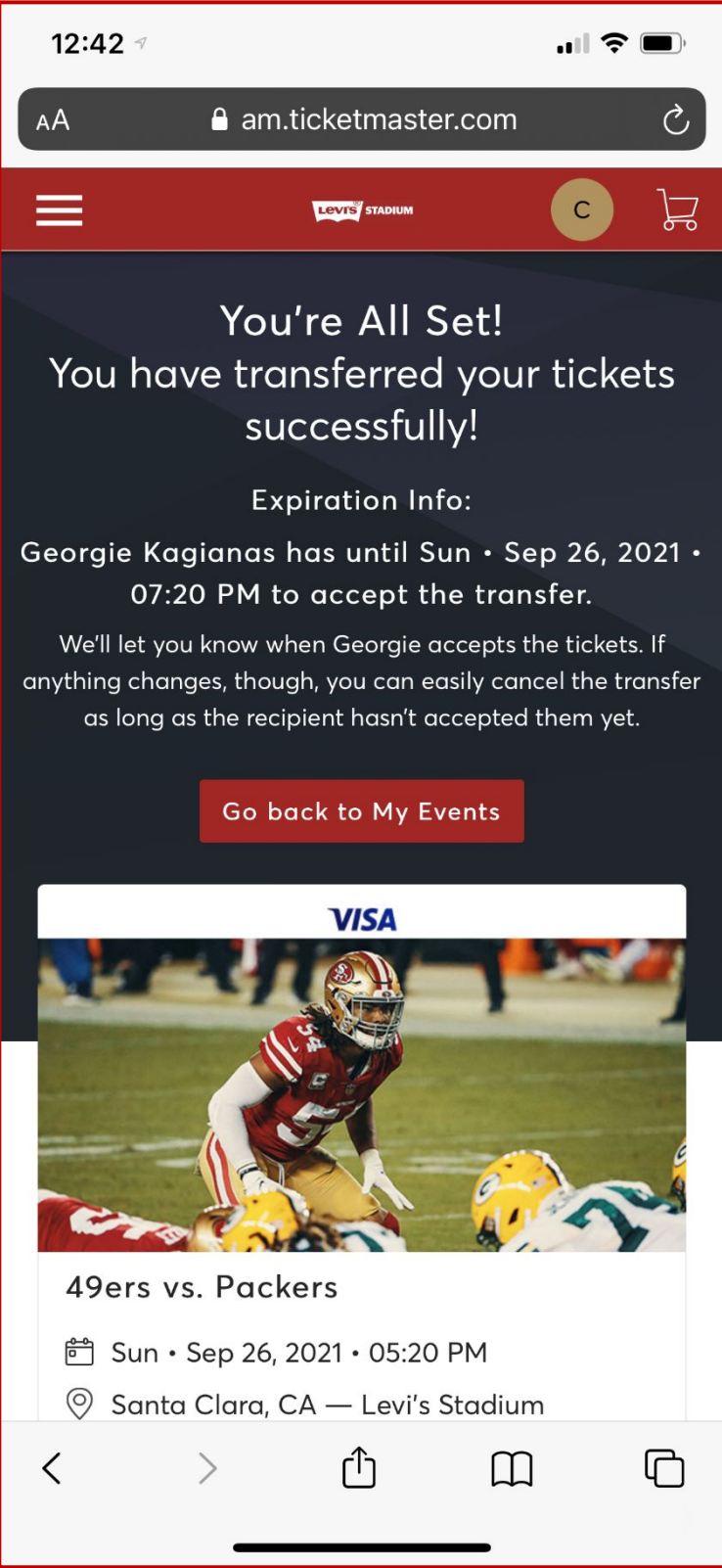
**Step 3—**  
Fill out the recipient's name,  
email address, optional  
message & click “Transfer”



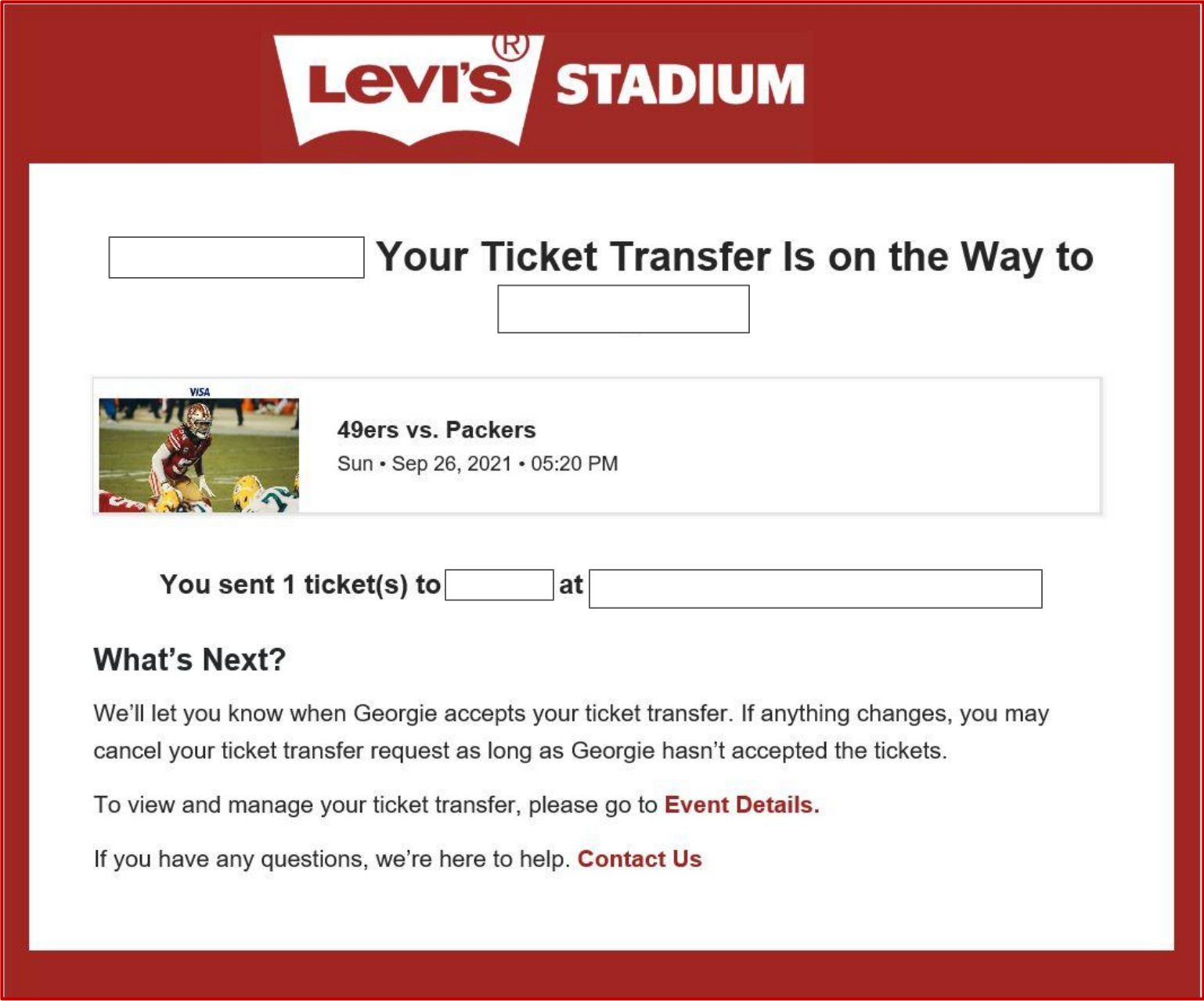
# Account Management – Mobile Website

## Transferring tickets through the mobile website (cont.)

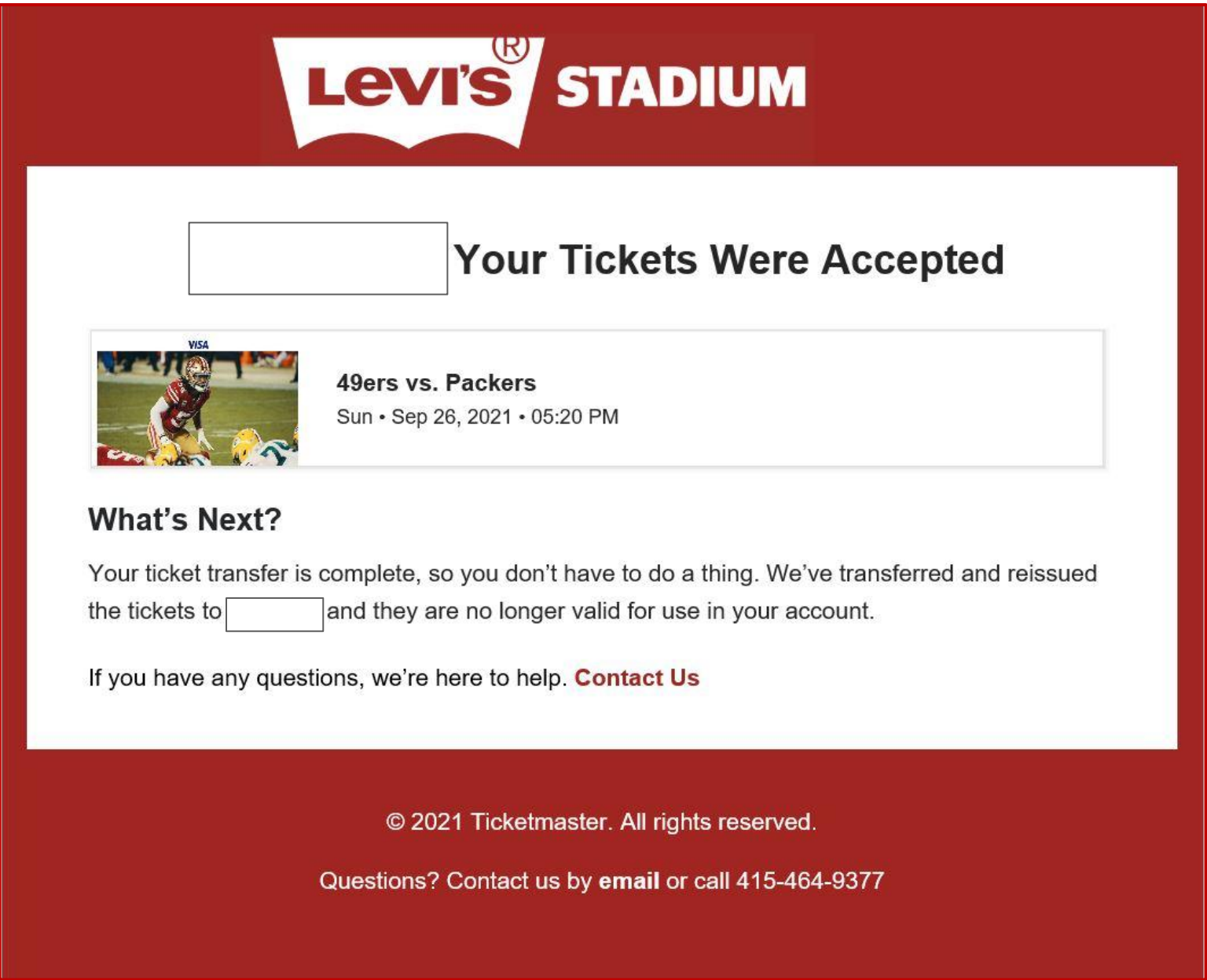
### Confirmation of Transfer on the Mobile Website



### Confirmation Email of Transfer Sent



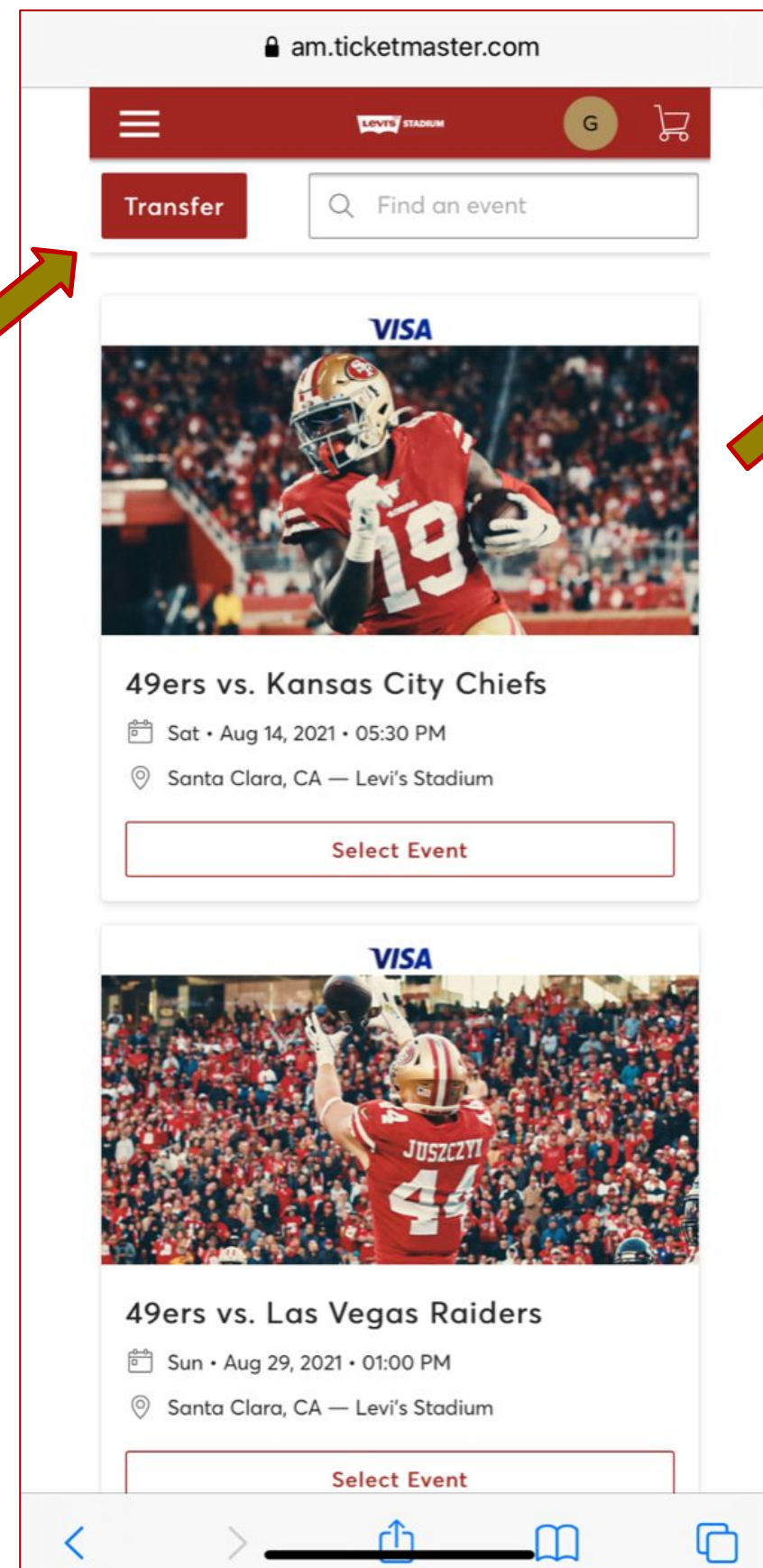
### Confirmation Email of Transfer Accepted



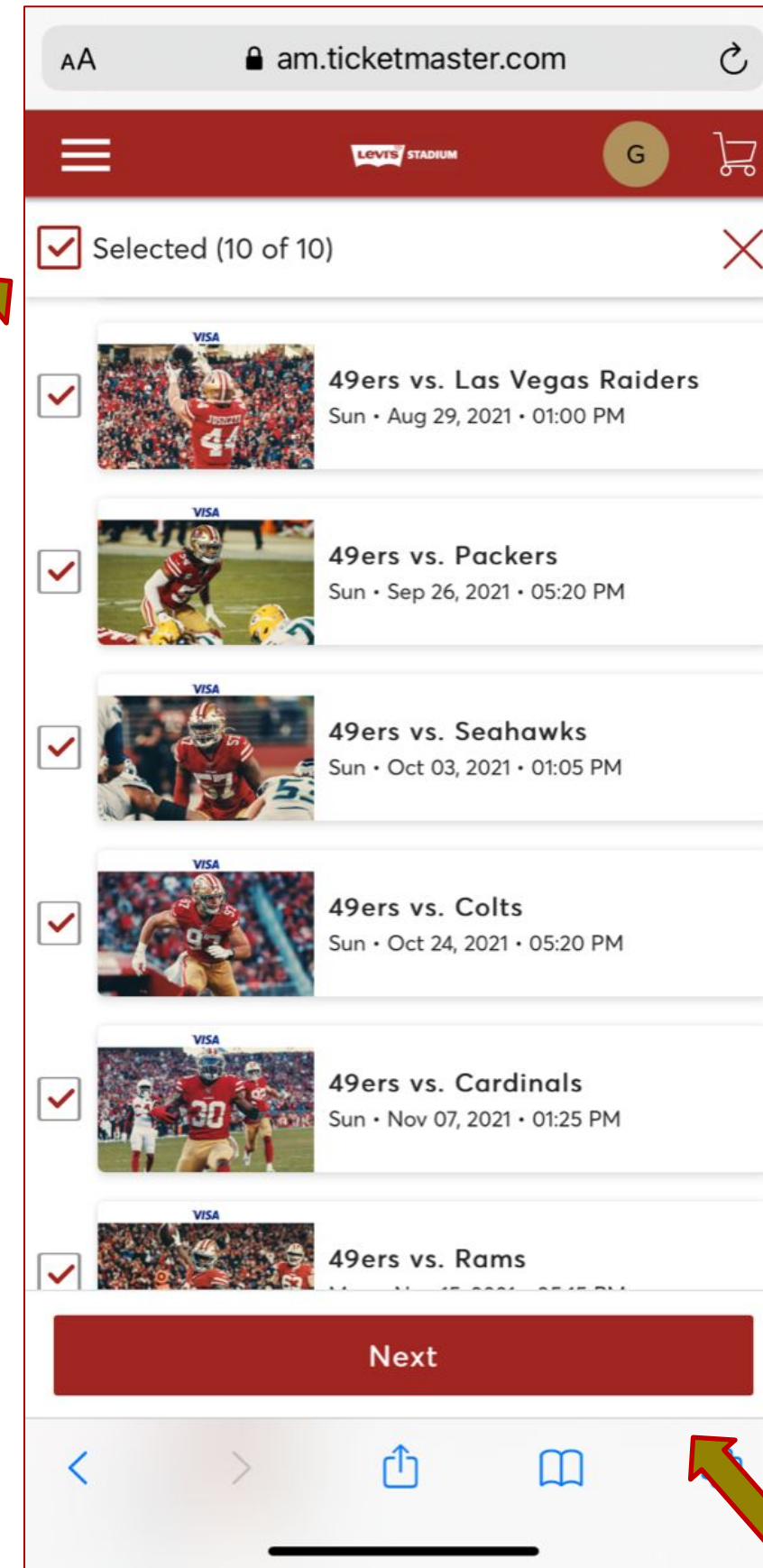


# Account Management – Mobile Website

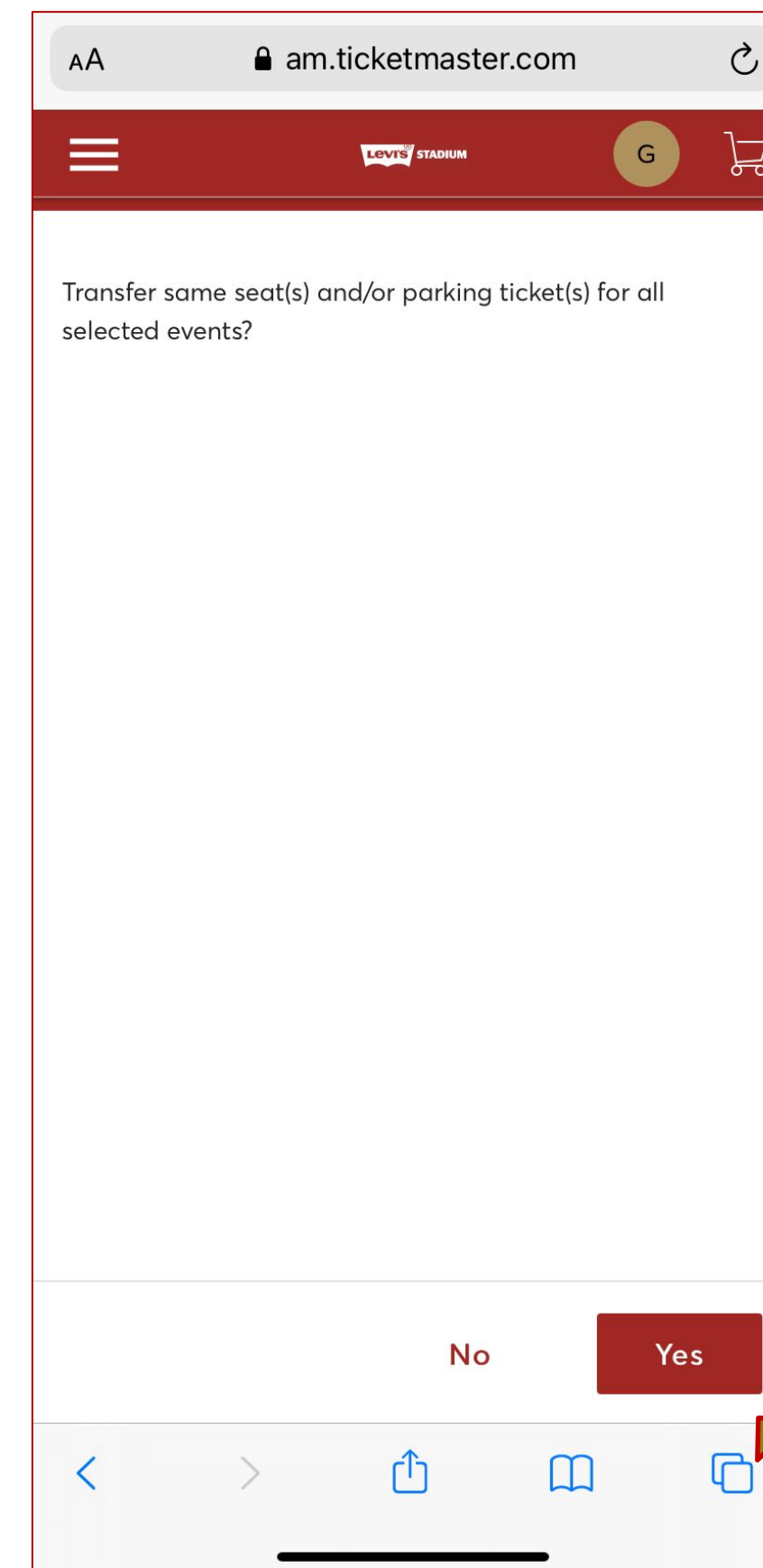
## Bulk transferring tickets through the mobile website



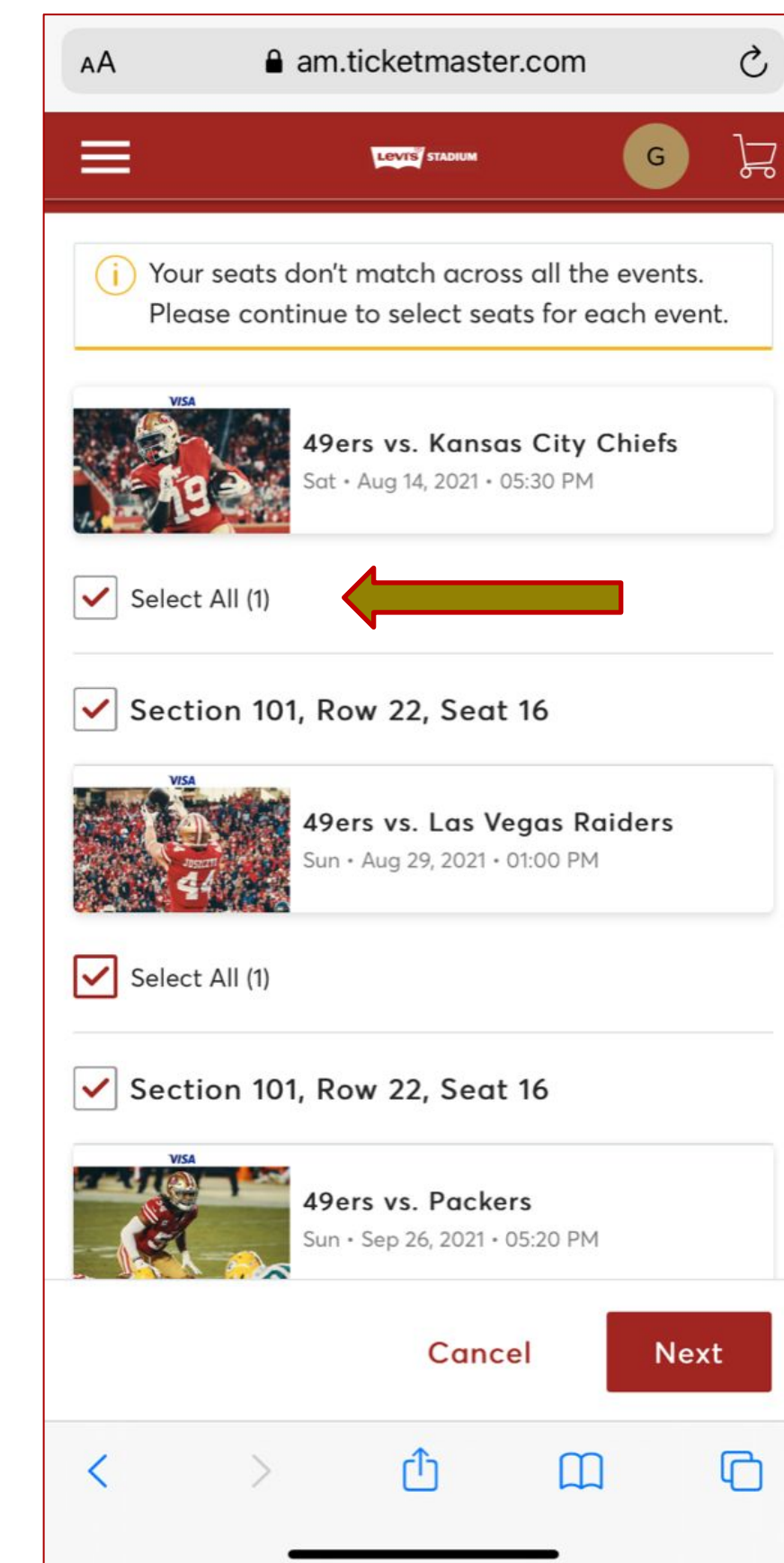
**Step 1—**  
Select “Transfer” at the top left  
of the event home page



**Step 2—**  
Select all the events you'd  
like to bulk transfer and click  
“Next”



**Step 3—**  
Click “Yes”



**Step 4—**  
Select seats for each event  
and click “Next”



# Account Management – Mobile Website

## Bulk transferring tickets through the mobile website (cont.)

AA am.ticketmaster.com

8 Event(s) Selected  
Total of 8 ticket(s) selected

⊕ Add A New Recipient

Cancel Transfer

**Step 5—**  
Add a new recipient or  
select from your recent list,  
then click “Transfer”

AA am.ticketmaster.com

8 Event(s) Selected  
Total of 8 ticket(s) selected

⊕ Add A New Recipient

Add a Message (Optional)

255 Character(s) Remaining

Cancel Transfer

**Step 6—**  
Enter in a note for the recipient  
(optional), then click “Transfer”

AA am.ticketmaster.com

✓ Success! 8 ticket(s) for 8 event(s)  
are transferred.

What happens next?  just needs to  
accept the transfer before it expires on Sat •  
Aug 14, 2021 • 07:30 PM.

If you'd like to cancel this transfer - you can  
do so, just as long as  hasn't accepted  
the tickets yet.

Show Details

Done

**Step 7—**  
You're all set! Bulk transfer  
has been sent. Click “Done”  
to exit

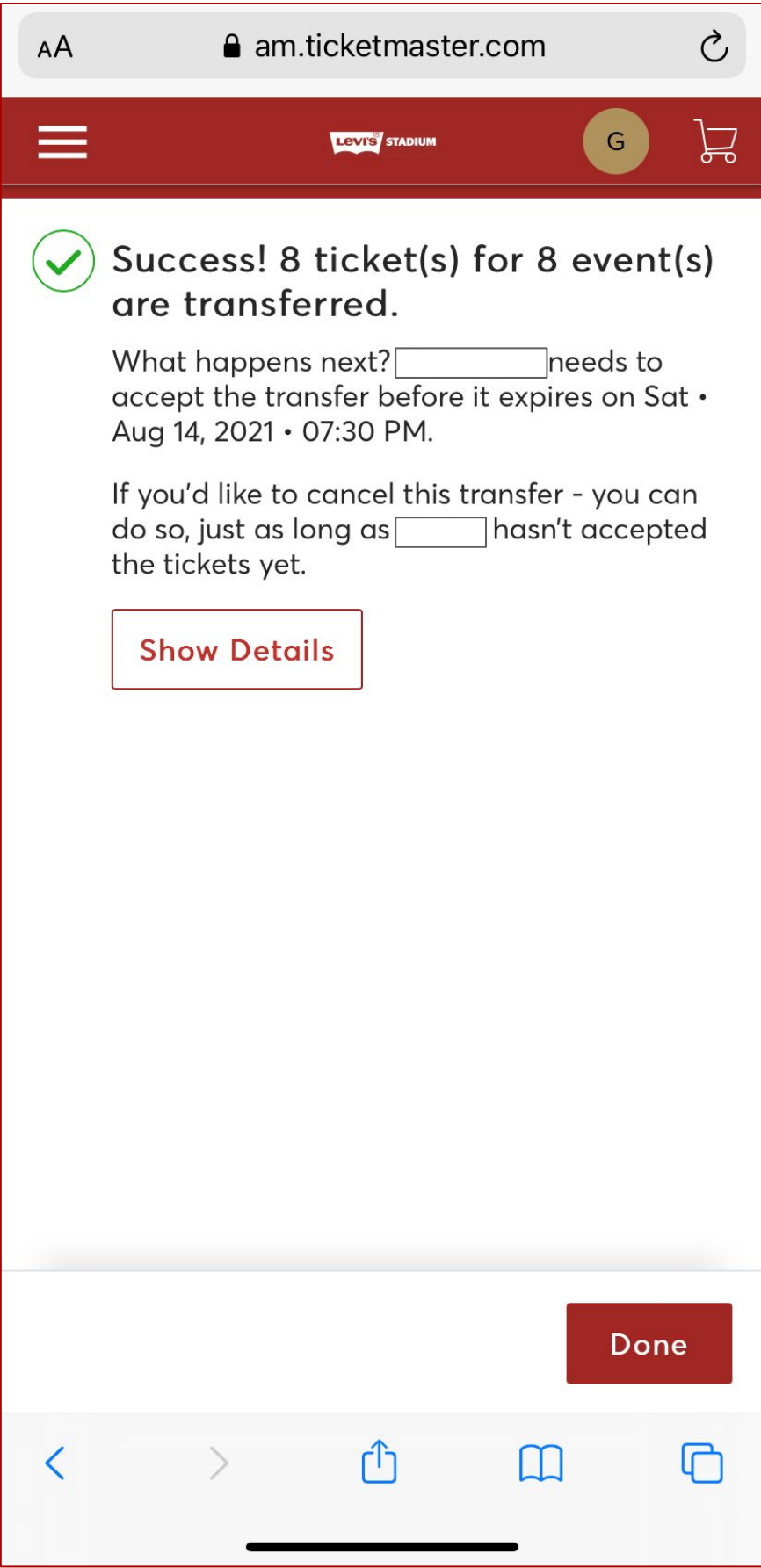




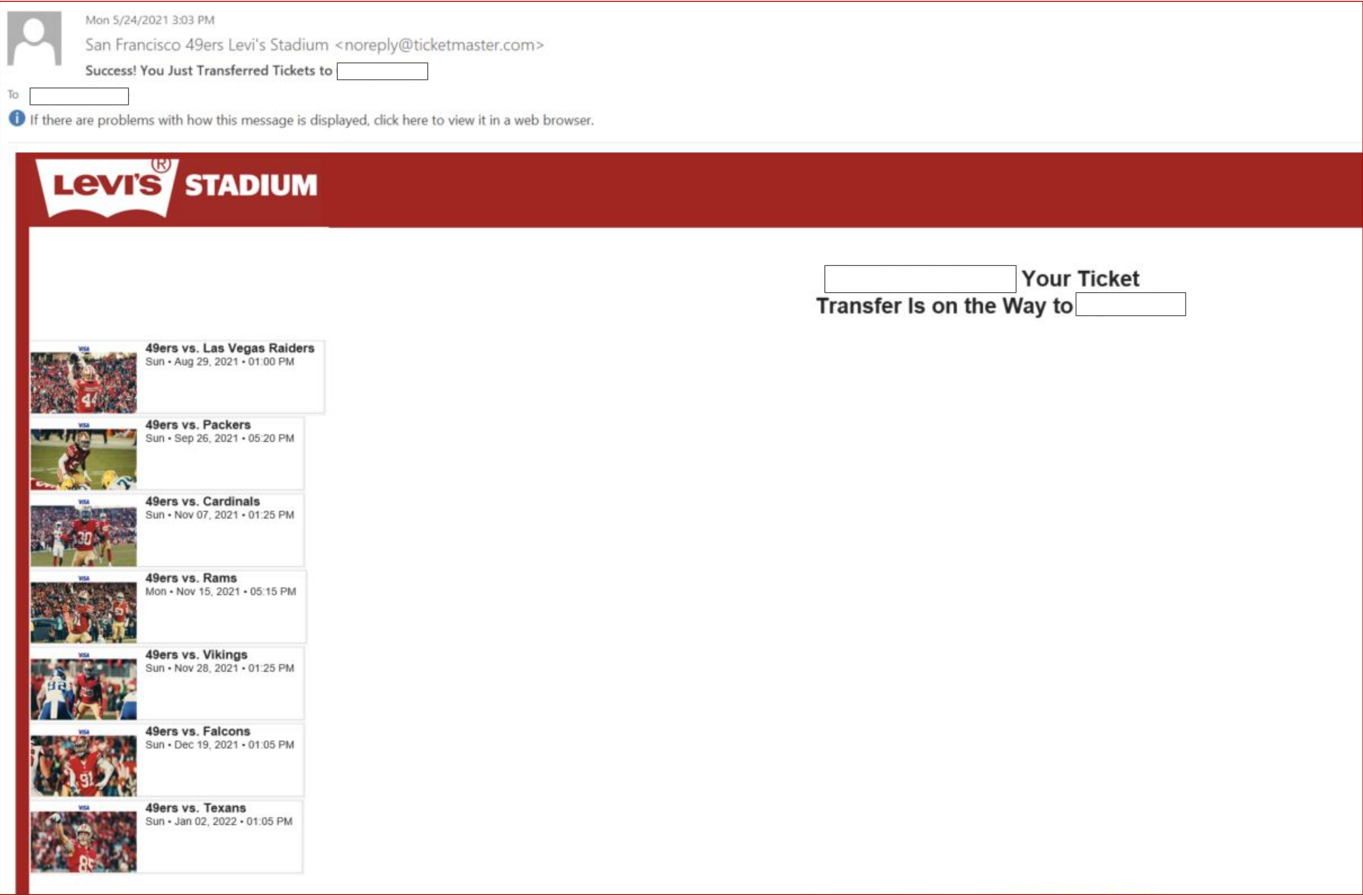
# Account Management – Mobile Website

## Bulk transferring tickets through the mobile website (cont.)

### Confirmation of Bulk Transfer on the App



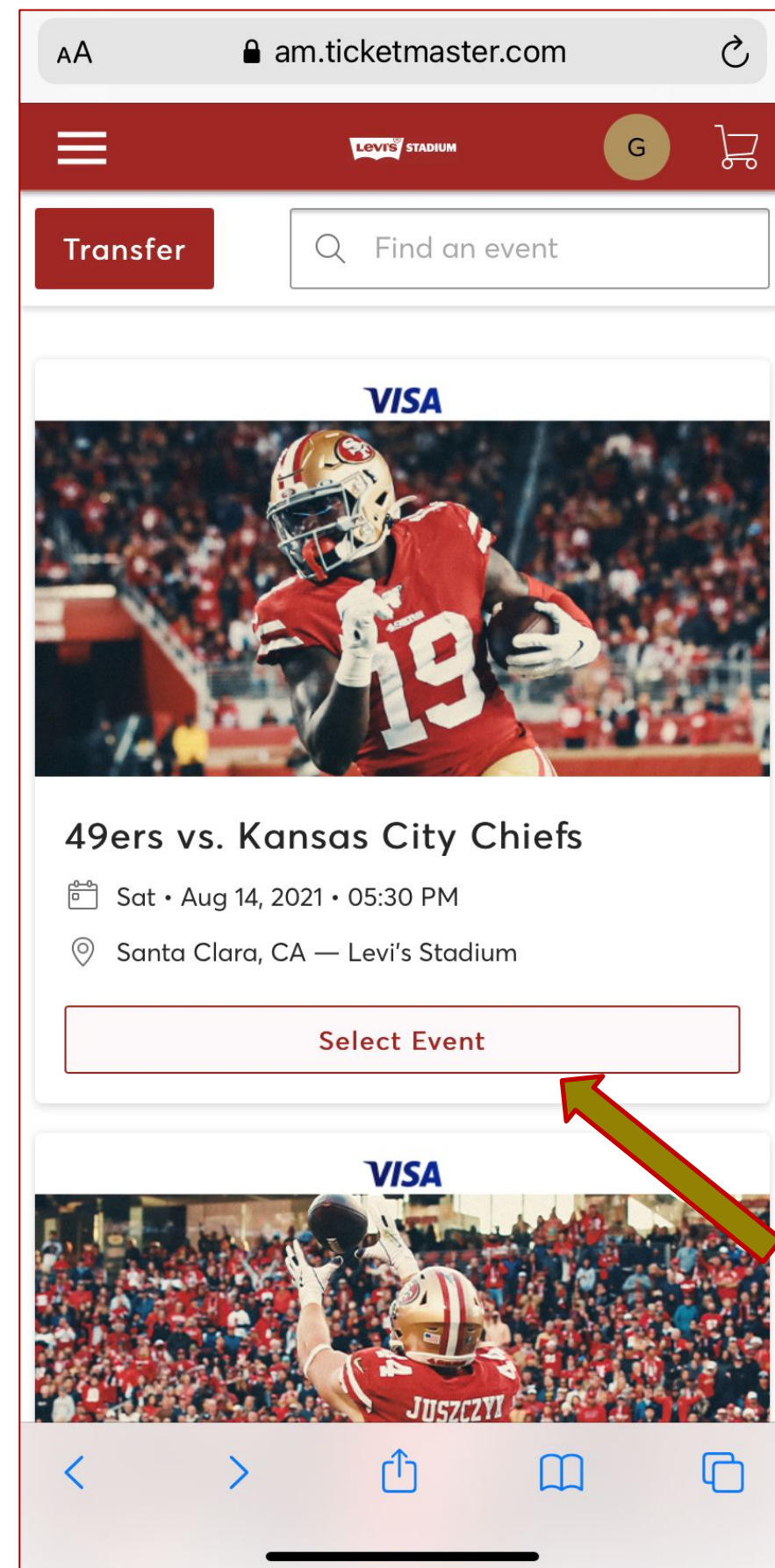
### Confirmation of Bulk Transfer via Email



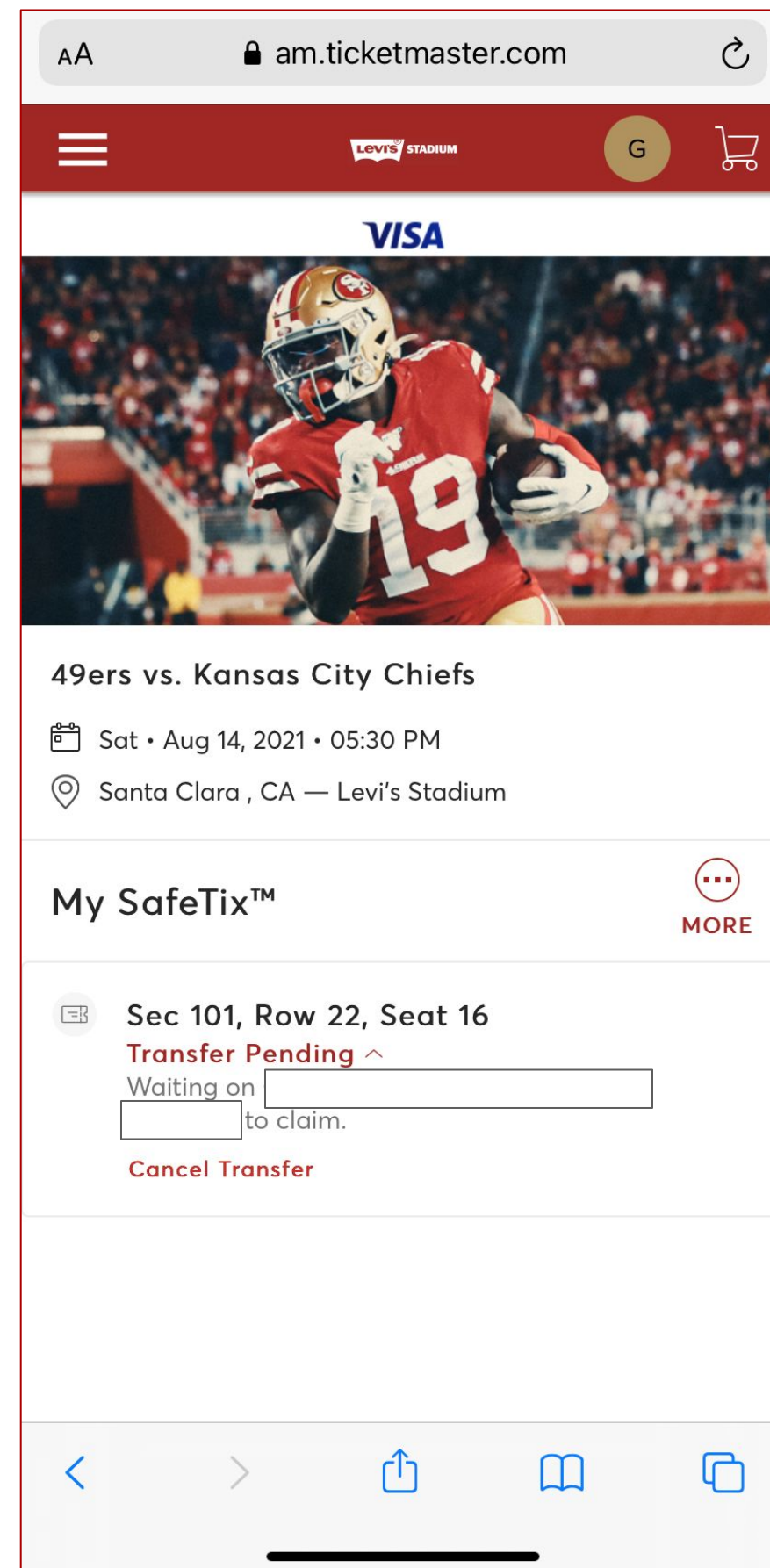


# Account Management – Mobile Website

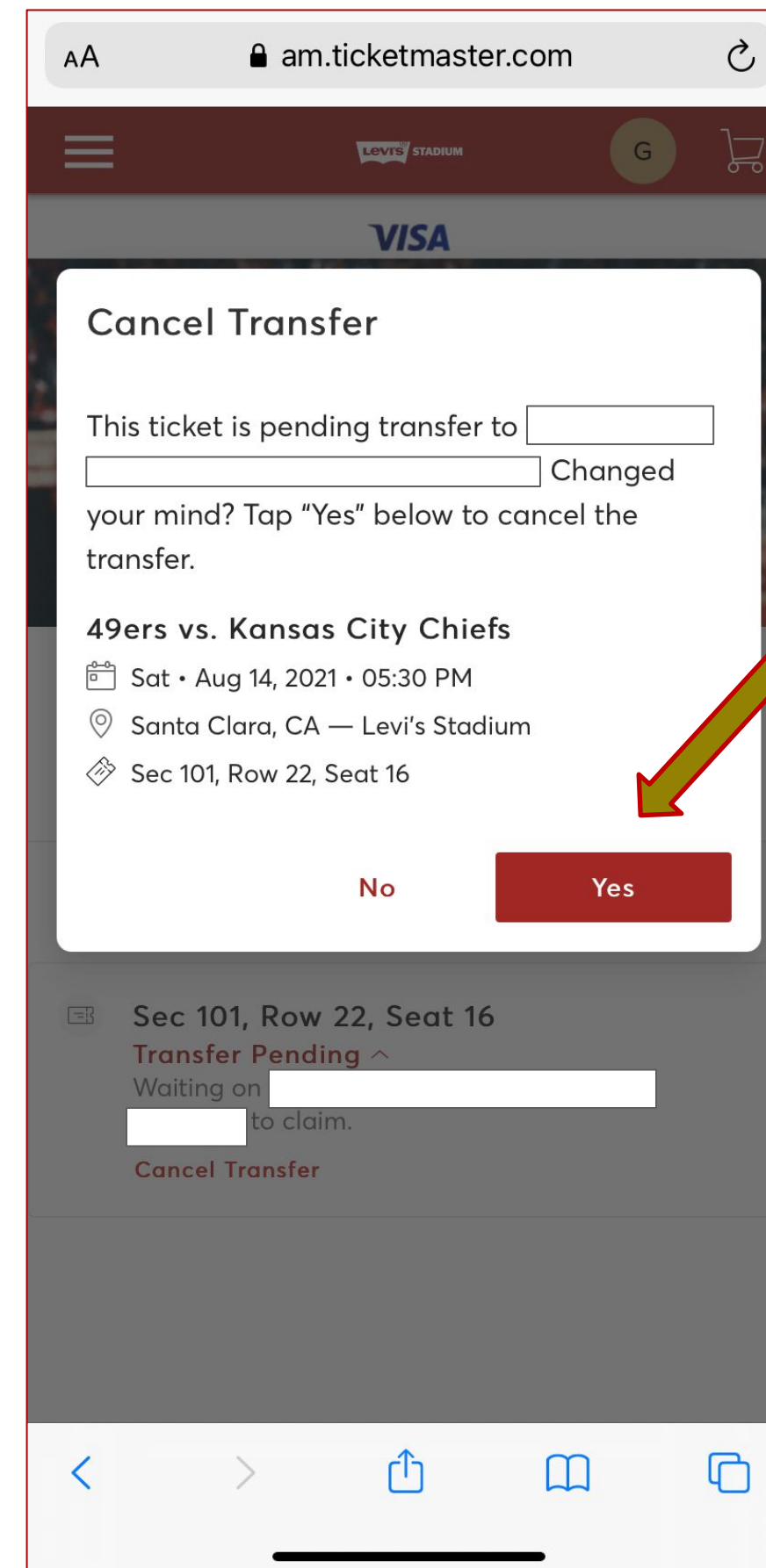
## Canceling transfer and reclaiming tickets through the mobile website



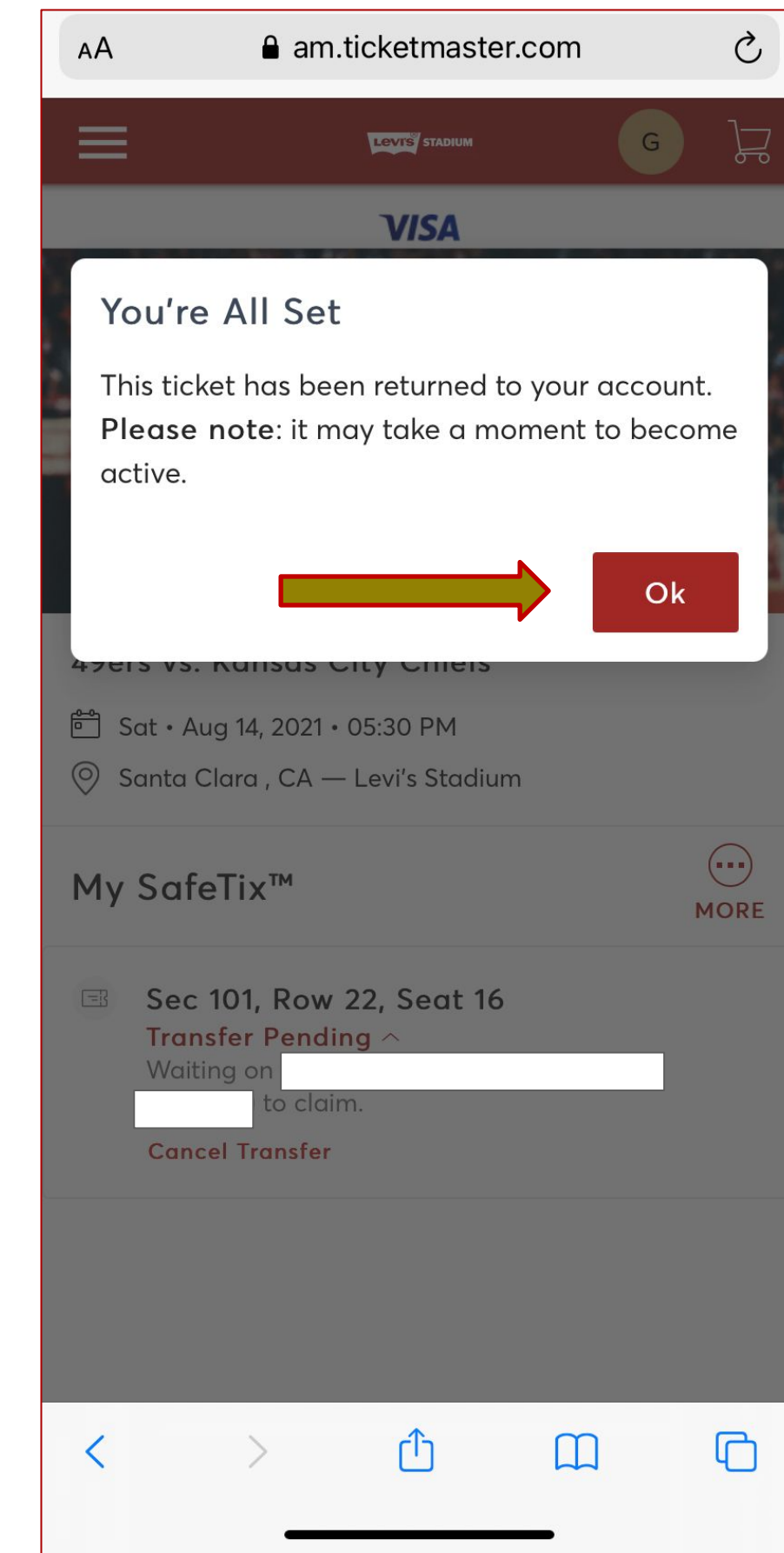
**Step 1—**  
Select the event that you are trying to reclaim



**Step 2—**  
Click "Cancel Transfer"



**Step 3—**  
Click "Yes" to confirm and reclaim the ticket back into your account



**Step 4—**  
You're all set! Click "Ok" to exit

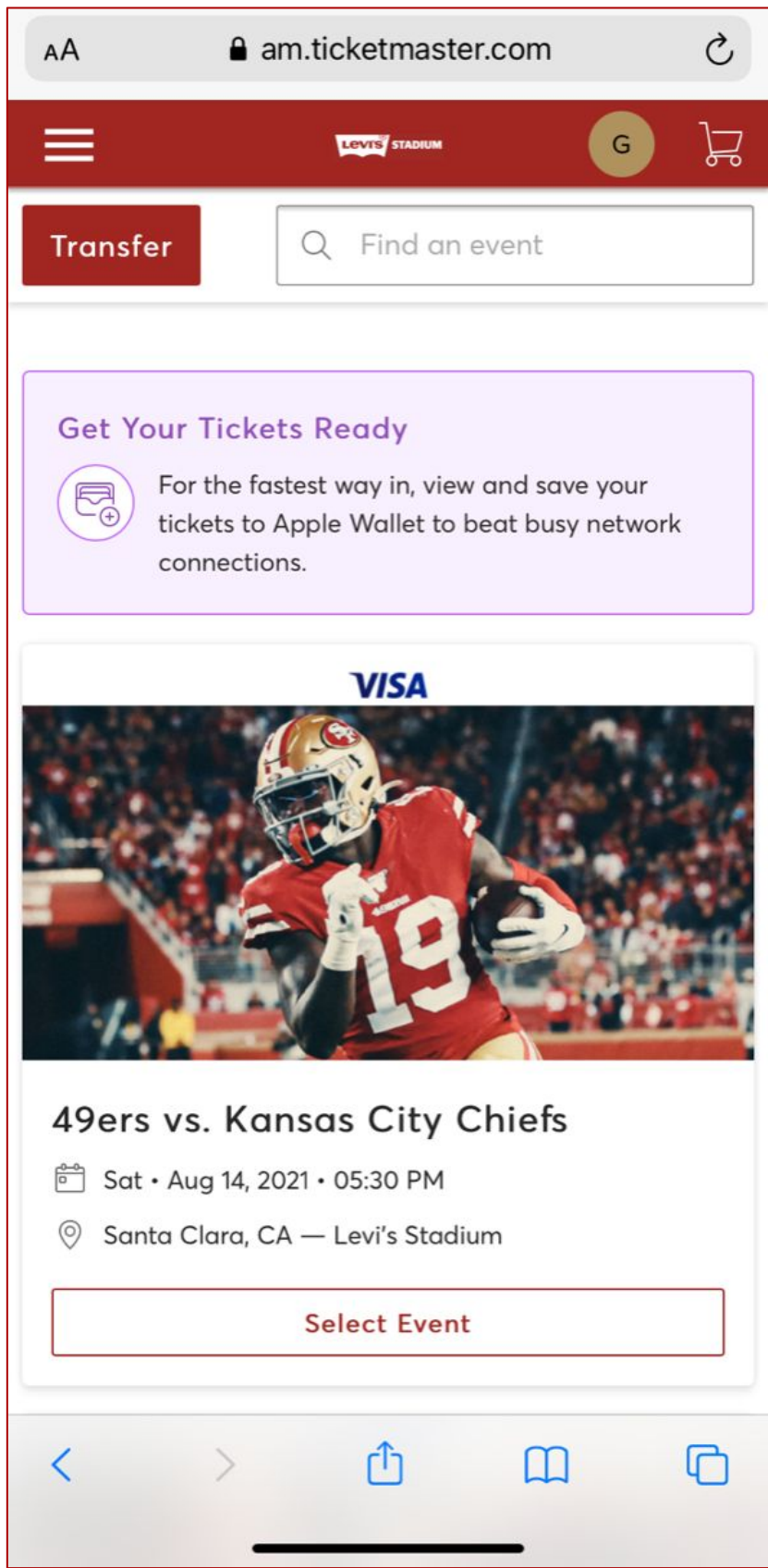




# Account Management – Mobile Website

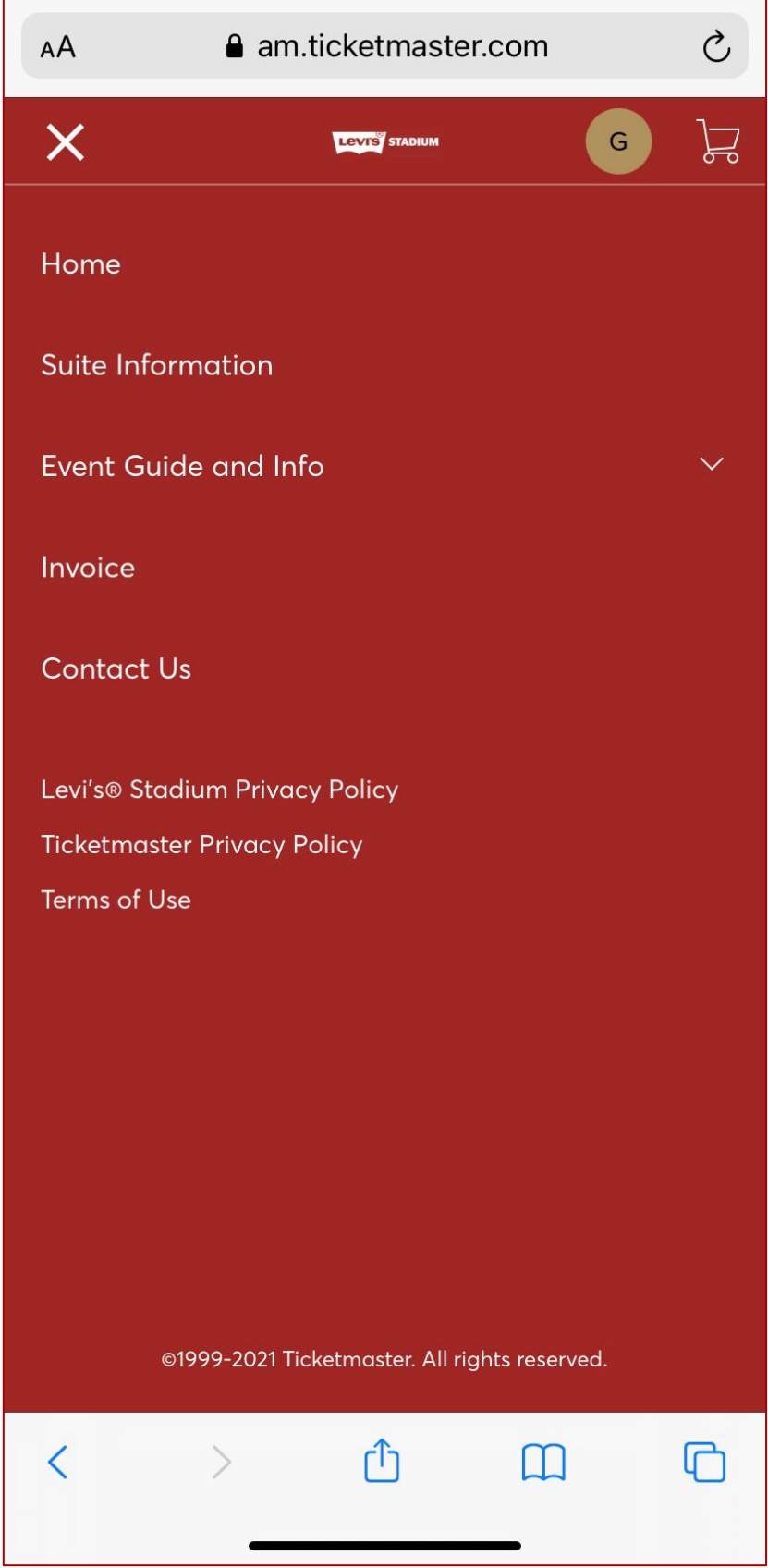
## Paying invoices through the mobile website

- Tickets & parking passes will be manageable immediately after payment



### Step 1—

On the homepage, click the 3 lines in the top left corner



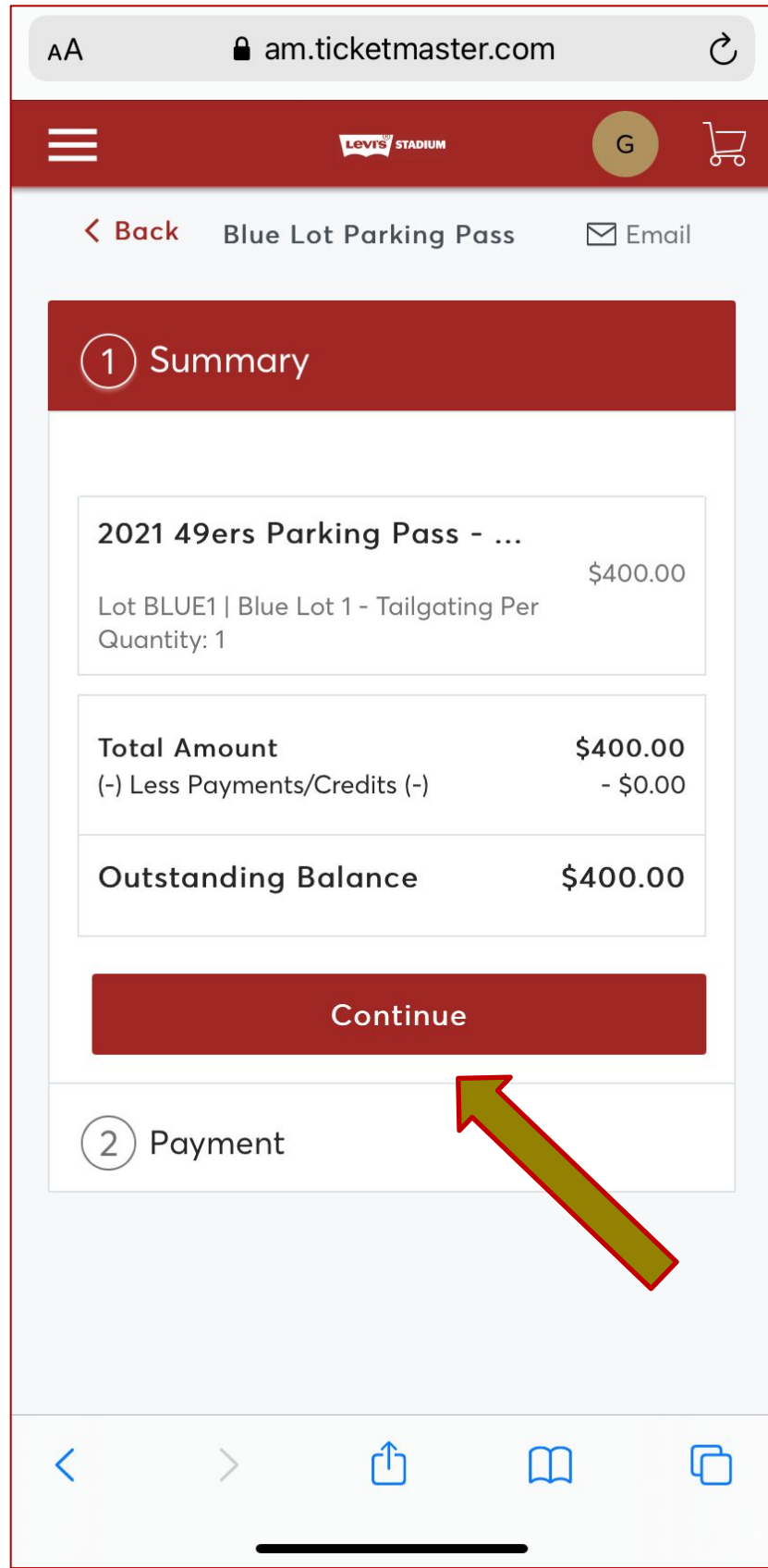
### Step 2—

In the menu of options, click on “Invoice”



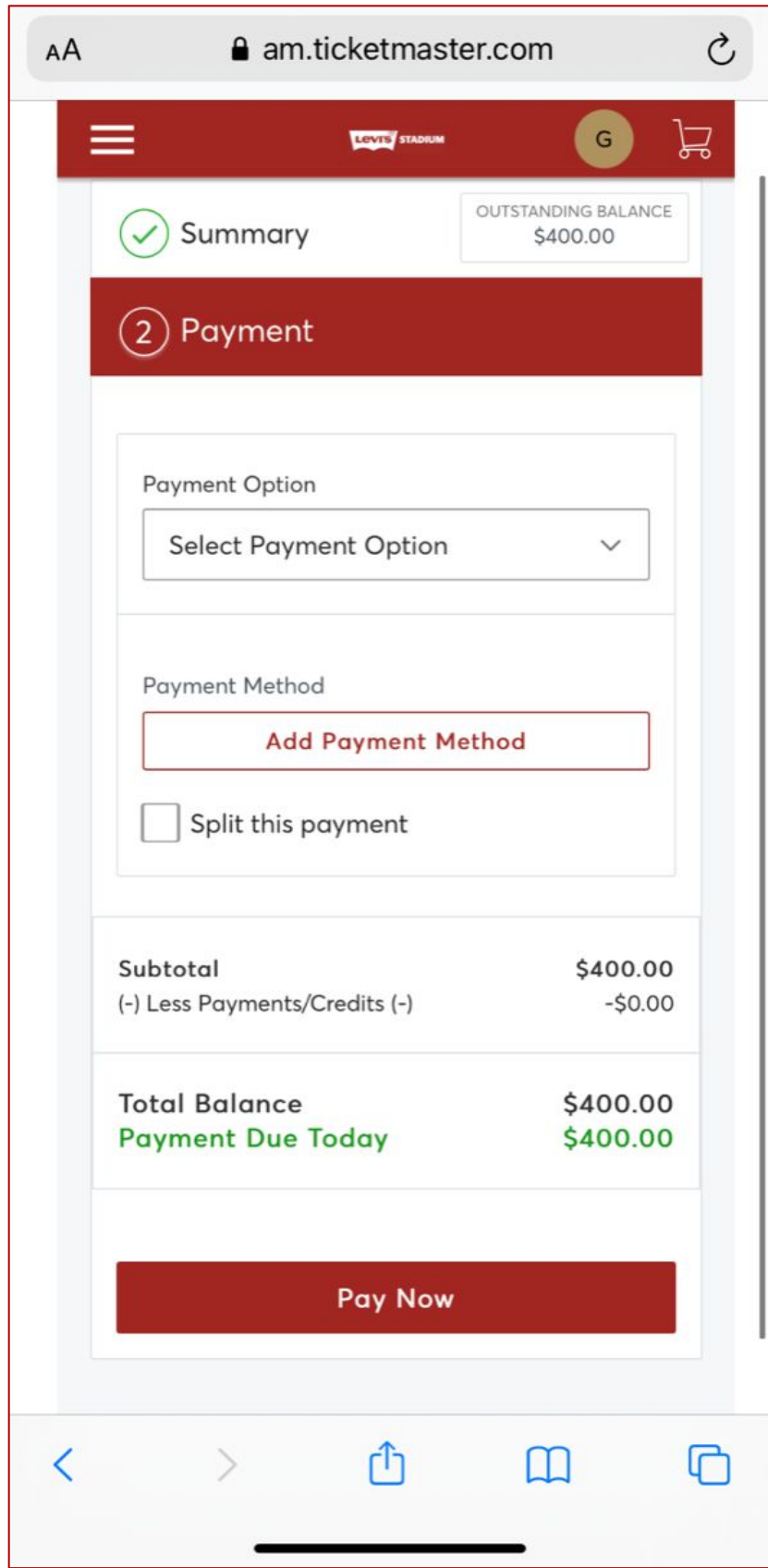
### Step 3—

Select which invoice to pay



### Step 4—

Review invoice and click “Continue”



### Step 4—

Enter in payment information and click “Pay Now”



# Account Management: 49ERS APP





# Account Management – 49ers App

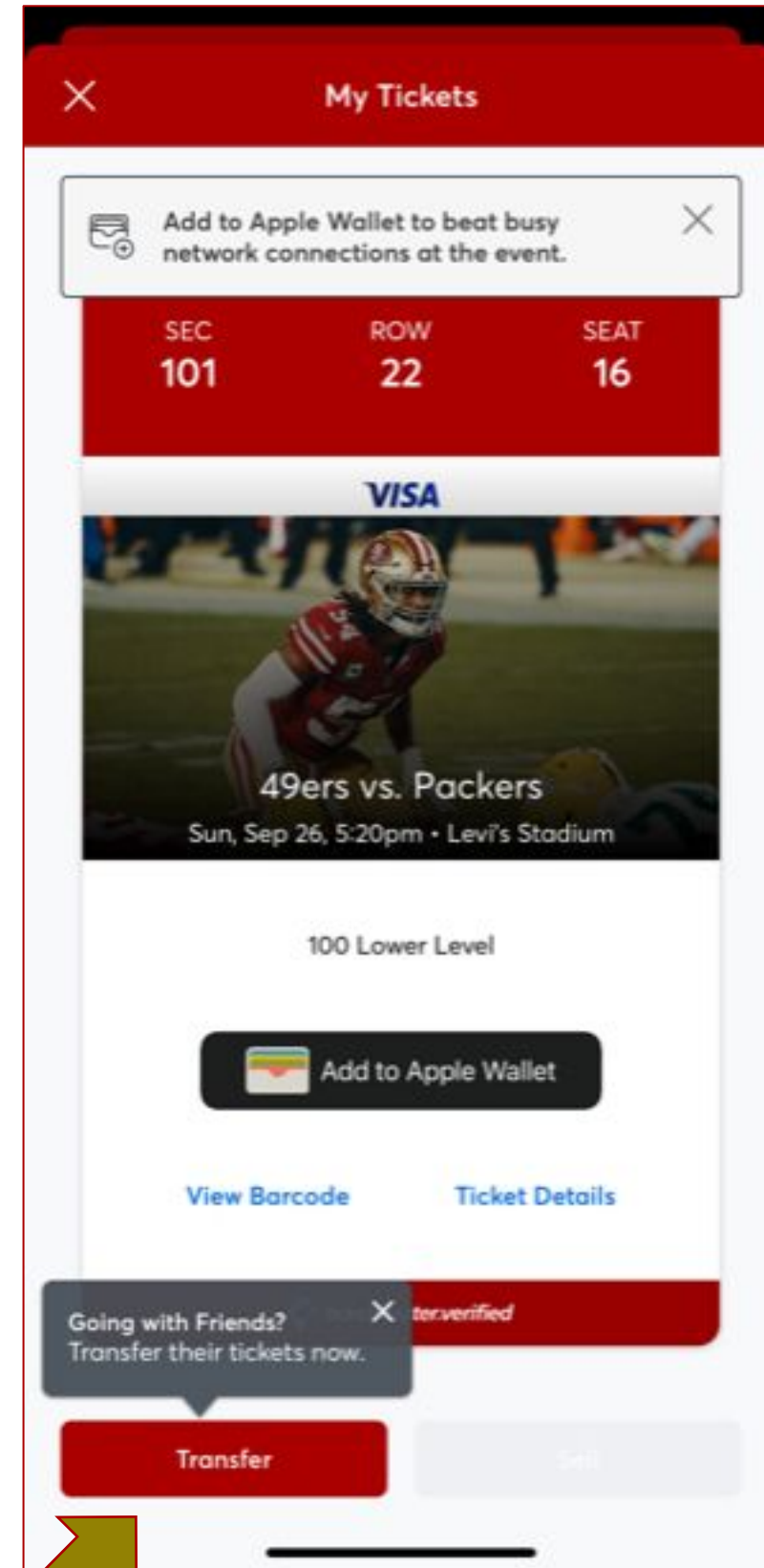
## How to manage your account through the App

- First, download the 49ers App from the [App Store](#) or [Play Store](#).

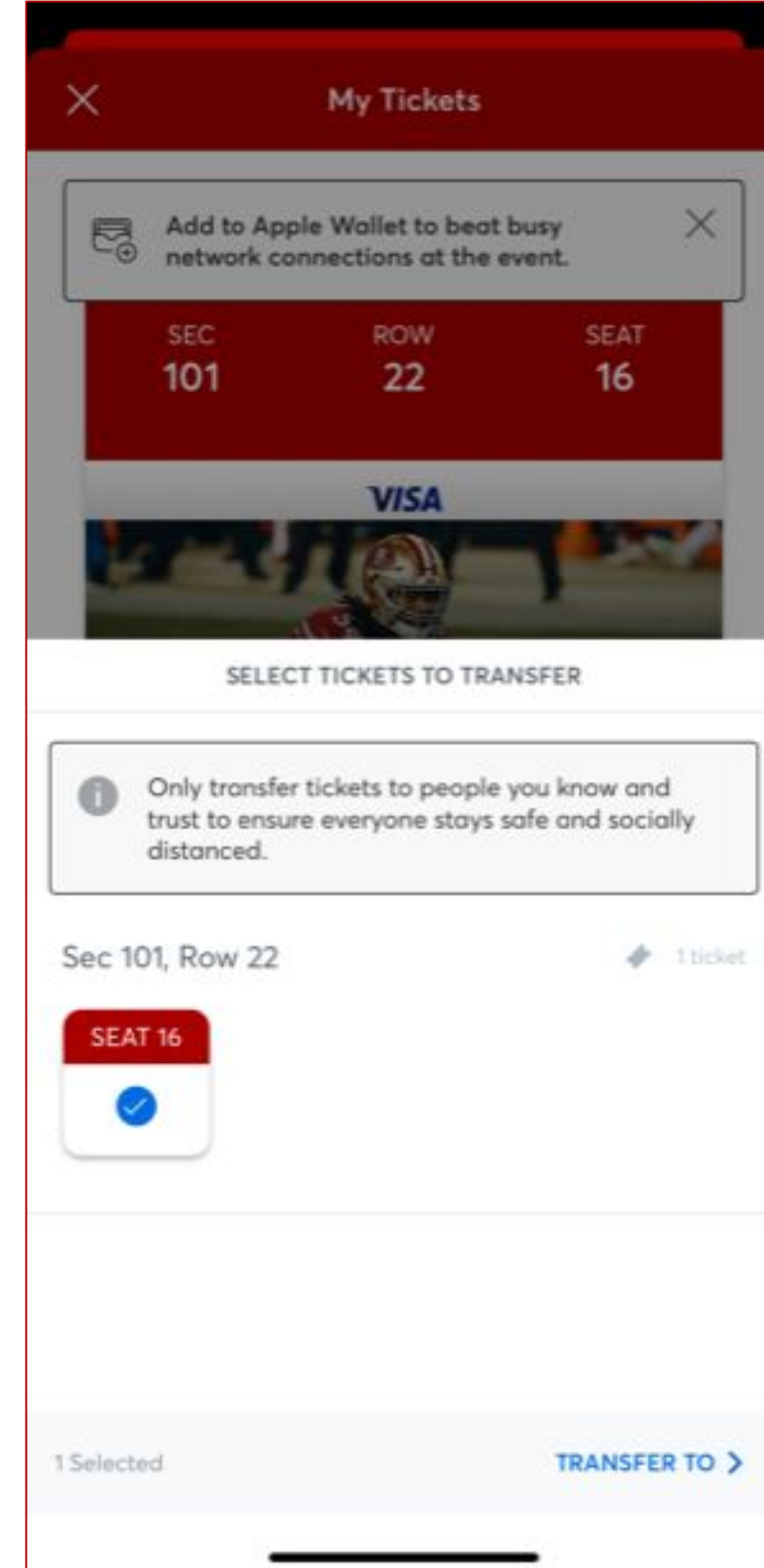


# Account Management – 49ers App

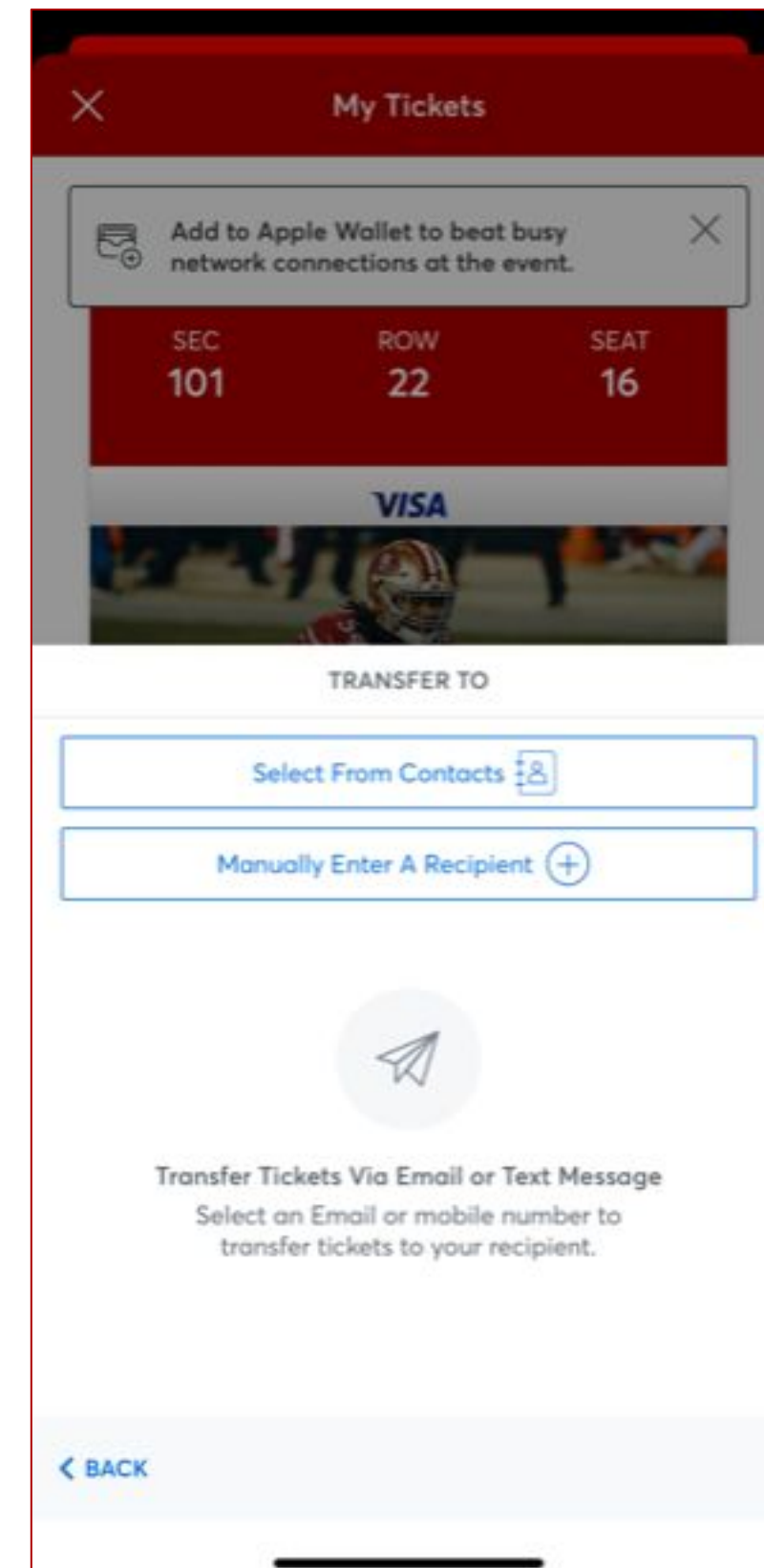
## How to transfer through the App (iPhone)



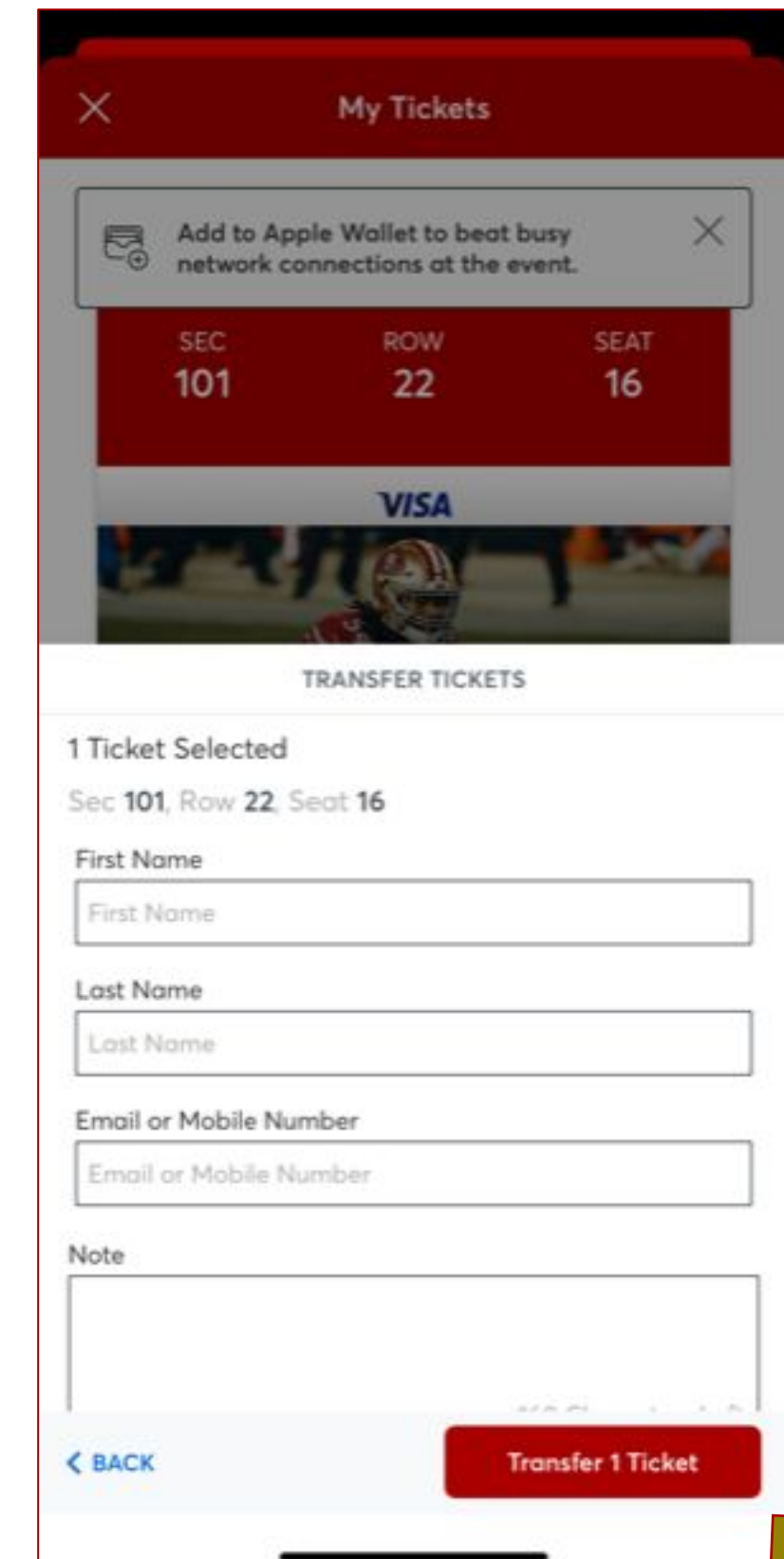
**Step 1—**  
Click “Transfer” to transfer tickets



**Step 2—**  
Select seats you wish to transfer



**Step 3—**  
Choose how you would like to transfer tickets

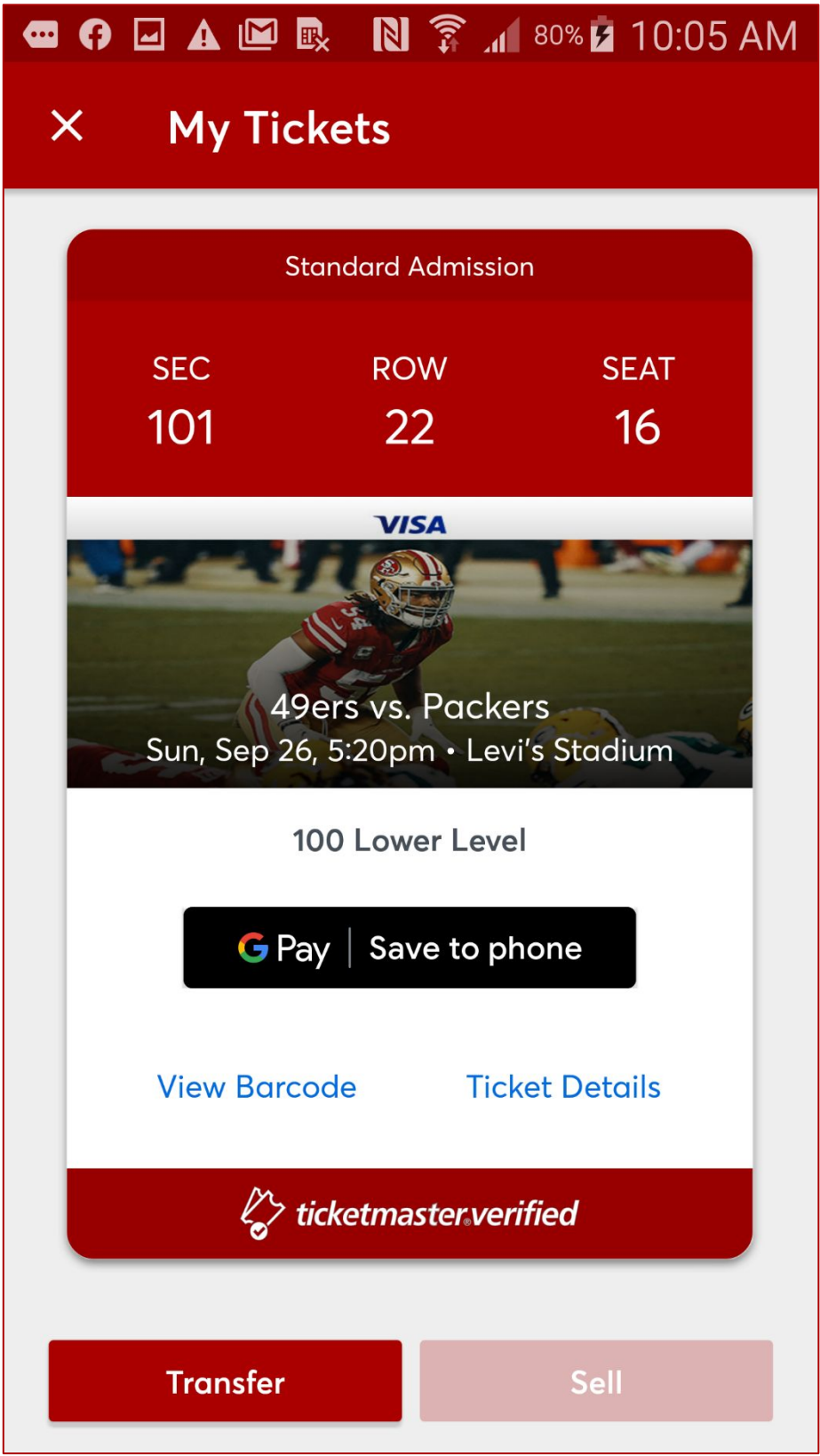


**Step 4—**  
Type in recipient's contact information and click “Transfer Ticket”

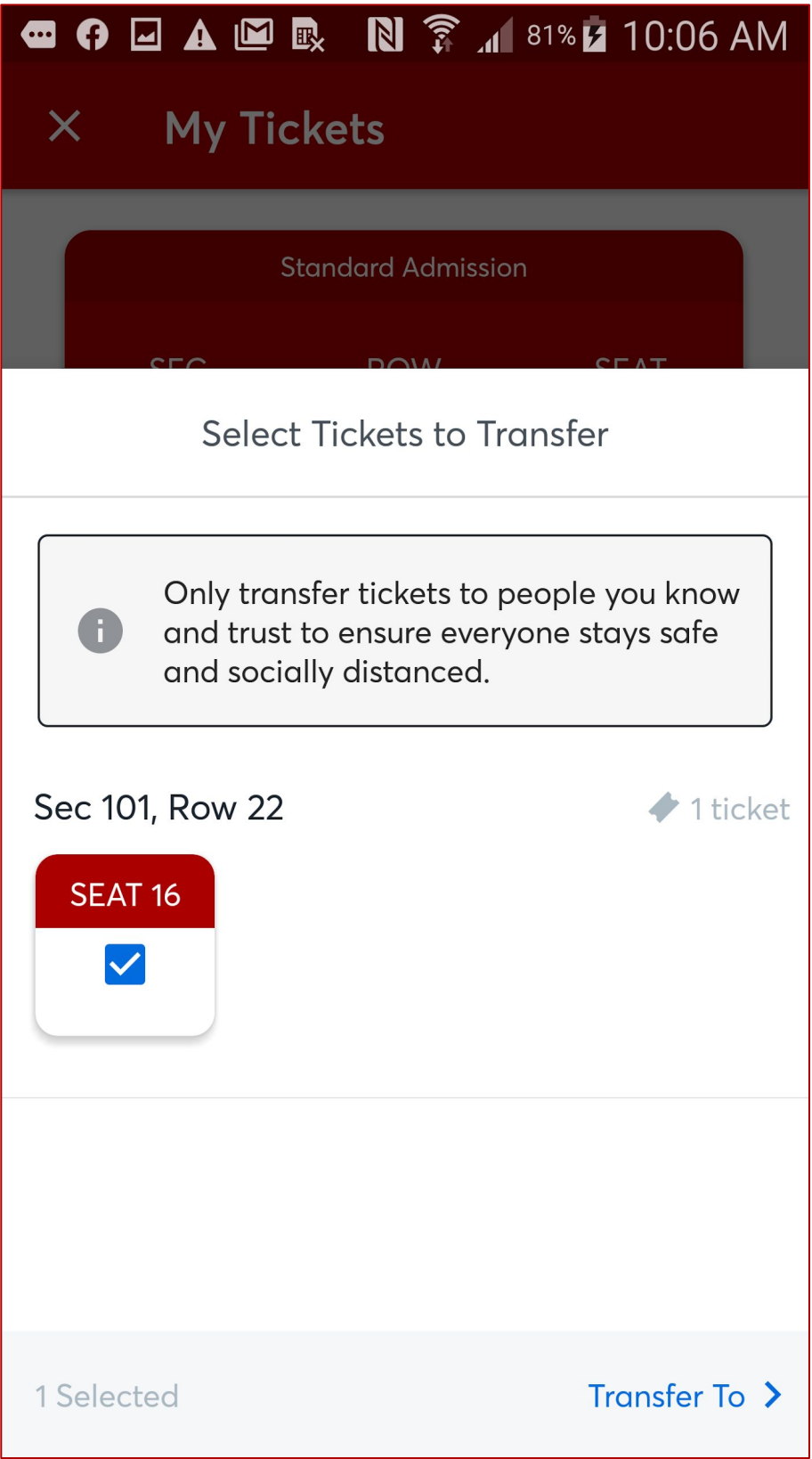


# Account Management – 49ers App

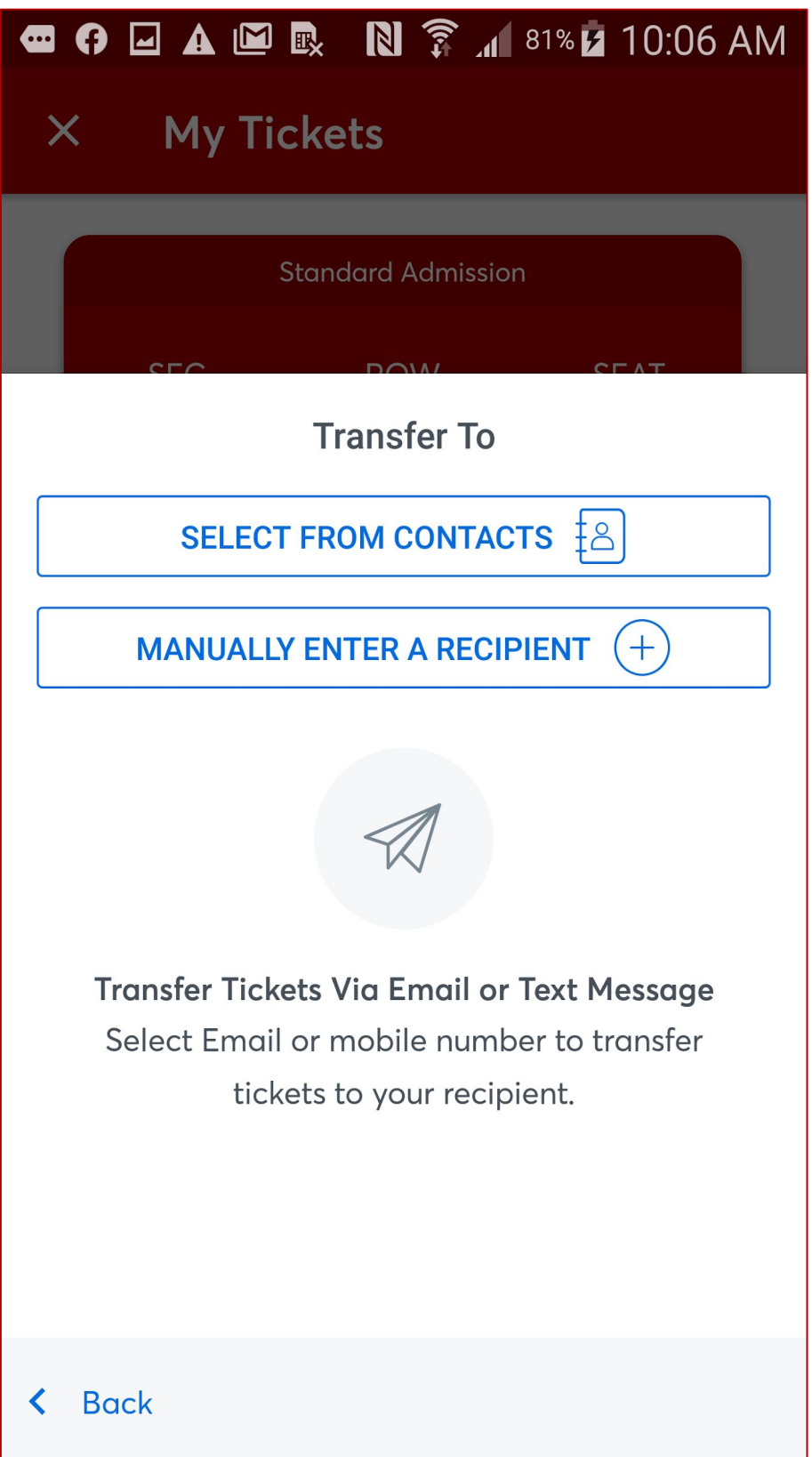
## How to transfer through the App (Android)



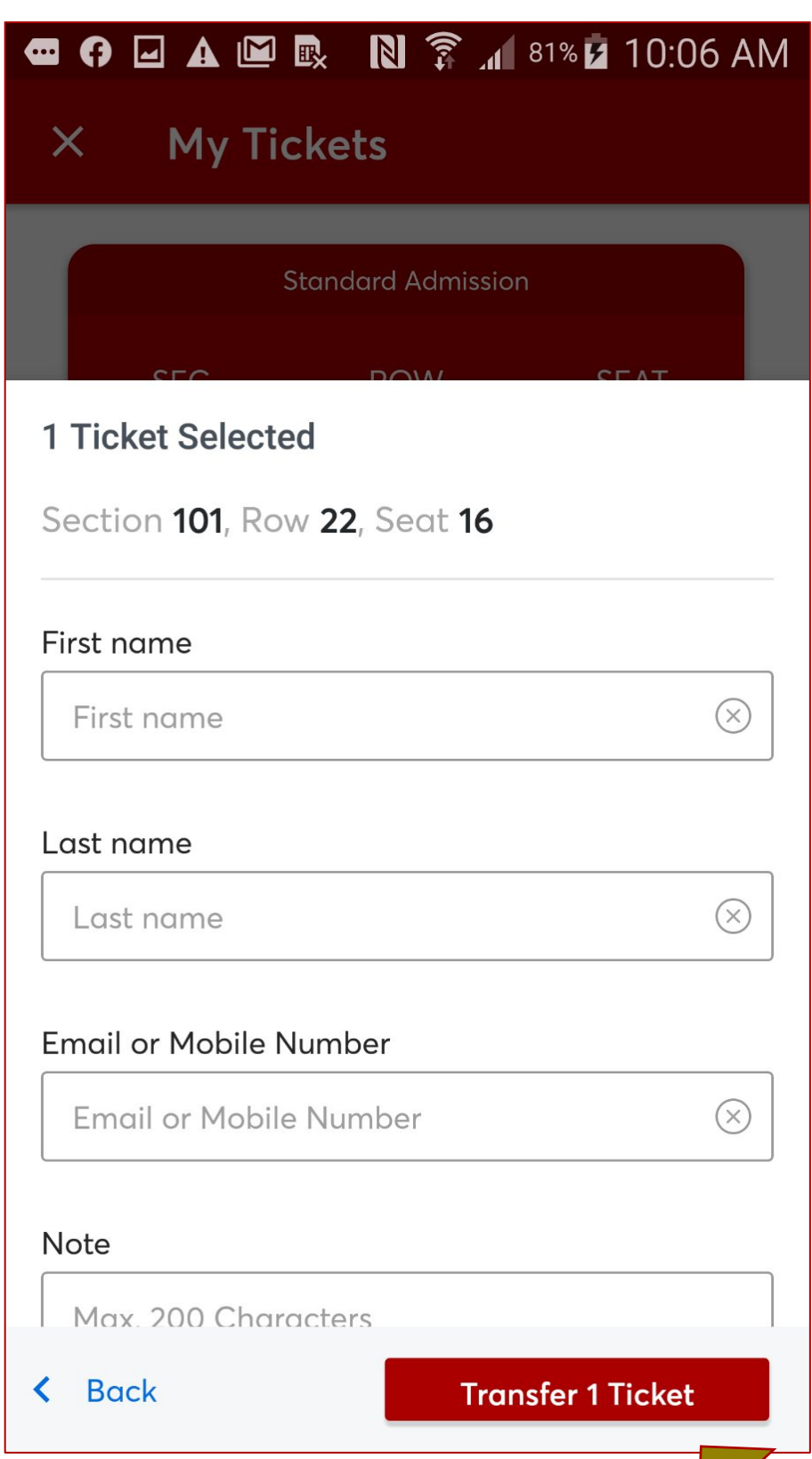
**Step 1—**  
Click “Transfer” to transfer tickets



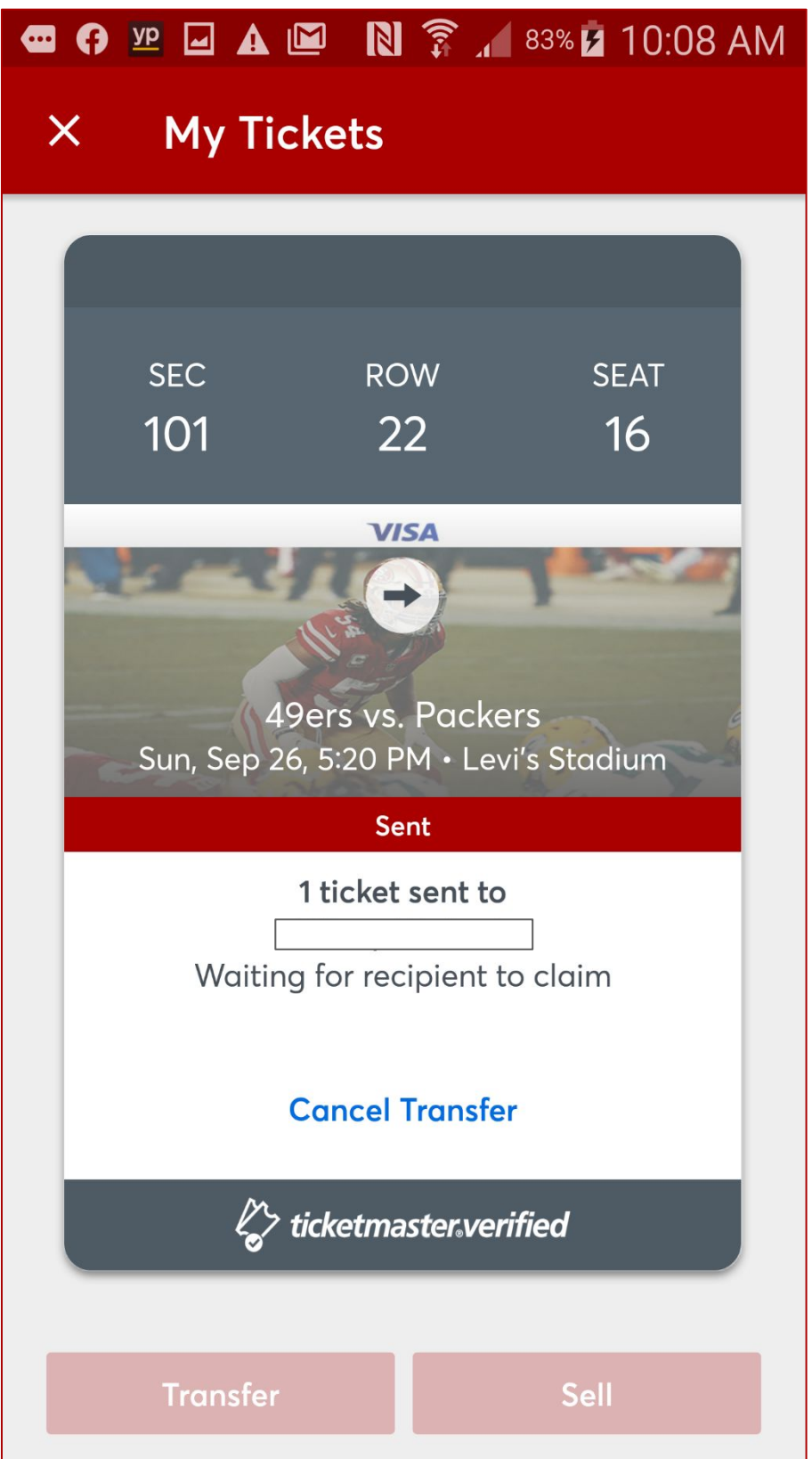
**Step 2—**  
Select seats you wish to transfer



**Step 3—**  
Choose how you would like to transfer tickets



**Step 4—**  
Type in recipient's contact information and click “Transfer Ticket”



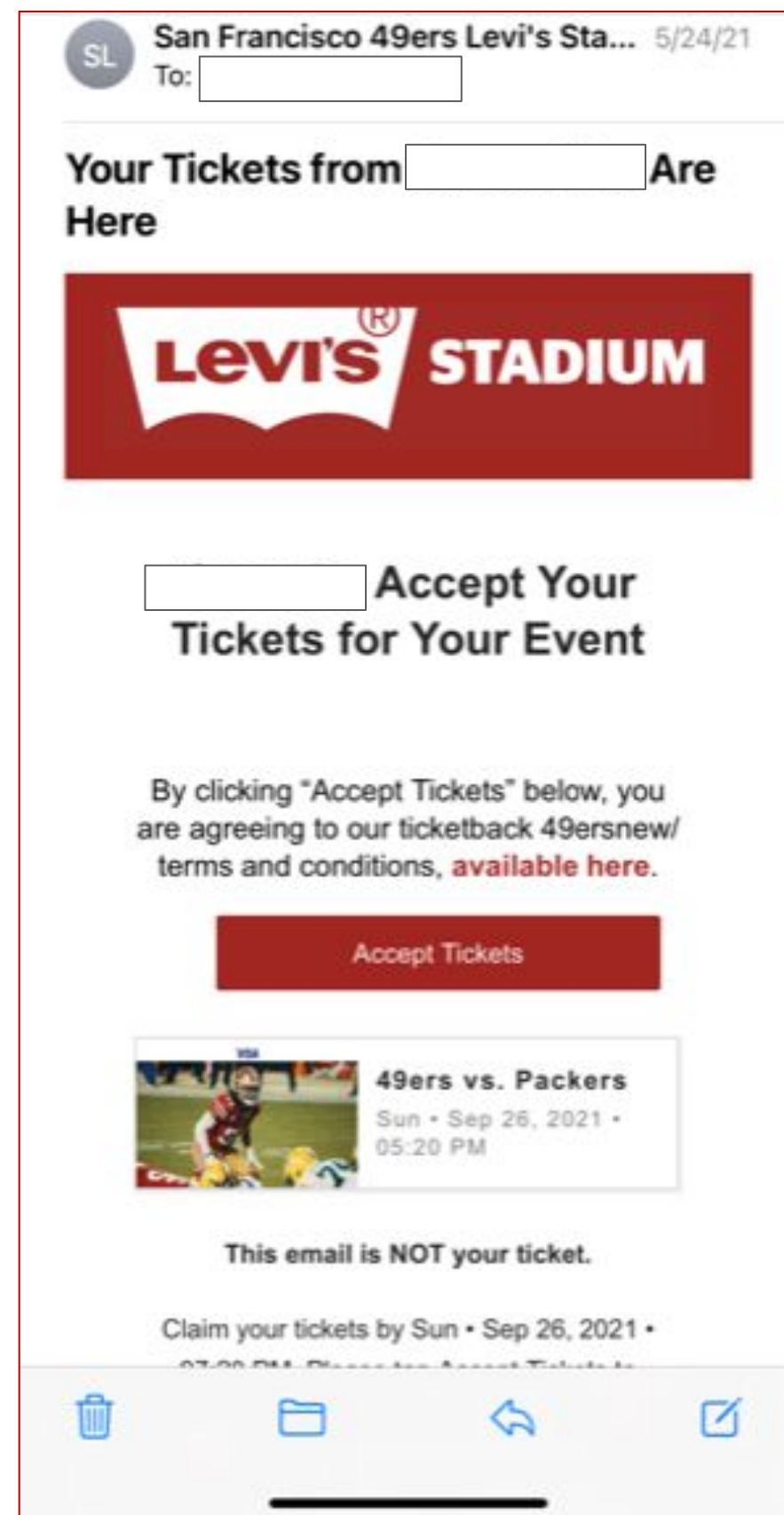
**Ticket Transfer Sent**



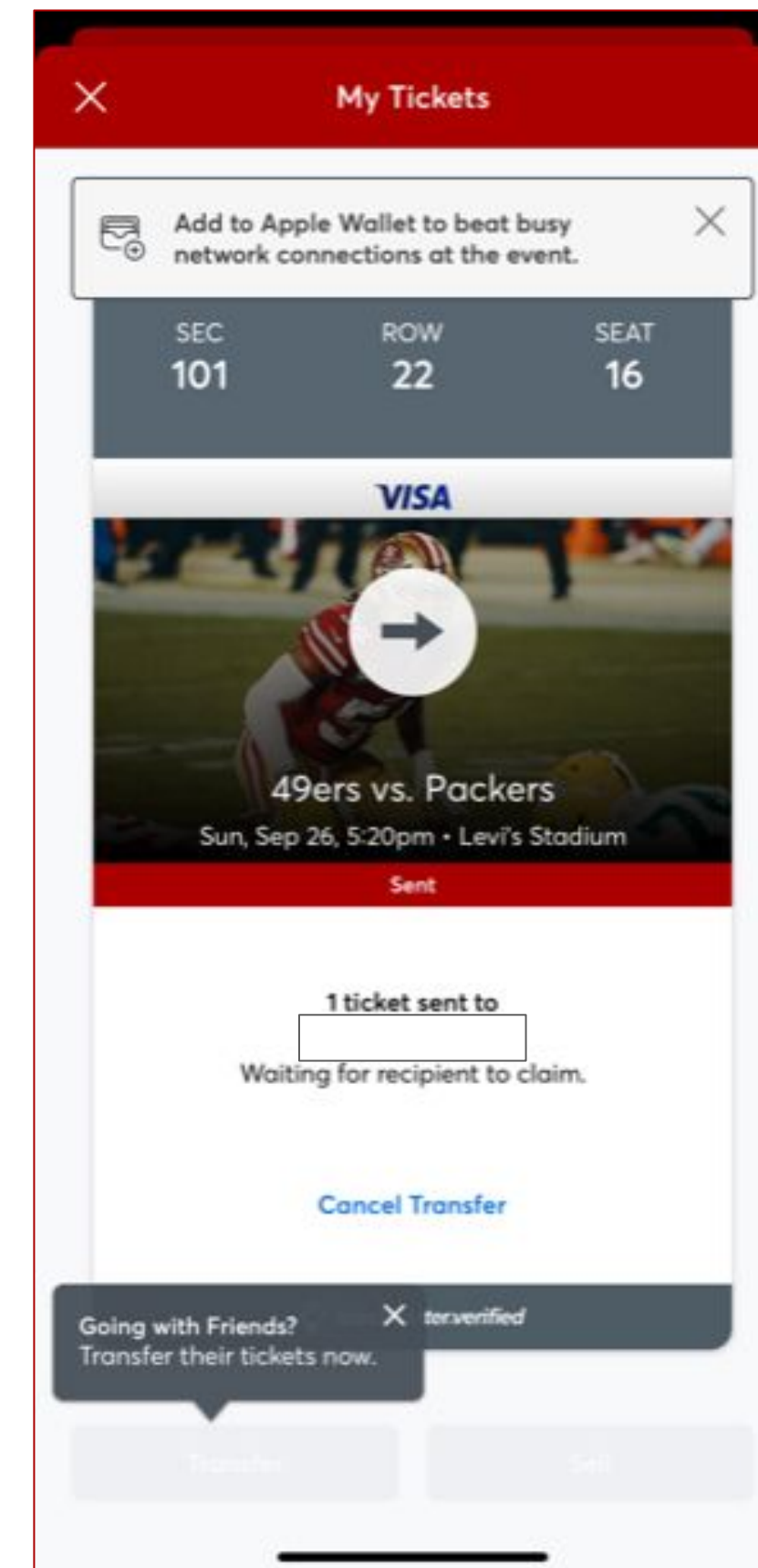


# Account Management – 49ers App

## Claiming tickets and cancelling transfers through the App



Click “Accept Tickets” and create an account or login to your account

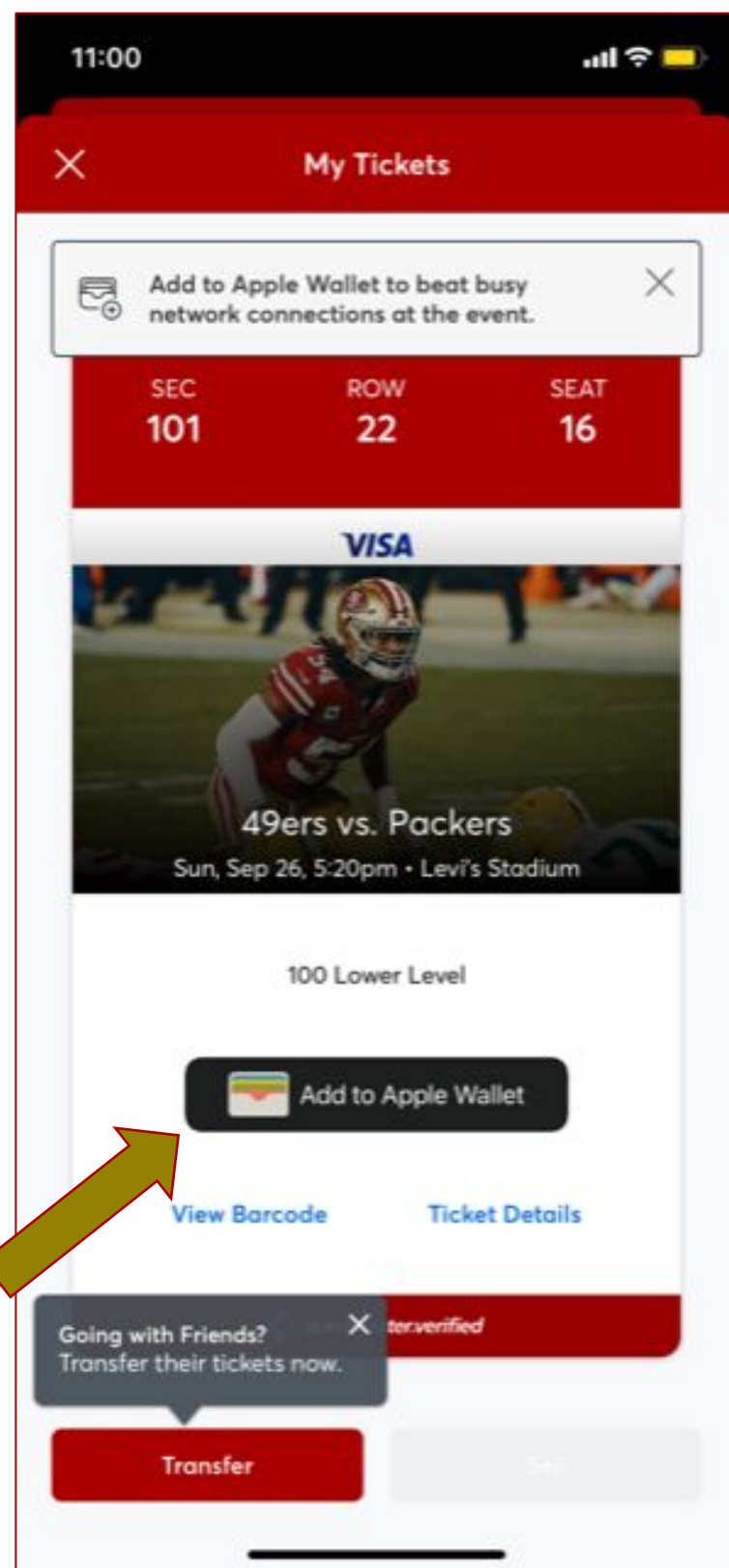


If you need to cancel the transfer, click “Cancel Transfer”

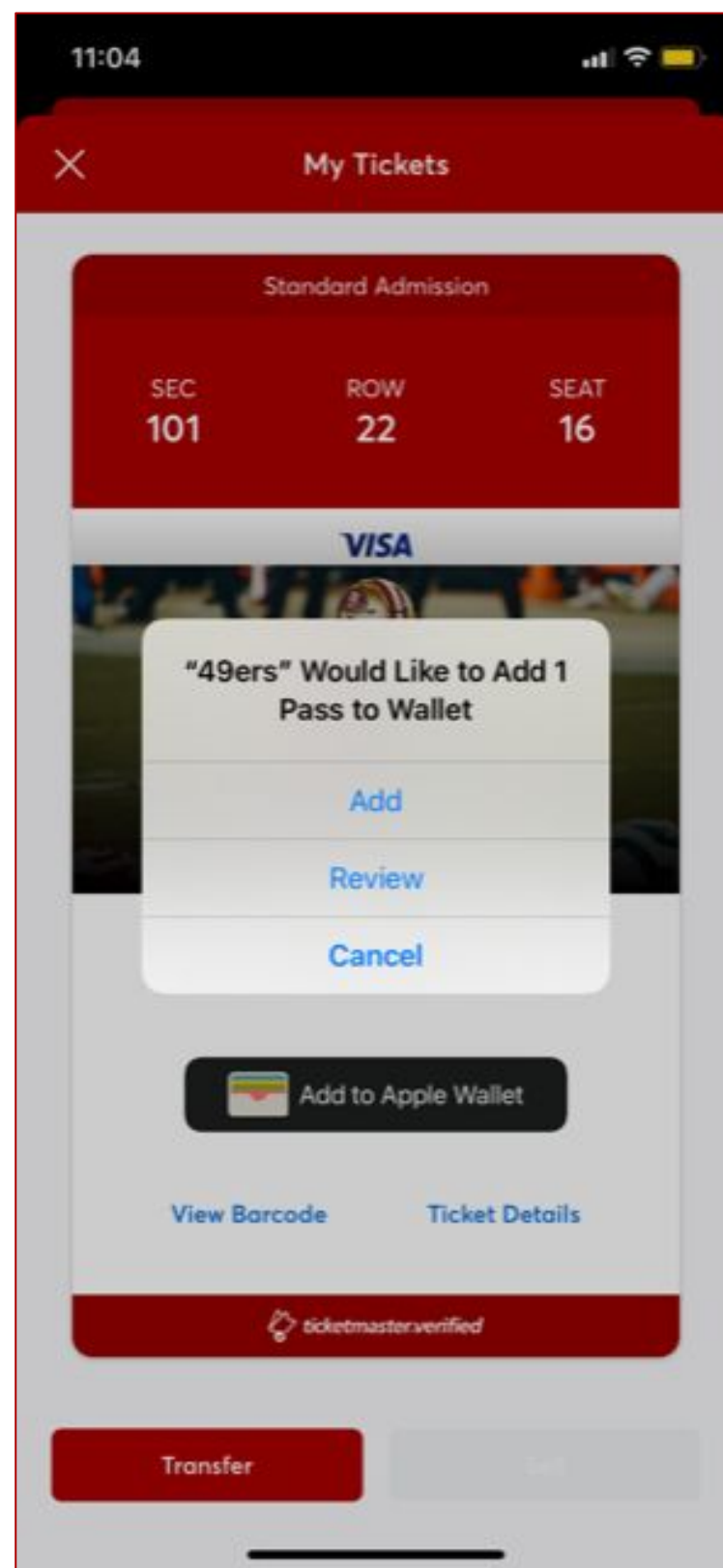


# Account Management – 49ers App

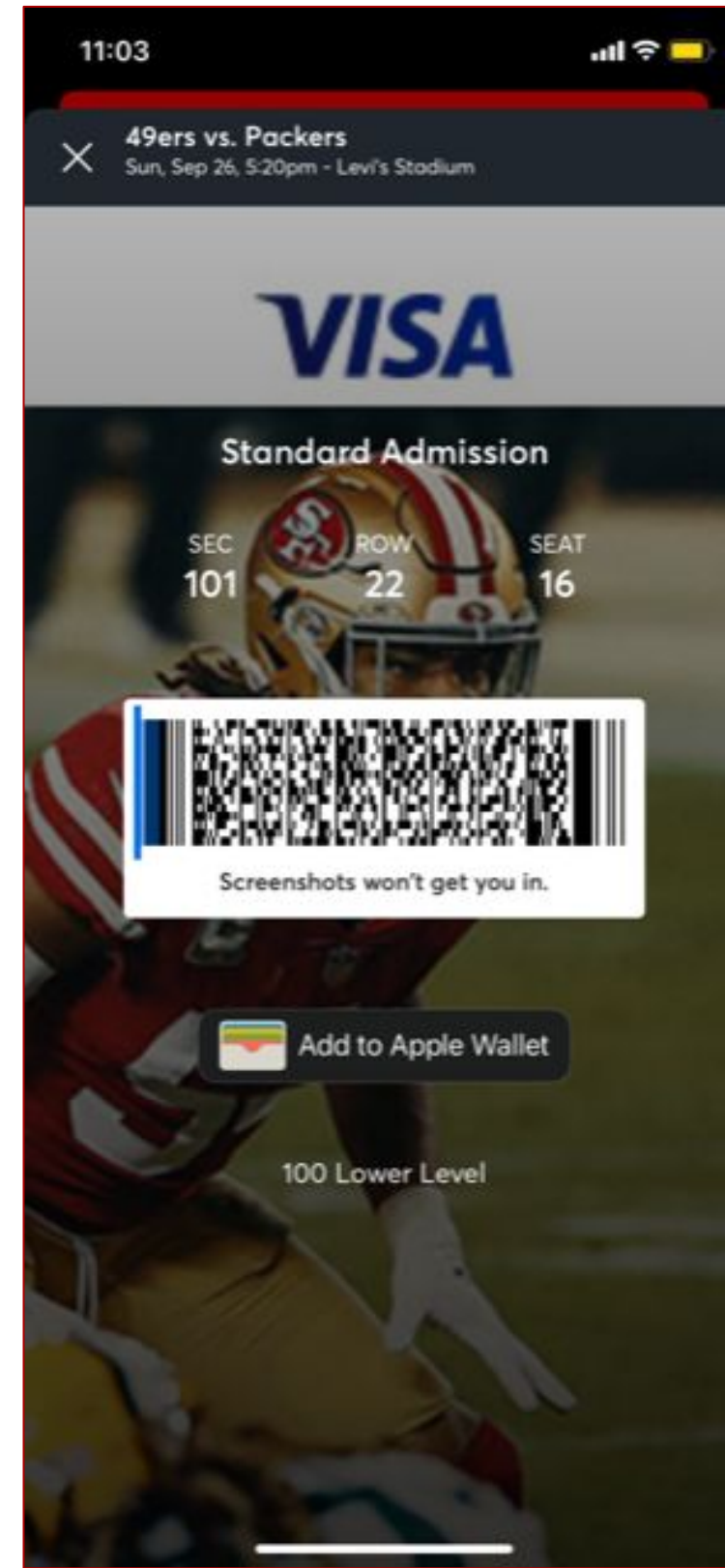
iPhones – Accessing your ticket(s) for entry into the stadium



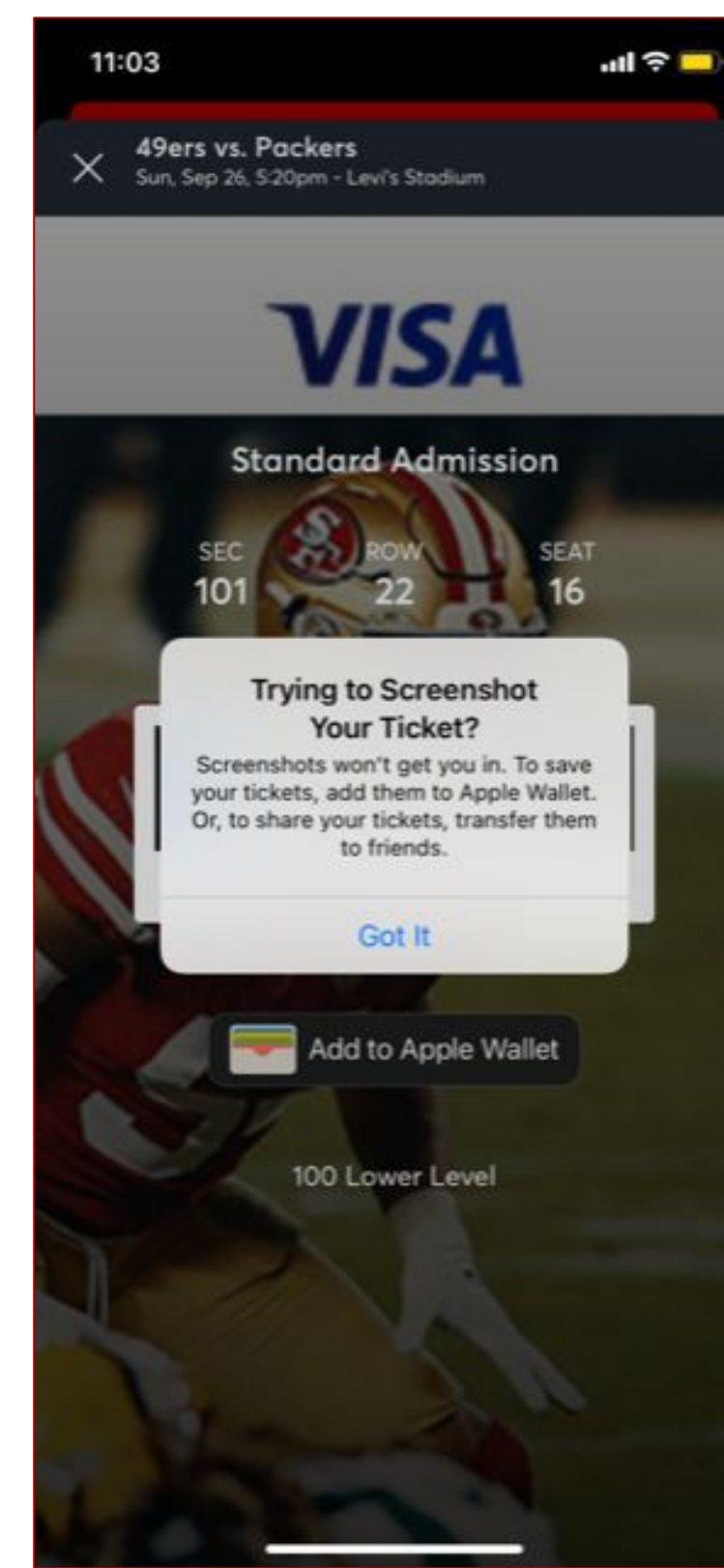
**Step 1** — (Apple)  
Click “View Barcode” or  
“Add to Apple Wallet”



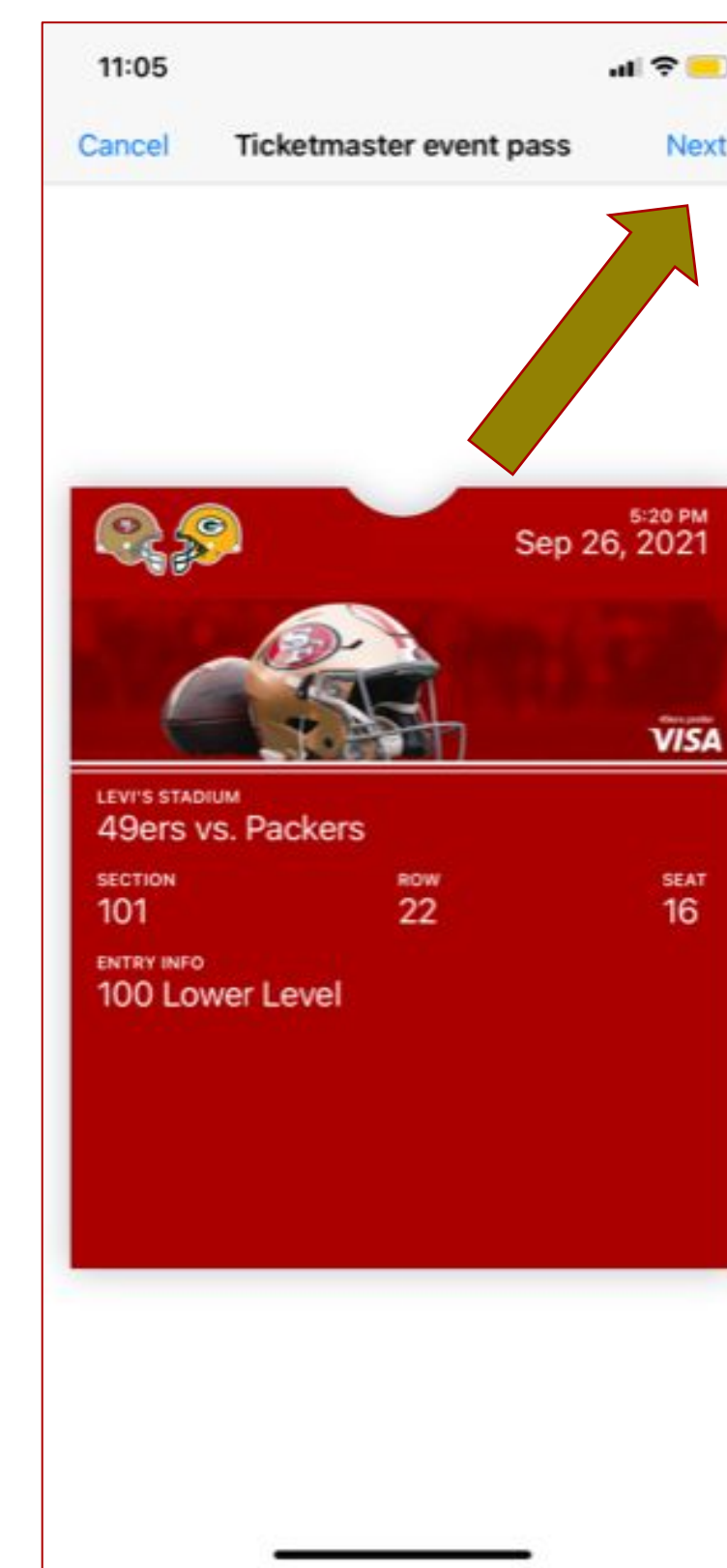
**Step 2** — (Apple)  
Select how many  
tickets to add to your  
Apple Wallet



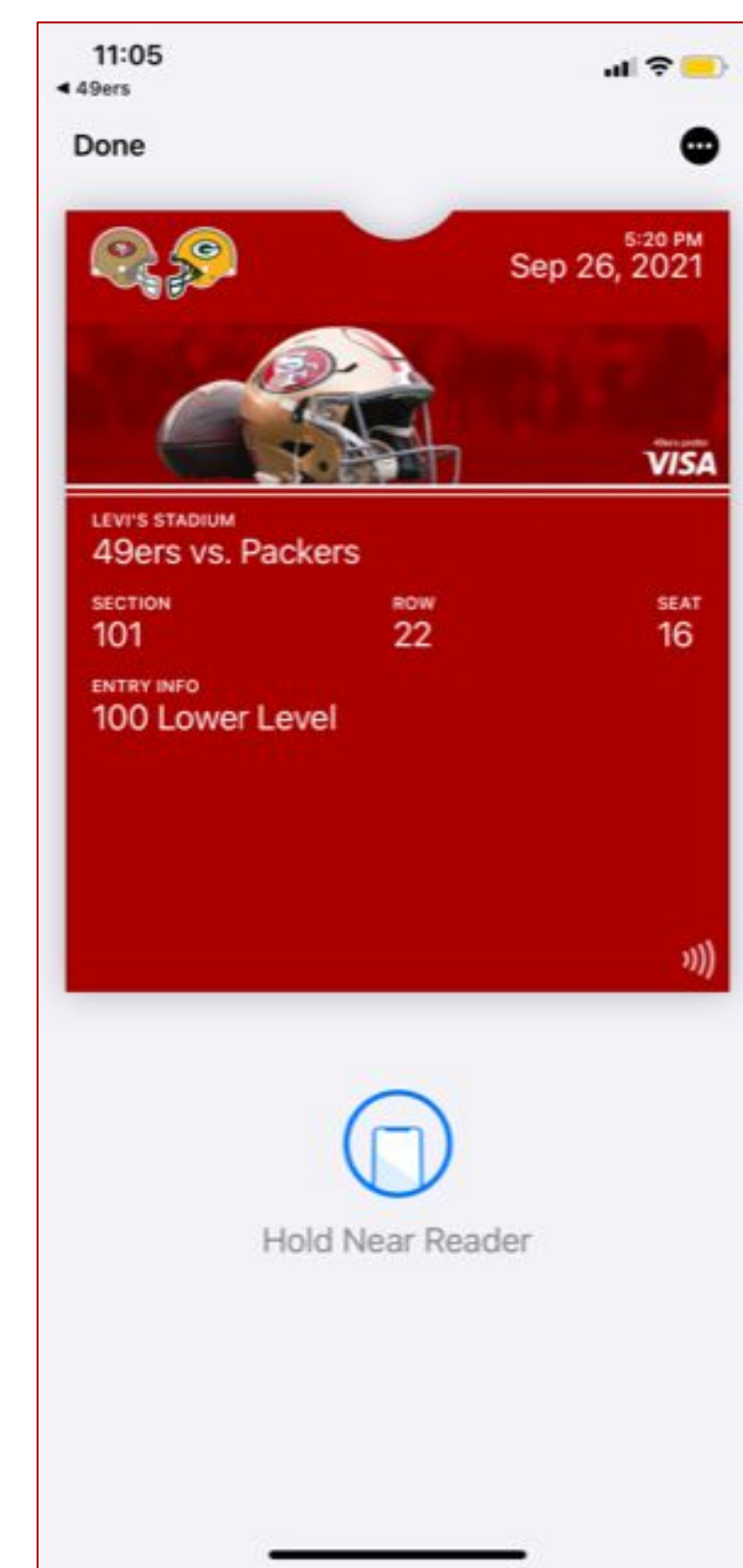
Barcode Details



If you attempt to  
screenshot, the  
pictured message will  
appear



**Step 3** — Select ‘Next’ to  
place in Apple Wallet

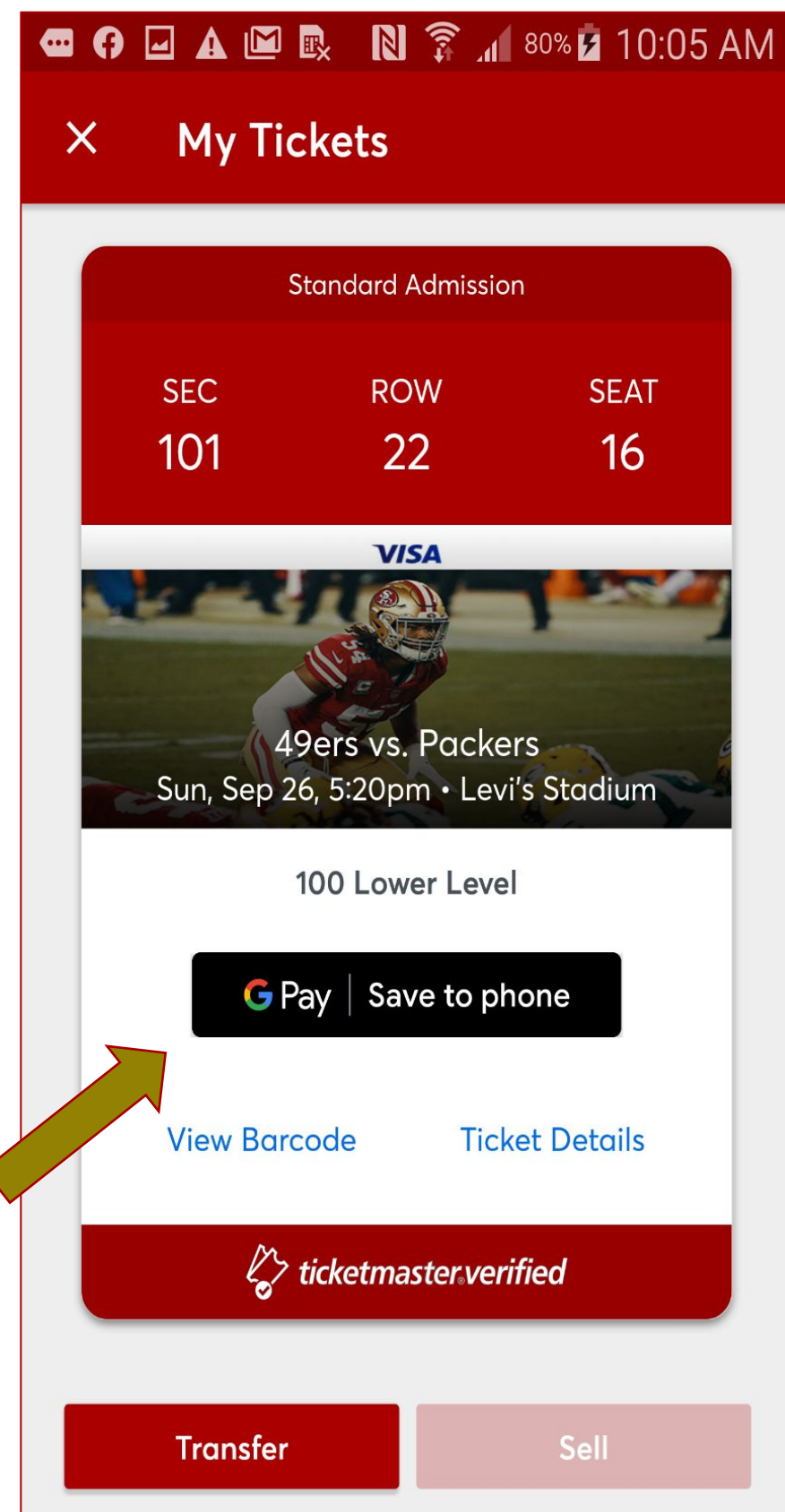


Apple Wallet Ticket

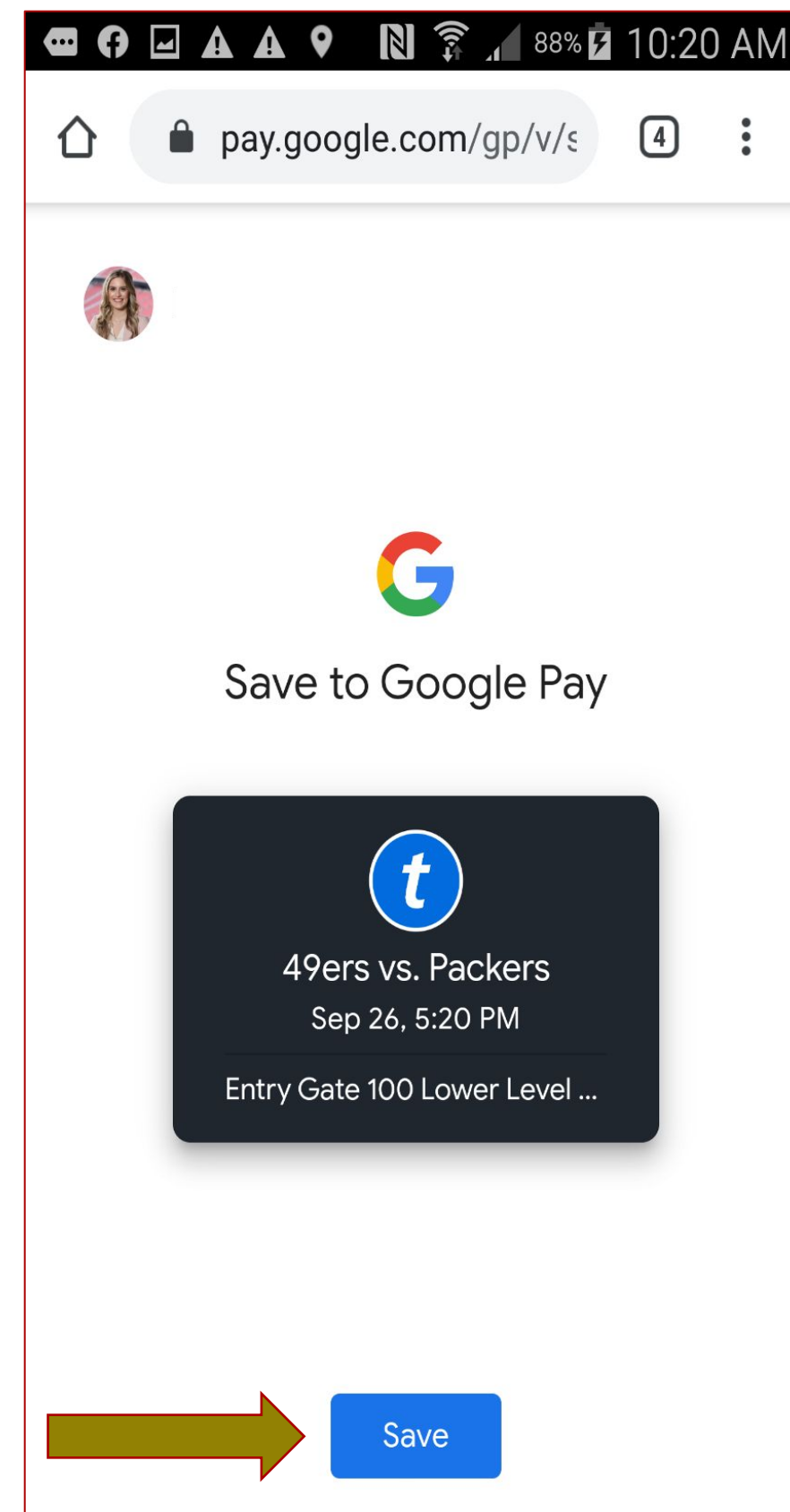


# Account Management – 49ers App

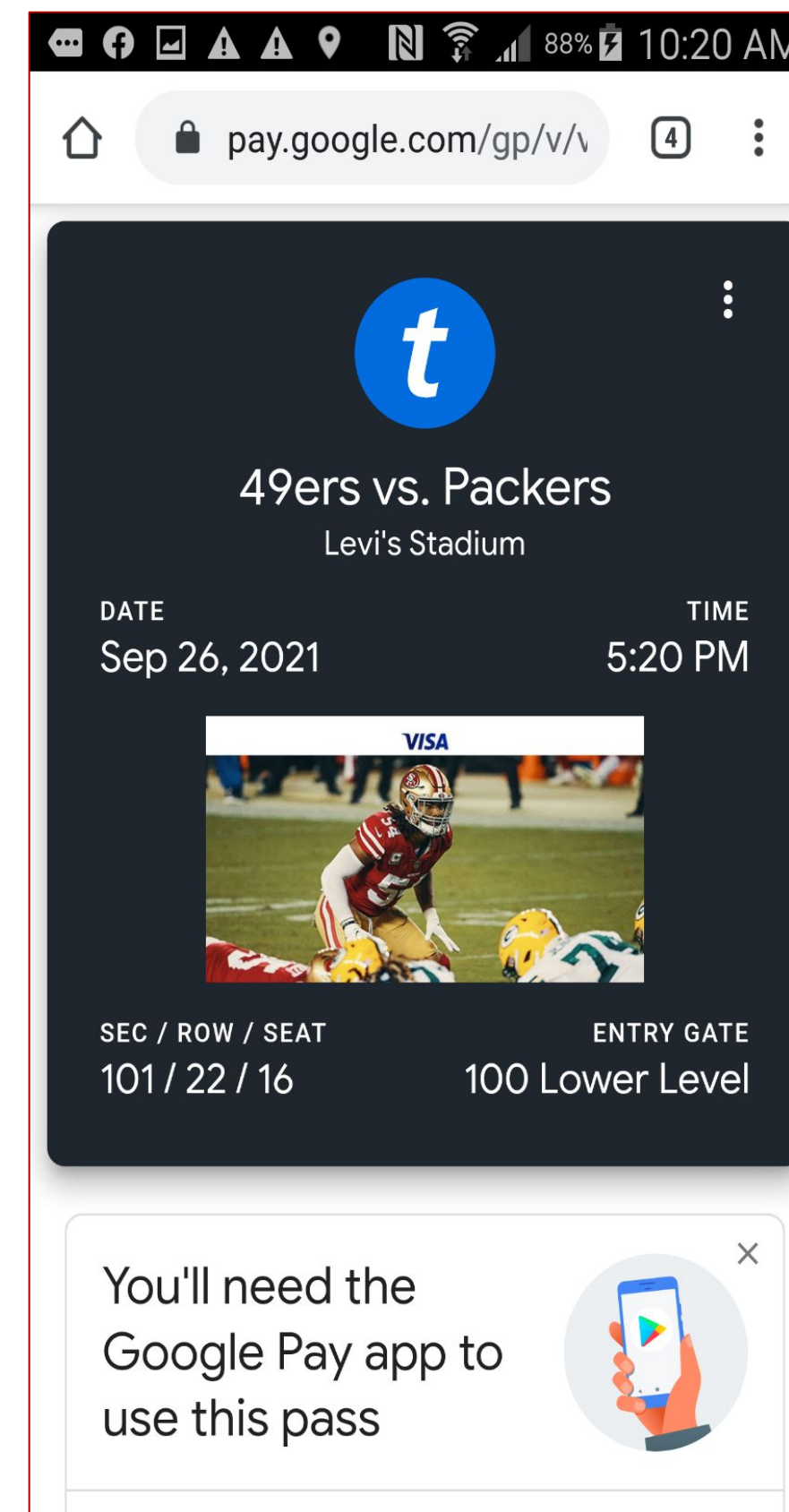
## Androids – Accessing your ticket(s) for entry into the stadium



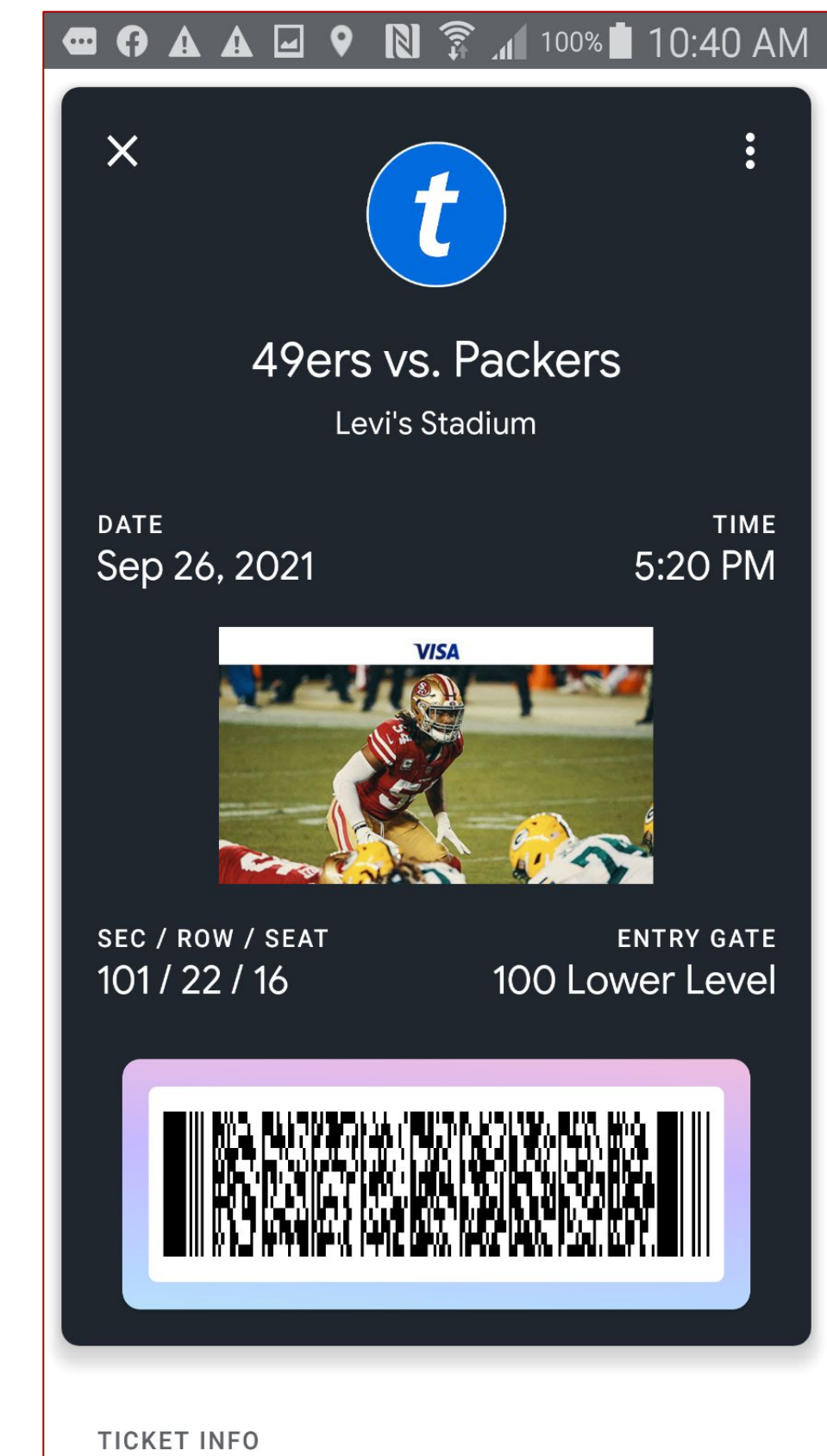
**Step 1 — (Android)**  
Click “View Barcode” or “Save to Phone.” If you attempt to screenshot, you will receive an error message



**Step 2 —** Select ‘Save’ to place in Google Pay



Google Pay Ticket



Barcode Details



# FAQ's



# Mobile Ticketing FAQs

- **What are our options if we have last minute changes to guests?**
  - Mobile ticketing allows you the flexibility to manage your suite tickets directly from your mobile device, anywhere and anytime. Please refer to the “Cancel & Reclaim” instructions for ease with last minute changes.
- **Will this slow down entry to the parking lots and stadium?**
  - We recommend all guests accept and view their ticket and parking pass on their mobile device prior to arriving to the stadium to ensure tickets have been received and accepted.
- **What if one guest has four tickets on his / her phone for their family, and the family can't separate from each other?**
  - Once the main guest accepts the tickets, they can transfer the ticket to each family member's mobile device.
- **What if a client's phone dies, the apps do not work or their phone is not working right?**
  - All guests at the stadium with mobile ticketing issues will be directed to the Visa Box Office for assistance. If guests can provide the correct account information, the Visa Box Office will be able to assist with printing a hard ticket. There are many charging stations within Levi's® Stadium and the suite for guests to access.

Questions?

