# 2023 Mobile Ticketing Guide

Table of Contents

Why Mobile Ticketing?

- **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**

- **The NFL has eliminated barcodes within the ticketing system league-wide**
  - ➤ **Ability to screenshot and text tickets is not available**

- **All fan's health & safety is the top priority and utilizing minimal contact methods of ticket scanning will be in place**

Hold-to-Enter Tickets

Hold-to-Enter tickets should be tapped or held close to the scanner itself to scan.
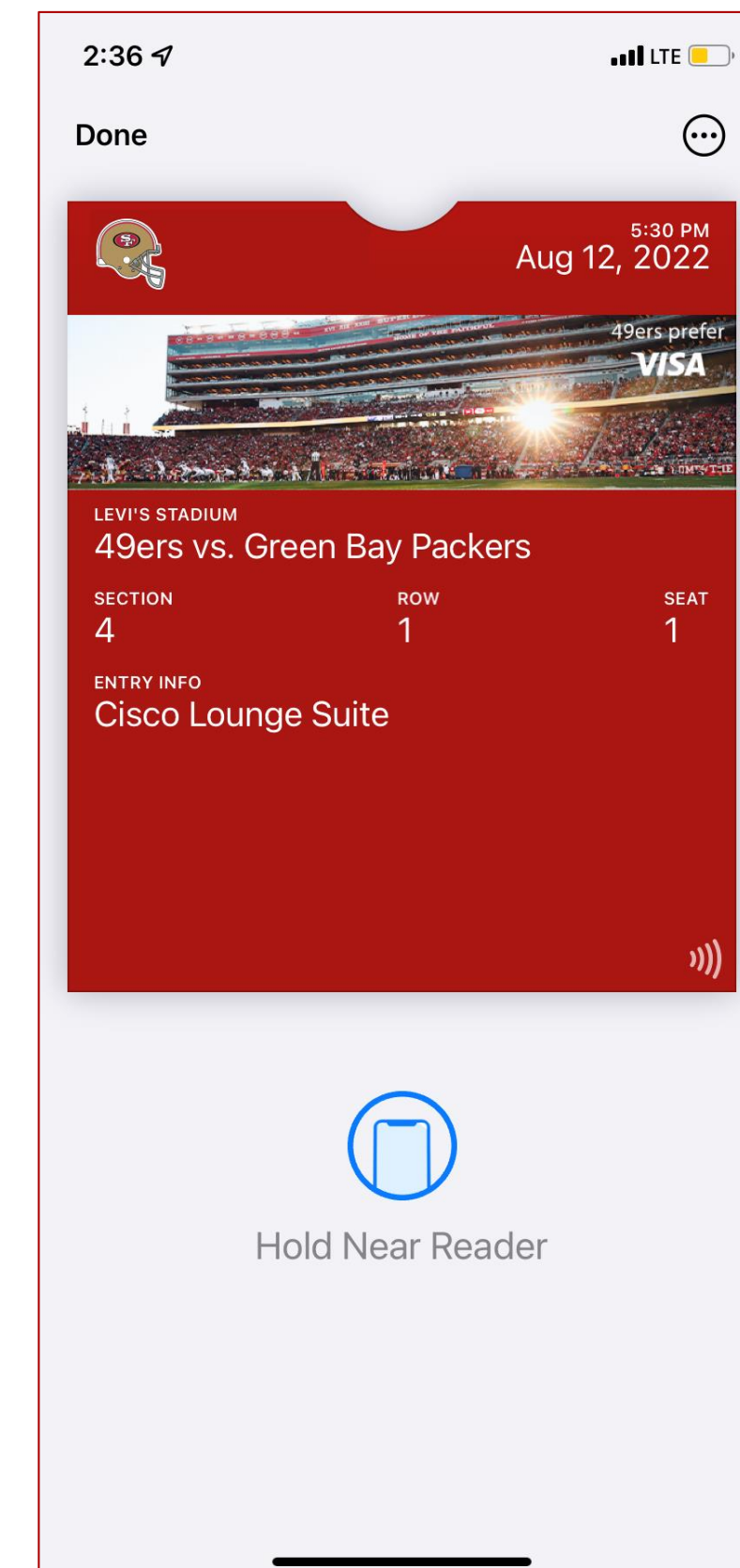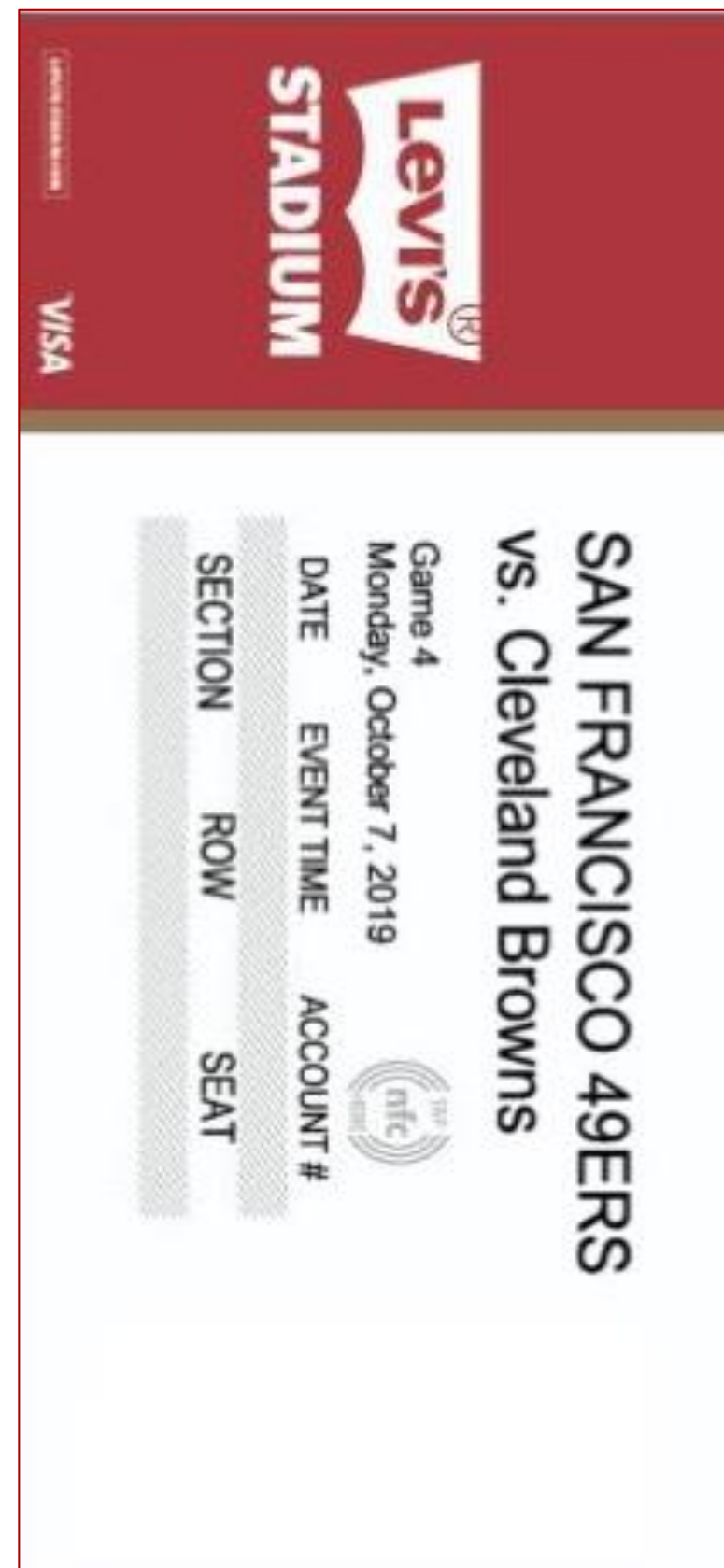
Ticketmaster Account

- **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.**

*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

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.**
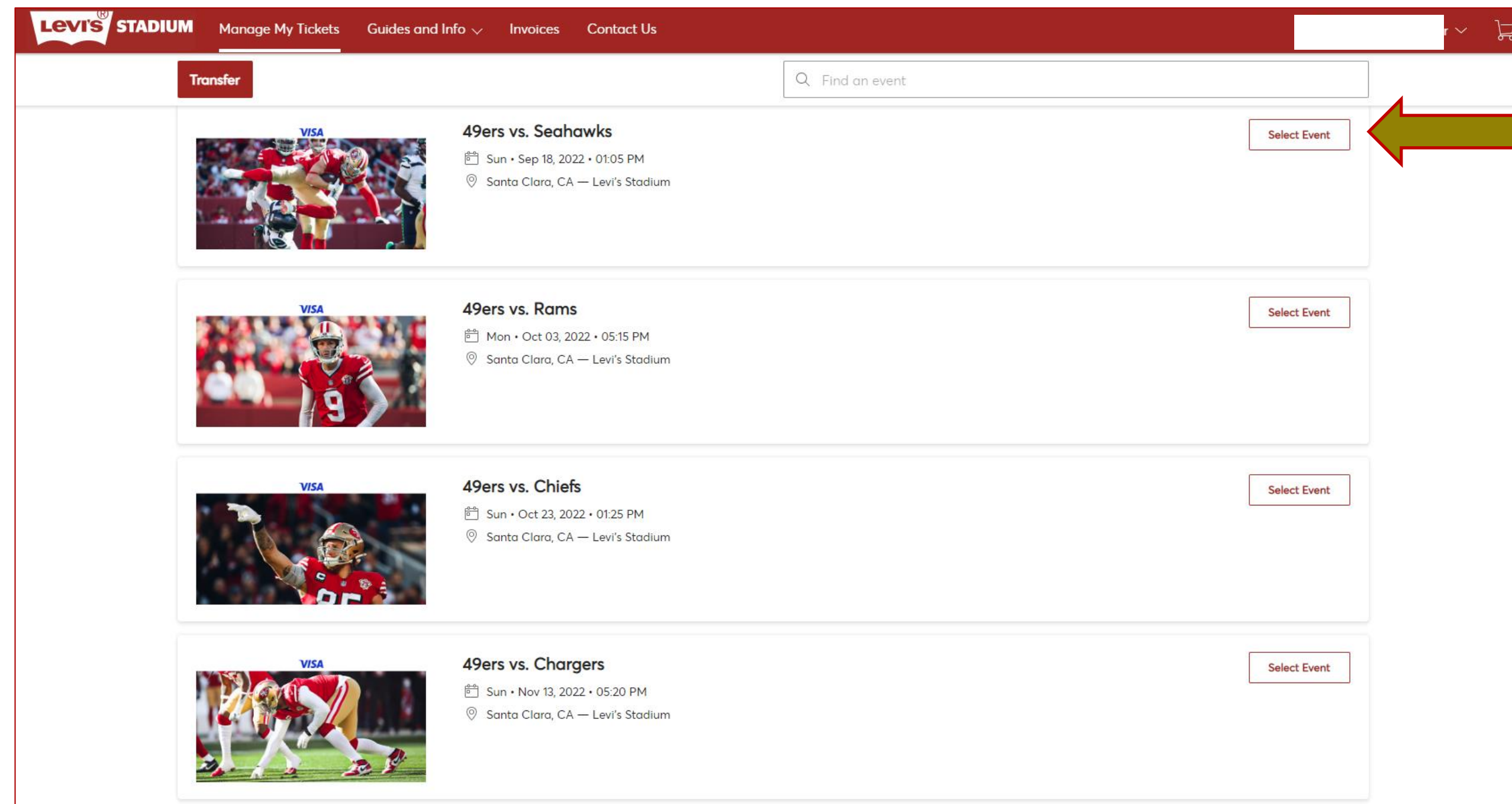
New to Ticketmaster? **Sign Up**   **Sign In**

Account Management:

COMPUTER

Account Management – Computer

How to Transfer Tickets

1. **Log In at: www.49ers.com/myaccount**
   - Your Account Email
   - Your Account Password
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'
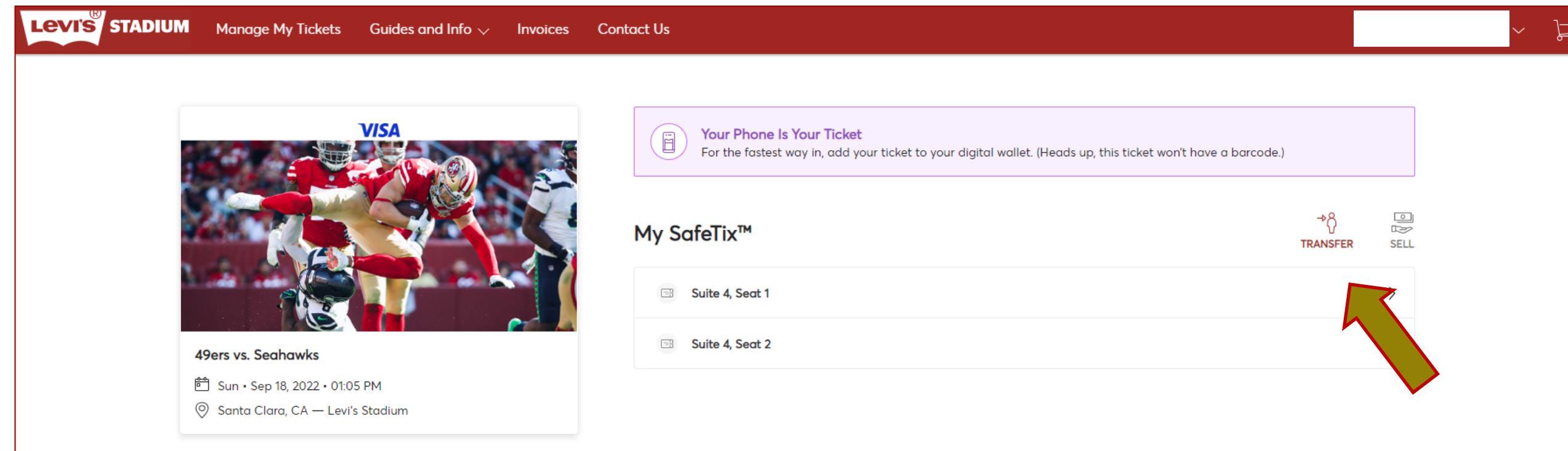
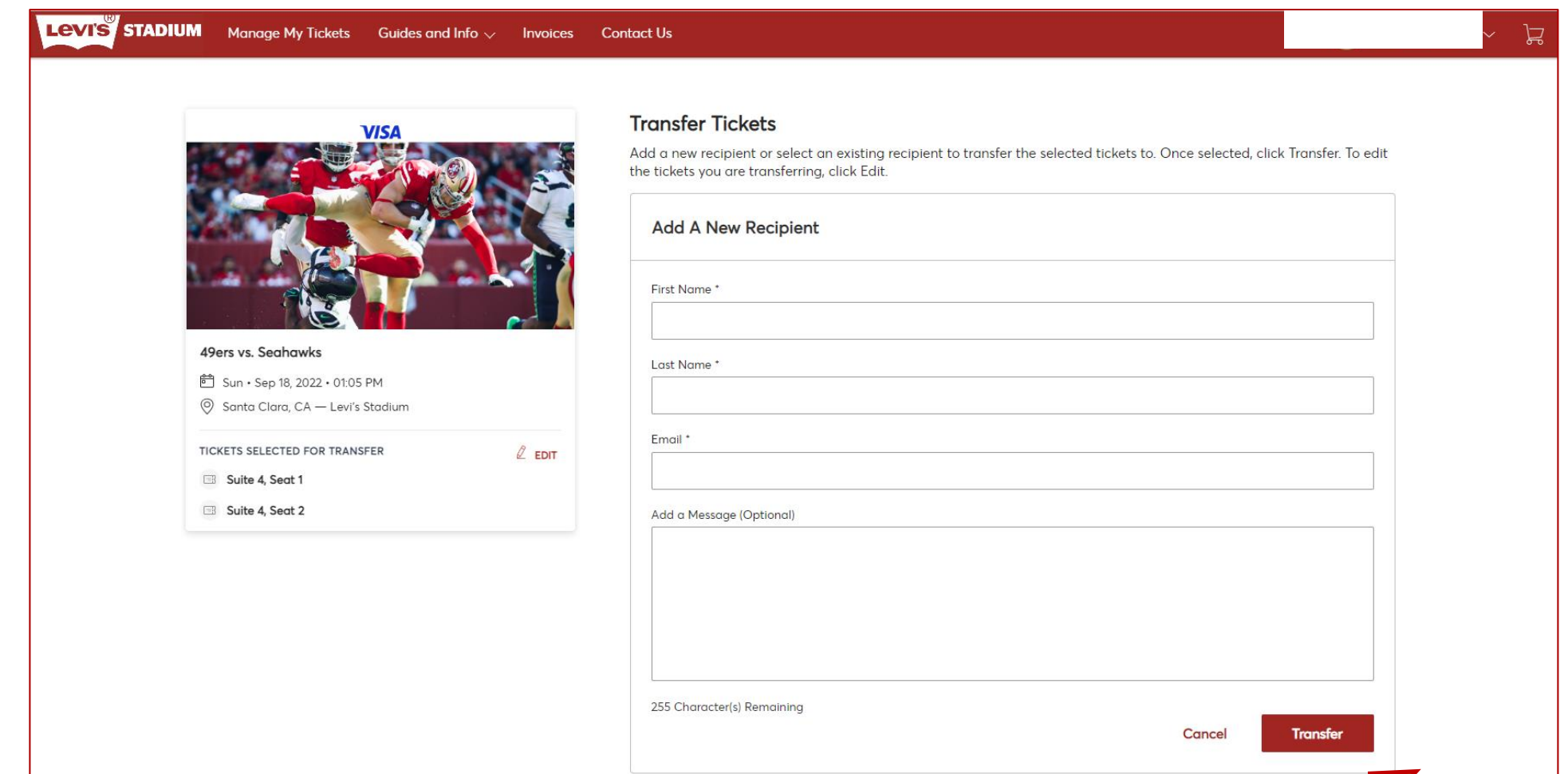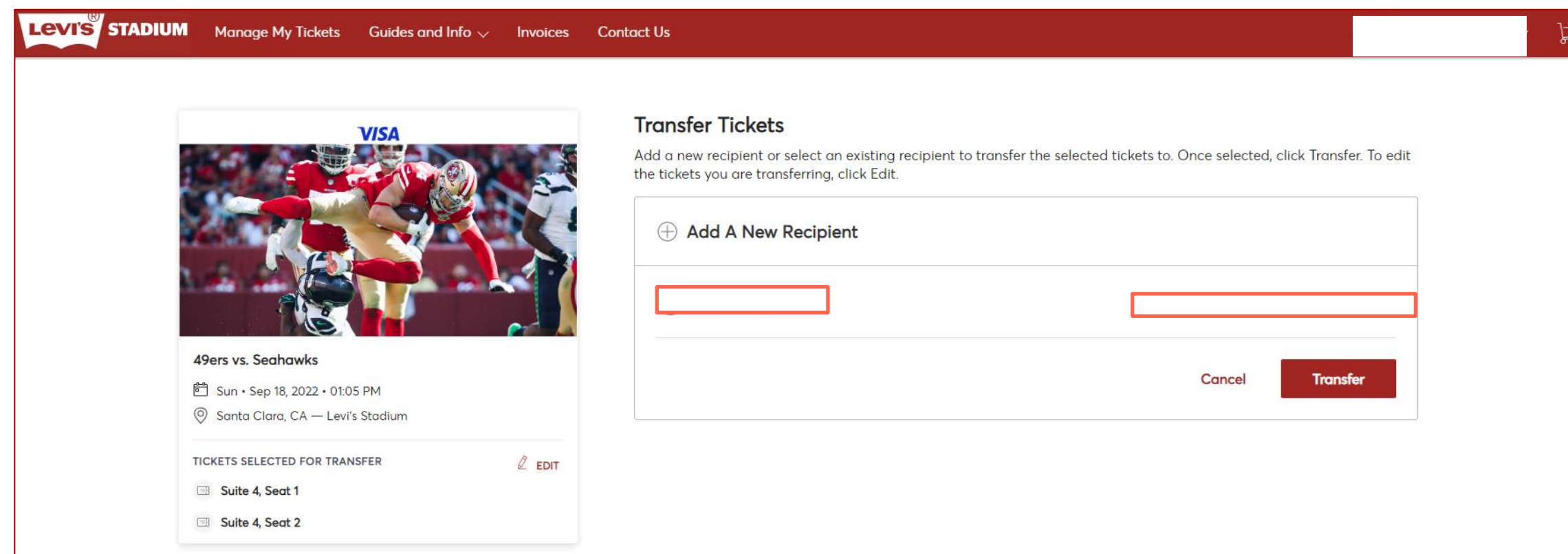4. Select which seat(s) you would like to transfer, then click 'Continue'
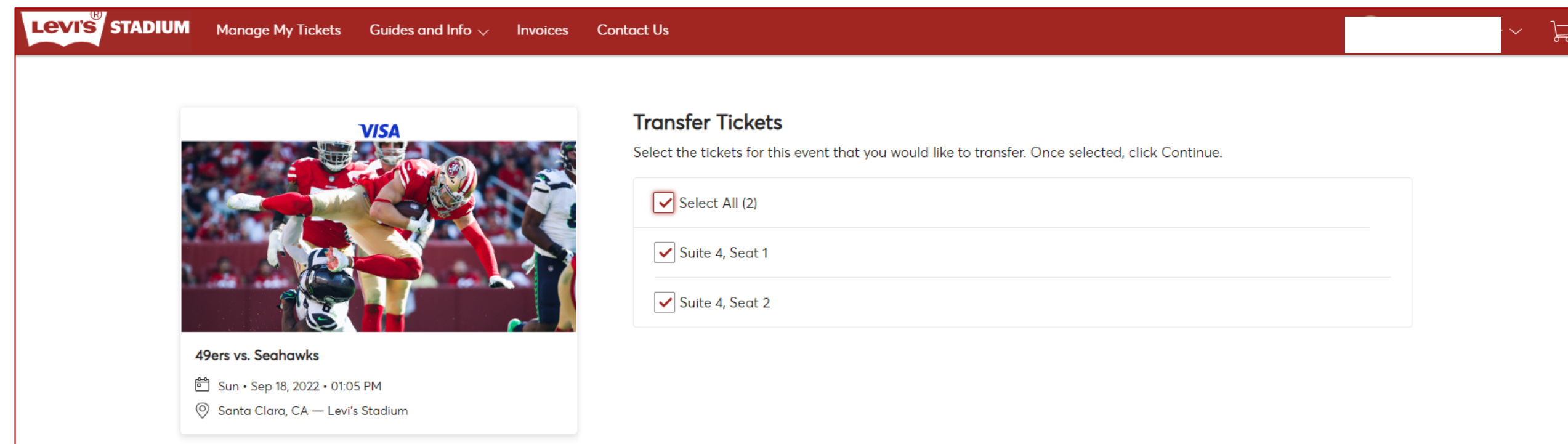
Account Management – Computer

How to Transfer Tickets (cont.)

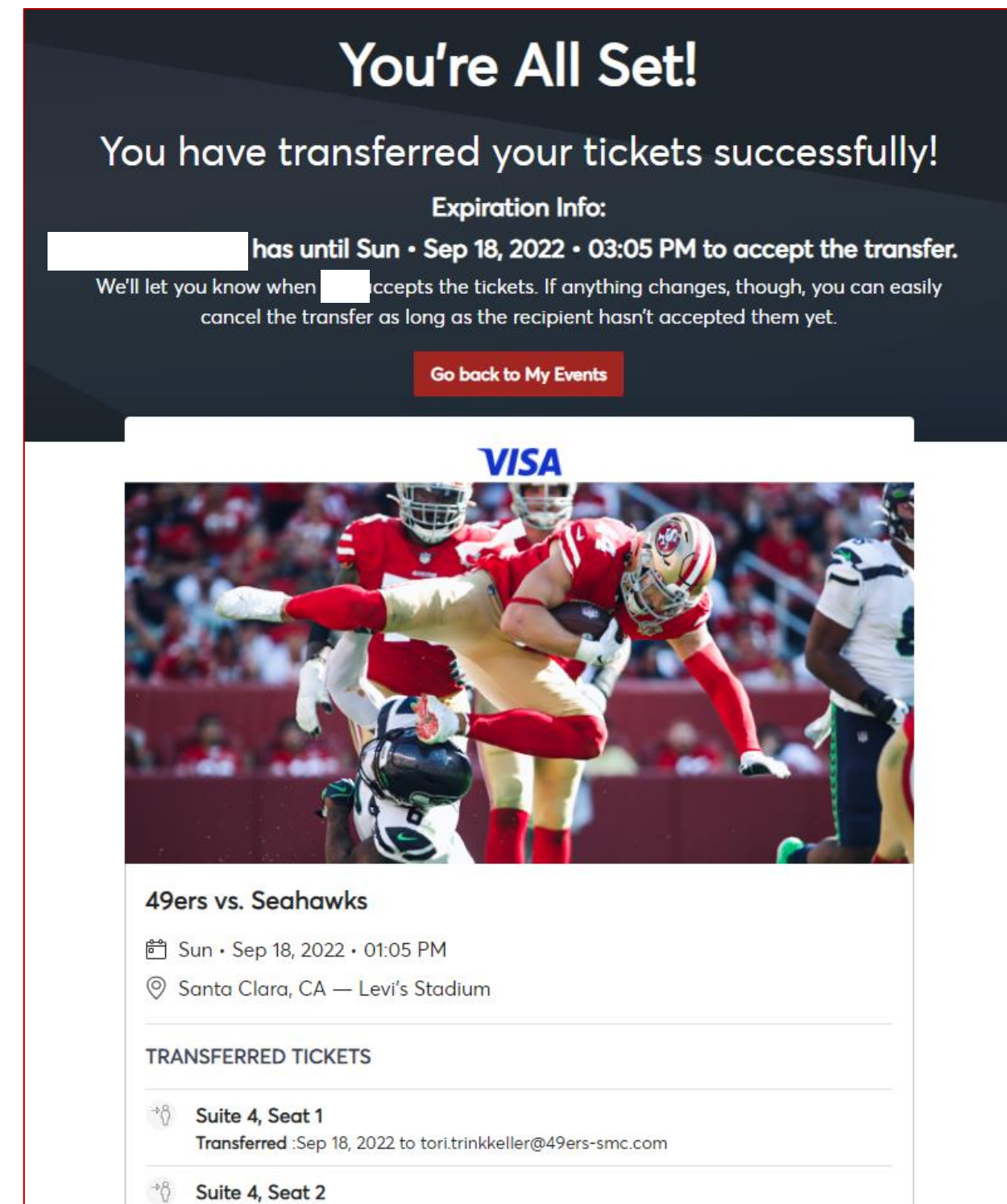- **Select your recipient from the address book**

- **or 'Add A New Recipient' and then click 'Transfer'**

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:**

It's Time: Accept Your Tickets Now

...ust sent you 2 Levi's® Stadium tickets.

Accept Tickets

Accept by Sun • Sep 18, 2022 • 03:05 PM

How to Accept Your Transfer

1 | On your smartphone, tap the Accept Tickets button above.

2 | Sign in to the 49ers iOS App or Android App app using your Ticketmaster email and password, or create an account, to accept your tickets.

3 | Keep an eye out for a follow-up email with instructions on how to view and save your tickets for the big day.

Transferred Tickets (2)

49ers vs. Seahawks
Sun • Sep 18, 2022 • 01:05 PM
Levi's Stadium Santa Clara, CA

Suite 4, Seat 1
Suite 4, Seat 2
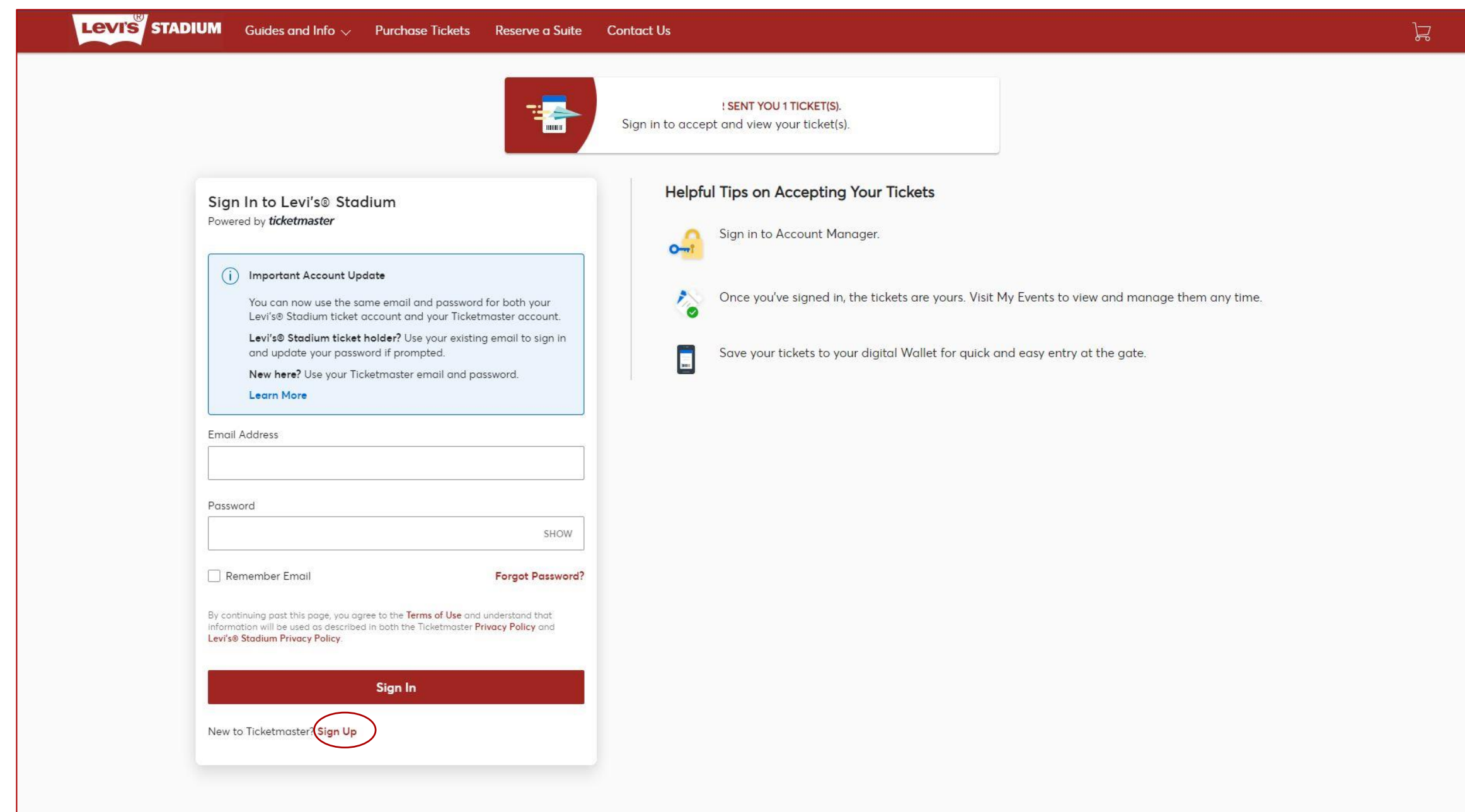
***Please note the 'Accept by…' date and time**

Account Management – Computer

How to Accept Tickets (cont.)

- **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:**
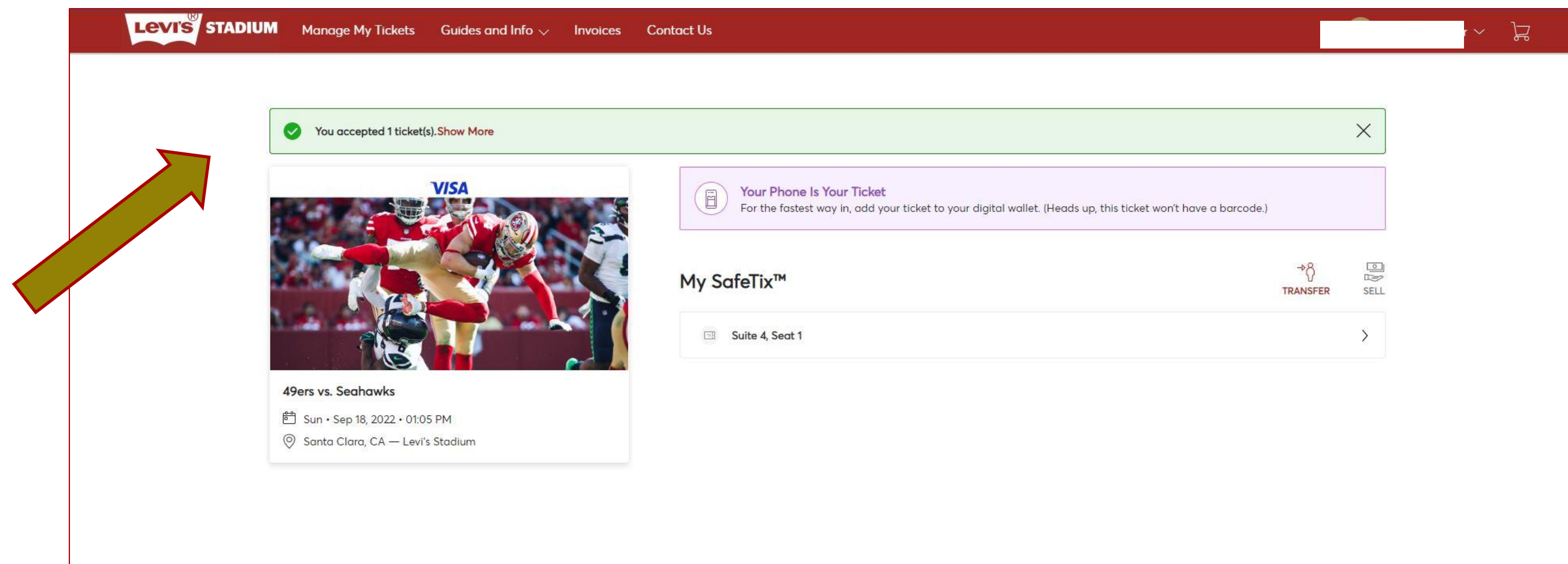
Account Management – Computer

How to Accept Tickets (cont.)

- **Once the account is created, they can log in 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:**
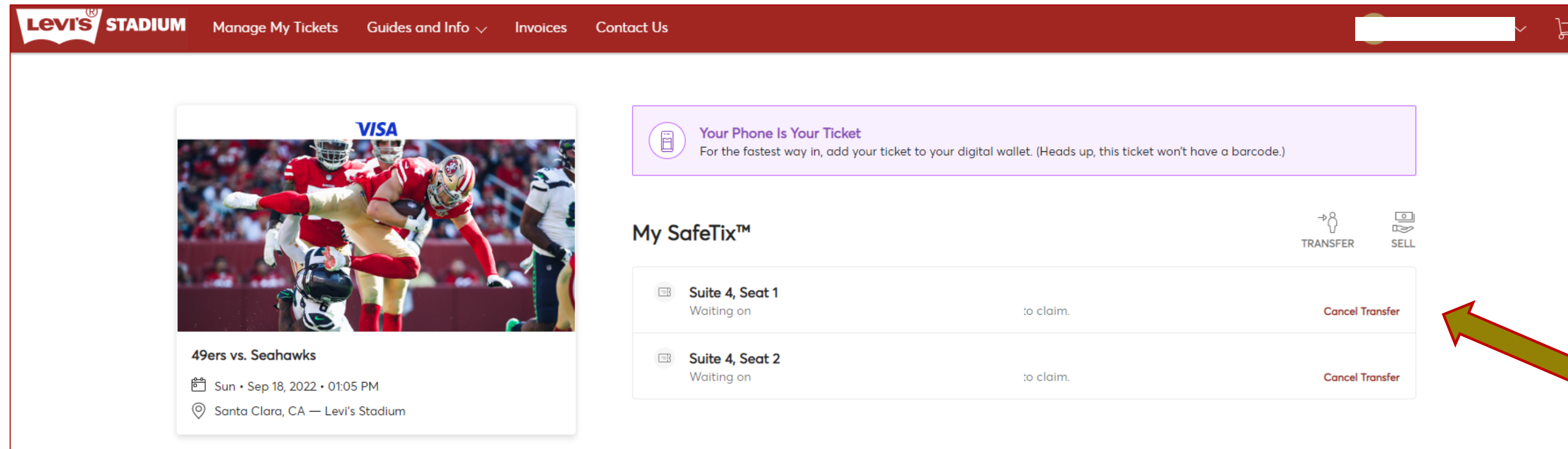

The tickets can now be accessed via the 49ers App.
Your guest will continue to use the same login to access tickets.

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 <u>not yet</u> accepted the initial ticket transfer**

Account Management – Computer

How to Cancel Transfer (cont.)

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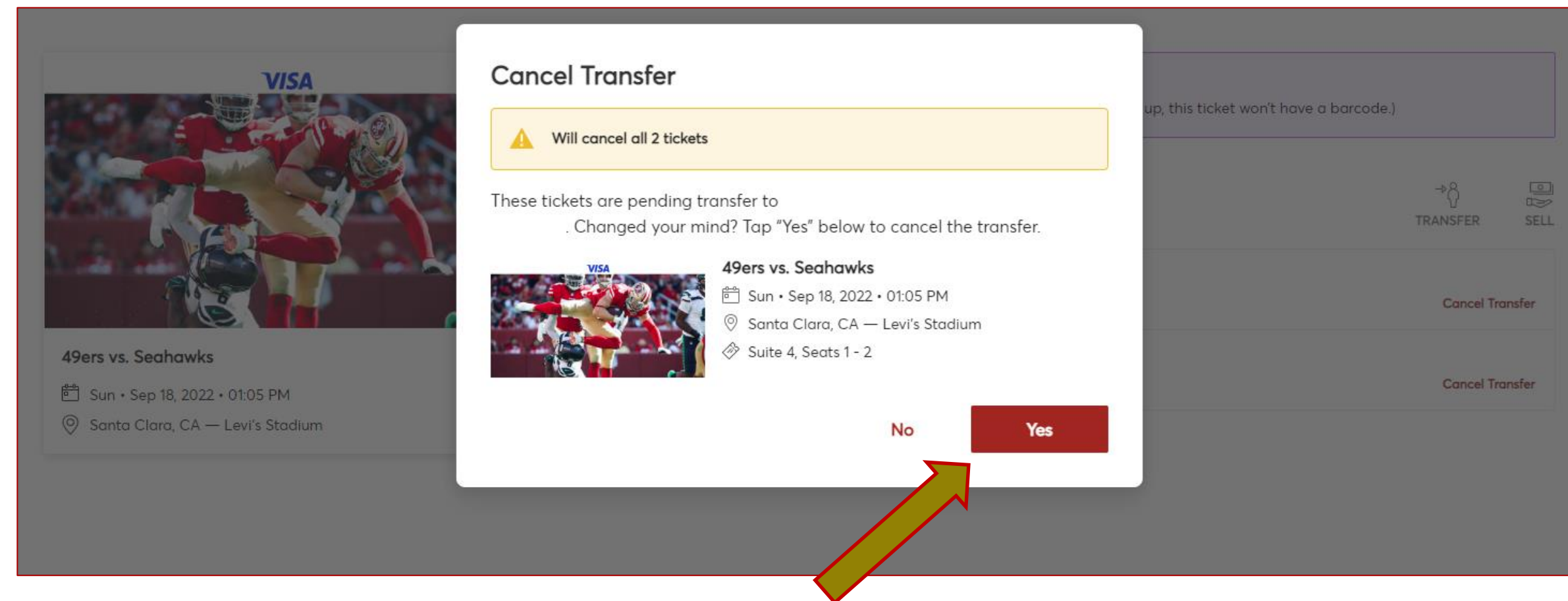
Account Management – Computer

Emails You Will Receive

- **Confirmation once sent**

- **Confirmation once accepted**

- **Confirmation once canceled**

Account Number: 3148
Your Ticket Transfer Is on Its Way
You sent 1 tickets to

Manage Events

Heads up   must accept this transfer by Fri • Aug 12, 2022 • 07:30 PM.

What's Next

We'll let you know once   accepts your ticket transfer.

In the meantime, you can cancel your transfer request as long as   hasn't already accepted the tickets.

Transferred Tickets (1)

49ers vs. Green Bay Packers
Fri • Aug 12, 2022 • 05:30 PM
Levi's Stadium Santa Clara, CA
Suite 4, Seat 1

It's a Done Deal — Your Tickets Were Accepted
your ticket transfer went through.

What's Next

We've transferred and reissued the following tickets to   which means you'll no longer be able to use them.

Transferred Tickets (1)

49ers vs. Green Bay Packers
Fri • Aug 12, 2022 • 05:30 PM
Levi's Stadium Santa Clara, CA
Suite 4, Seat 1

Questions?
Call Levi's® Stadium at 415-464-9377
Visit Help Center

Your Tickets Are Back in Your Account
Your ticket transfer to   has been canceled.

Manage Events

Canceled Transfers (2)

49ers vs. Seahawks
Sun • Sep 18, 2022 • 01:05 PM
Levi's Stadium Santa Clara, CA
Suite 4, Seat 1
Suite 4, Seat 2

Questions?
Call Levi's® Stadium at 415-464-9377
Visit Help Center

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"

- Review invoice and enter in payment information and click "Pay Now"
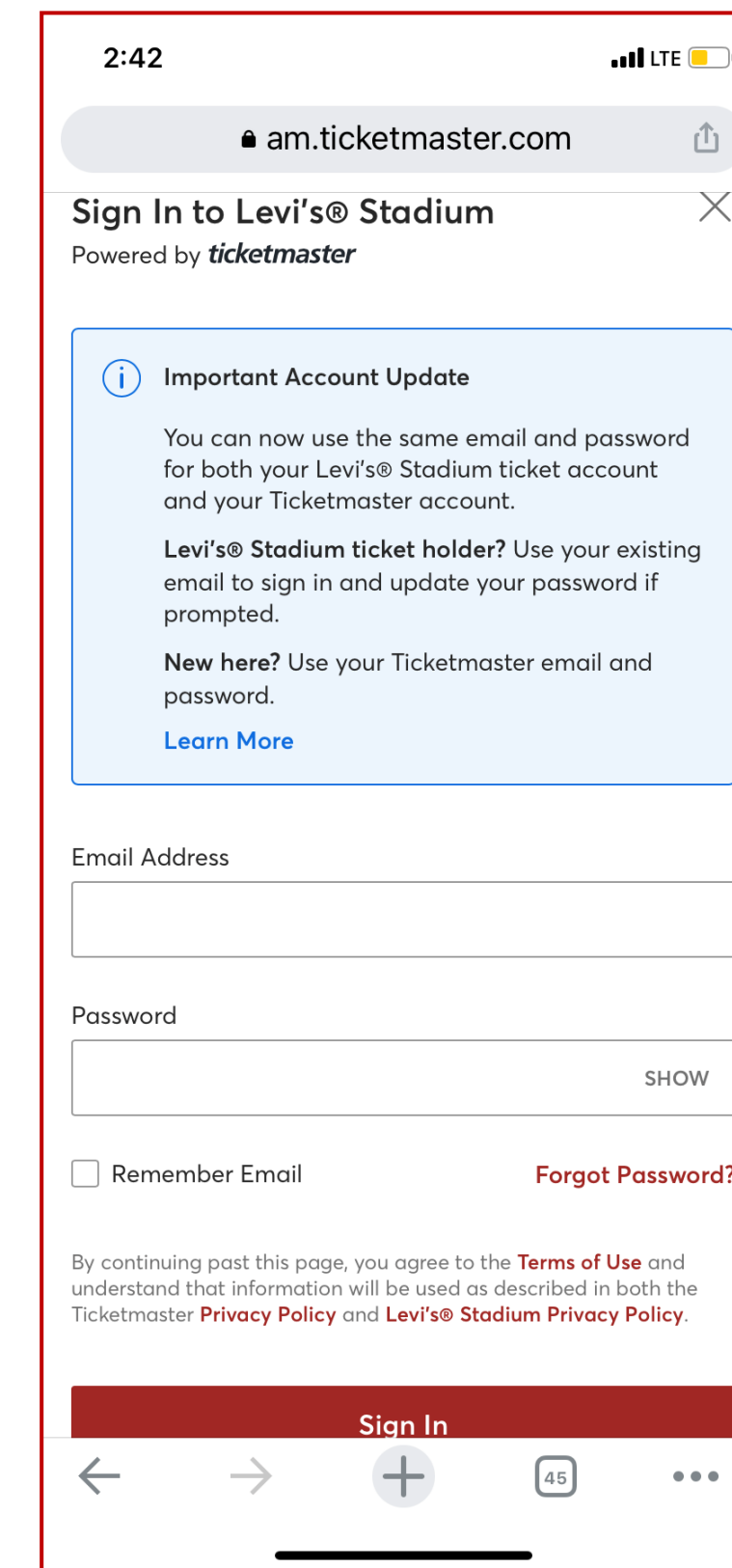
Account Management:

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**

- **Login Information**
  - **Your Account Email**
  - **Your Account Password**

Step 1—
Click the account icon at the top right of your screen
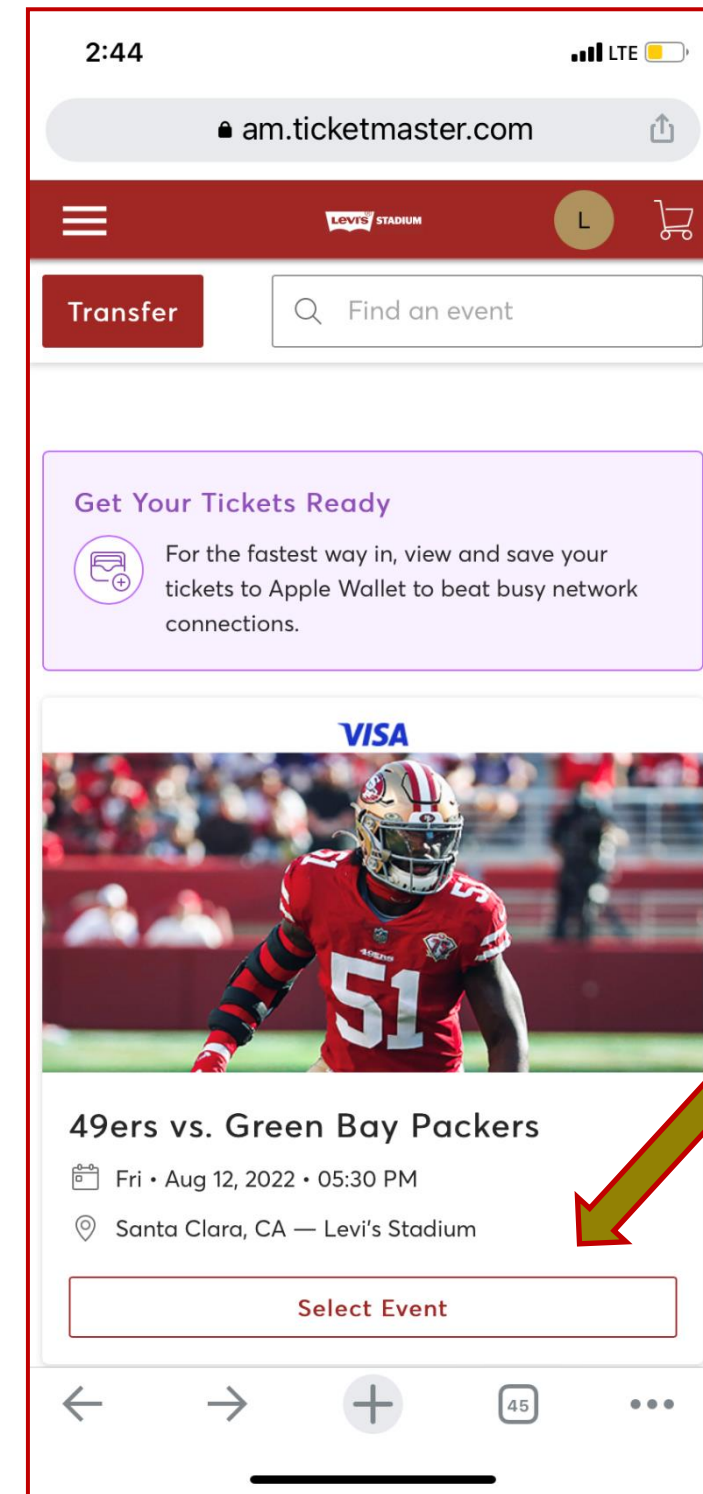
Step 2—
Log in using your account email & password

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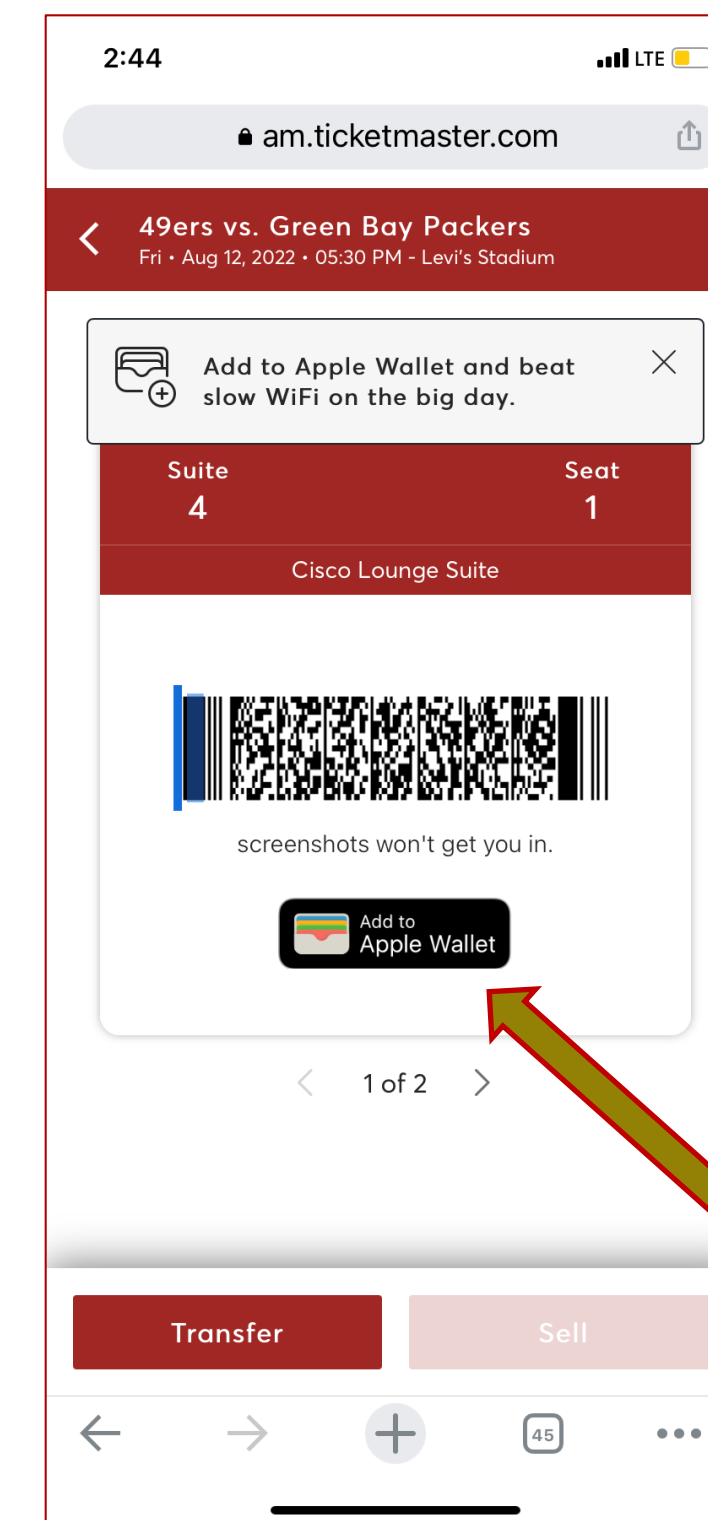Select "Click Here" on the account manager home page after signing in.

Account Management – Mobile Website

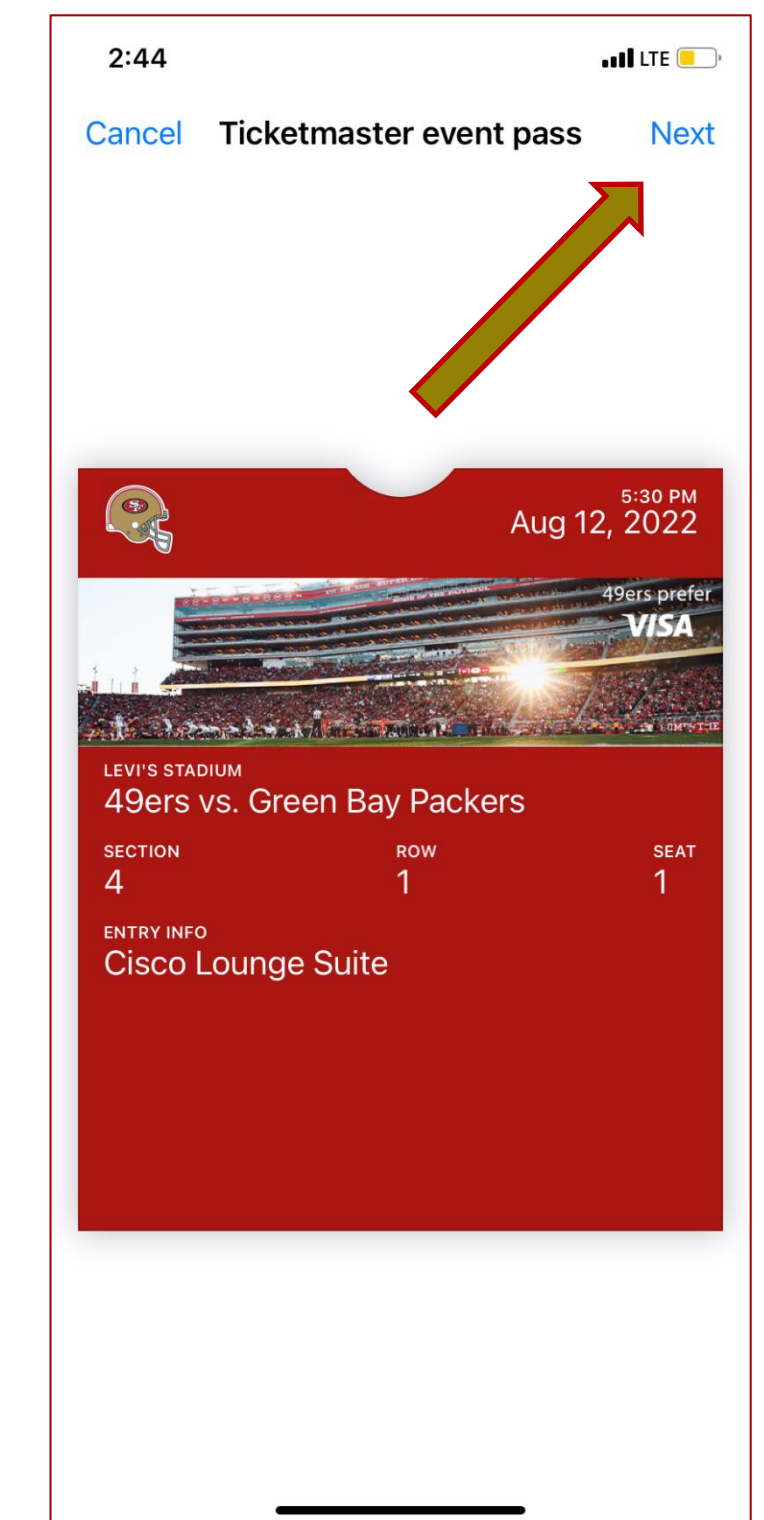## Downloading your tickets through the mobile website

Step 1—
Click "Select Event" on the desired game
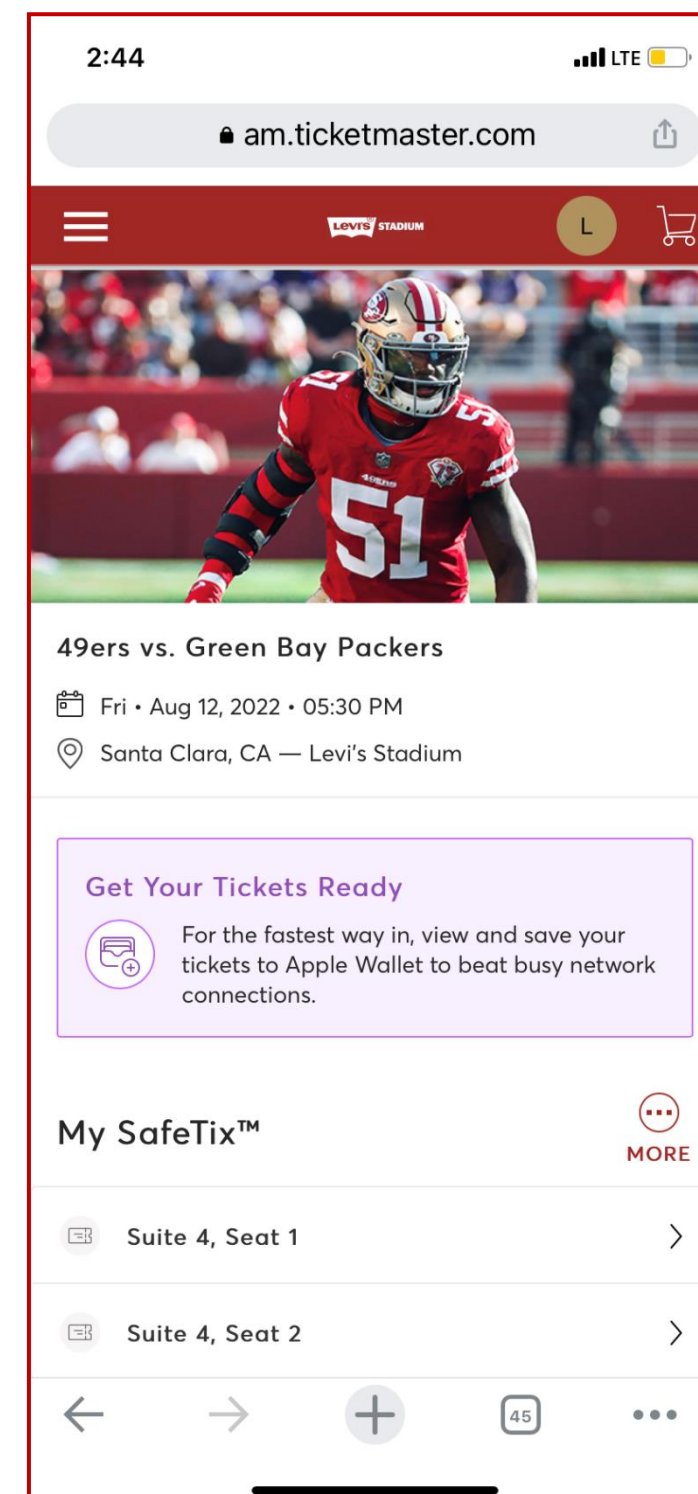
Step 2—
Select the tickets you wish to view/download
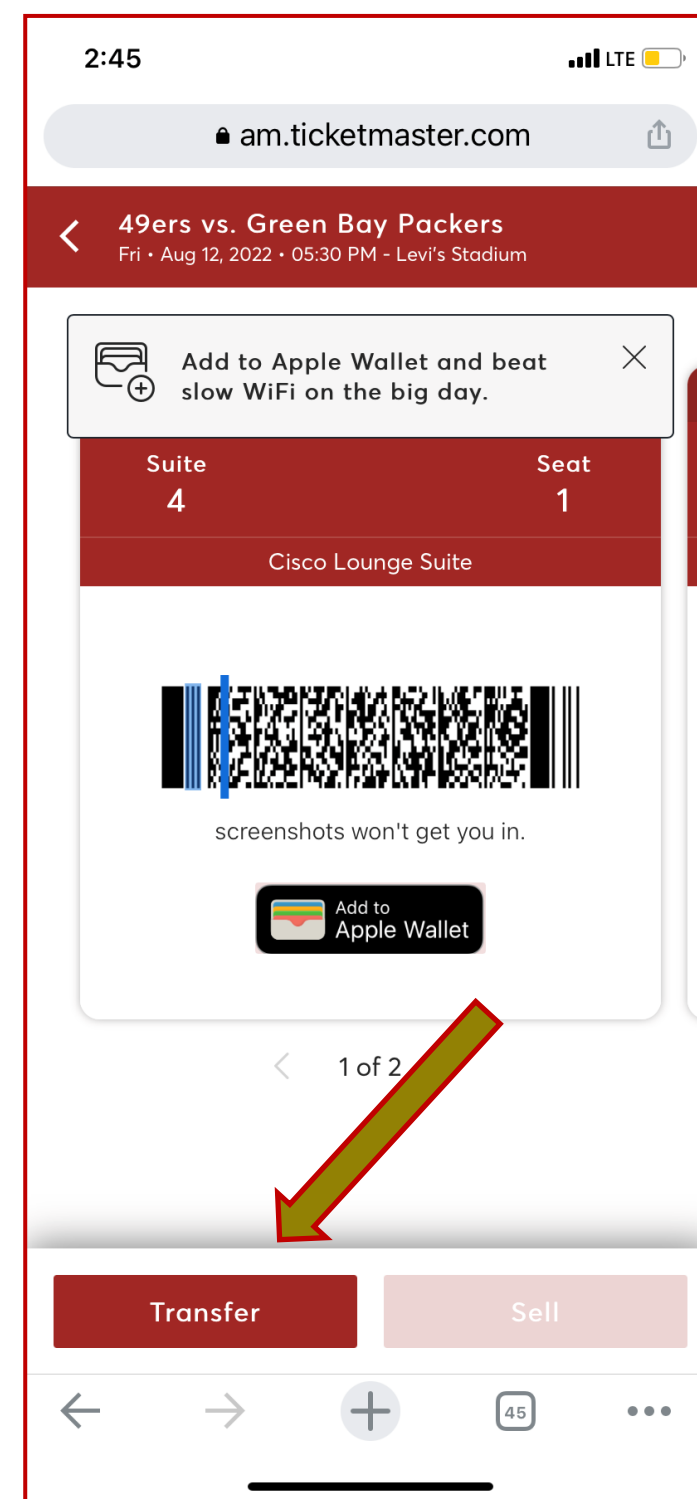
Step 3—
Click "Add to Apple Wallet"

Step 4—
Press "Next" to complete process. Once complete, your ticket can be pulled up in your Apple Wallet to be scanned for entry
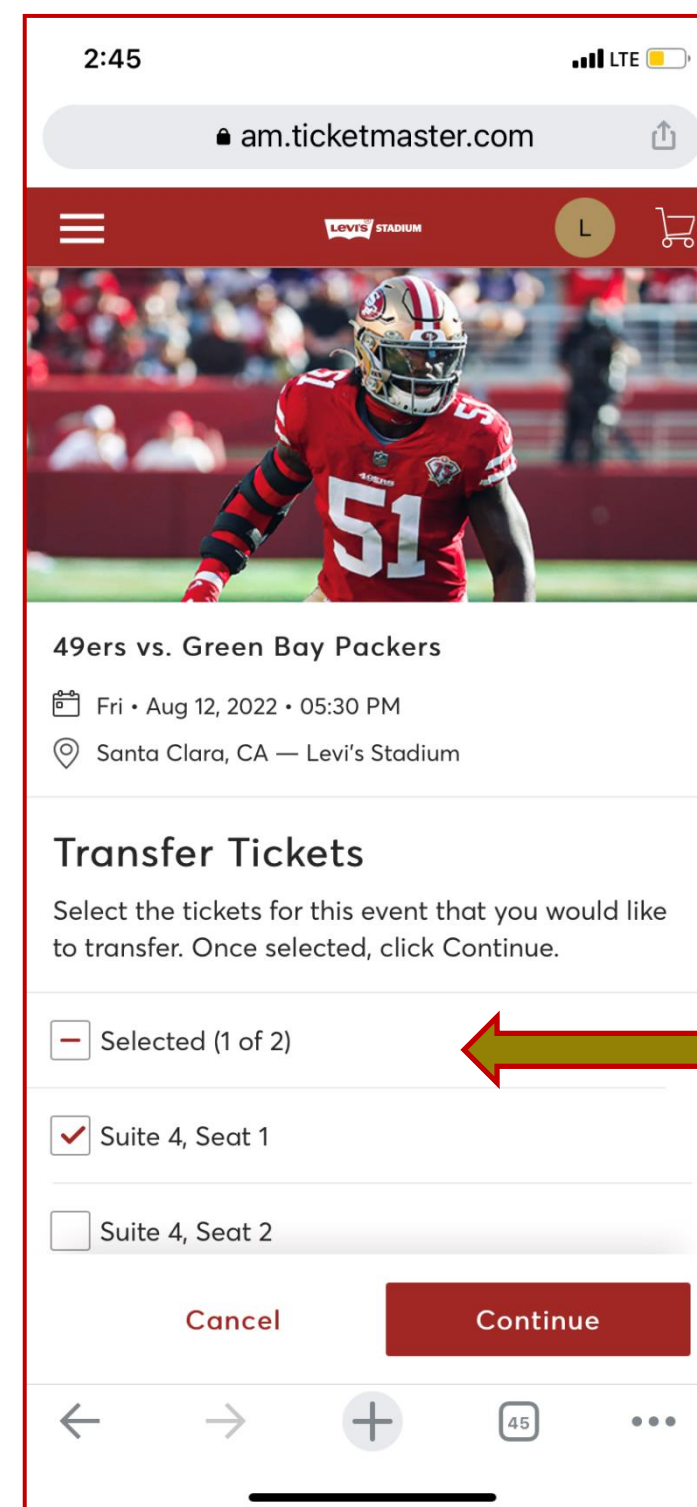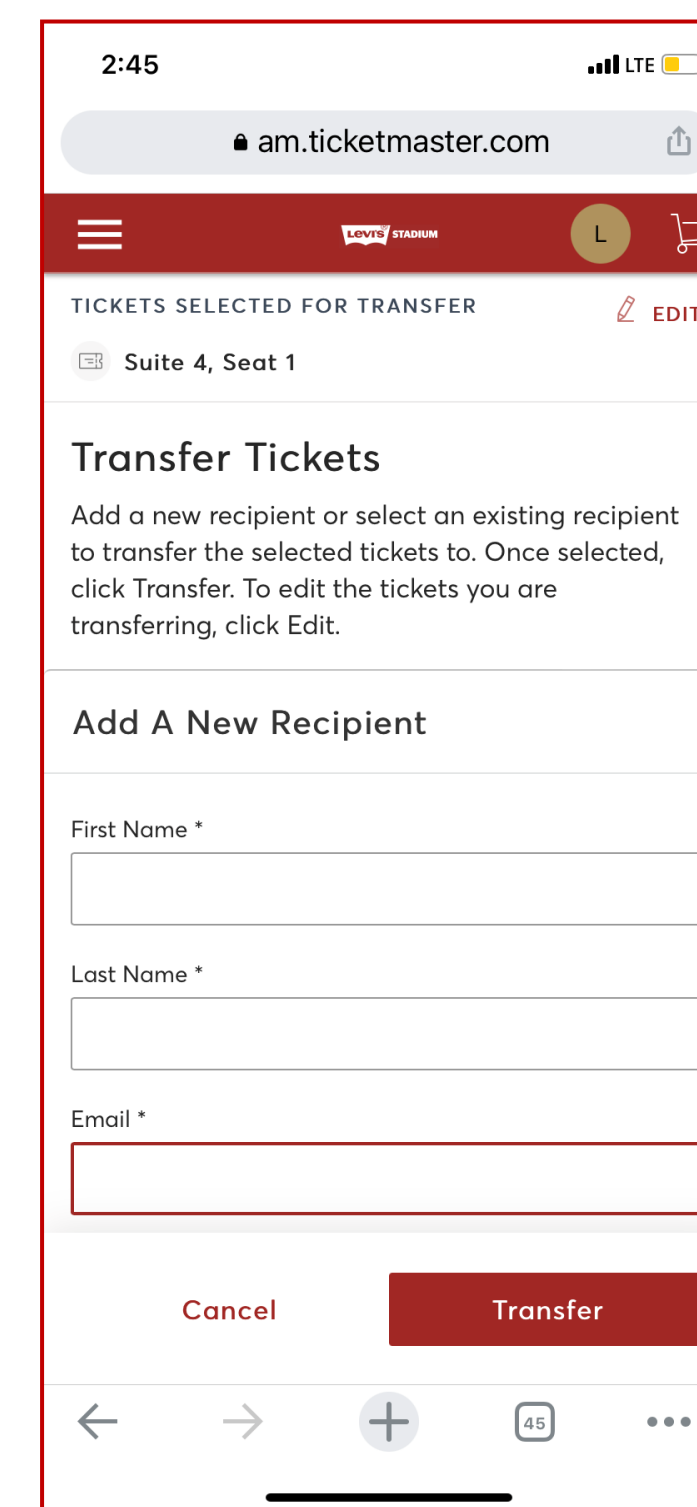
Account Management – Mobile Website

Transferring tickets through the mobile website

Step 1—
Click the "Transfer" button
on the bottom left

Step 2—
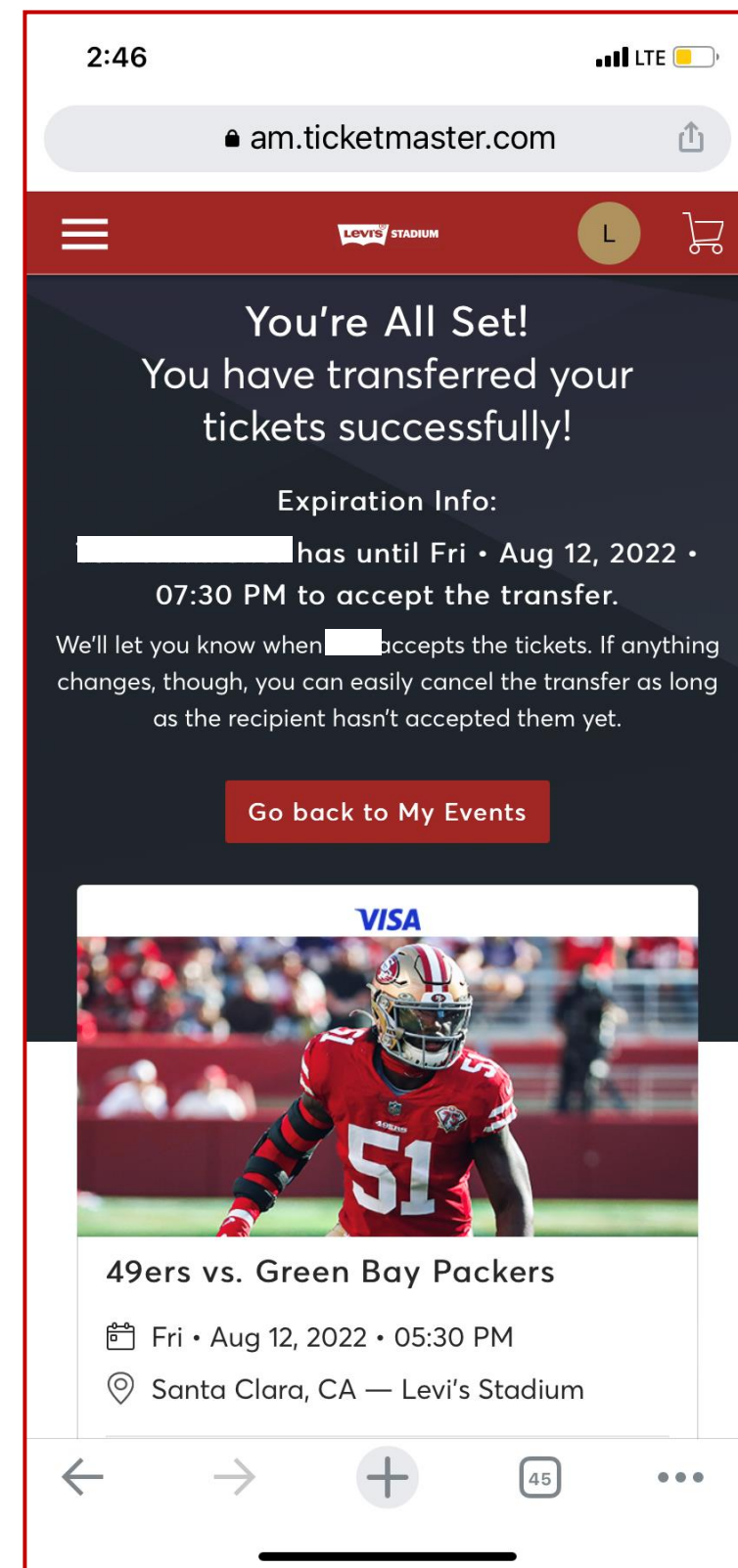Select the seats you'd like to
transfer then click
"Continue"

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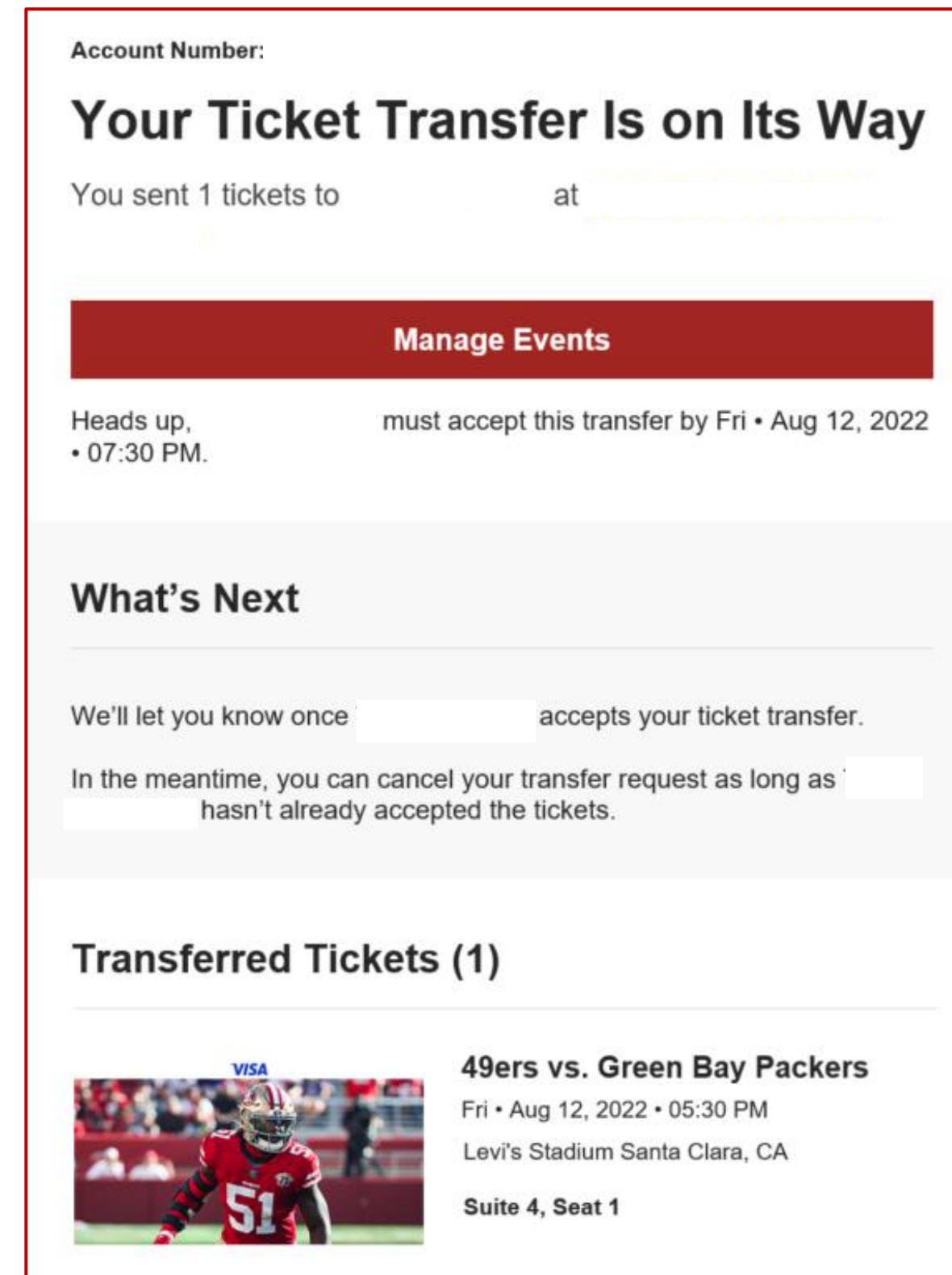email address, optional
message & click "Transfer"

Account Management – Mobile Website

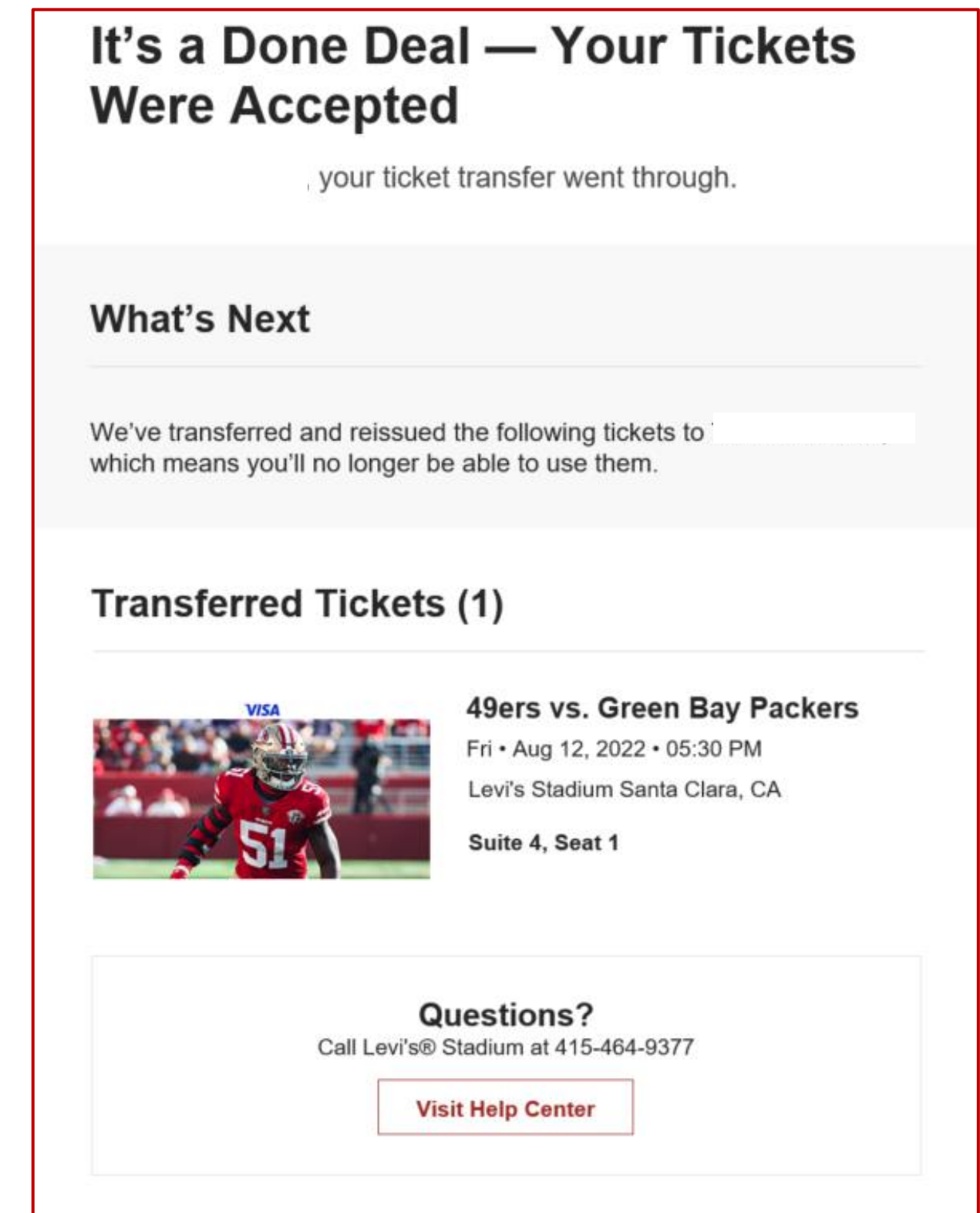## Transferring tickets through the mobile website (cont.)

Confirmation of Transfer on the Mobile Website
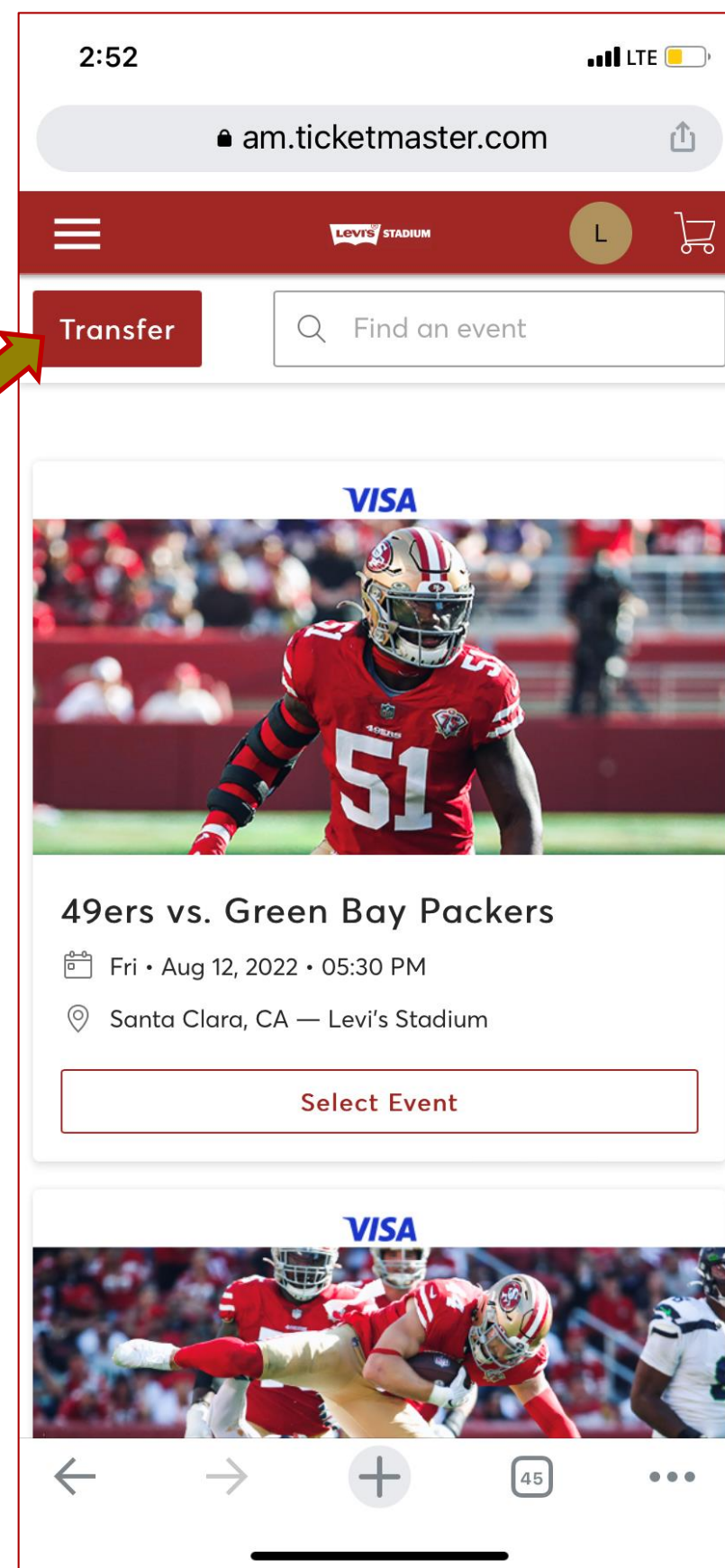

Confirmation Email of Transfer Sent

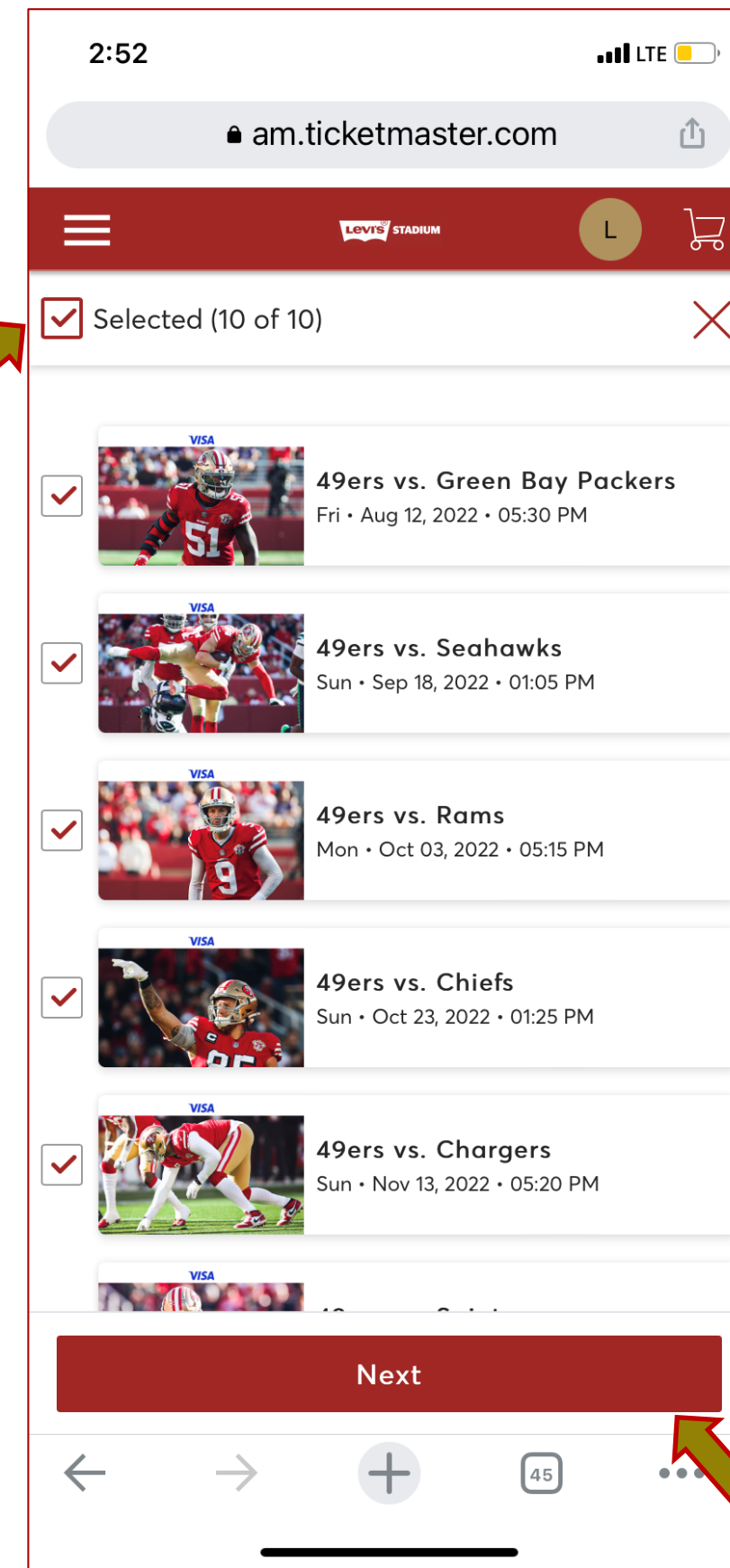**Confirmation Email of Transfer Accepted**
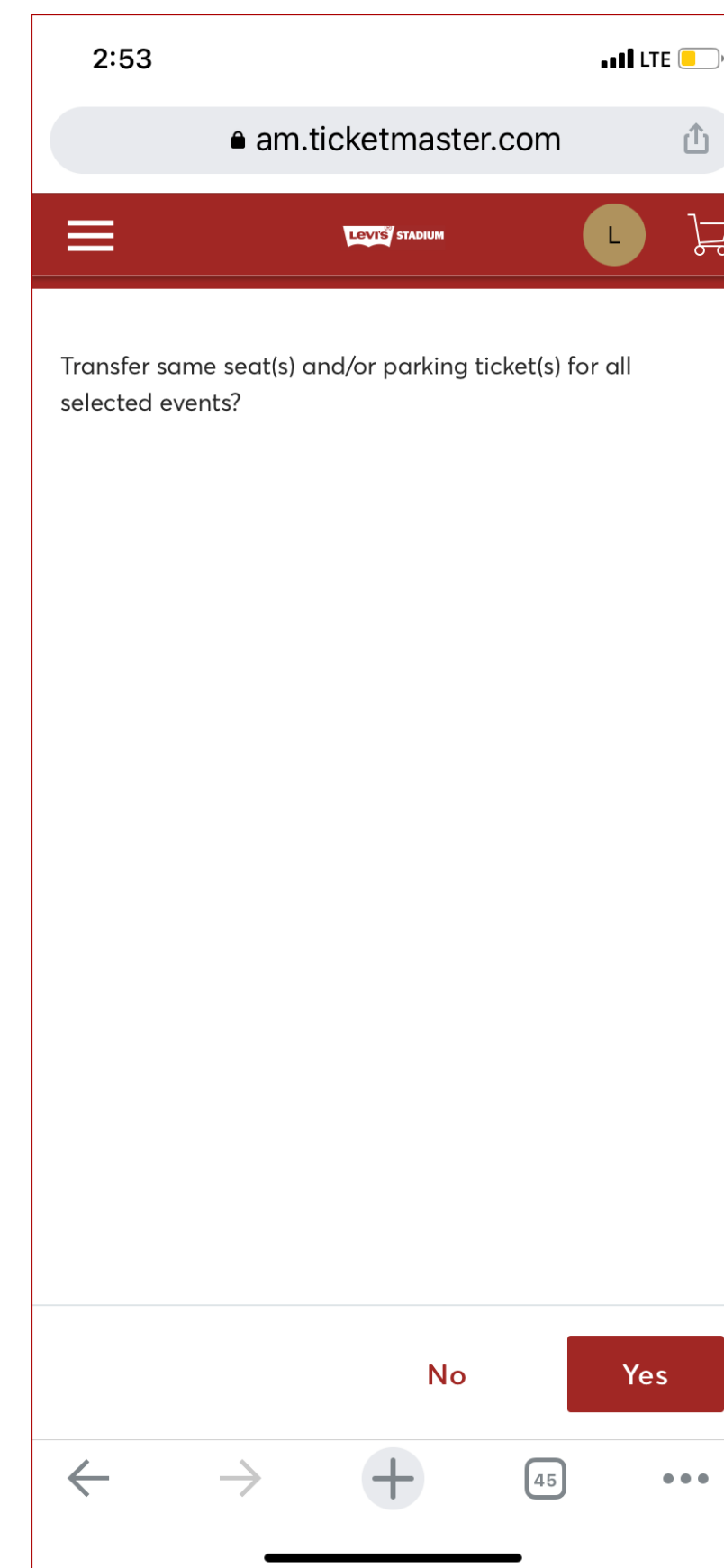
Account Management – Mobile Website

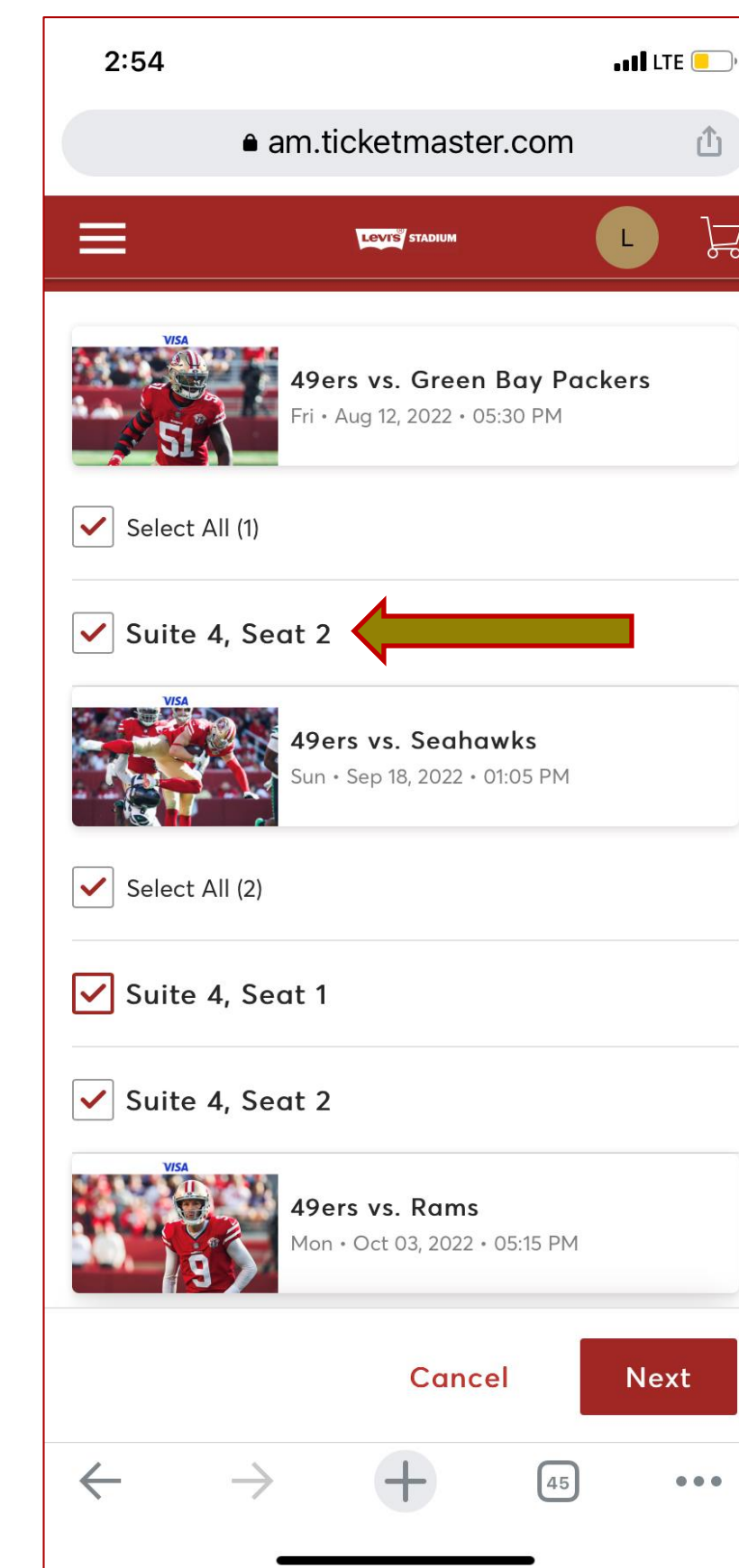## Bulk transferring tickets through the mobile website

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"
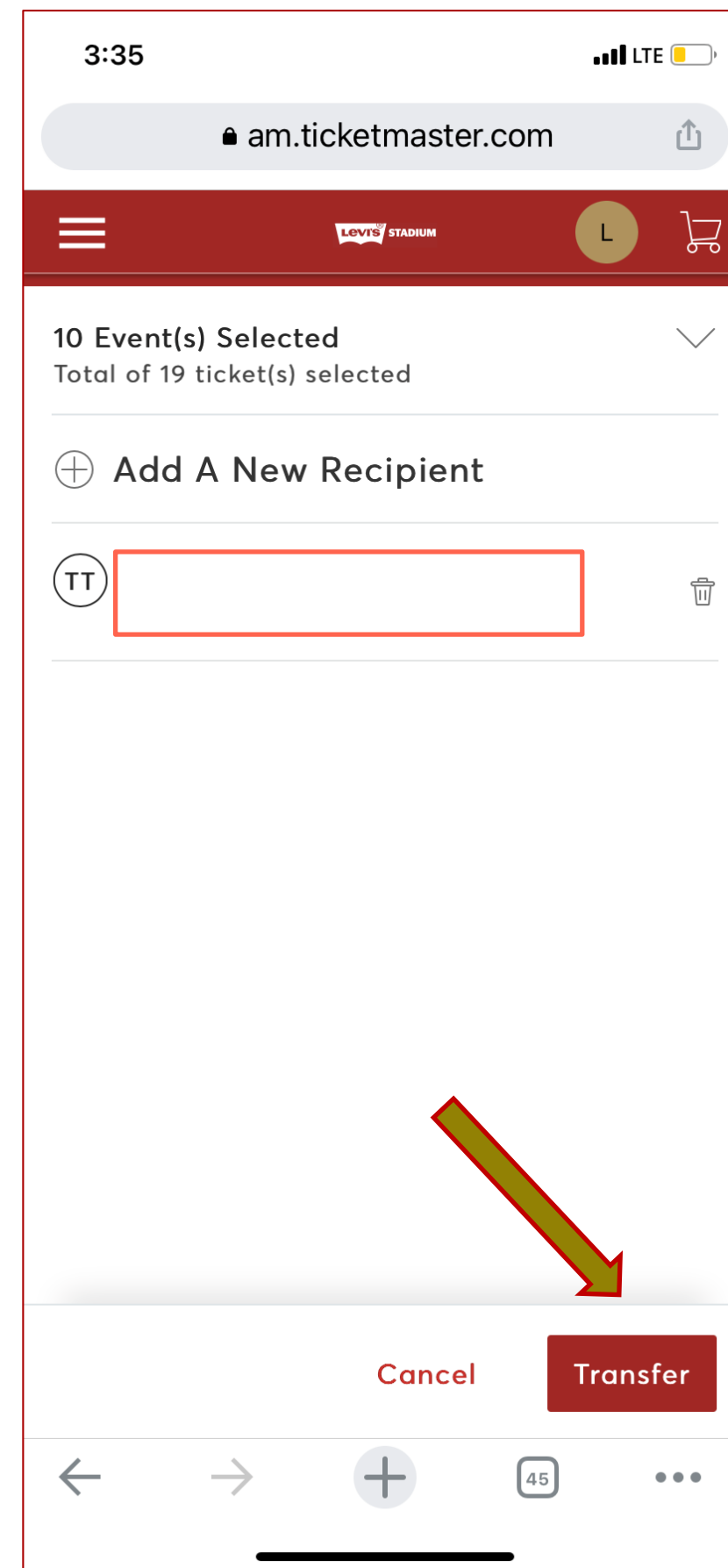
Step 3—
Click "Yes"

Step 4—
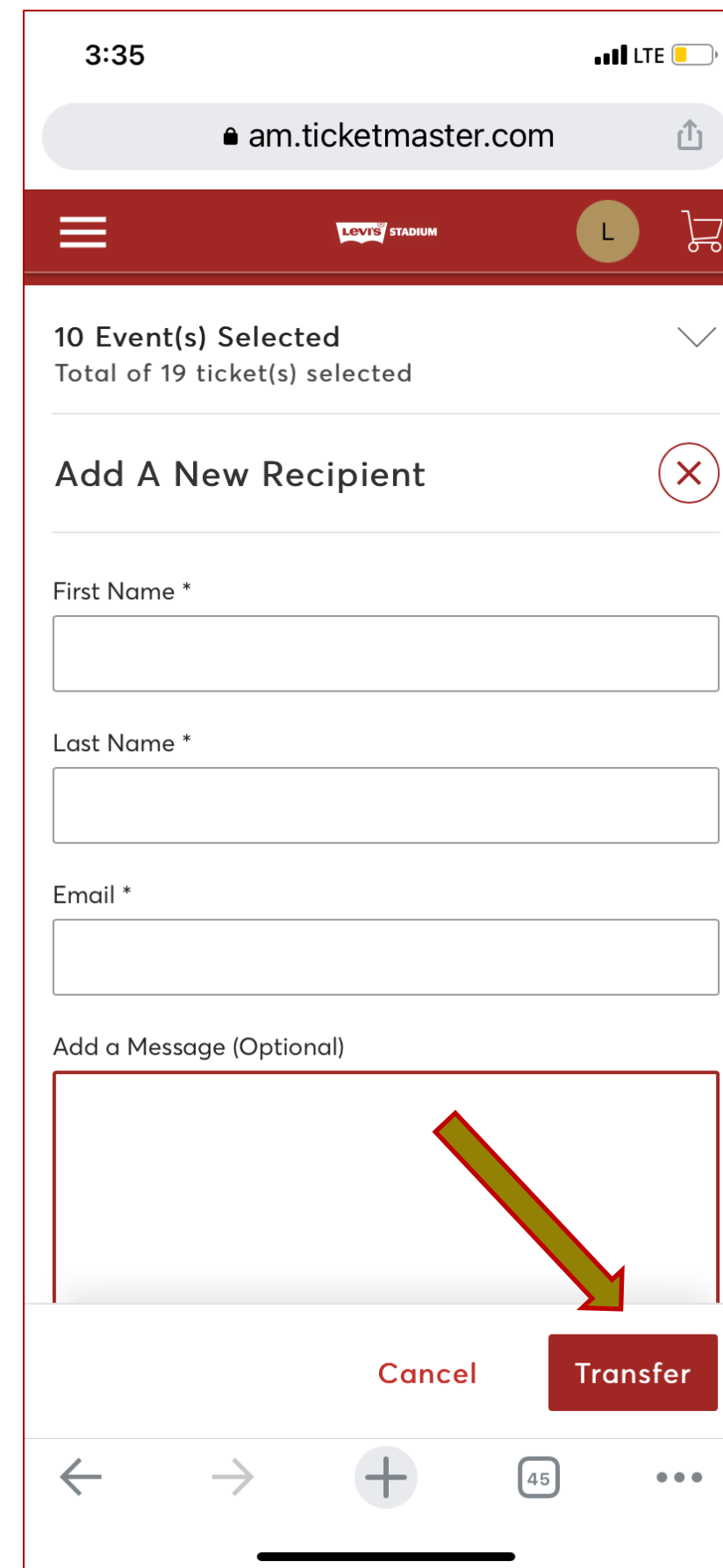Select seats for each event and click "Next"
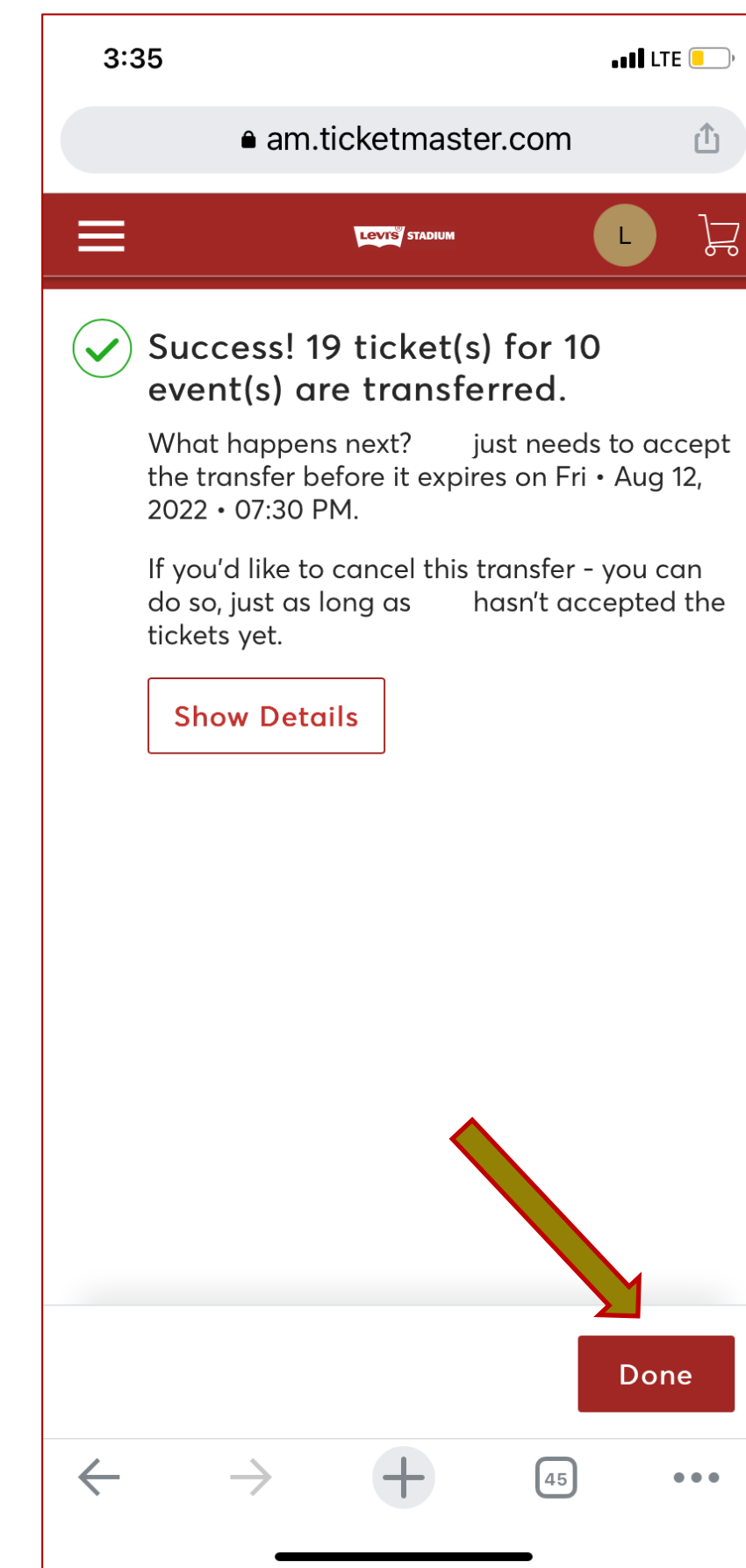
Account Management – Mobile Website

Bulk transferring tickets through the mobile website (cont.)

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

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

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 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
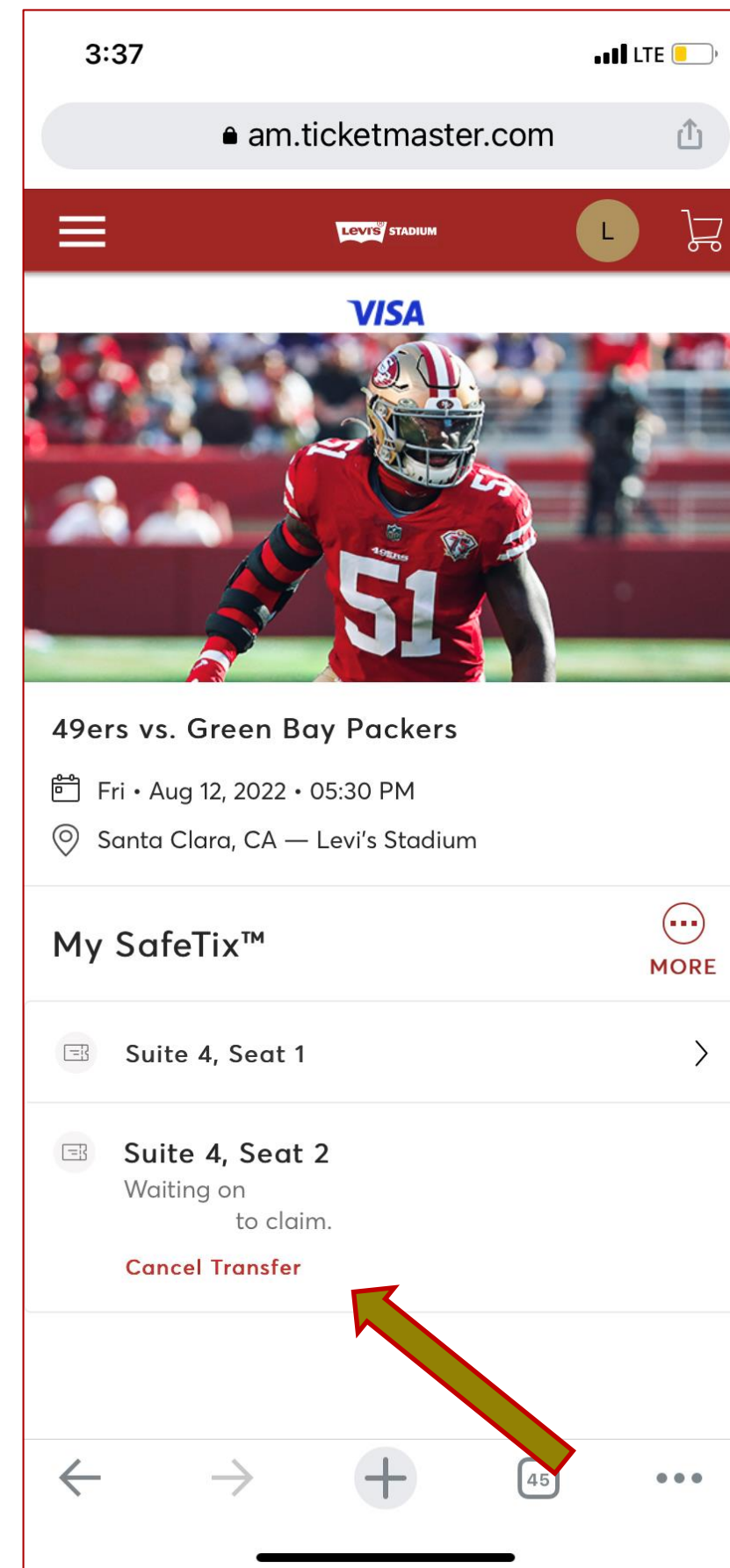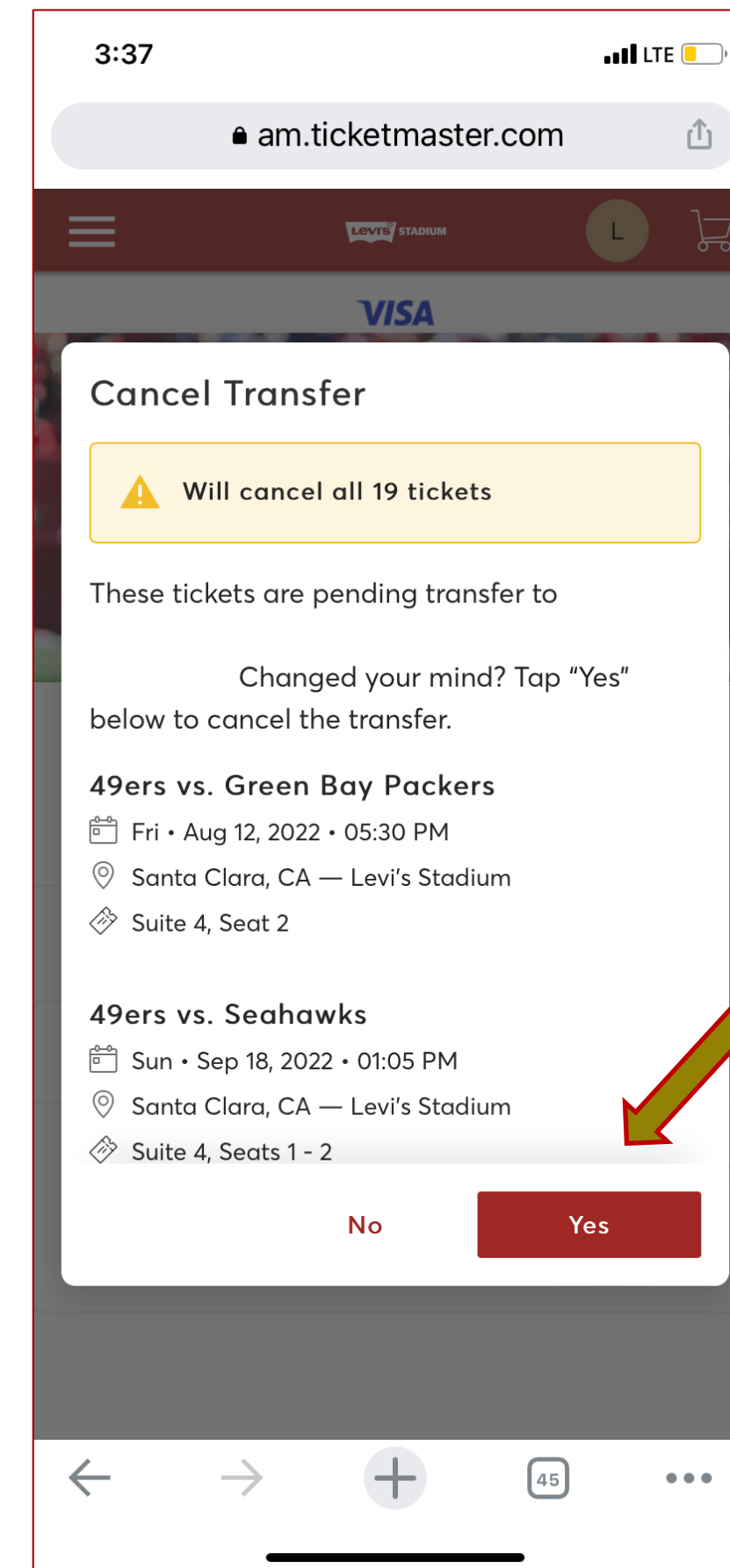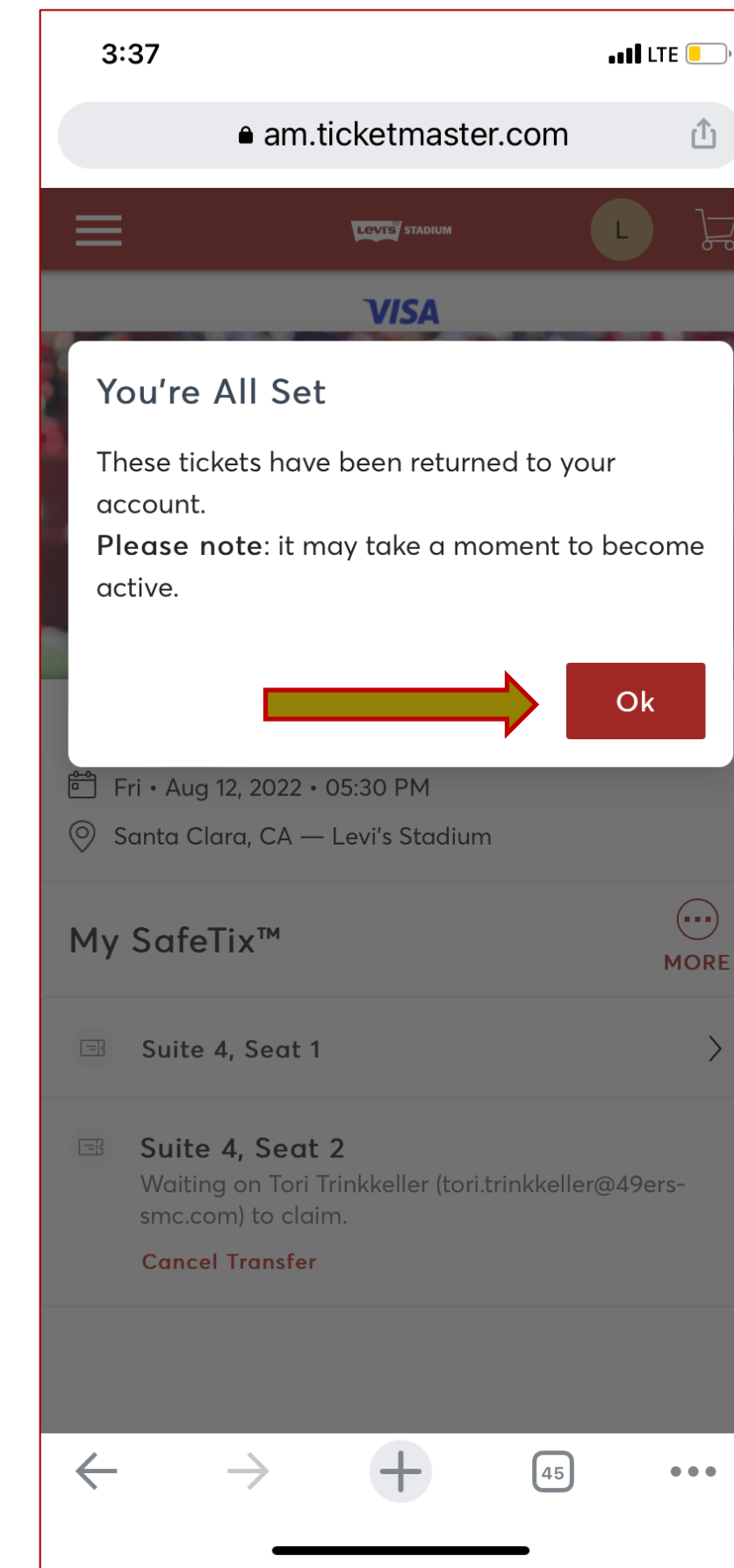
Step 2—
Click "Cancel Transfer"

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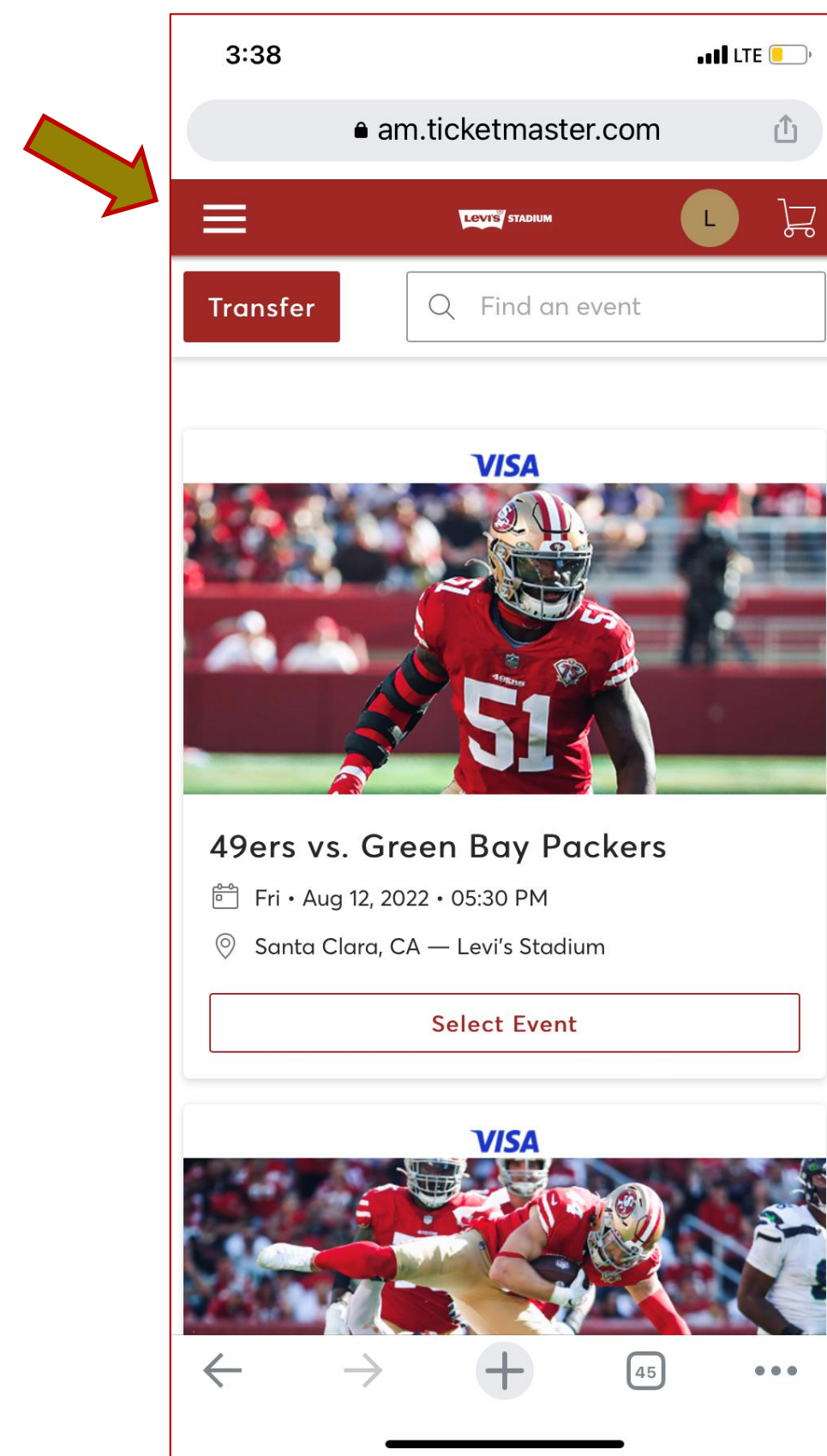Click "Yes" to confirm and reclaim the ticket back into your account

Step 4—
You're all set! Click "Ok" to exit
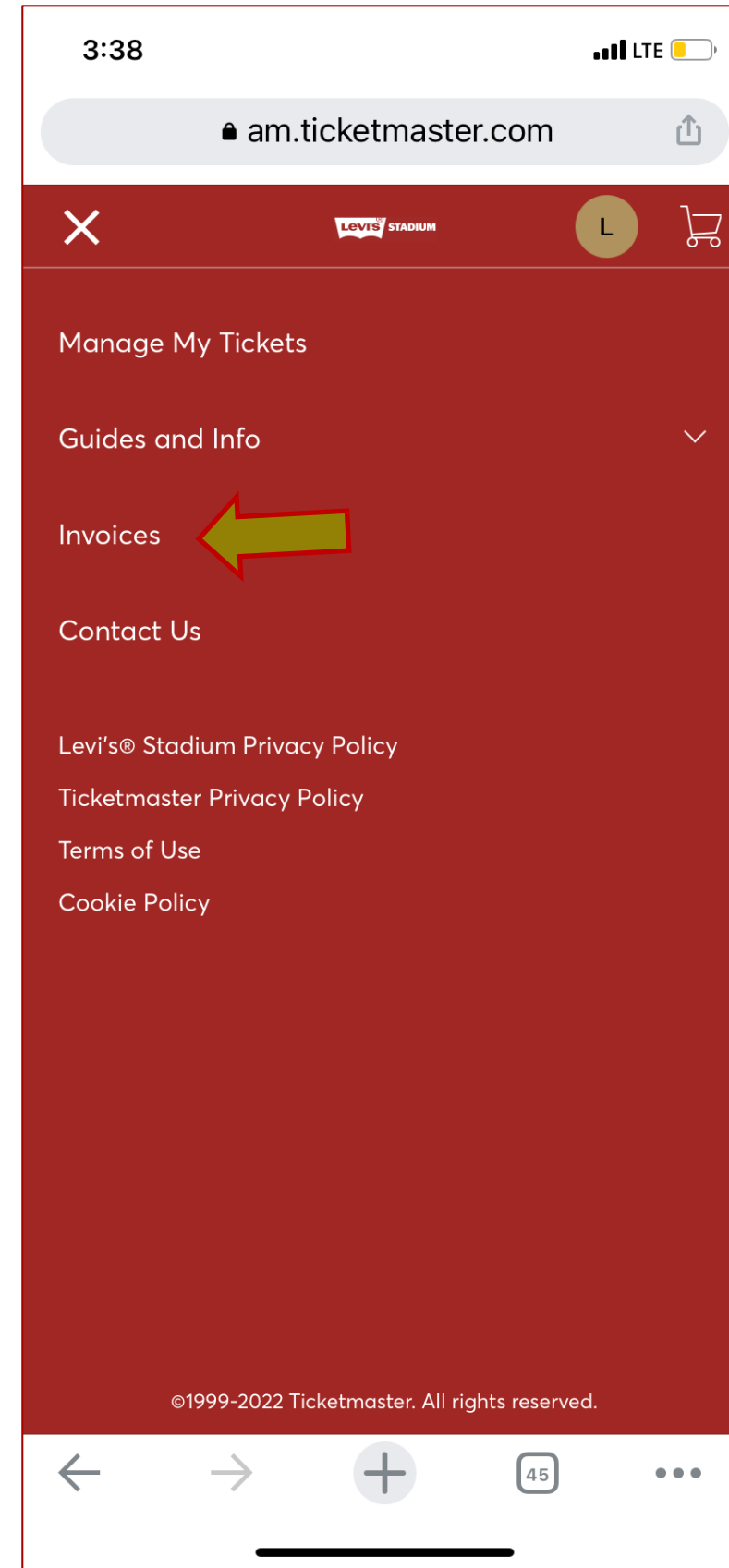
Account Management – Mobile Website

Paying invoices through the mobile website

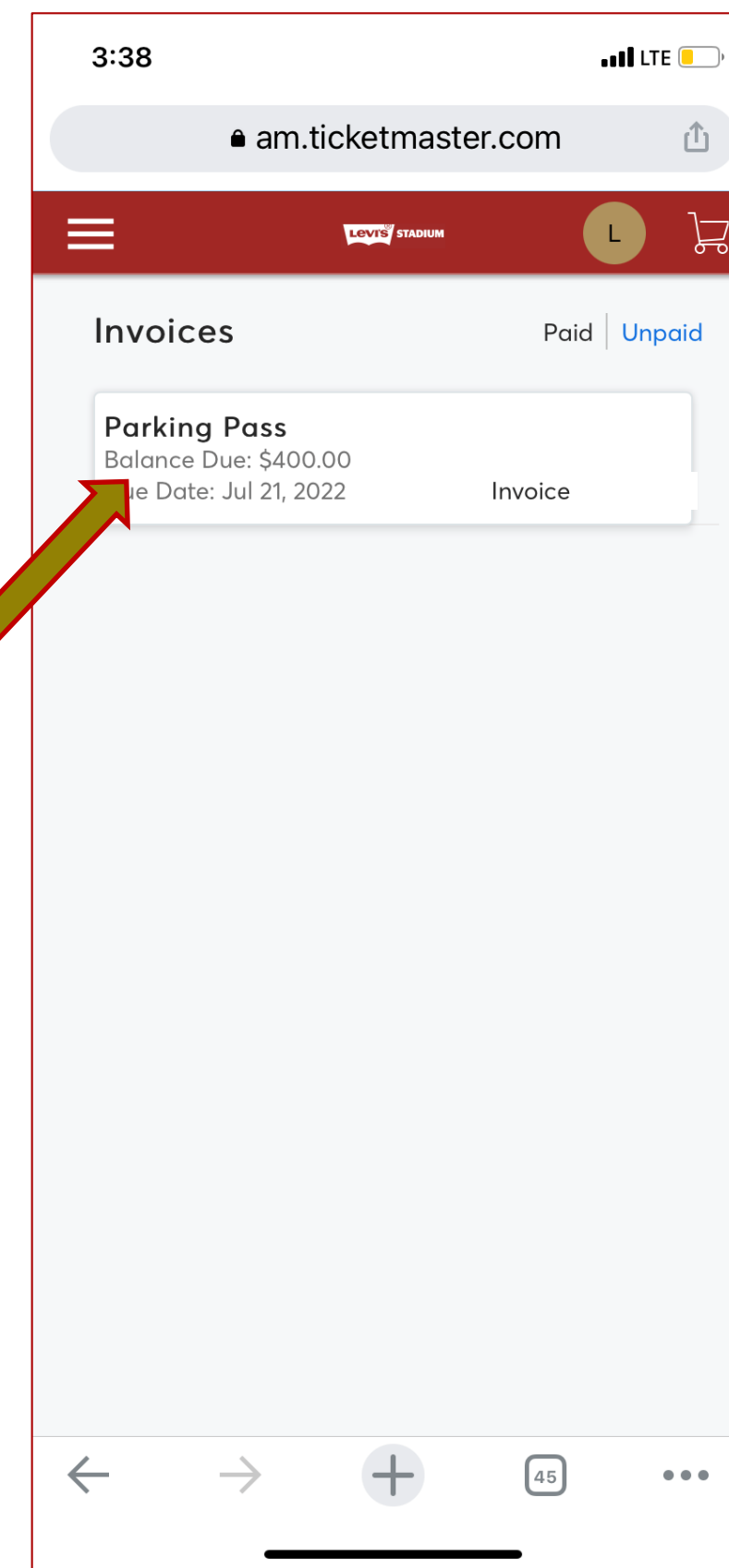- **Tickets & parking passes will be manageable immediately after payment**

Step 1—
On the home page, click the 3 lines in the top left corner
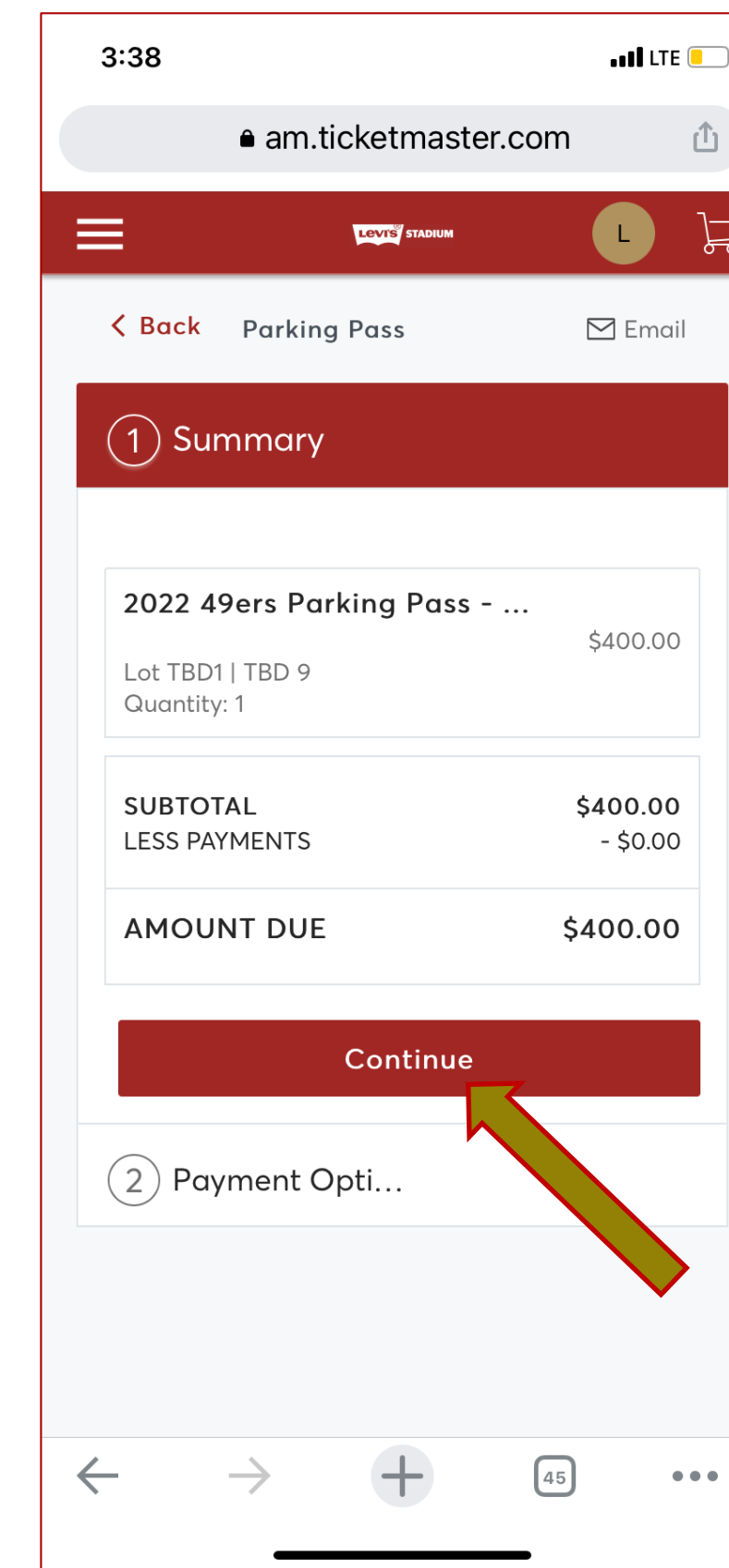
Step 2—
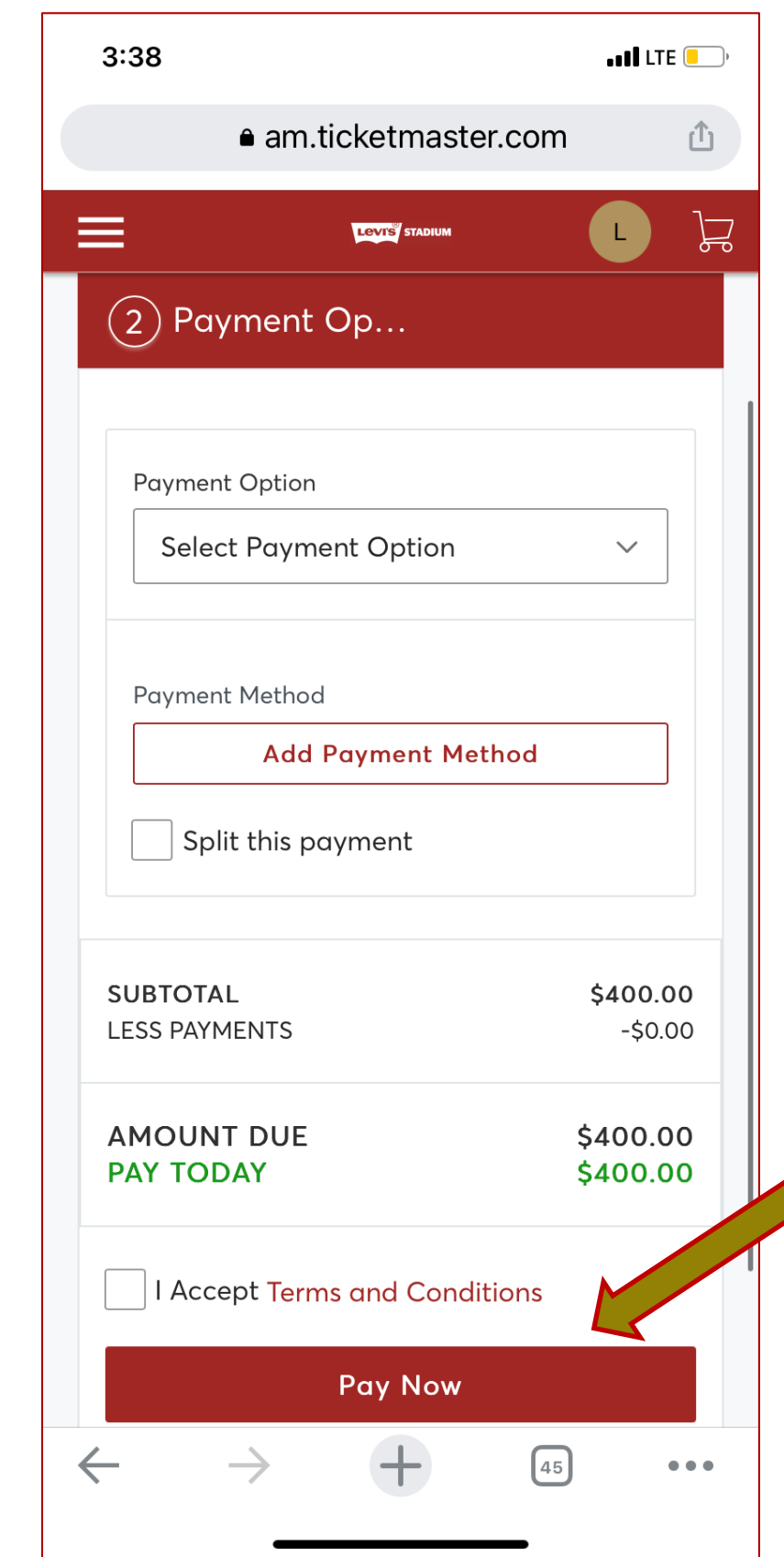In the menu of options, click on "Invoice"

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

The Season Ticket Member badge previously located on the Home Screen and Levi's® Stadium page has been replaced by a new 'Login' icon ahead of the 2023 season. The 'Login' icon is located in the right-hand corner of the bottom menu bar of the app.

Members will still have the opportunity to sign into their ticket account and access their badge from the new icon when the menu is prompted. This updated icon will now be the go-to place for members, single game buyers, ticket transfer recipients and other one-off ticket holders to access their tickets and parking passes for events at Levi's® Stadium.

Account Management – 49ers App

How to manage your account through the App
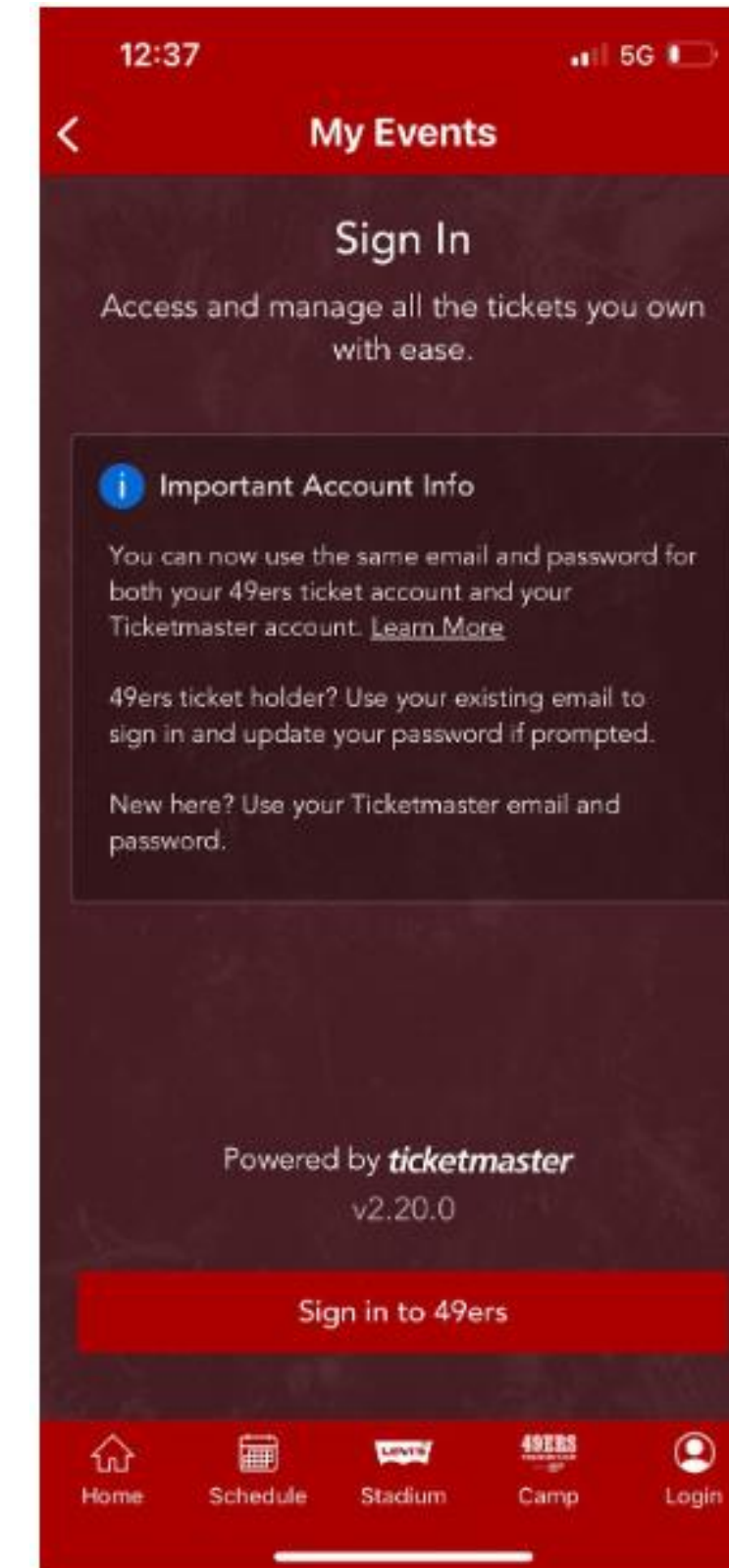
- **Login Information**
  - **Your Account Email**
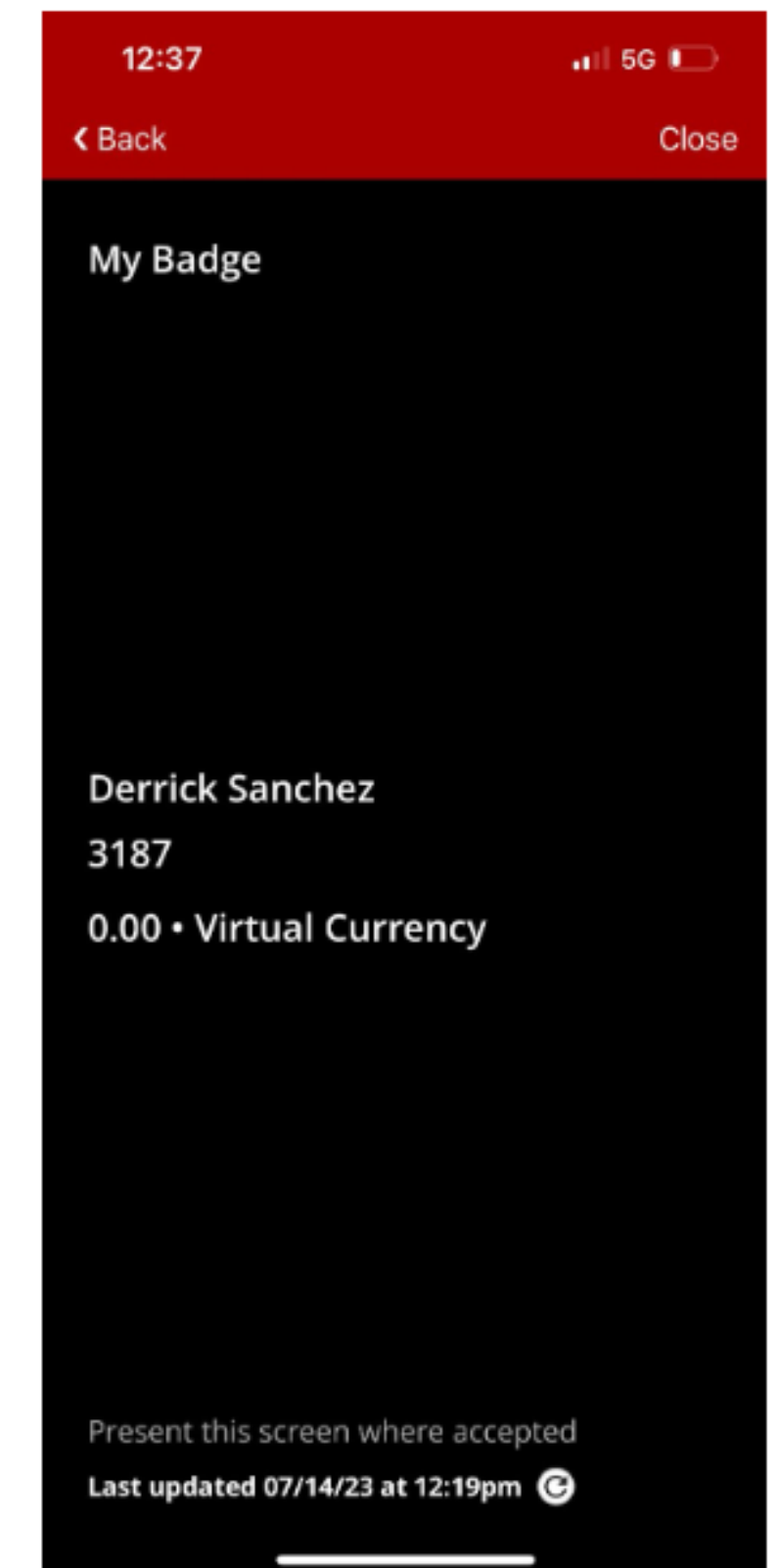 - **Your Account Password**
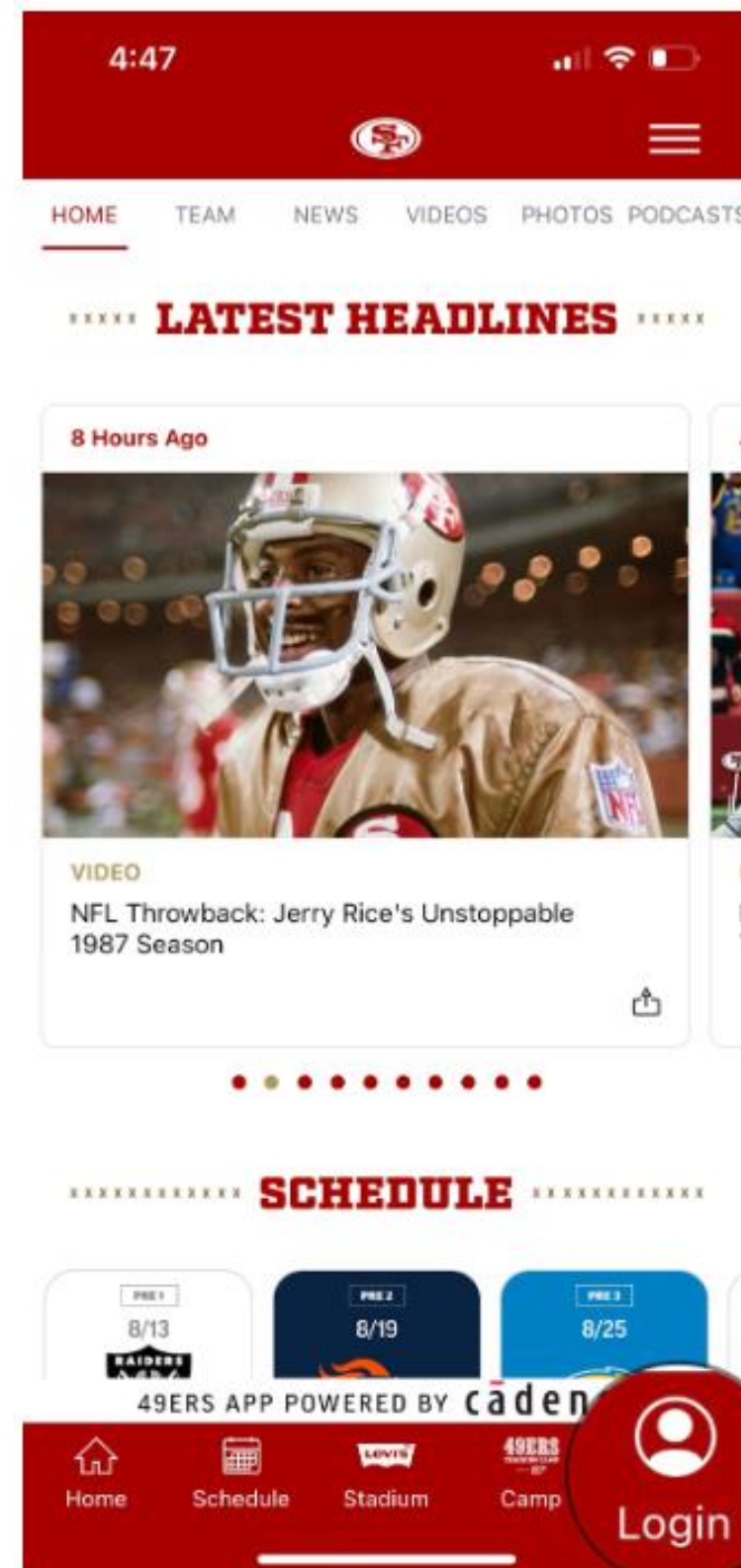
Step 1—
Click the "Login" tab at the bottom of the app

Step 2—
Select which option you would like to use.

Step 3—
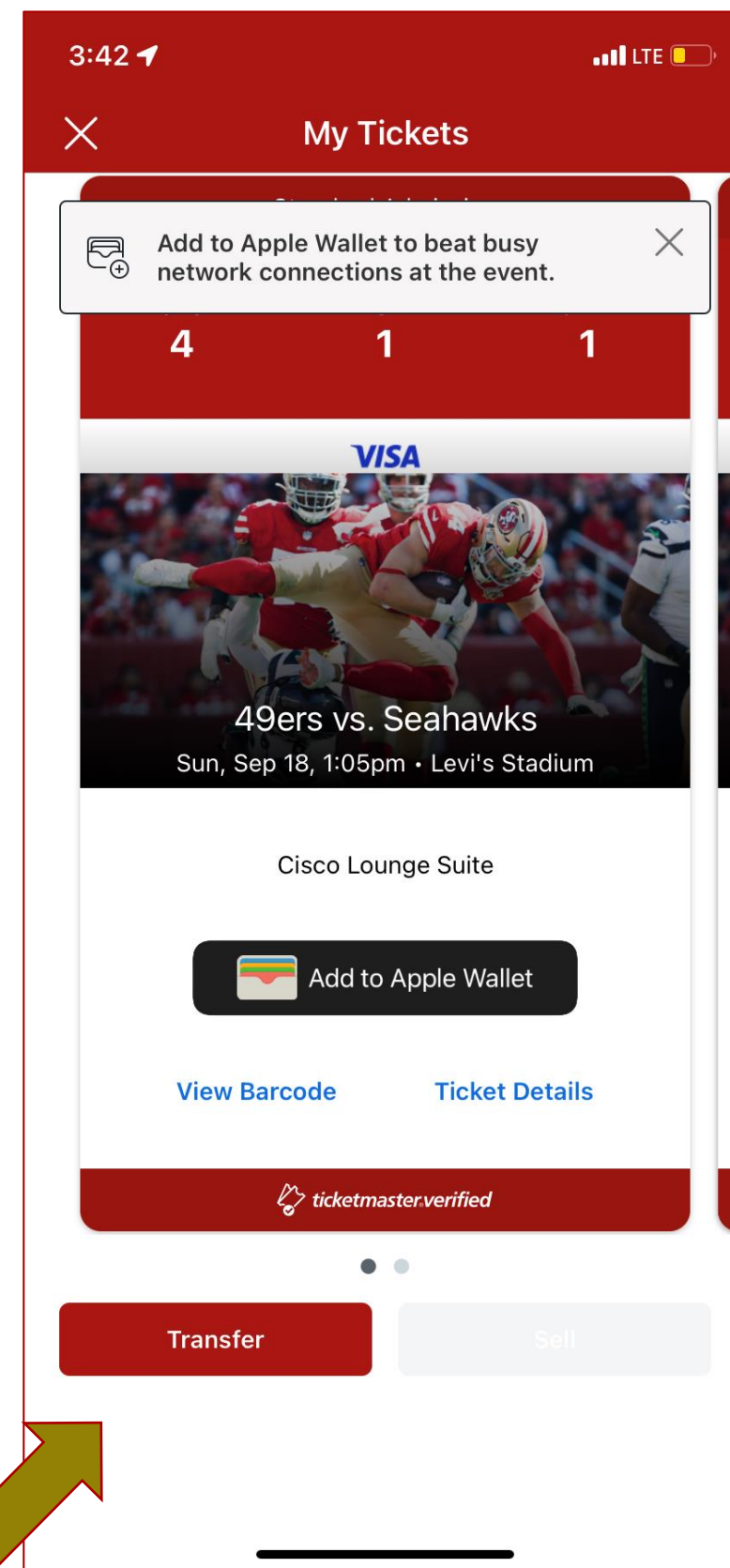After tapping "Tickets and Parking" users will be prompted to log in.

Step 4—
After tapping "My Badge" users can view the red/gold screen (if signed into their ticket account)
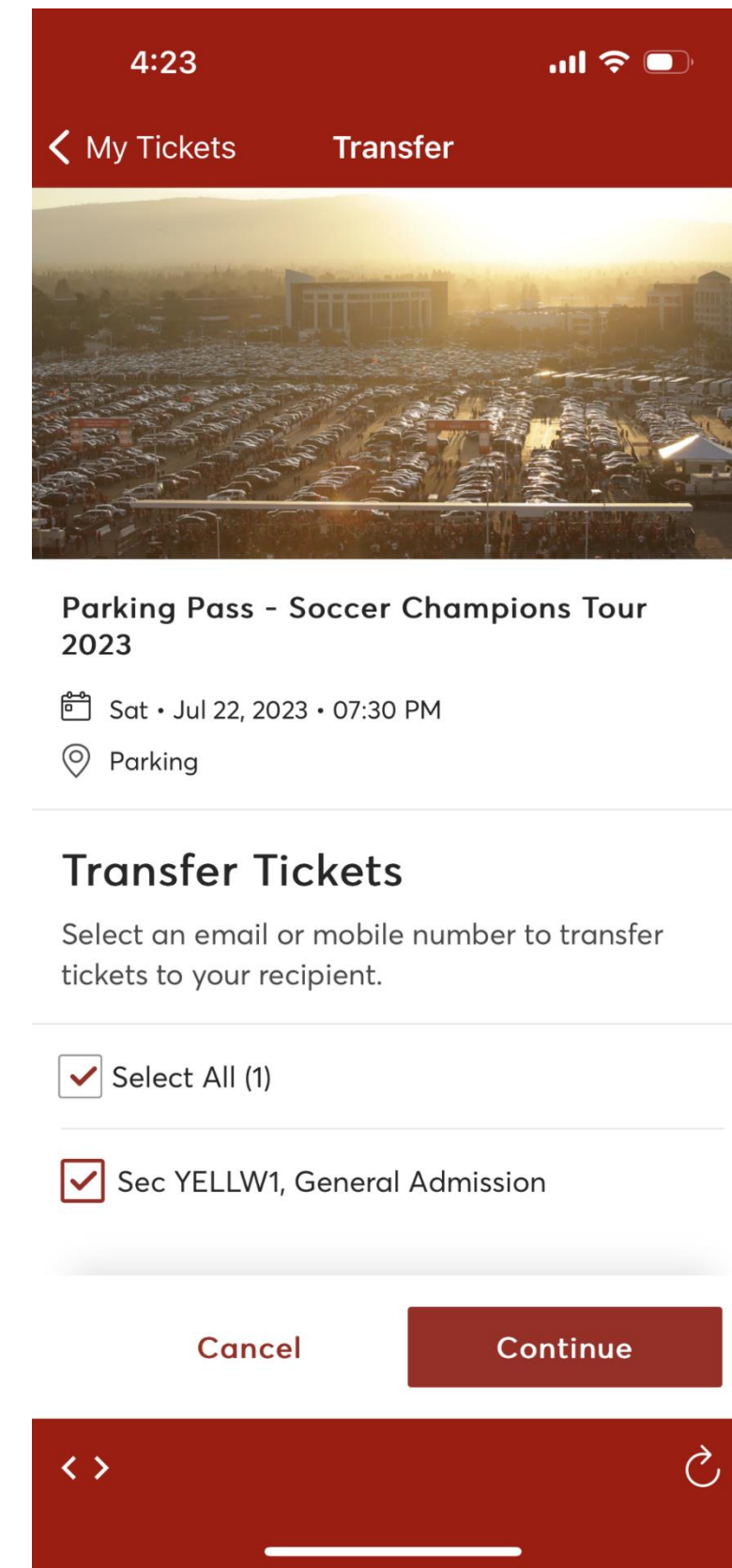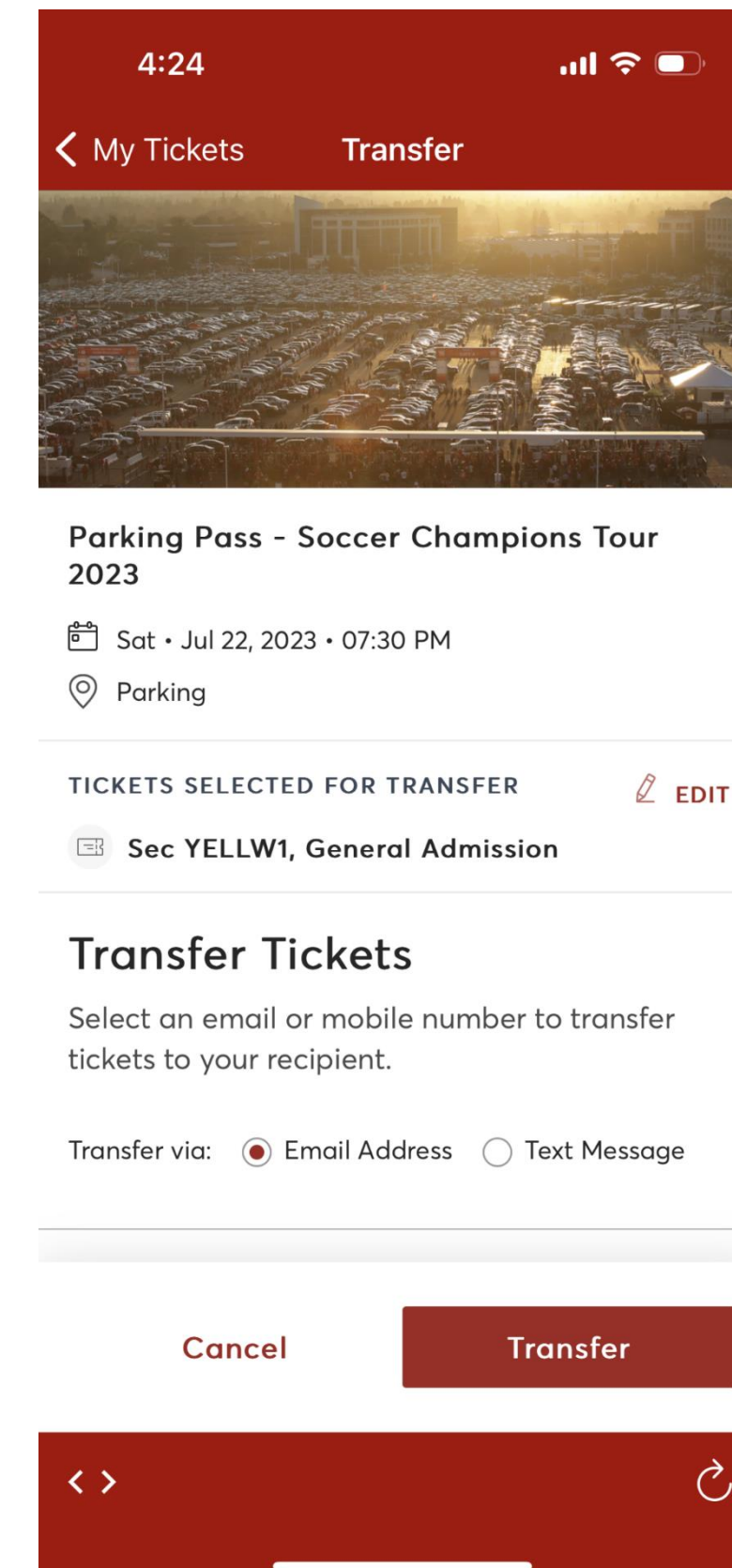
Account Management – 49ers App

How to transfer through the App (iPhone)
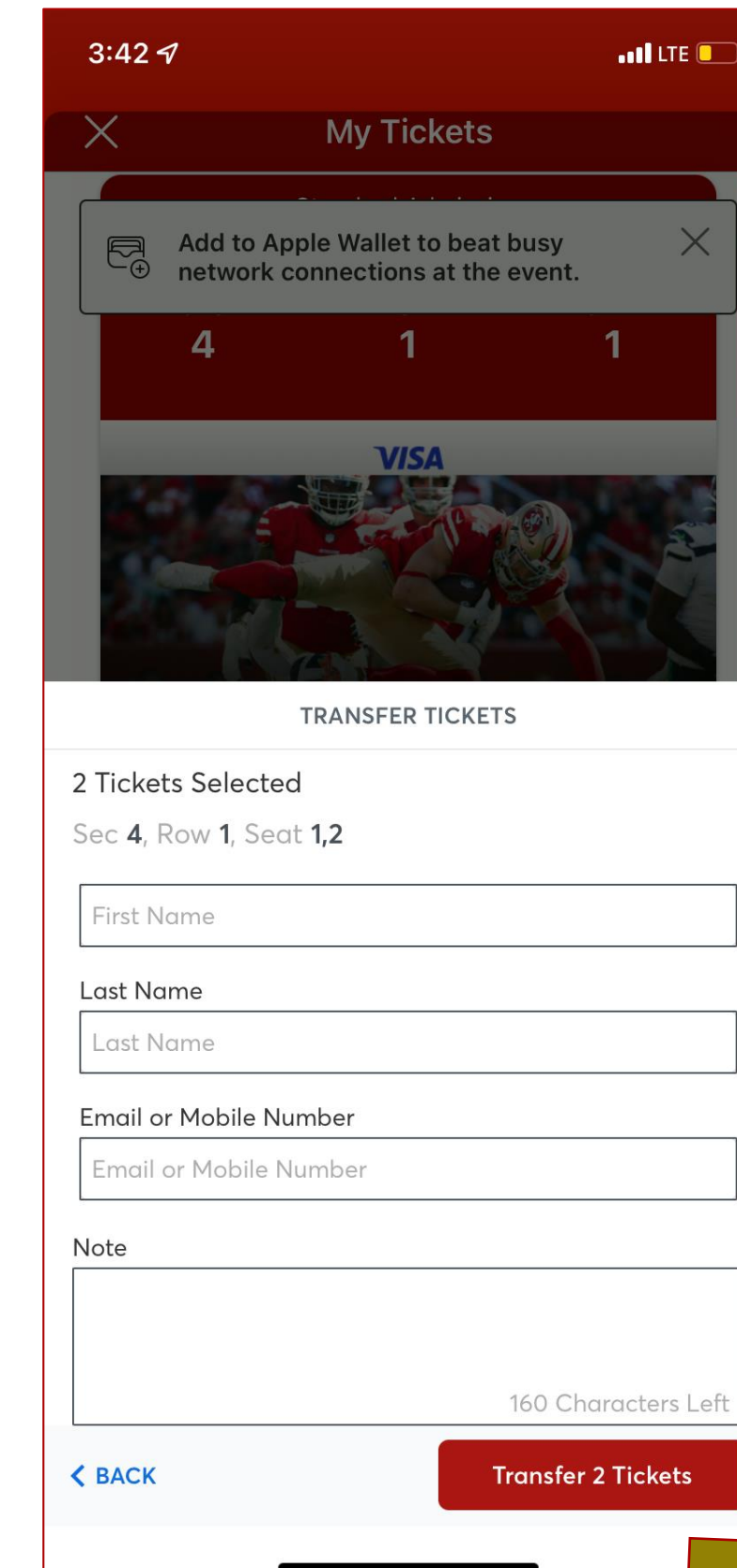

Step 1—
Click "Transfer" to transfer tickets

Step 2—
Select seats you wish to transfer

Step 3—
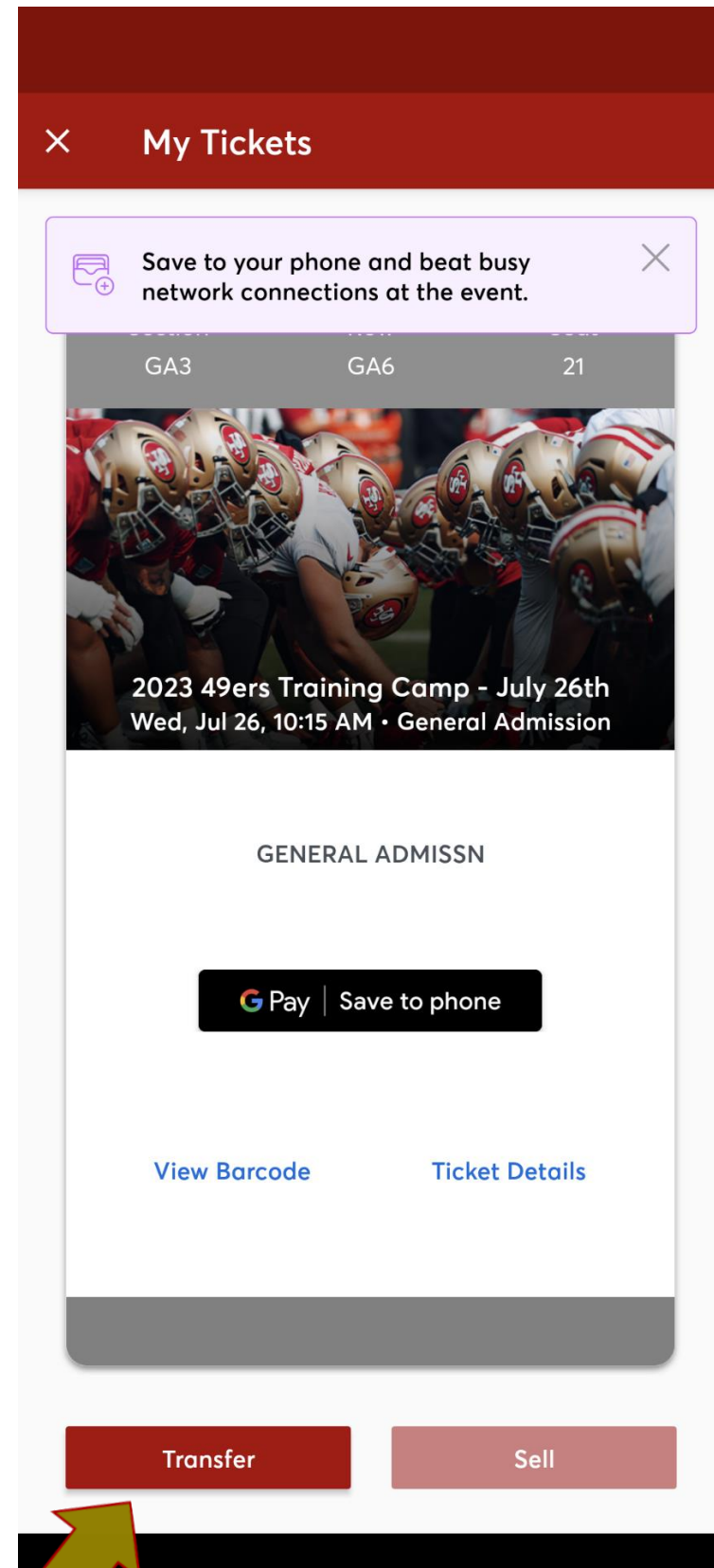Choose how you would like to transfer tickets

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

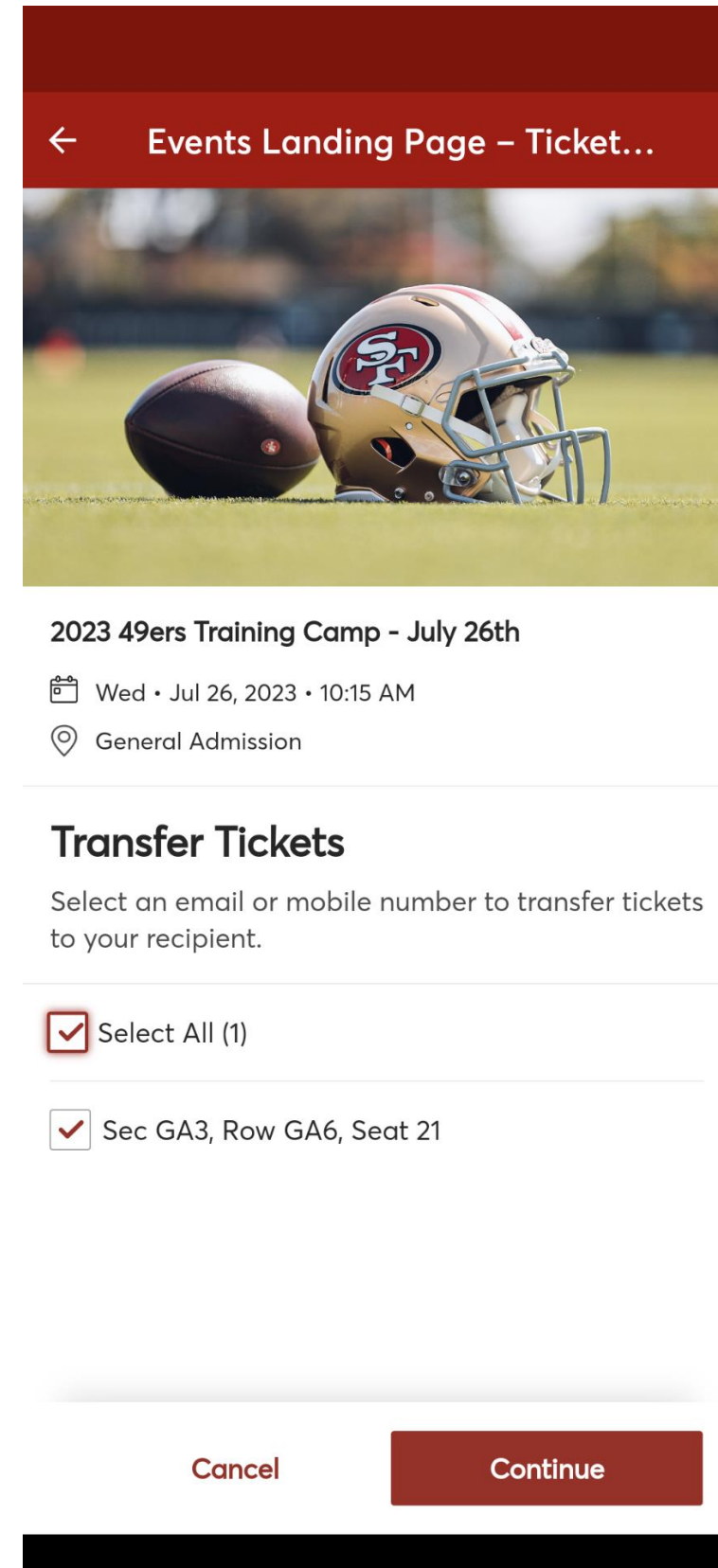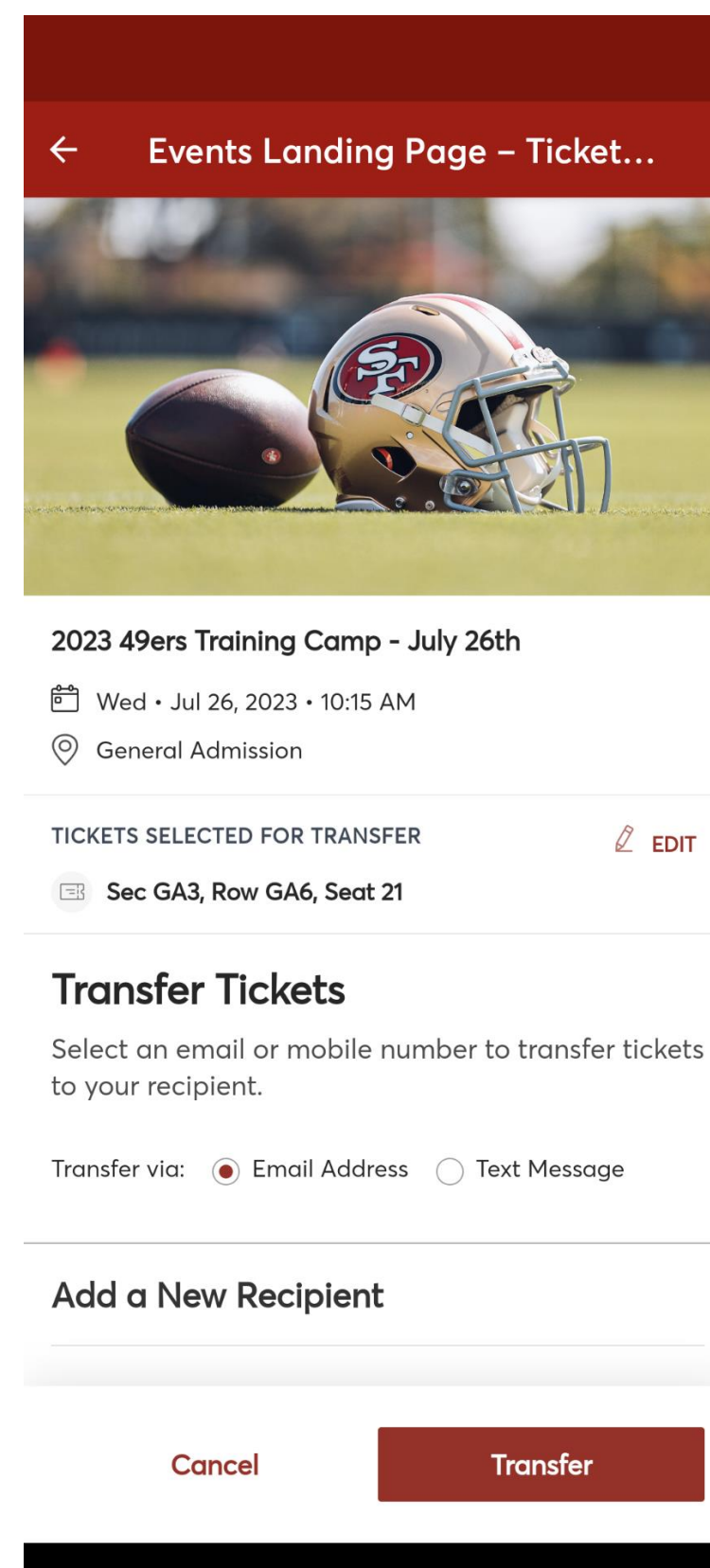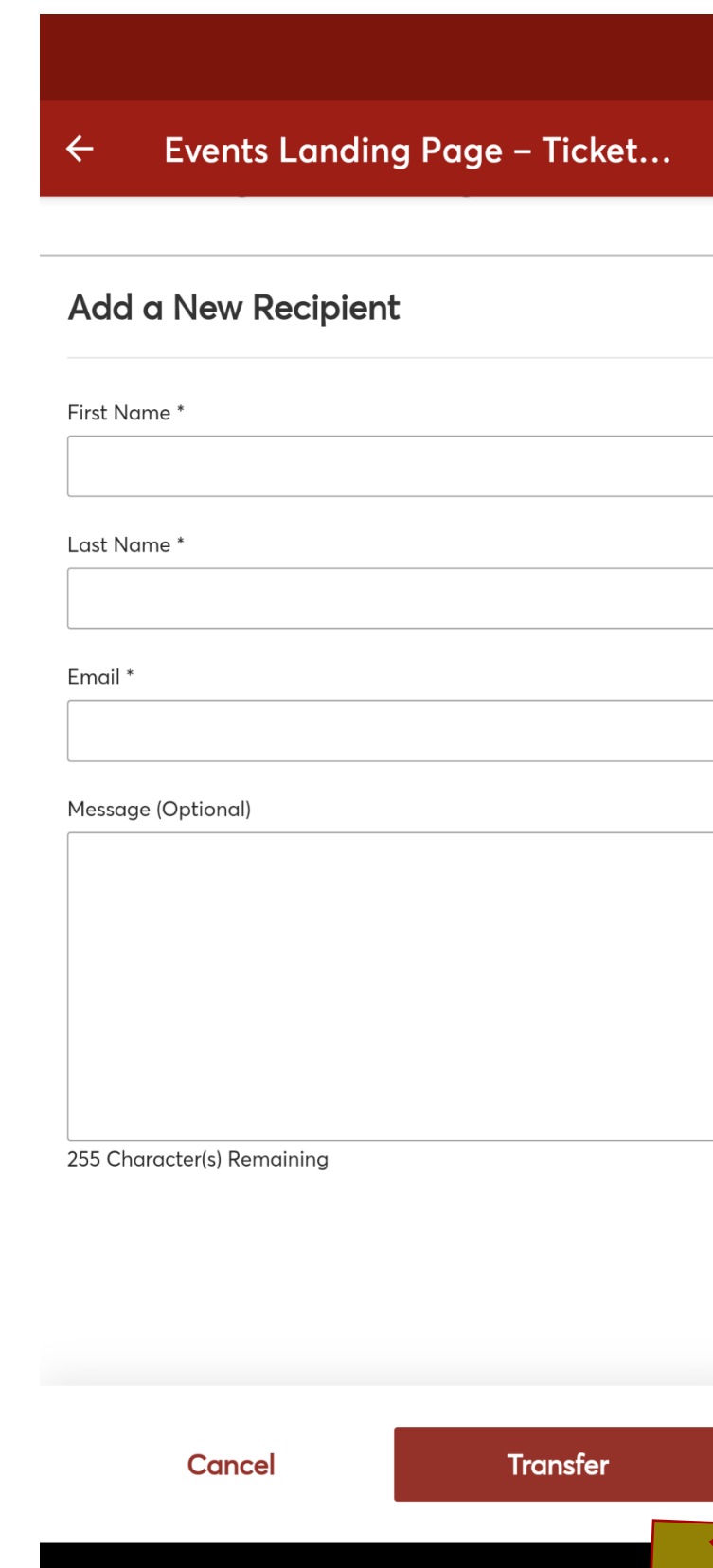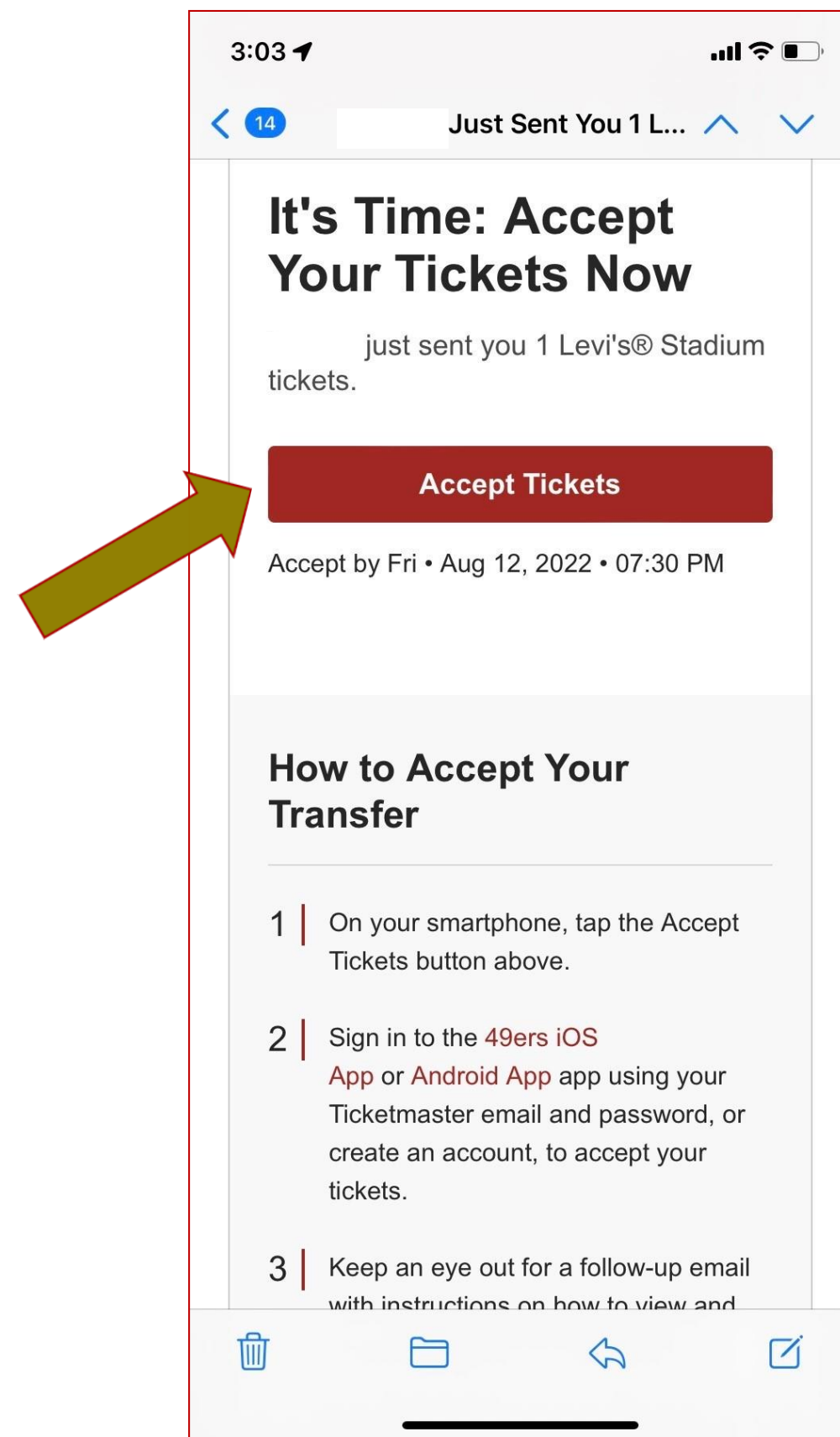**Step 4**— Type in recipient's contact information and click "Transfer Ticket
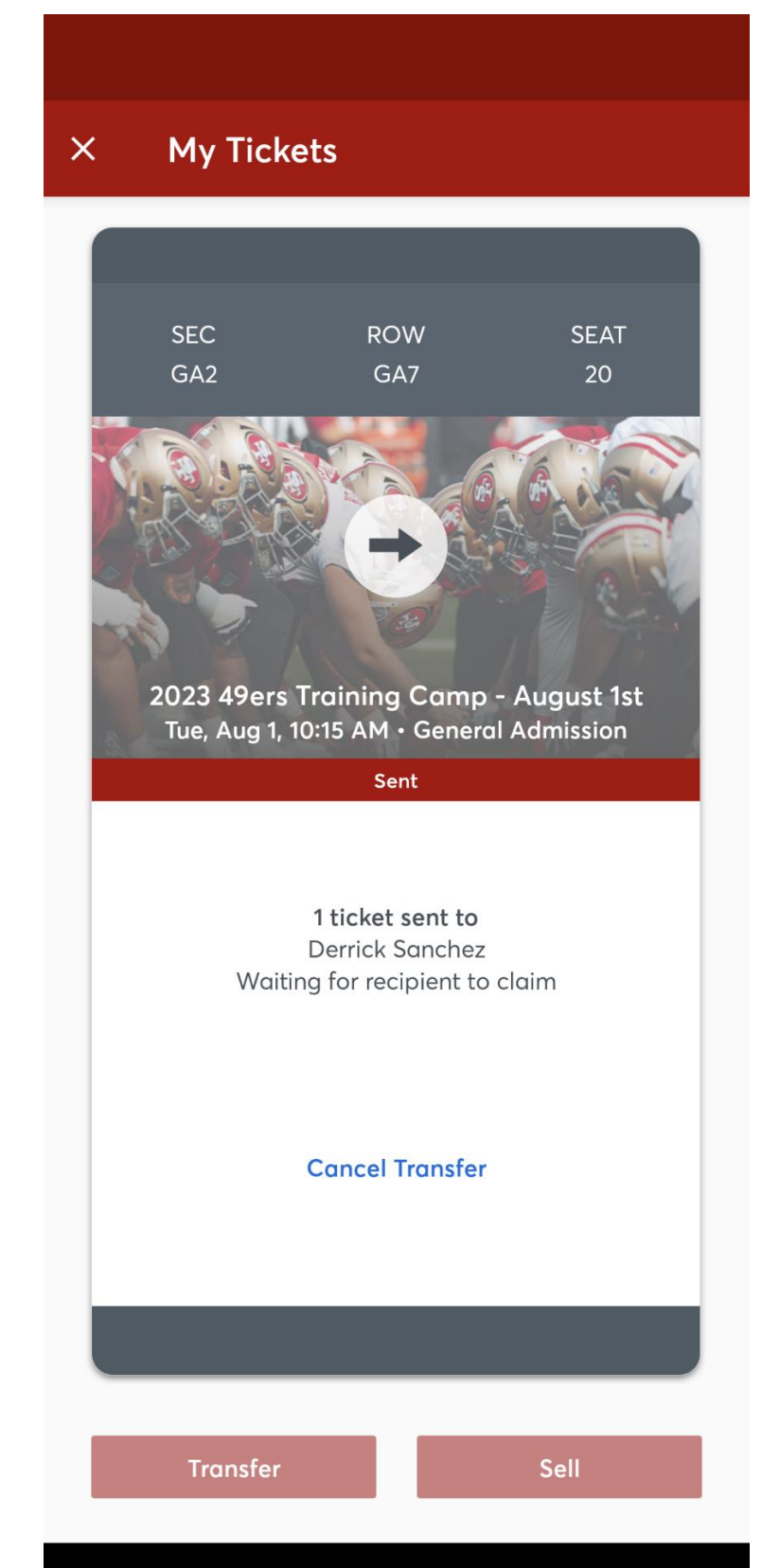
Ticket Transfer Sent

Account Management – 49ers App

Claiming tickets and cancelling transfers through the App

Click "Accept Tickets" and create an account or log in to your account
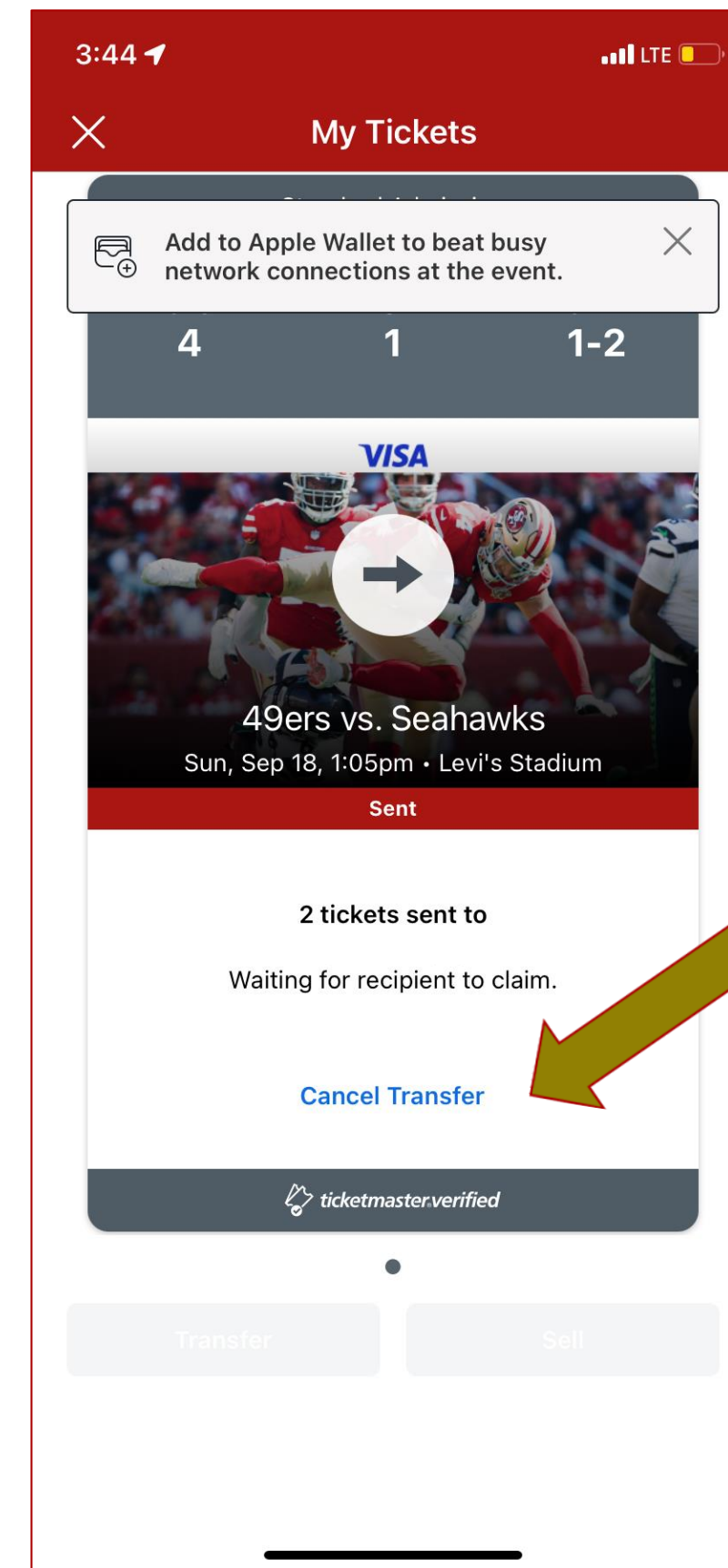
If you need to cancel the transfer, click "Cancel Transfer"

Account Management – 49ers App

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

Step 1 — (Apple)
Click "Add to Apple Wallet"
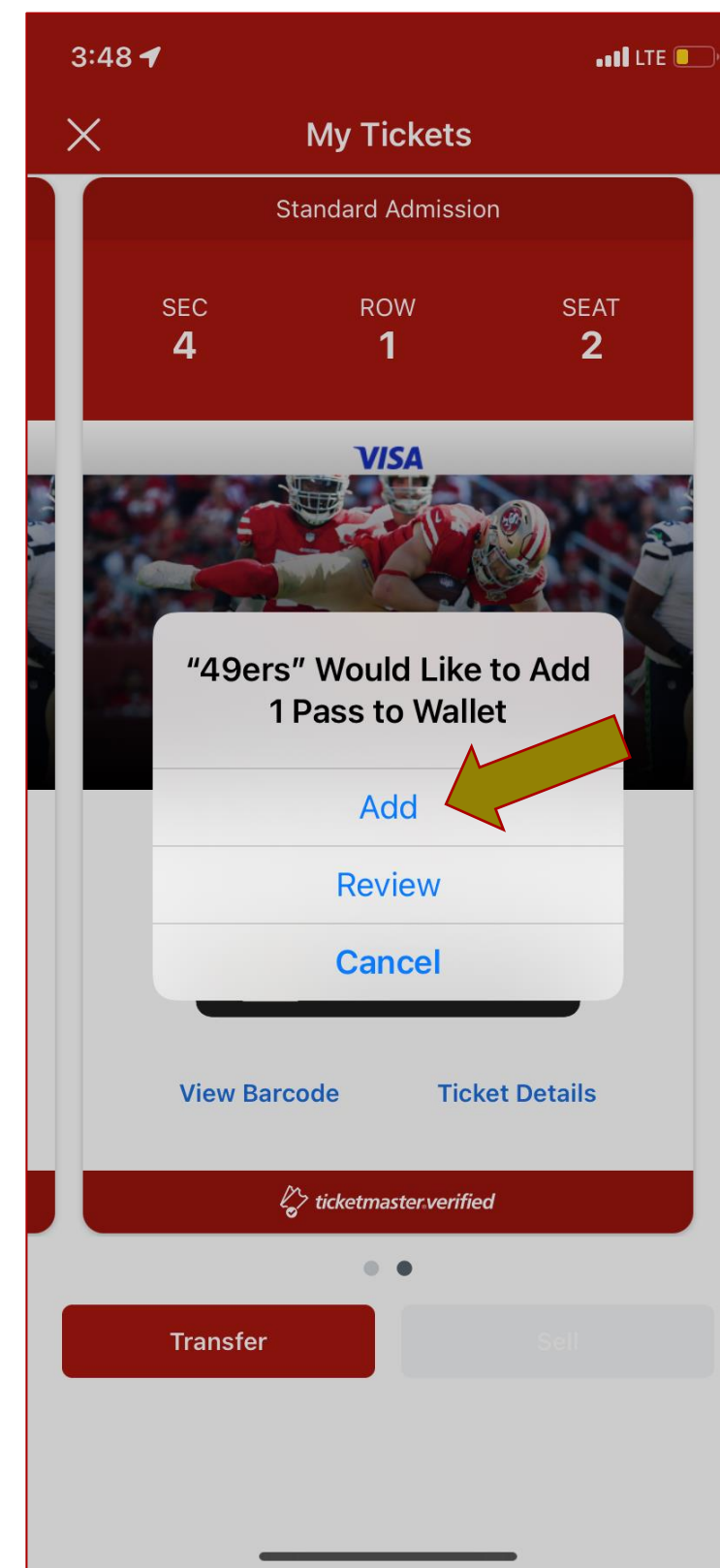
Step 2 — (Apple)
Select how many tickets to add to your Apple Wallet
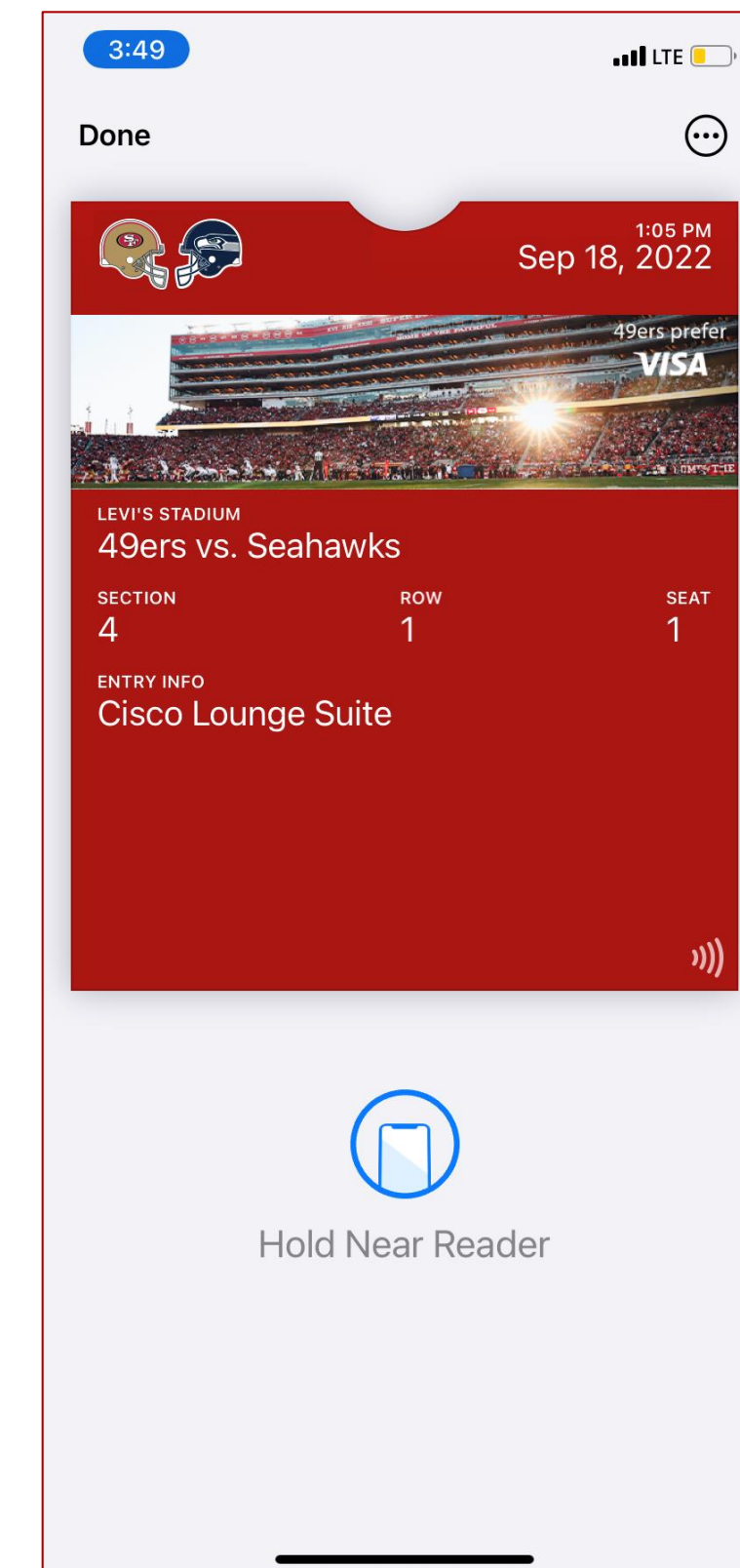
Apple Wallet Ticket

Account Management – 49ers App

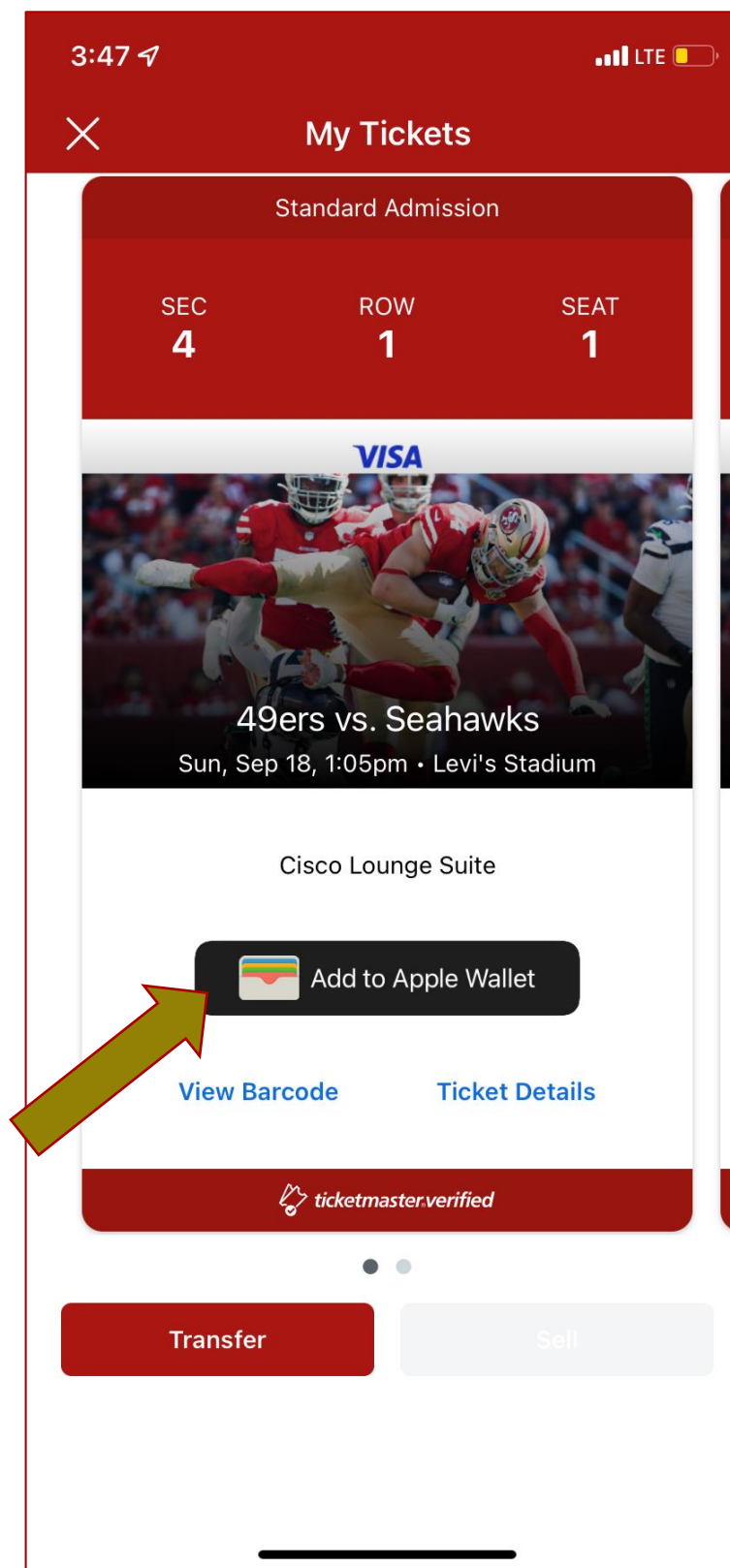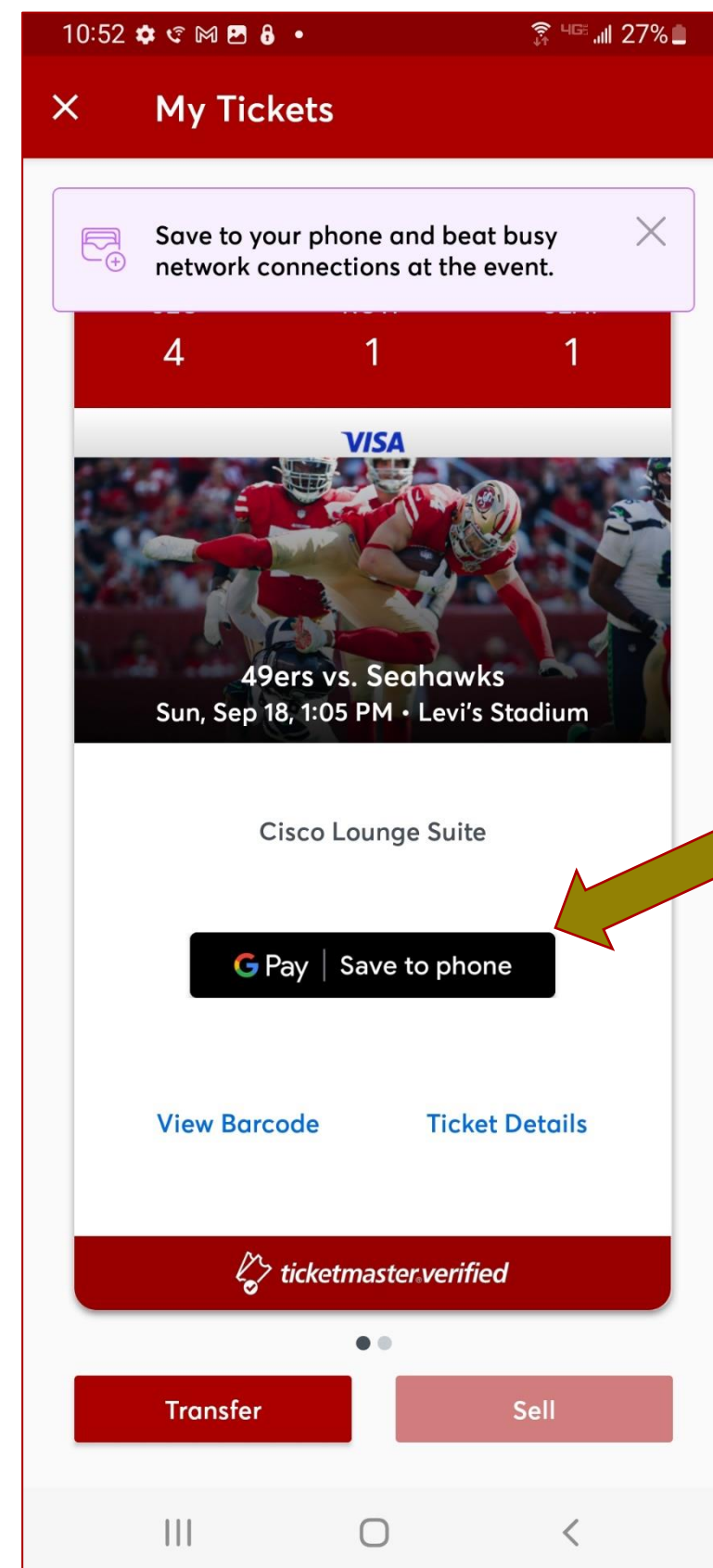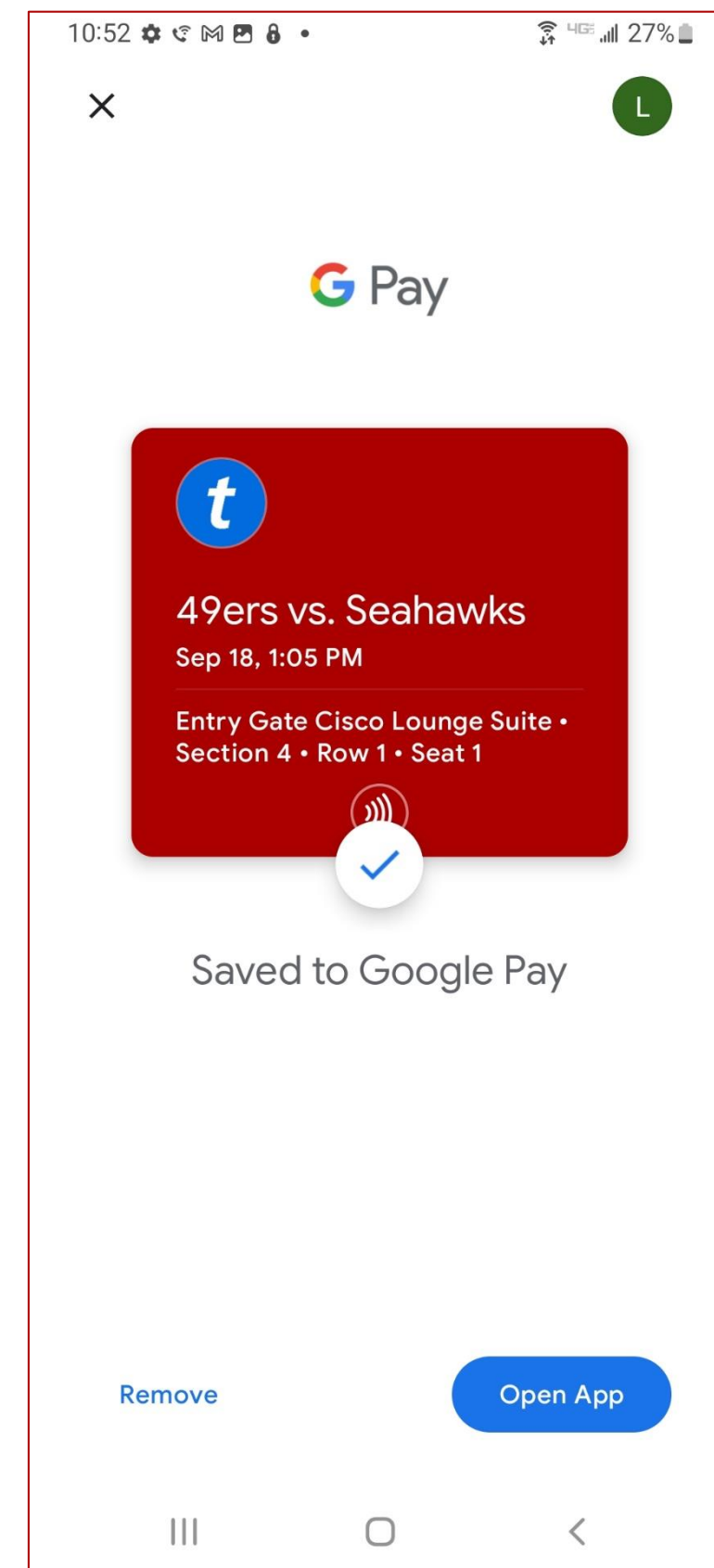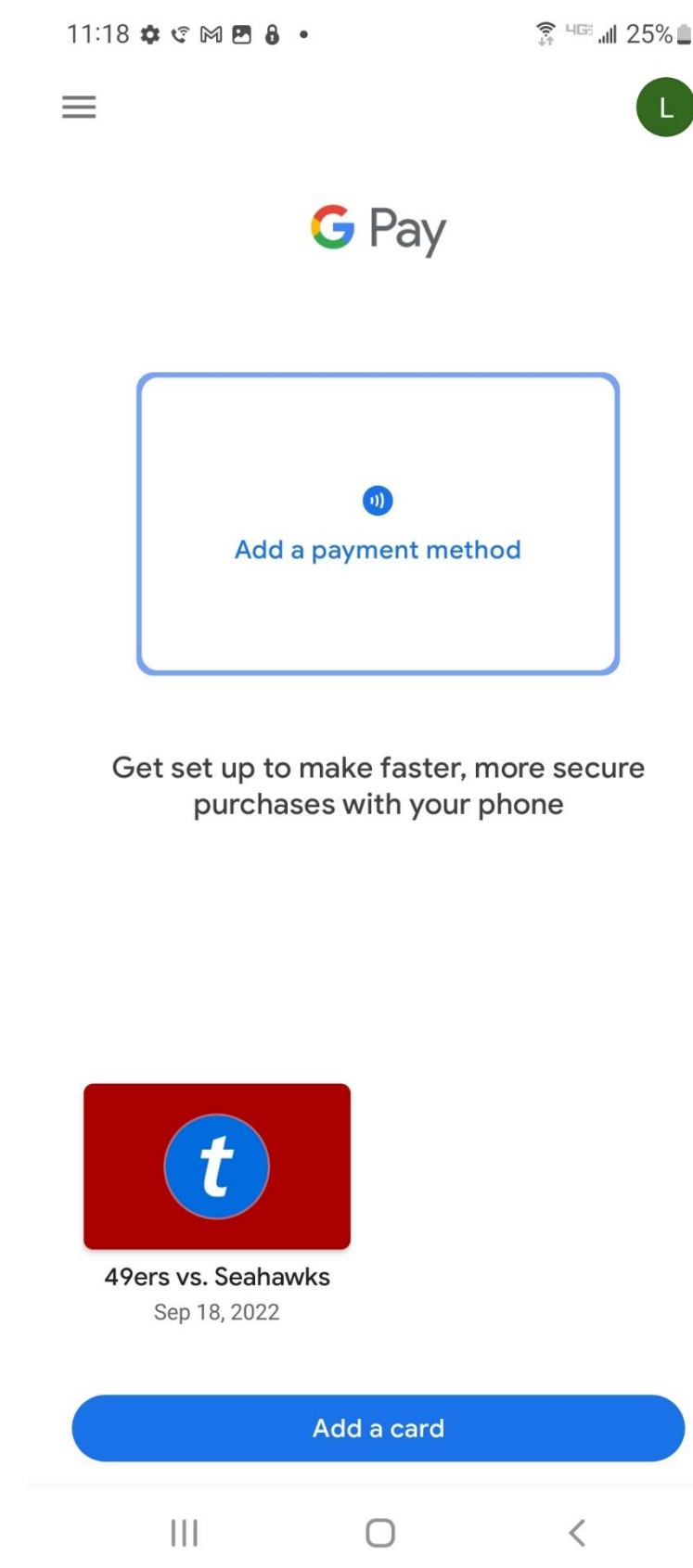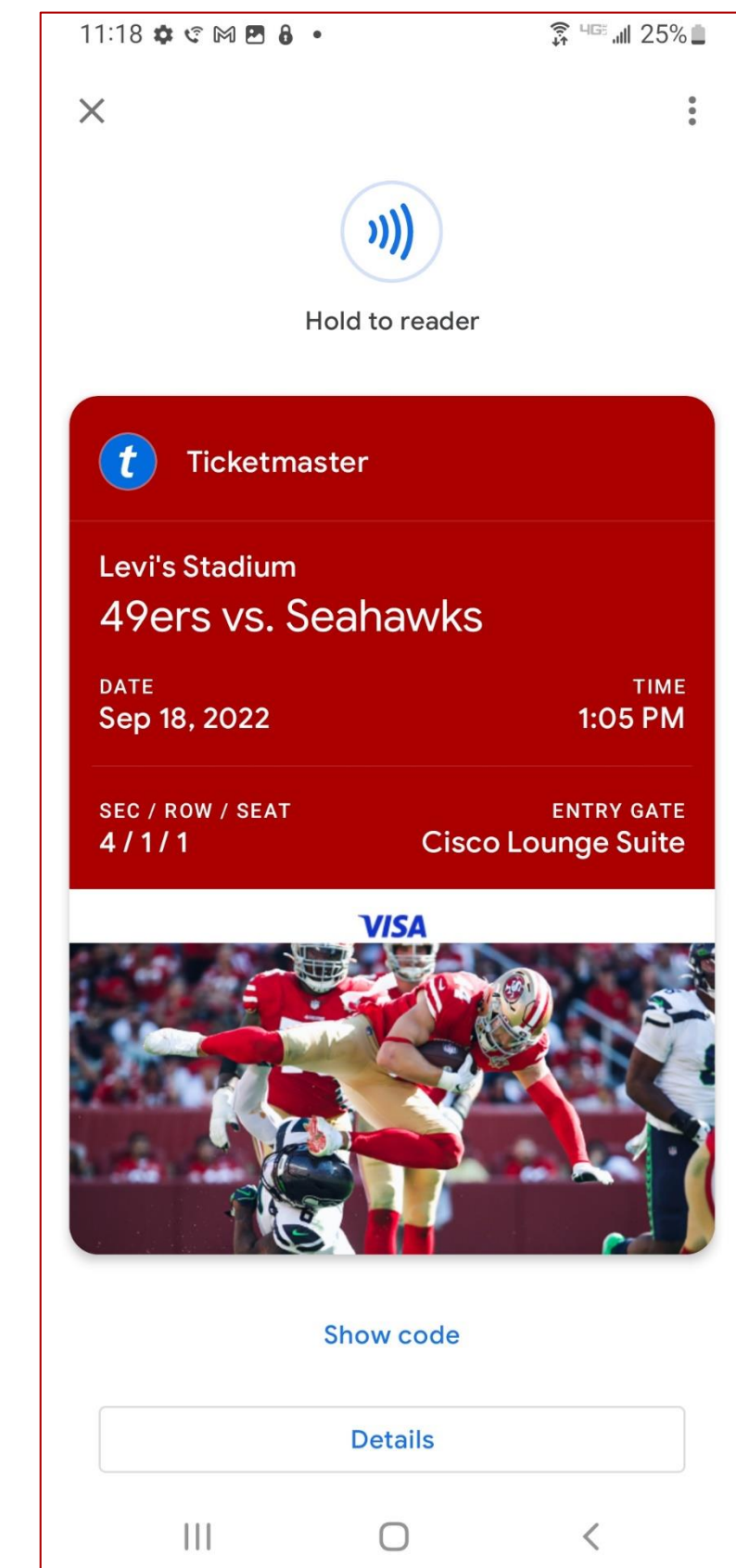## Androids – Accessing your ticket(s) for entry into the stadium

Step 1 — (Android)
Click "Save to Phone."

"Saved to Google Pay"
confirmation

Select game in Google
Pay App

Google Pay Ticket

FAQs

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 their 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 app does not work or their phone is not working properly?**
  - ➢ 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 providing a ticket. There are many charging stations within Levi's® Stadium and the suite for guests to access.