



# 2023 Mobile Ticketing Guide

Property of the San Francisco 49ers  
Suite Activation Team  
Current as of 6/30/2023

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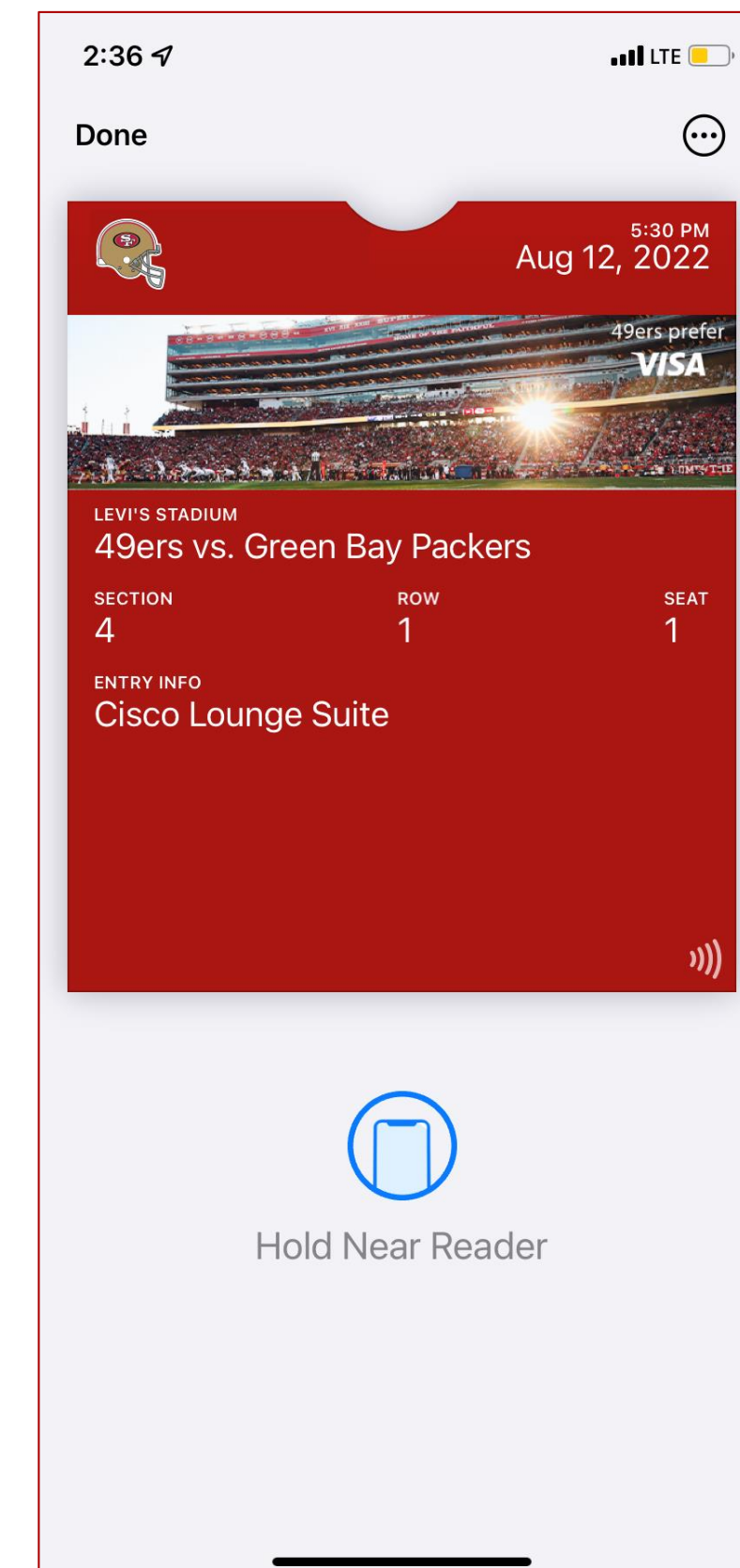
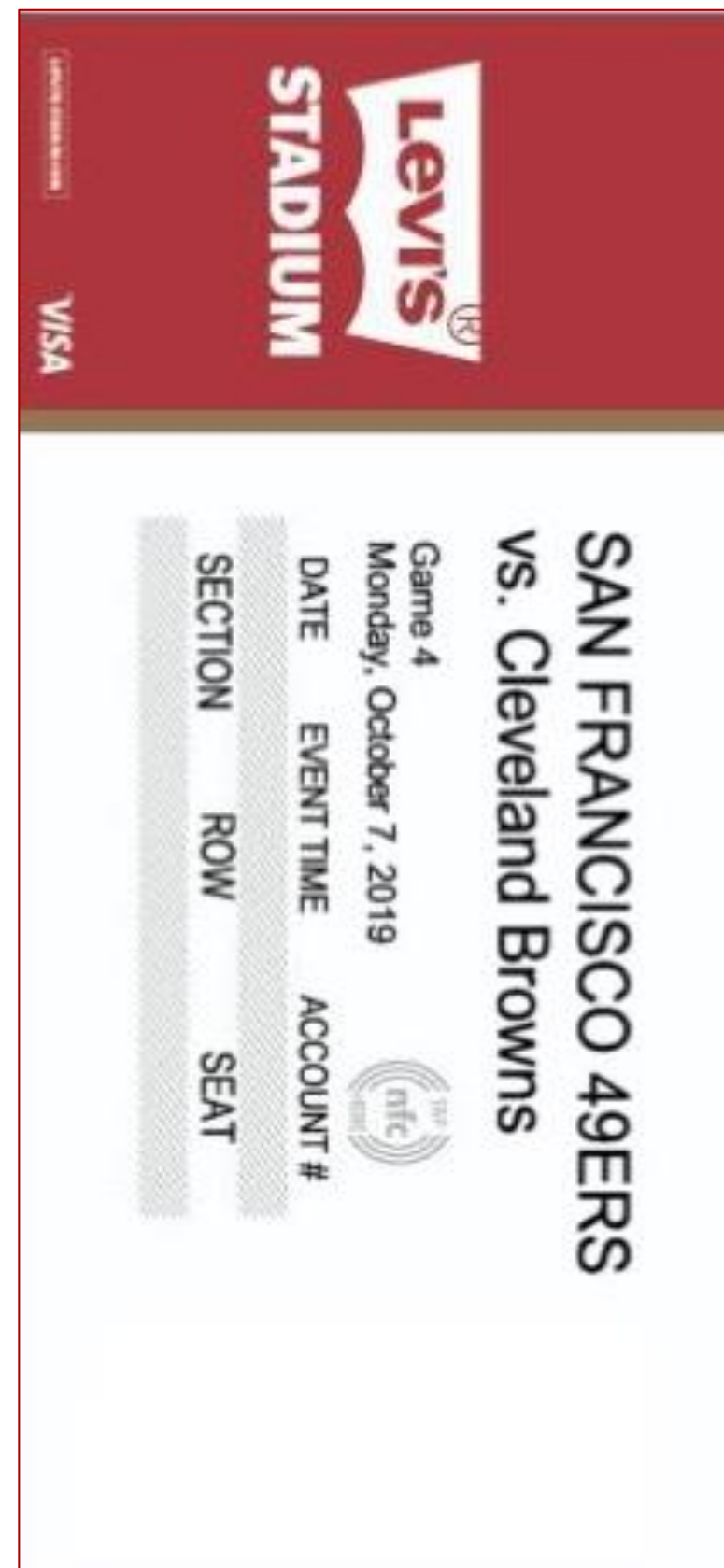
# Why Mobile Ticketing?

- **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](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

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](#)



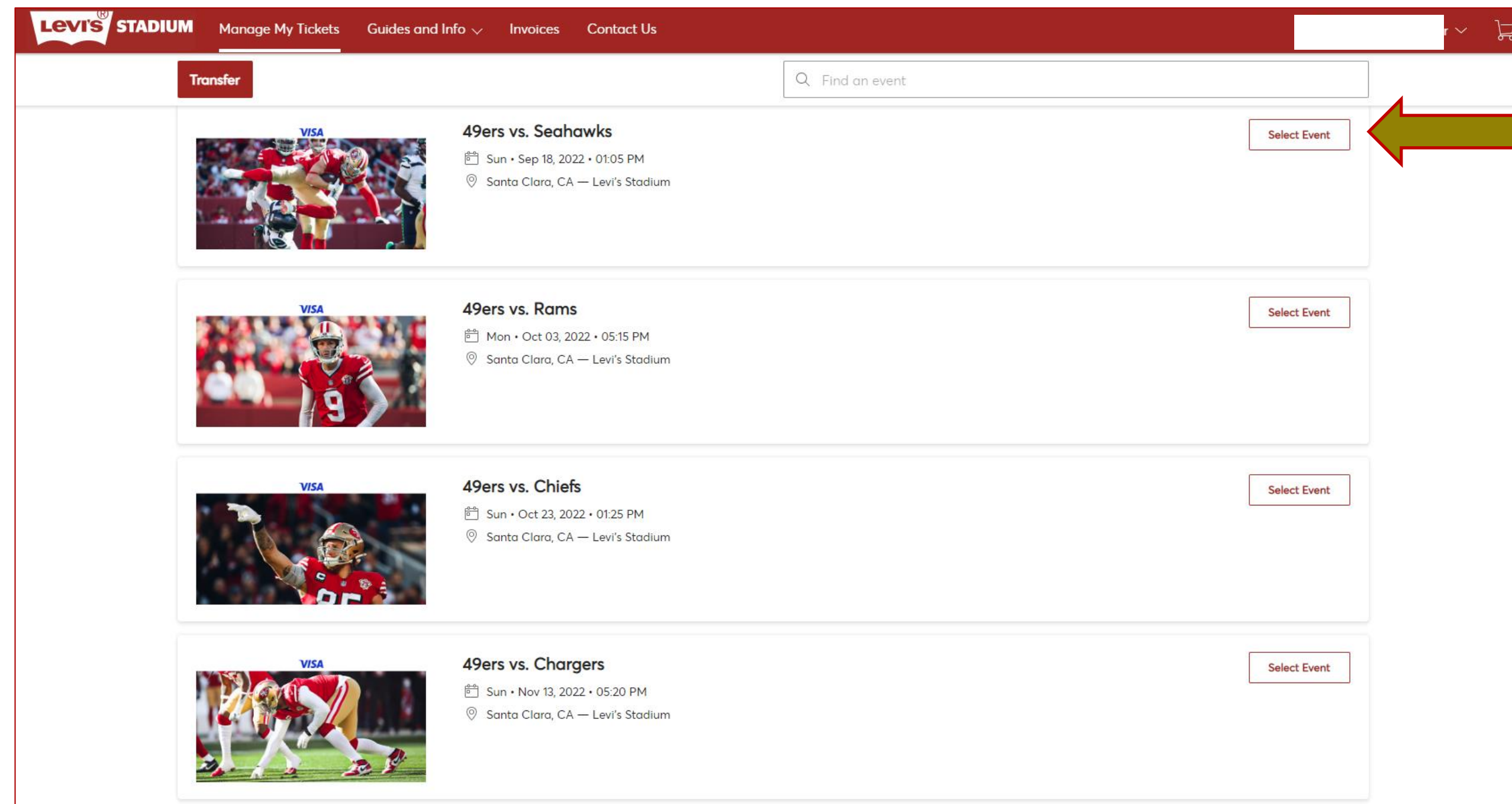
# Account Management: COMPUTER



# Account Management – Computer

## How to Transfer Tickets

1. Log In at: [www.49ers.com/myaccount](http://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



The screenshot shows the Levi's Stadium website interface. At the top, there is a navigation bar with the Levi's Stadium logo and links for 'Manage My Tickets', 'Guides and Info', 'Invoices', and 'Contact Us'. Below the navigation bar, there is a search bar with the text 'Find an event'. The main content area is titled 'Transfer' and displays a list of four football games. Each game entry includes a small image of the game, the game title, the date and time, and the location. A 'Select Event' button is located at the top right corner of each game entry. A red arrow points to the 'Select Event' button for the first game, '49ers vs. Seahawks'.

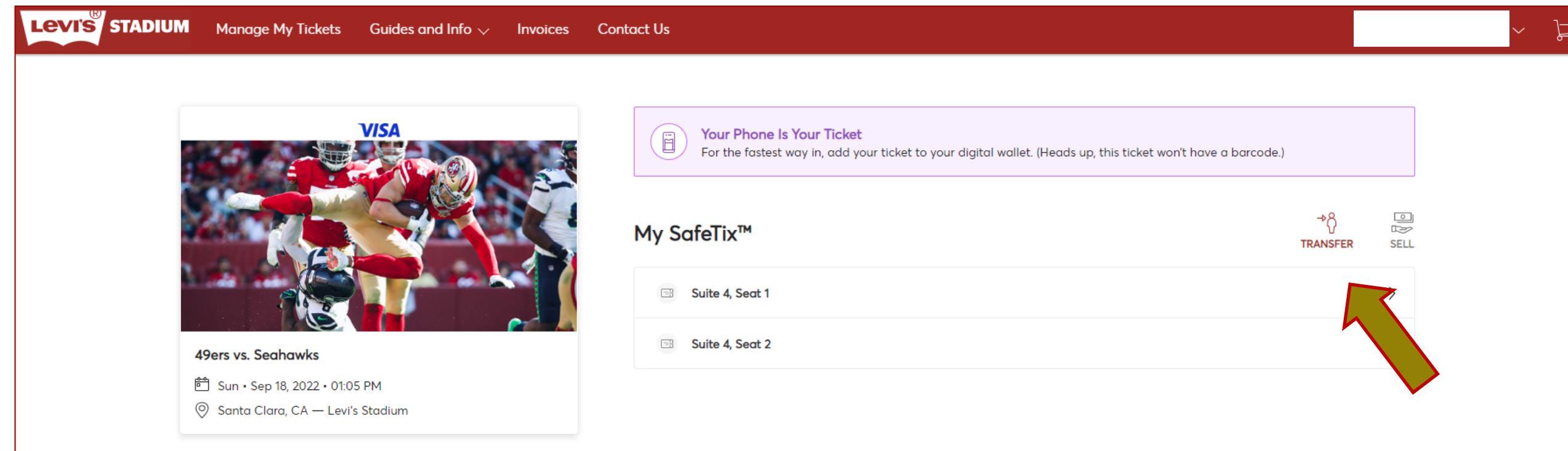
Game Title	Date & Time	Location	Action
49ers vs. Seahawks	Sun • Sep 18, 2022 • 01:05 PM	Santa Clara, CA — Levi's Stadium	Select Event
49ers vs. Rams	Mon • Oct 03, 2022 • 05:15 PM	Santa Clara, CA — Levi's Stadium	Select Event
49ers vs. Chiefs	Sun • Oct 23, 2022 • 01:25 PM	Santa Clara, CA — Levi's Stadium	Select Event
49ers vs. Chargers	Sun • Nov 13, 2022 • 05:20 PM	Santa Clara, CA — Levi's Stadium	Select Event



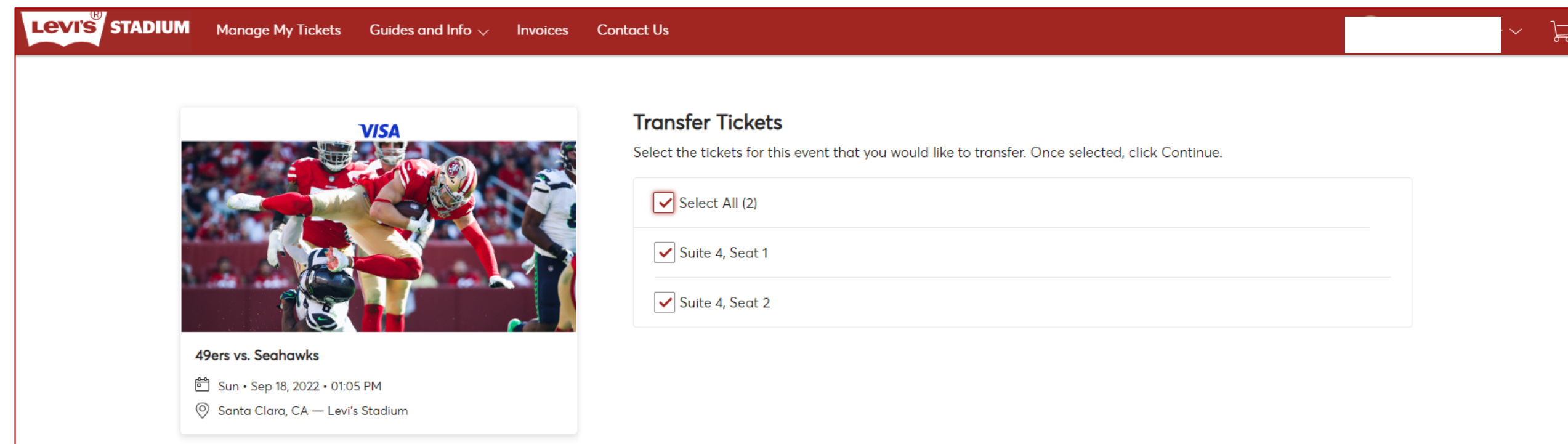
# Account Management – Computer

## How to Transfer Tickets (contd.)

### 3. Click 'Transfer'



### 4. Select which seat(s) you would like to transfer, then click 'Continue'



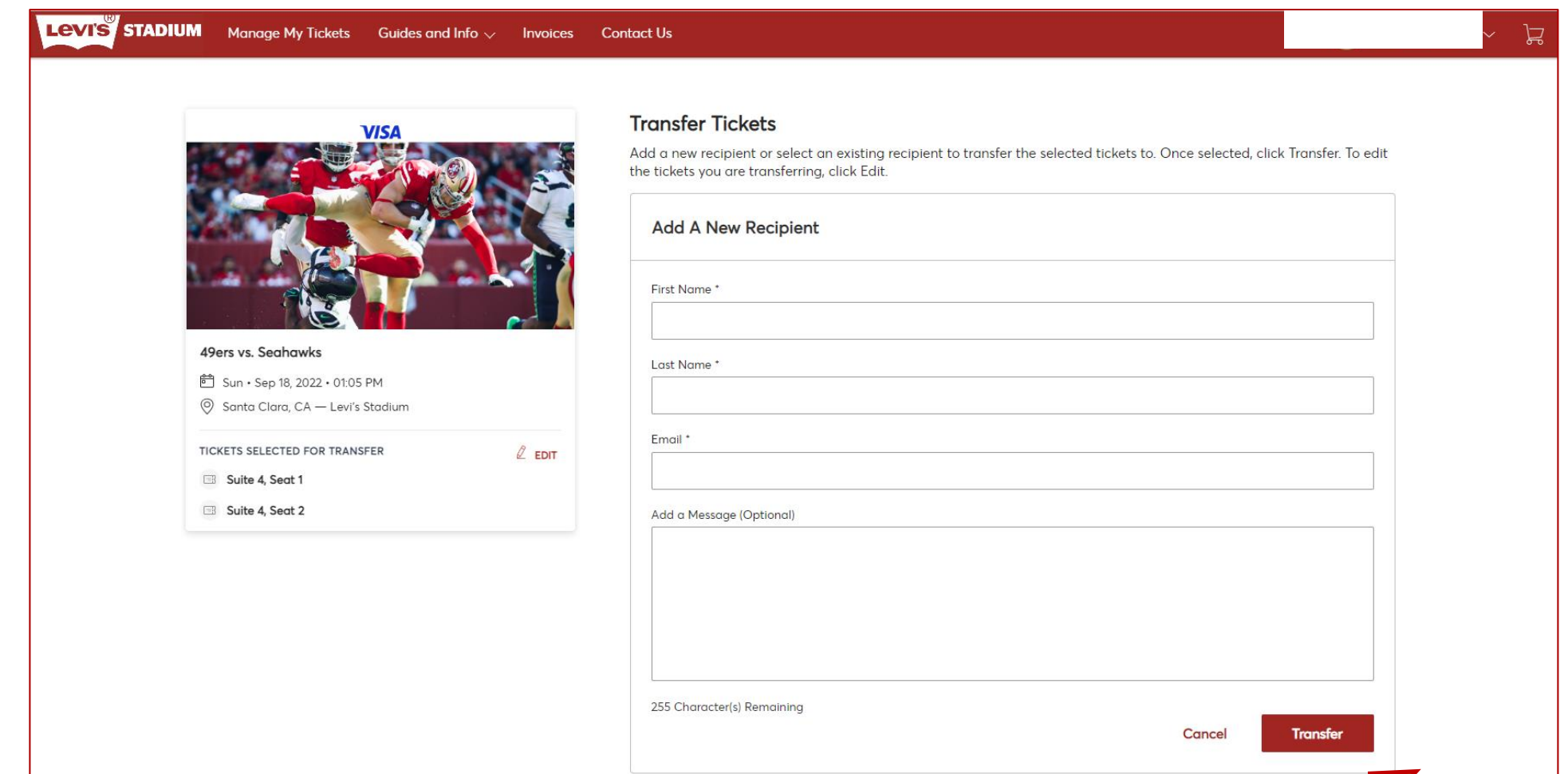
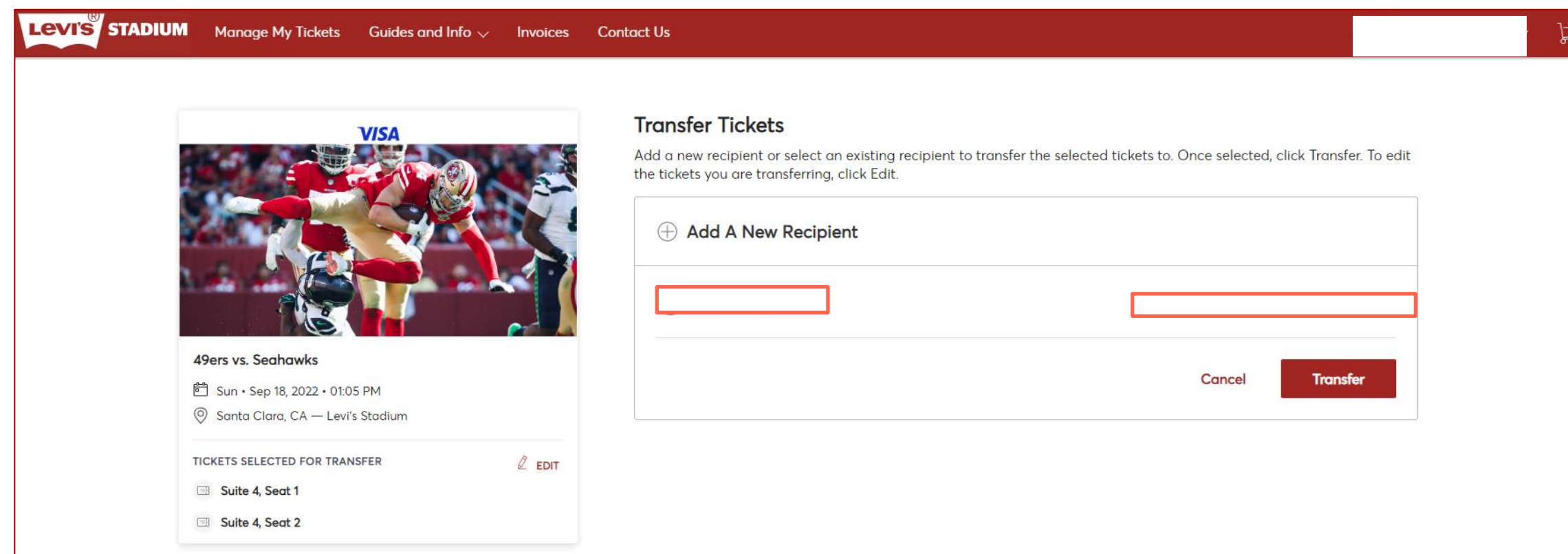


# Account Management – Computer

## How to Transfer Tickets (cont.)

- Select your recipient from the address book

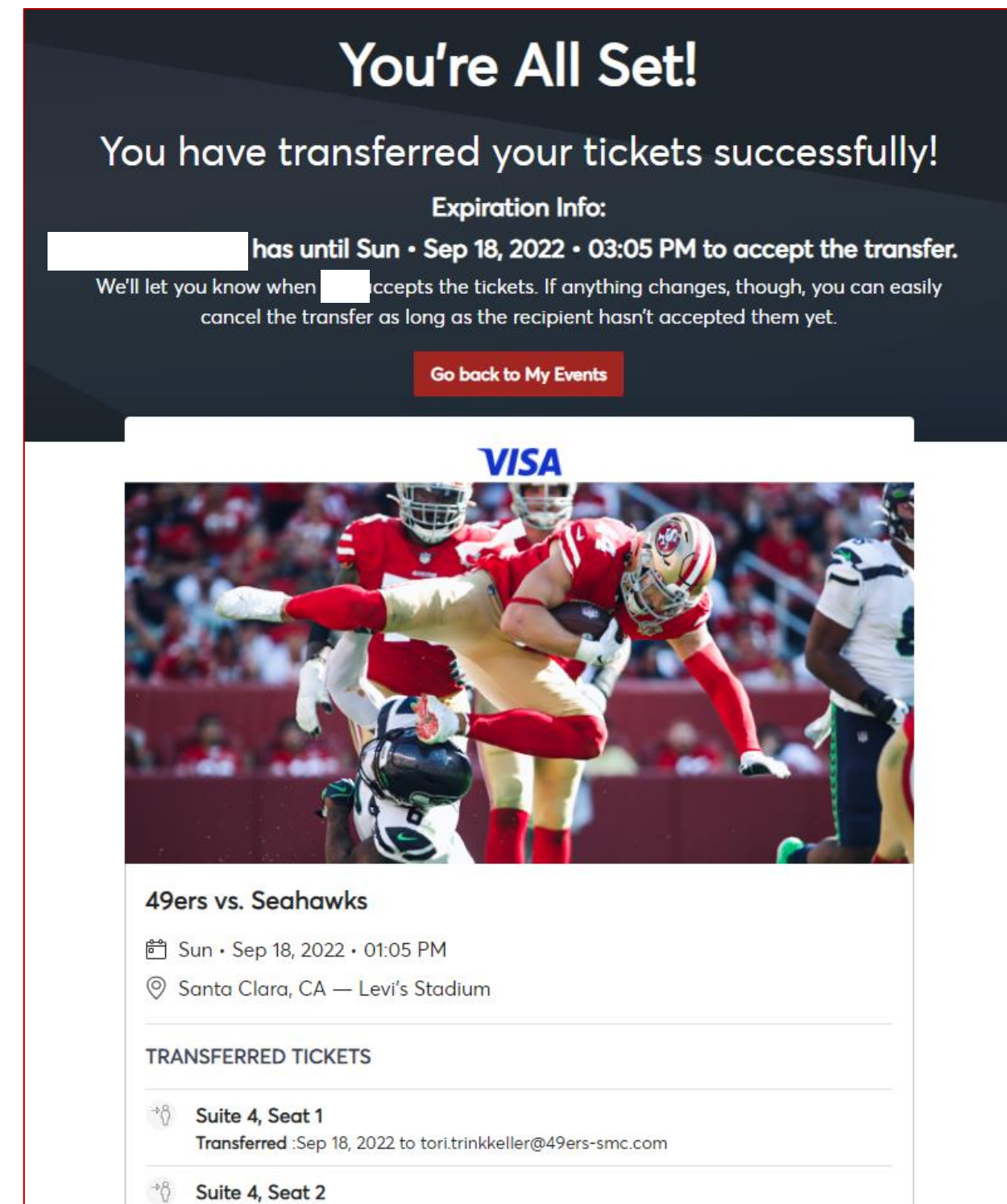
- or 'Add A New Recipient' and then click 'Transfer'



# 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

...st 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**

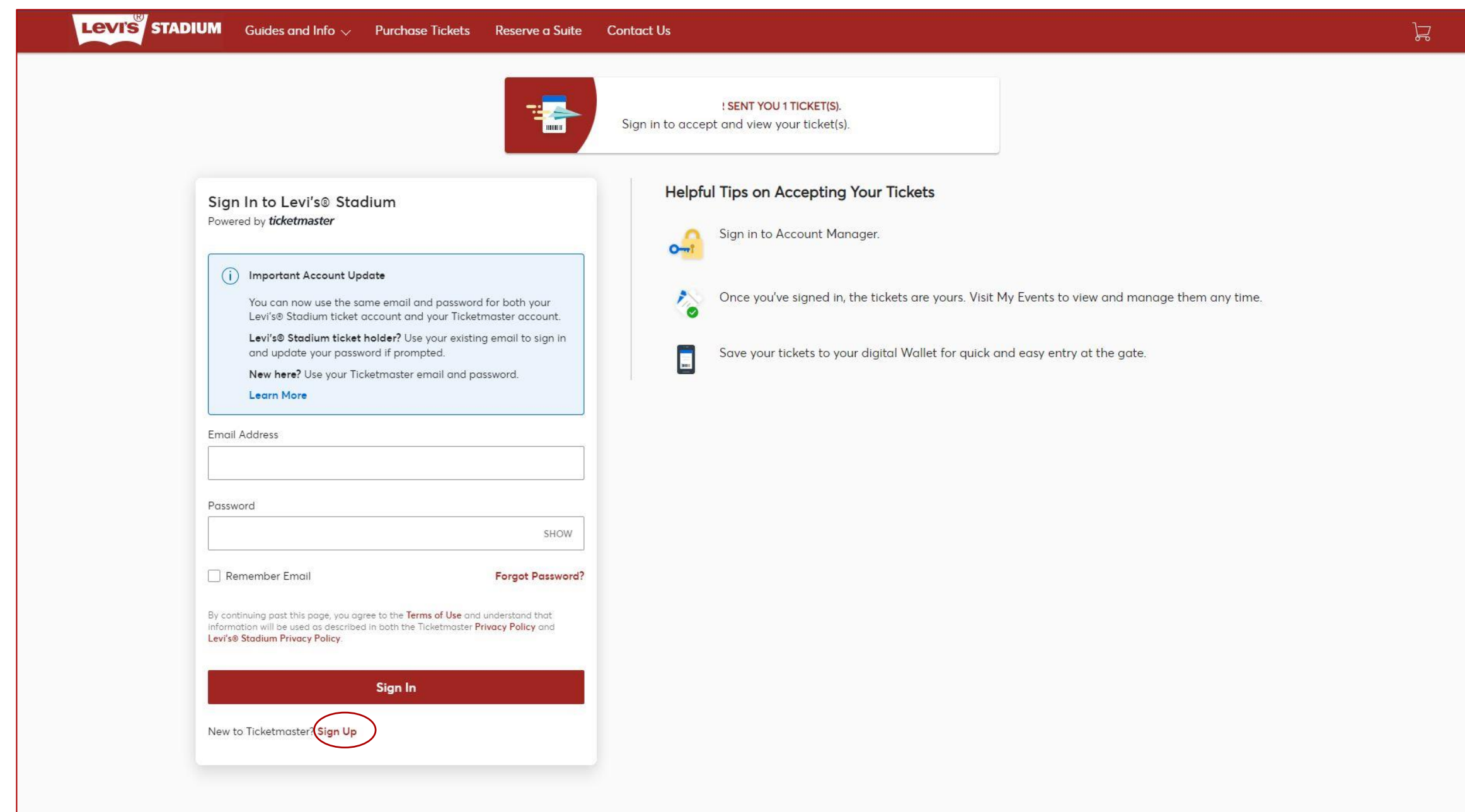
**\*Please note the 'Accept by...' date and time**



# 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:

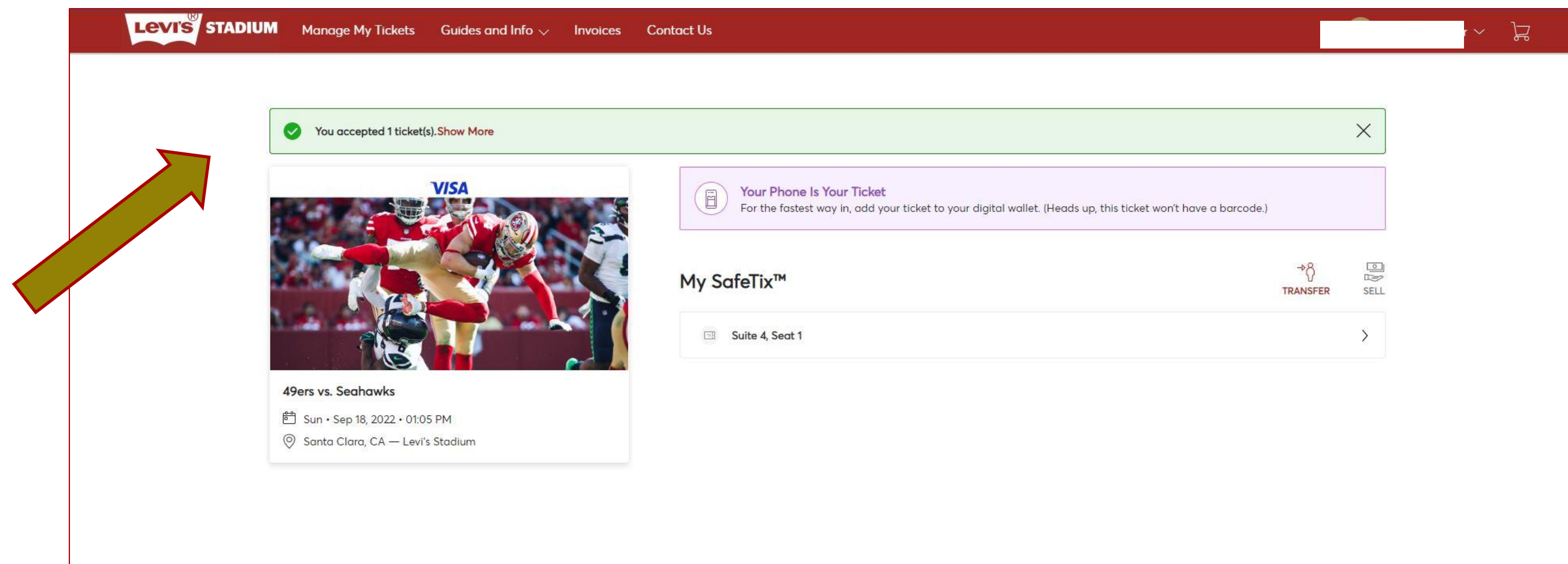


The screenshot displays the Levi's Stadium Account Manager interface. At the top, a navigation bar includes the Levi's Stadium logo and links for Guides and Info, Purchase Tickets, Reserve a Suite, and Contact Us. A notification banner at the top center states: "1 SENT YOU 1 TICKET(S). Sign in to accept and view your ticket(s)." The main content area is divided into two sections. On the left, the "Sign In to Levi's® Stadium" section, powered by Ticketmaster, features an "Important Account Update" box. This box informs users that they 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 "Levi's® Stadium ticket holder" users (use existing email to sign in and update password) and "New here" users (use Ticketmaster email and password). Below this is a sign-in form with fields for "Email Address" and "Password" (with a "SHOW" toggle), a "Remember Email" checkbox, and a "Forgot Password?" link. A "Sign In" button is positioned below the form. At the bottom of the sign-in section, a "Sign Up" button is circled in red, with the text "New to Ticketmaster" to its left. On the right, the "Helpful Tips on Accepting Your Tickets" section includes three tips: 1. "Sign in to Account Manager." 2. "Once you've signed in, the tickets are yours. Visit My Events to view and manage them any time." 3. "Save your tickets to your digital Wallet for quick and easy entry at the gate."

# 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:



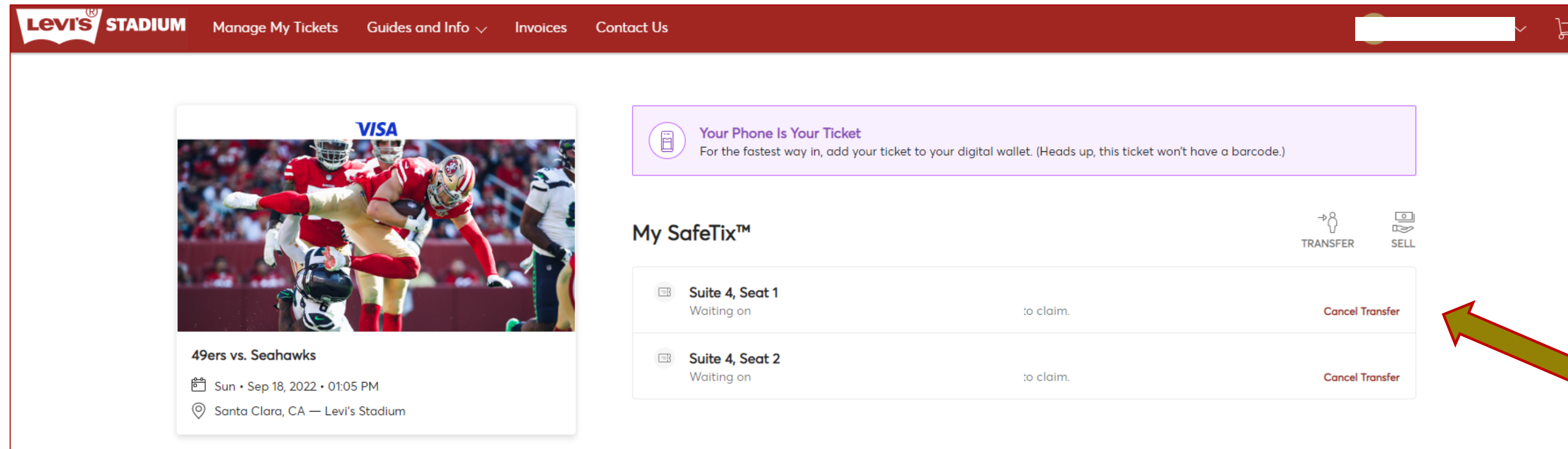
**The tickets can now be accessed via the 49ers App.  
Your guest will continue to use the same login to access tickets.**



# 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 not yet accepted the initial ticket transfer



The screenshot shows the Levi's Stadium website interface. At the top, there is a navigation bar with the Levi's Stadium logo and links for 'Manage My Tickets', 'Guides and Info', 'Invoices', and 'Contact Us'. Below the navigation bar, there is a promotional banner for 'Your Phone Is Your Ticket' with the text 'For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)'. The main content area is titled 'My SafeTix™' and features two tabs: 'TRANSFER' and 'SELL'. Under the 'TRANSFER' tab, there is a table listing two tickets:

Seat	Status	Action
Suite 4, Seat 1	Waiting on	Cancel Transfer
Suite 4, Seat 2	Waiting on	Cancel Transfer

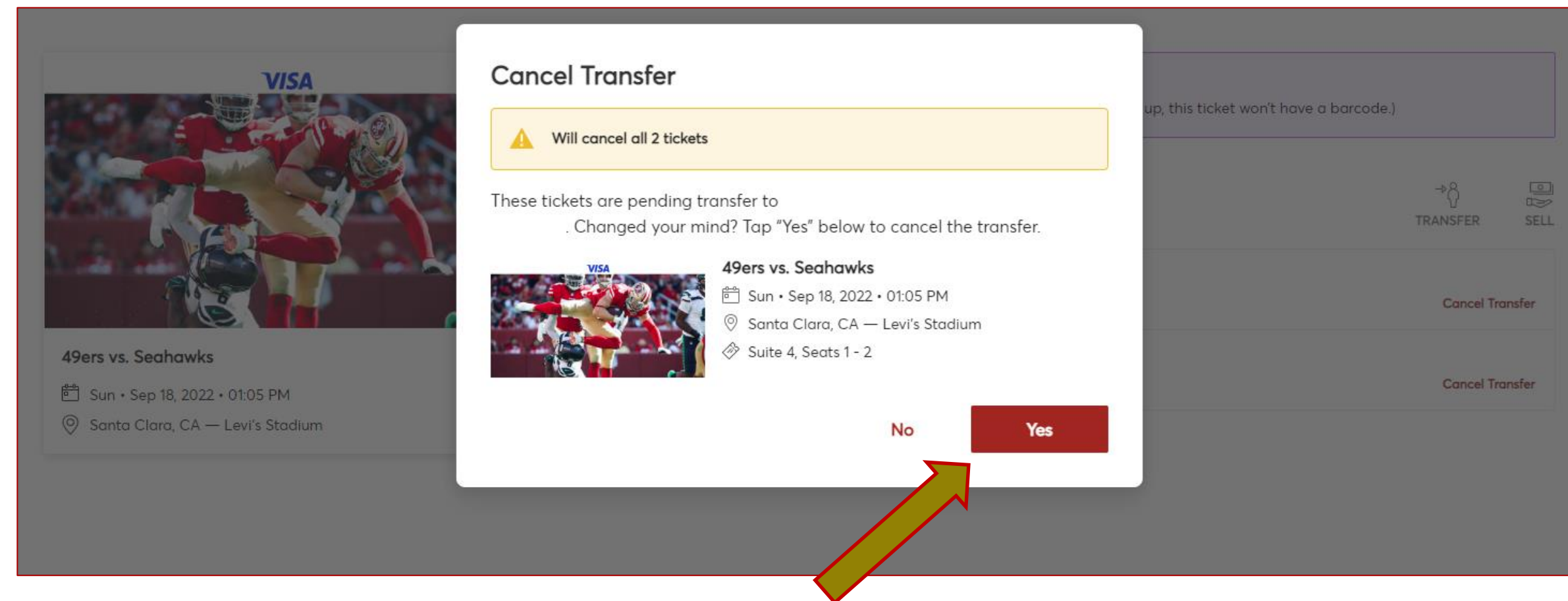
A red arrow points to the 'Cancel Transfer' button for the first ticket. To the left of the table, there is a card for the event '49ers vs. Seahawks' with details: 'Sun • Sep 18, 2022 • 01:05 PM' and 'Santa Clara, CA — Levi's Stadium'.



# 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

Account Number: 3148

### Your Ticket Transfer Is on Its Way

You sent 1 tickets to [redacted]

[Manage Events](#)


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

#### What's Next

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

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

#### Transferred Tickets (1)

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

- Confirmation once accepted


### 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 [redacted] which means you'll no longer be able to use them.

#### Transferred Tickets (1)

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

Call Levi's® Stadium at 415-464-9377

[Visit Help Center](#)


- Confirmation once canceled

### Your Tickets Are Back in Your Account

Your ticket transfer to [redacted] has been canceled.

[Manage Events](#)

#### Canceled Transfers (2)

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

The screenshot shows the Levi's Stadium account management interface. The top navigation bar includes 'Levi's STADIUM', 'Manage My Tickets', 'Guides and Info', 'Invoices' (circled in green), and 'Contact Us'. Below the navigation, the 'Invoices' section is active, showing a list of invoices on the left and a detailed view on the right. The invoice list includes a 'Parking Pass' with a balance due of \$400.00 and a due date of Jul 21, 2022. A green arrow points to this invoice card. The detailed view shows a 'Summary' section with a table of invoice details and a 'Continue' button.

2022 49ers Parking Pass - Full Season ...	
Lot TBD1   TBD 9	\$400.00
Quantity: 1	

SUBTOTAL	\$400.00
LESS PAYMENTS	-\$0.00
<b>AMOUNT DUE</b>	<b>\$400.00</b>

[Continue](#)

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

The screenshot shows the Levi's Stadium account management interface, specifically the 'Payment Options' section. The 'Payment Options' section is highlighted with a red background. The 'Summary' section is completed with a green checkmark. The 'Payment Options' section includes a dropdown menu for 'Payment Option', a 'Payment Method' section with an 'Add Payment Method' button, and a 'Split this payment' checkbox. The 'AMOUNT DUE' is \$400.00. A green arrow points to the 'Pay Now' button.

SUBTOTAL	\$400.00
LESS PAYMENTS	-\$0.00
<b>AMOUNT DUE</b>	<b>\$400.00</b>
<b>PAY TODAY</b>	<b>\$400.00</b>

I Accept Terms and Conditions

[Pay Now](#)



# Account Management: MOBILE WEBSITE



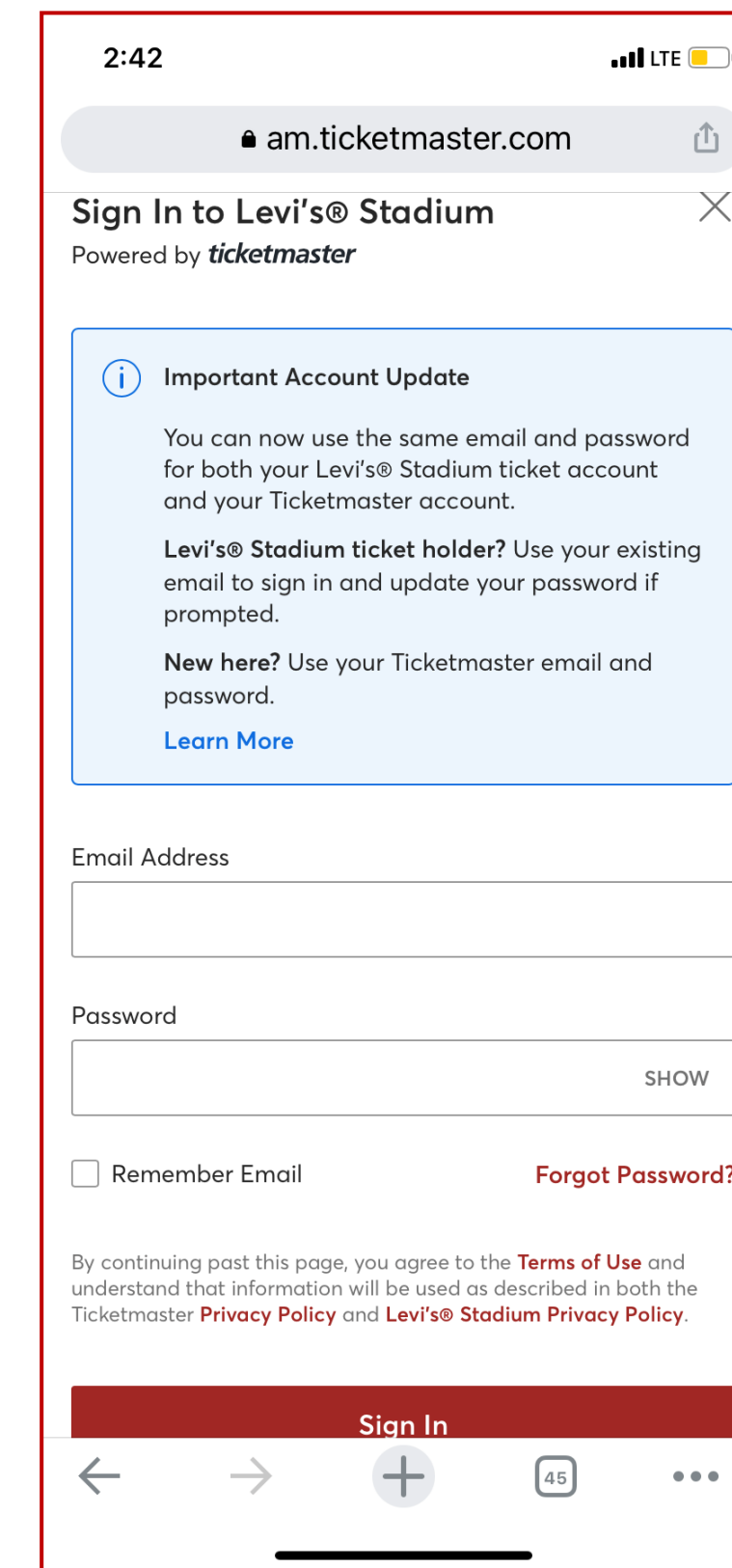
# Account Management – Mobile Website

## 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)
- 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

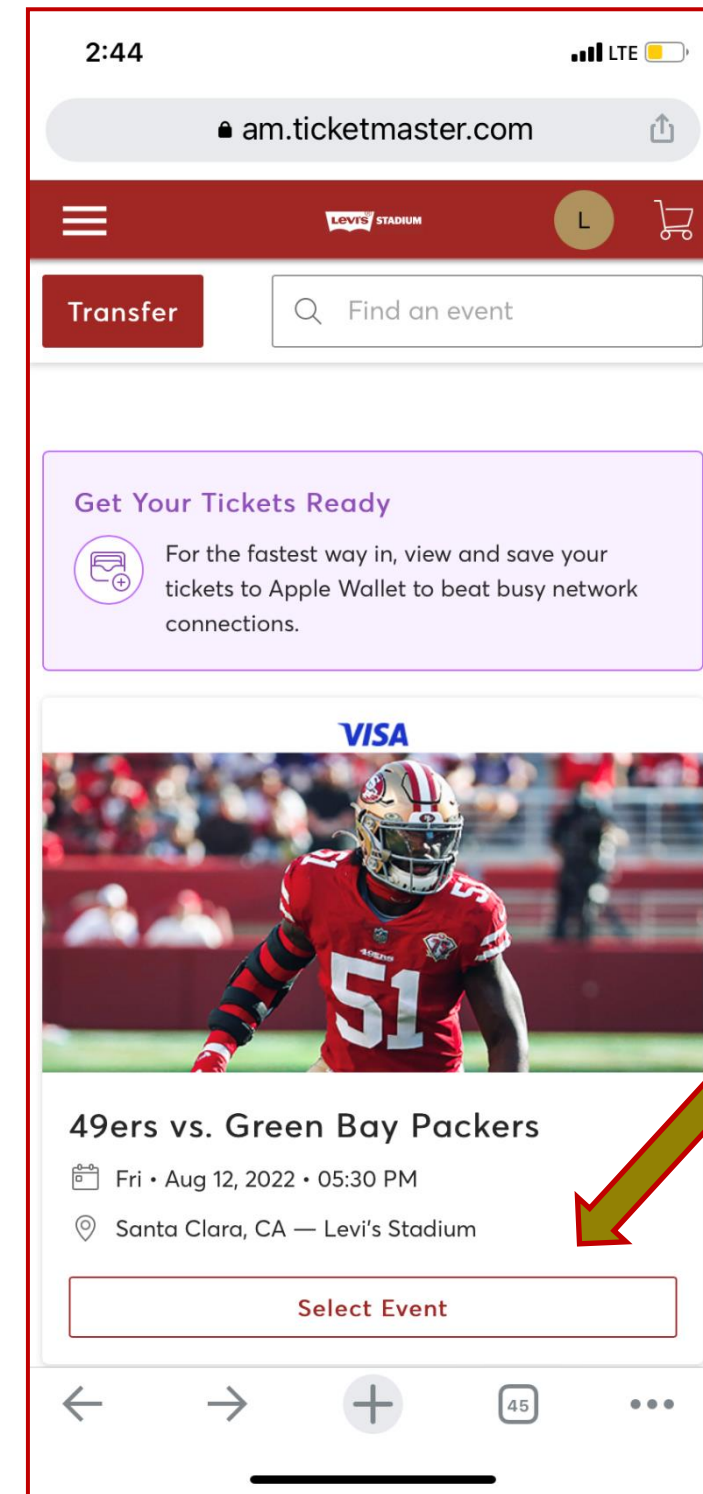


**Step 3—**  
Select "Click Here" on the  
account manager home  
page after signing in.

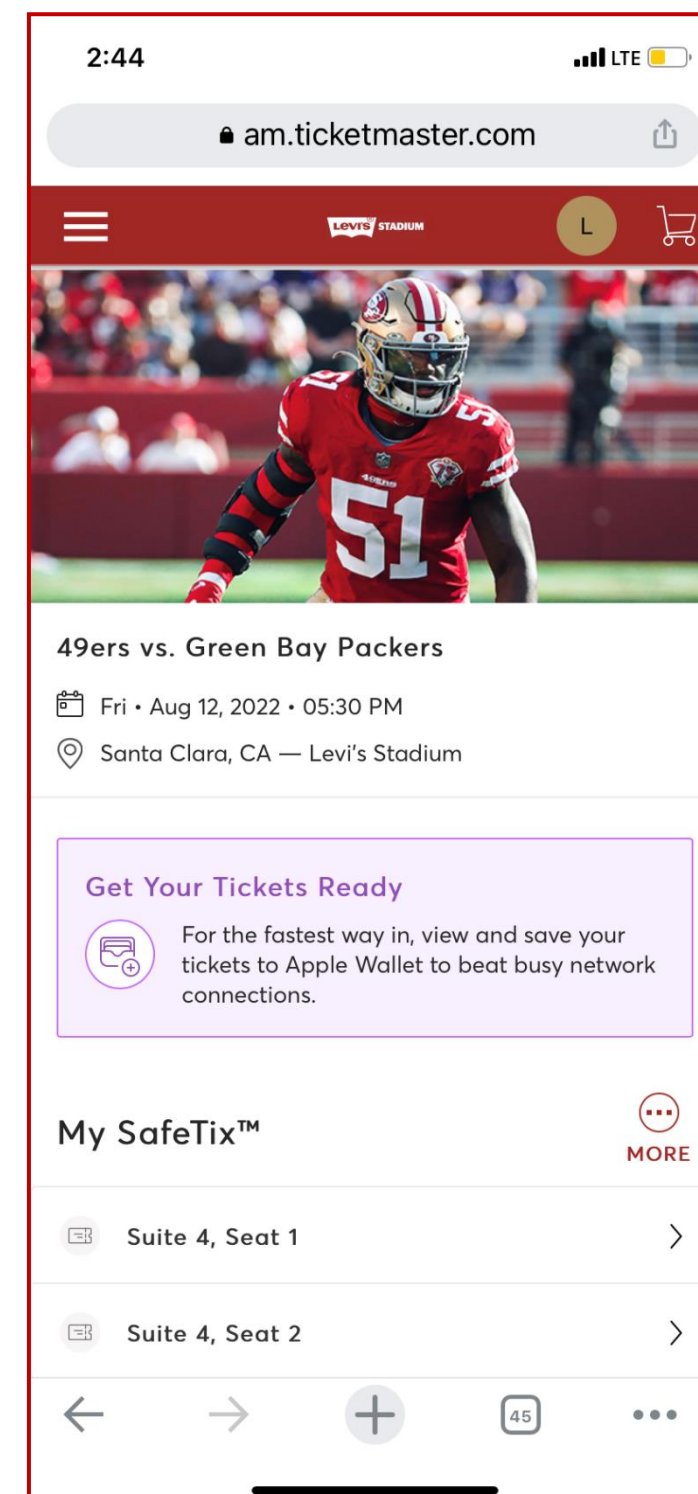


# Account Management – Mobile Website

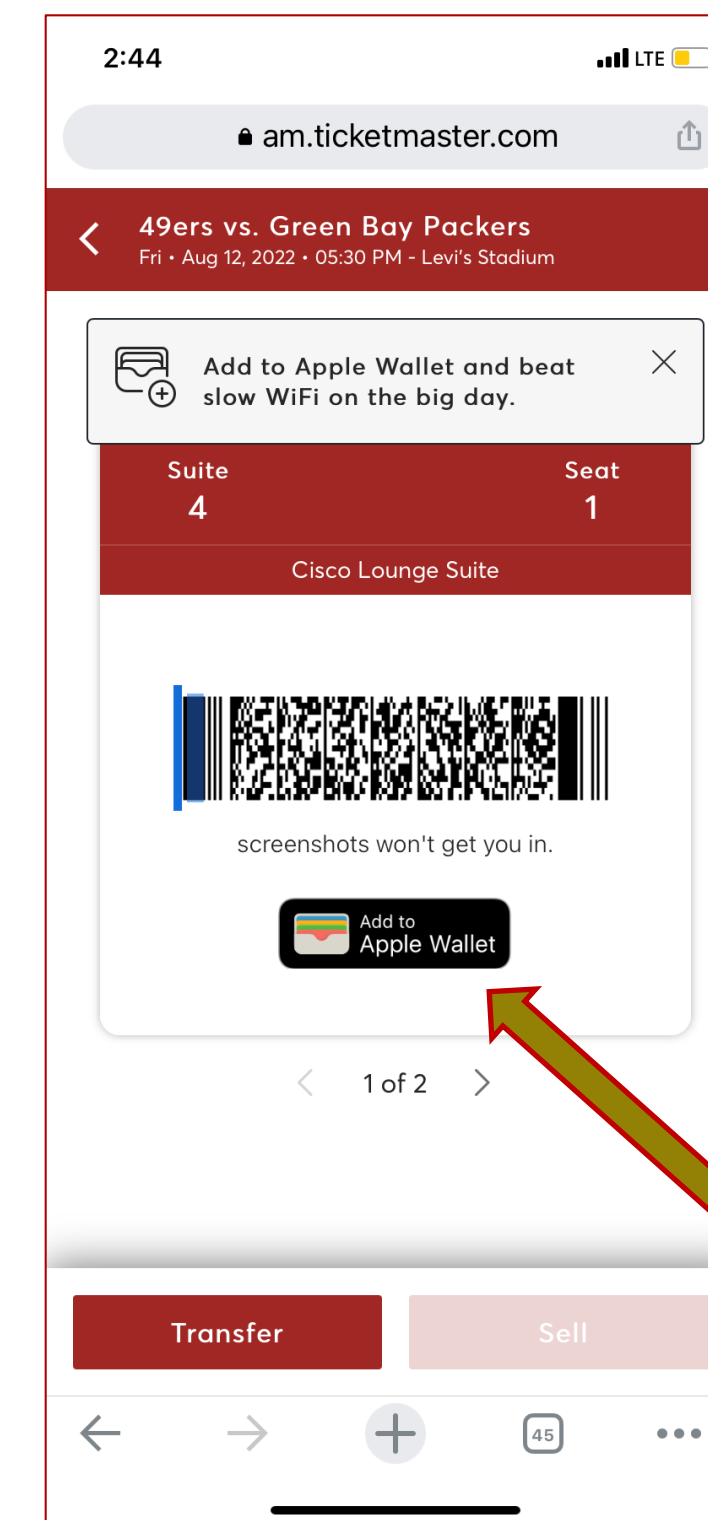
## Downloading your tickets through the mobile website



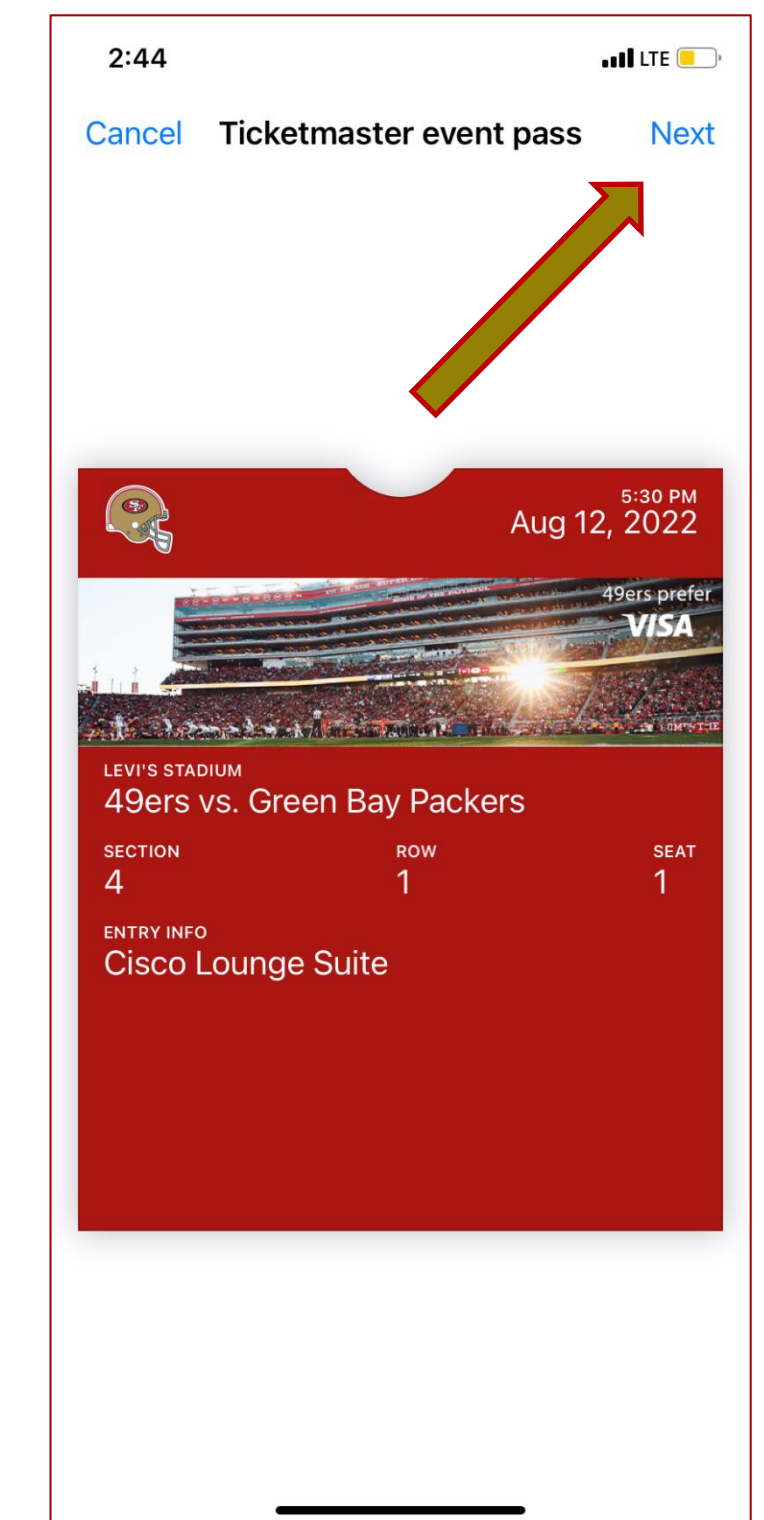
**Step 1—**  
Click “Select Event” on the  
desired game



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



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

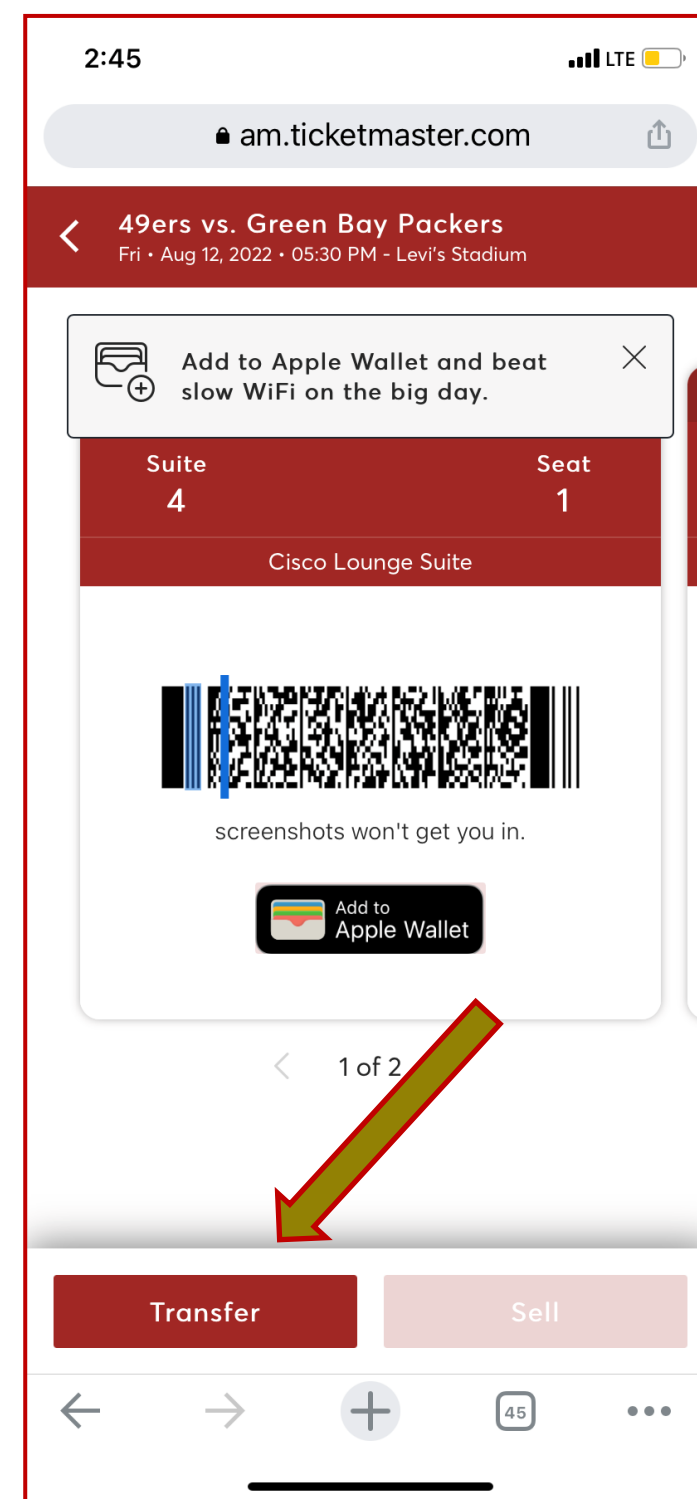


**Step 4—**  
Press “Next” to complete  
process. Once complete,  
your ticket can be pulled up  
in your Apple Wallet to be  
scanned for entry

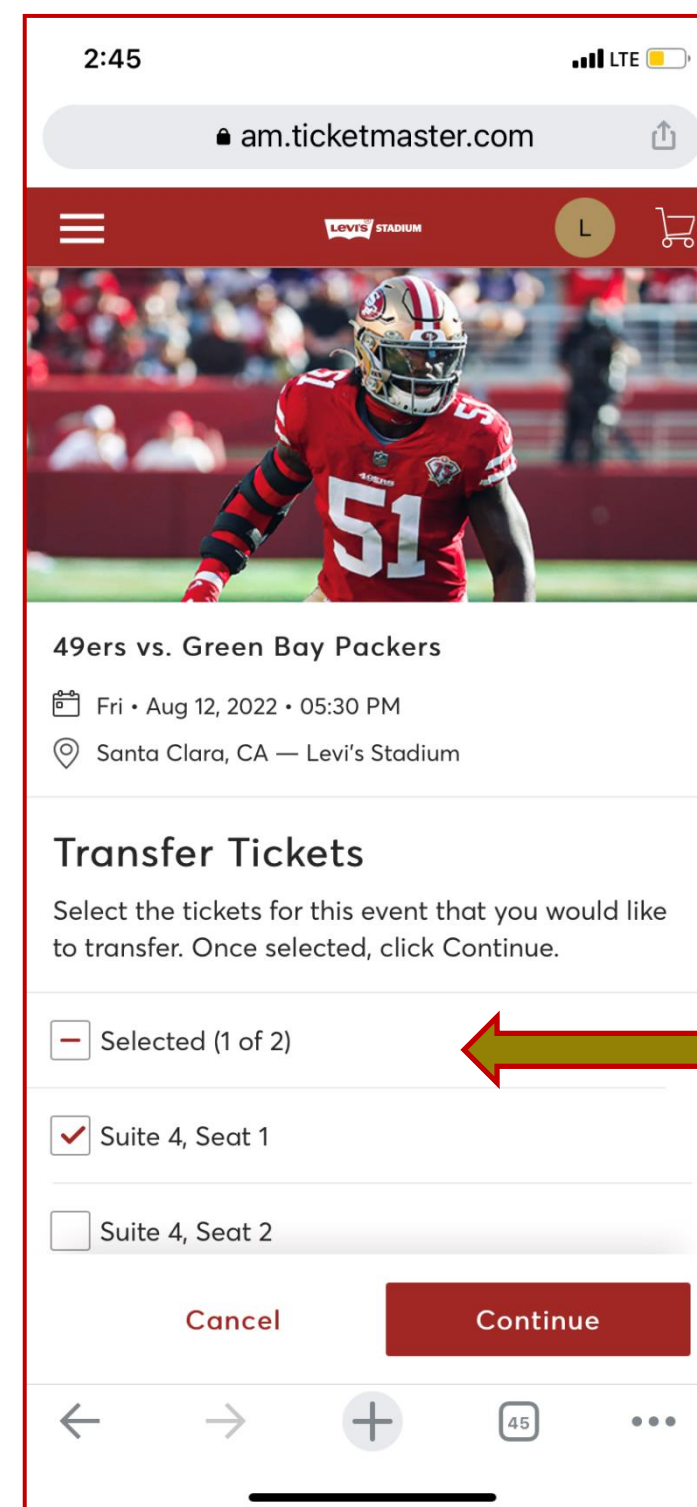


# Account Management – Mobile Website

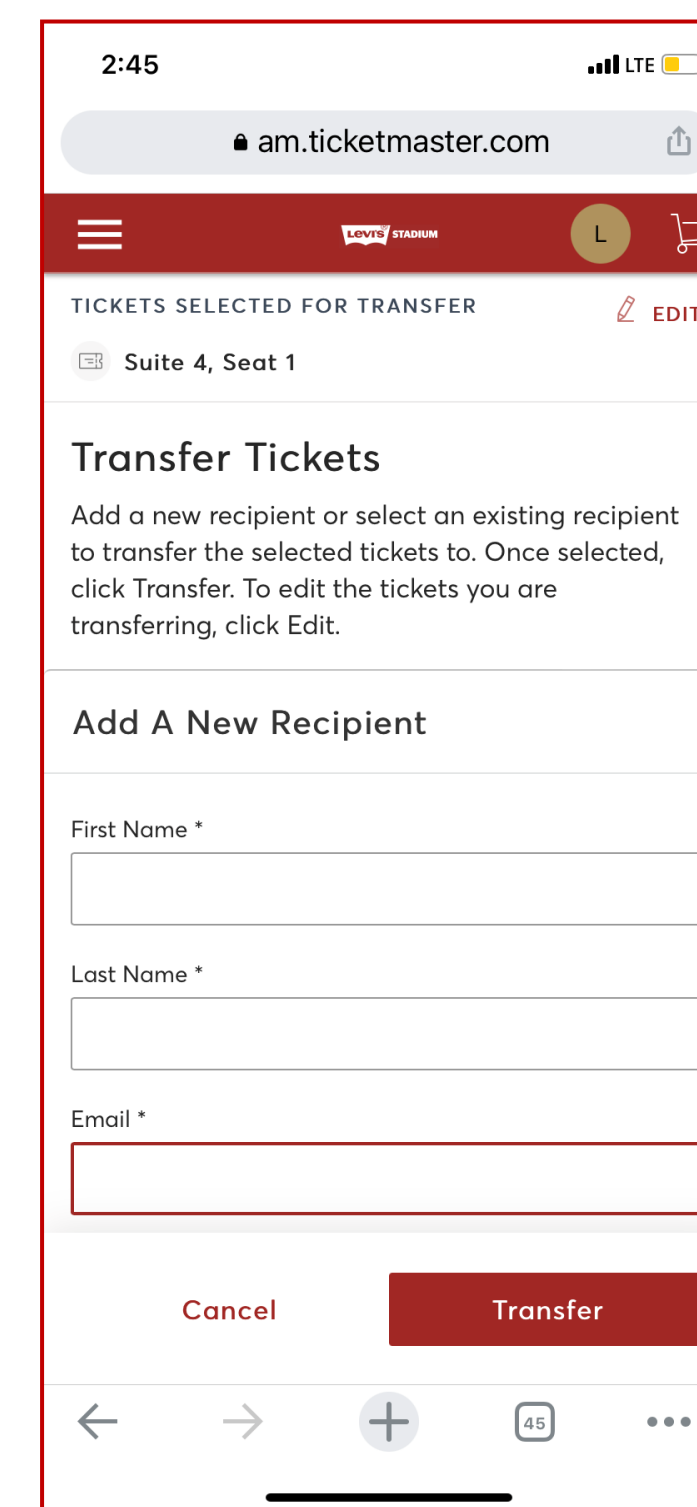
## Transferring tickets through the mobile website



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



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



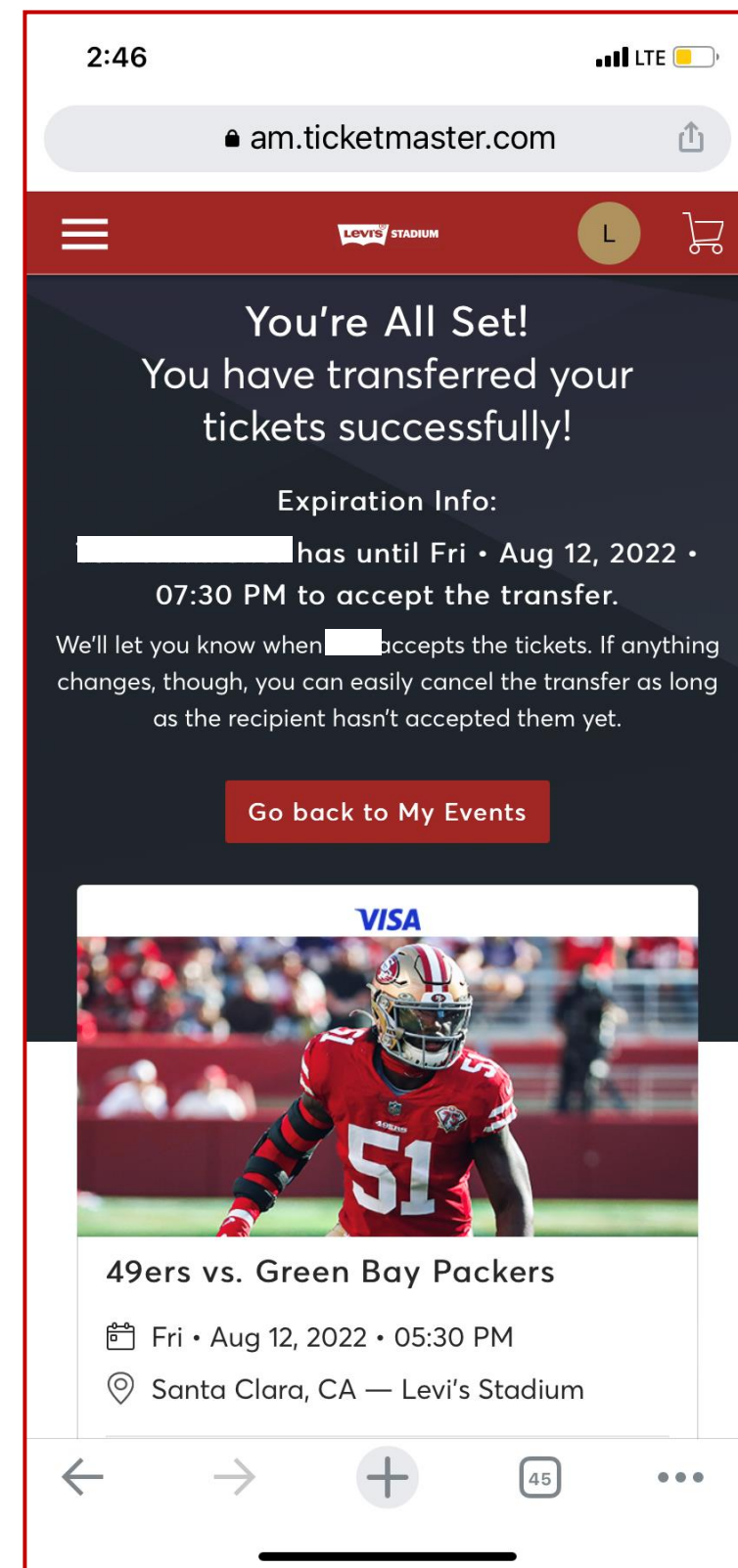
**Step 3—**  
Fill out the recipient's name,  
email address, optional  
message & click “Transfer”



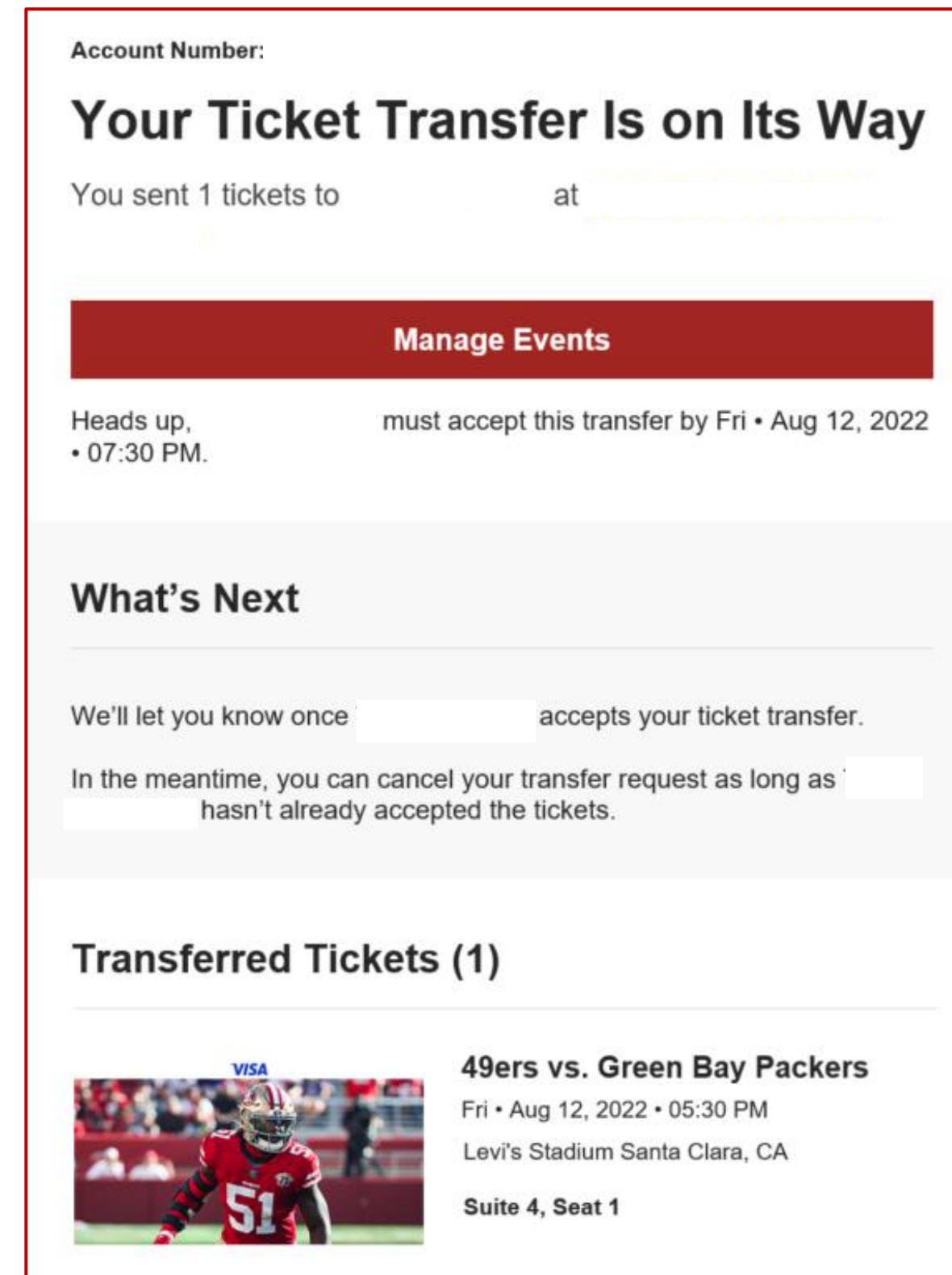
# Account Management – Mobile Website

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

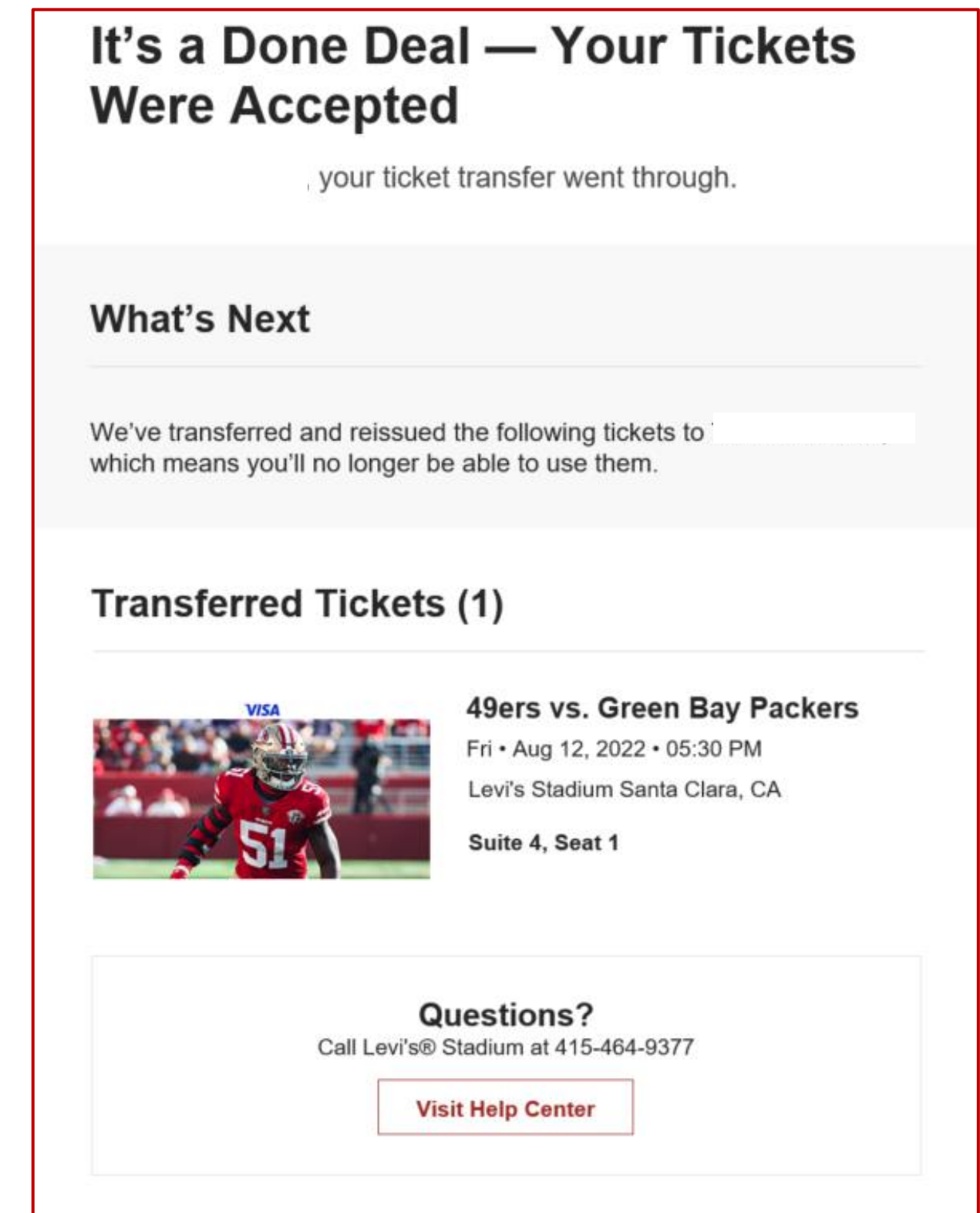
### Confirmation of Transfer on the Mobile Website



### Confirmation Email of Transfer Sent

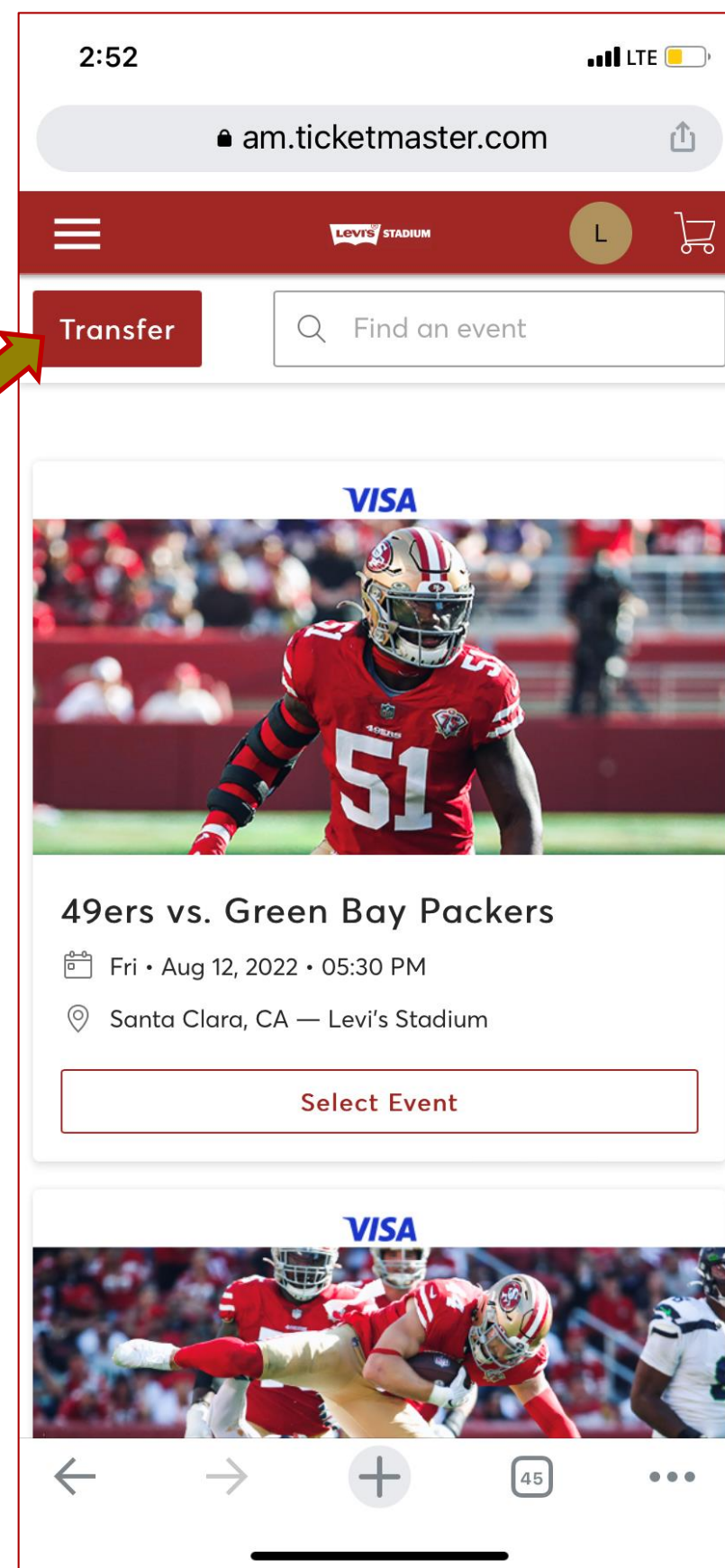


### Confirmation Email of Transfer Accepted

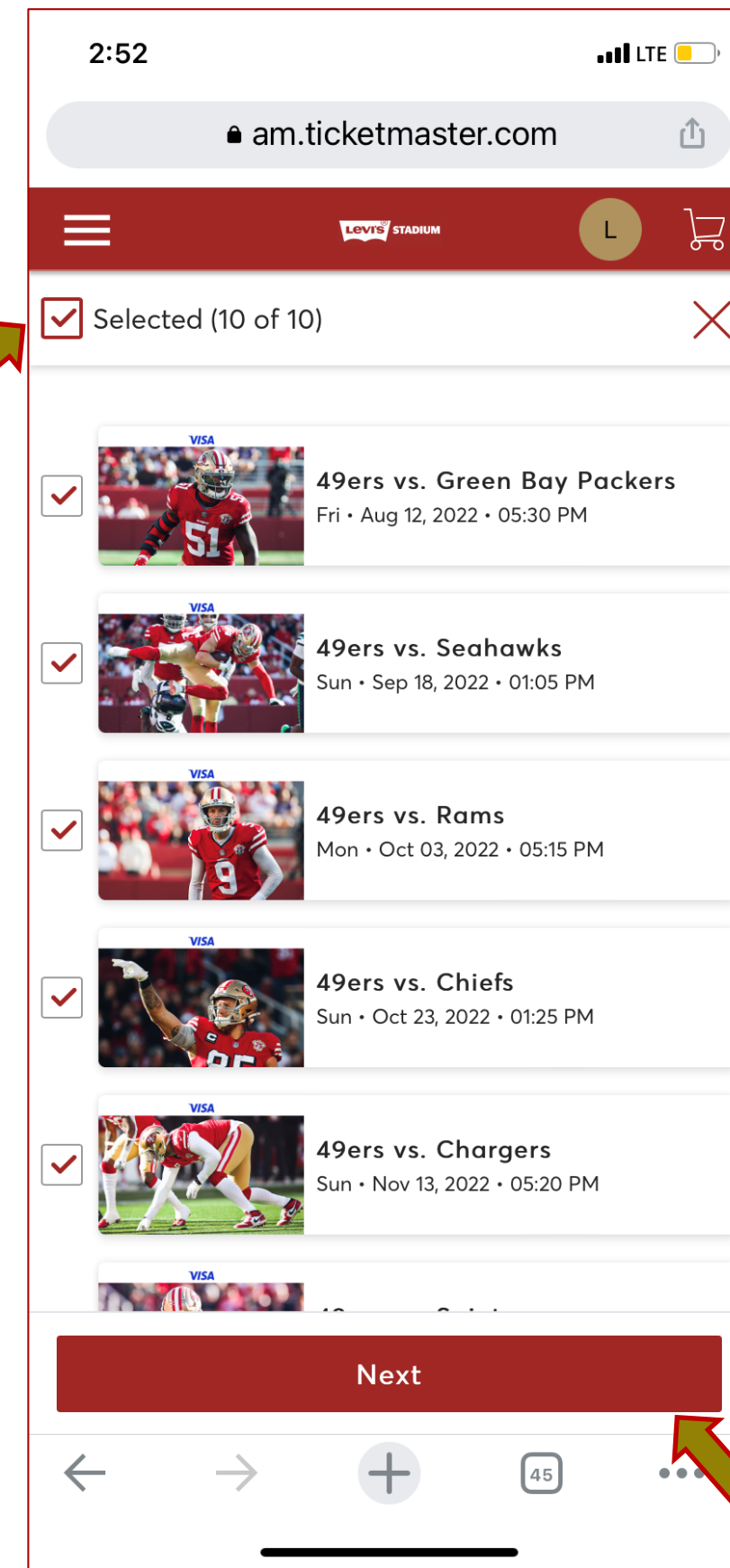


# Account Management – Mobile Website

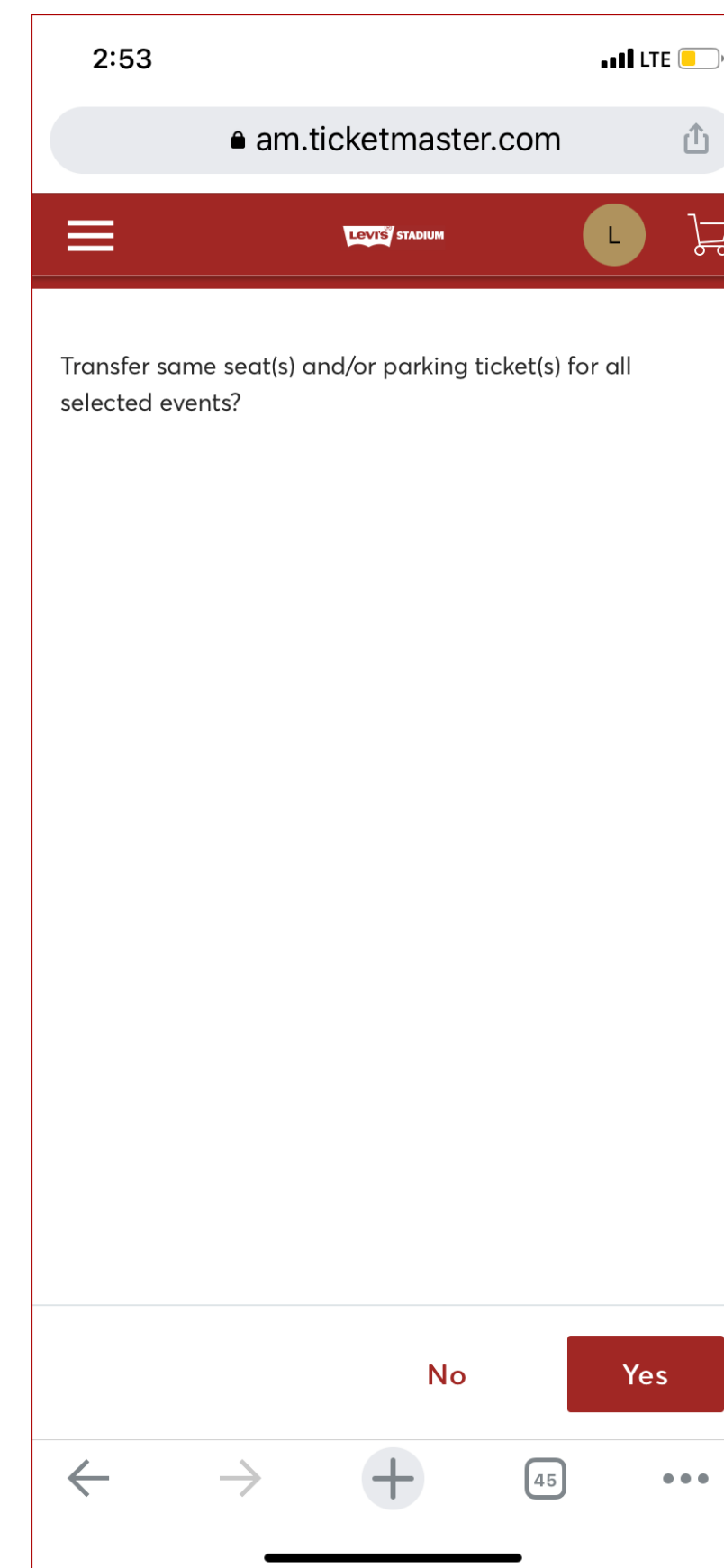
## Bulk transferring tickets through the mobile website



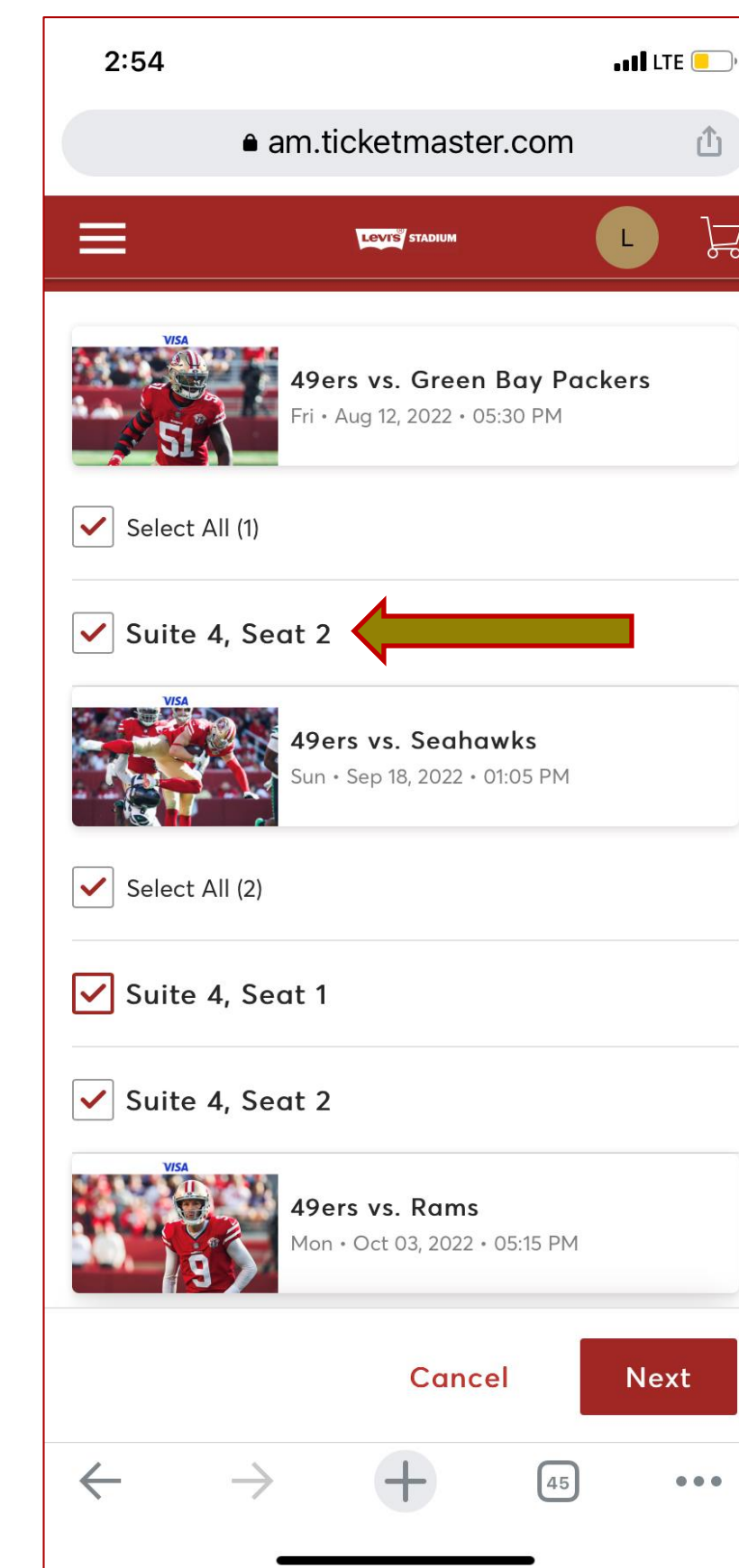
**Step 1—**  
Select “Transfer” at the top left  
of the event home page



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



**Step 3—**  
Click “Yes”

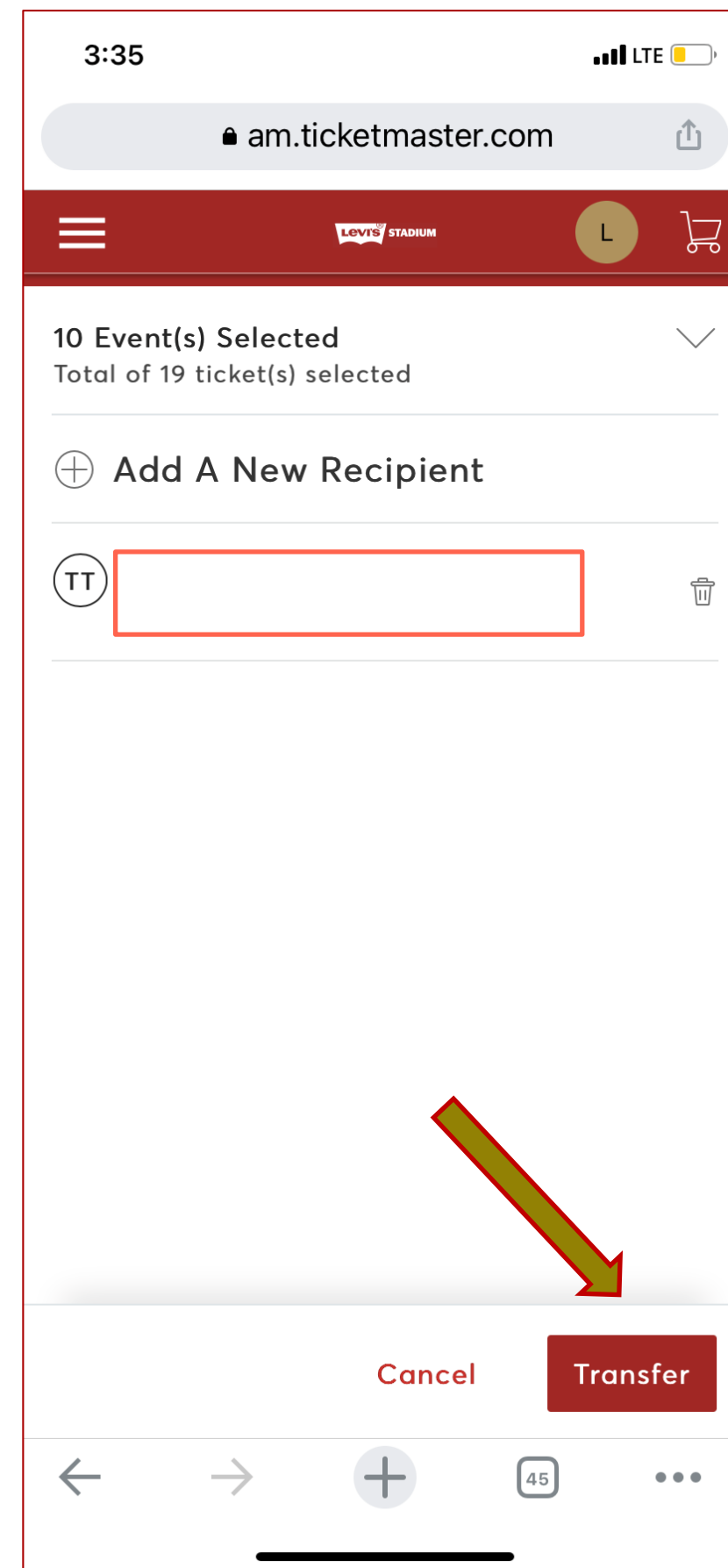


**Step 4—**  
Select seats for each event  
and click “Next”

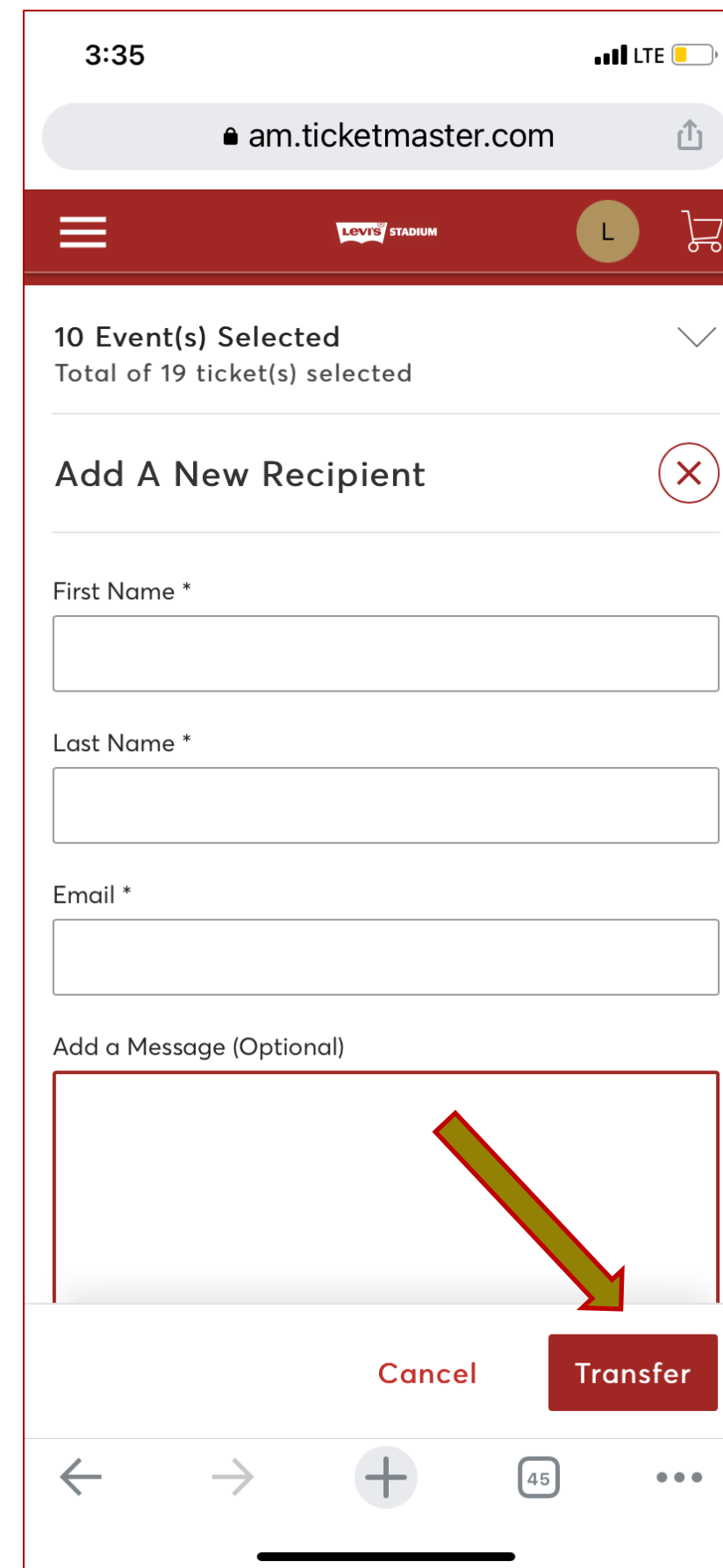


# Account Management – Mobile Website

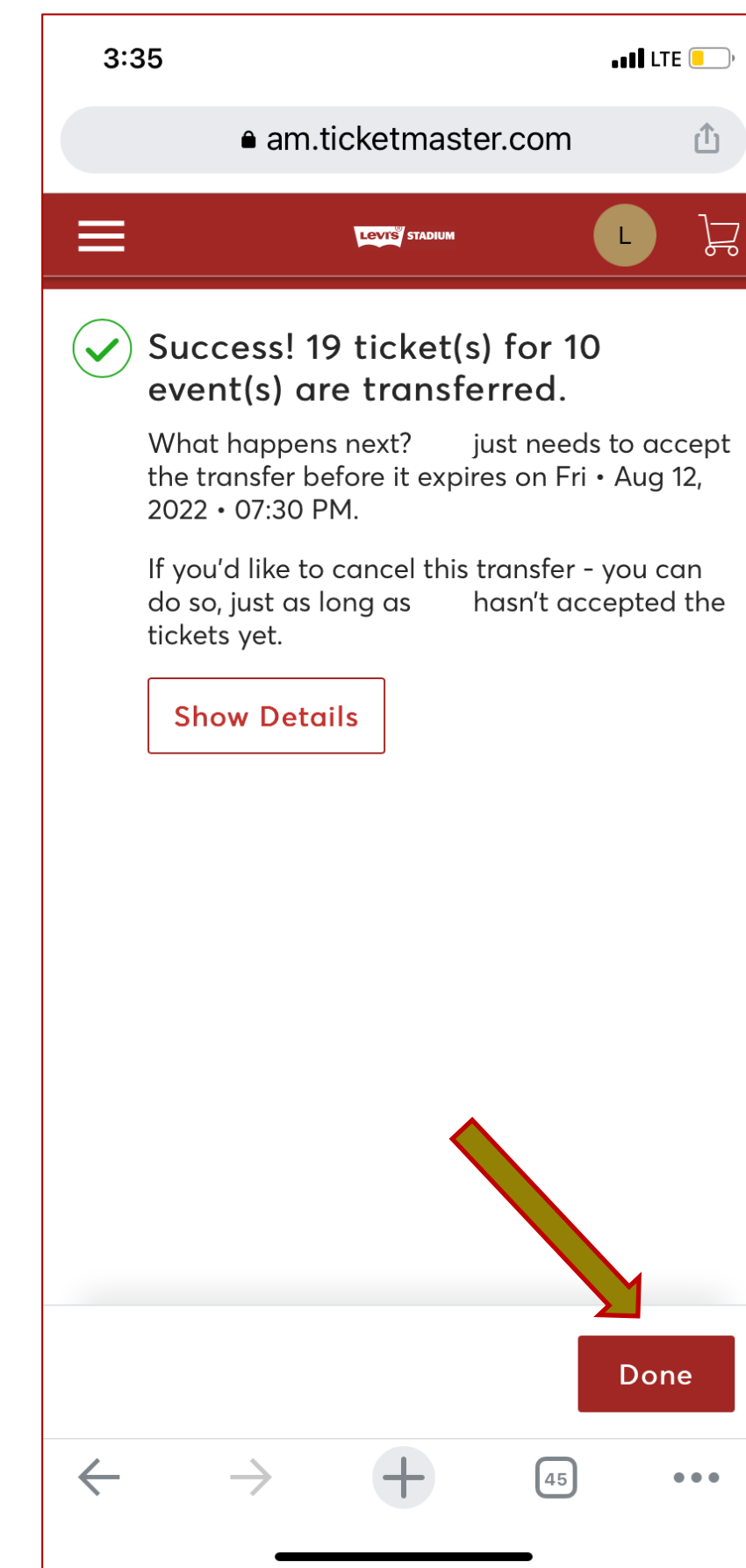
## Bulk transferring tickets through the mobile website (cont.)



**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

### Your Ticket Transfer Is on Its Way

You sent 19 tickets to \_\_\_\_\_ at \_\_\_\_\_

\_\_\_\_\_

[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 (19)



**49ers vs. Green Bay Packers**  
Fri • Aug 12, 2022 • 05:30 PM  
Levi's Stadium Santa Clara, CA  
Suite 4, Seat 2

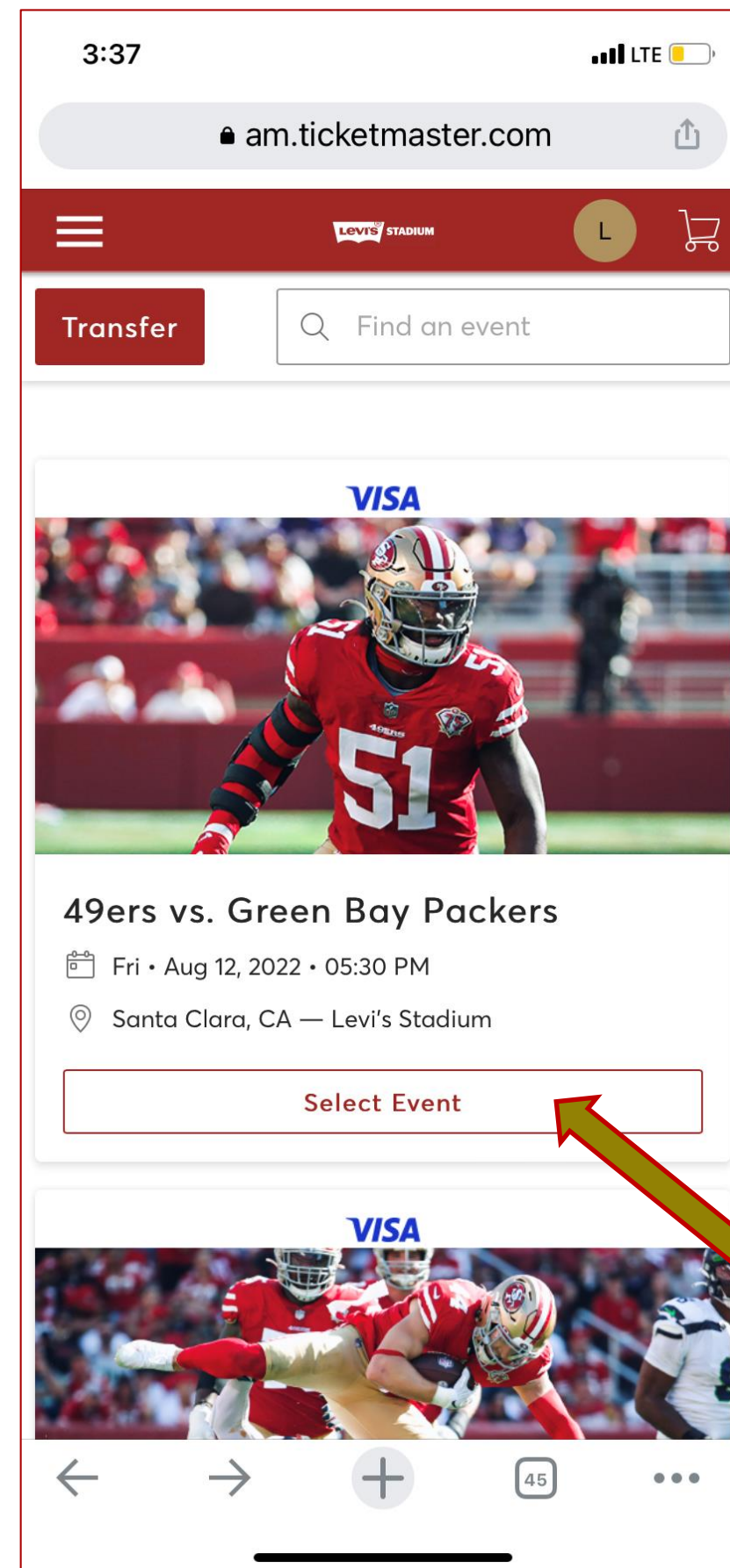


**49ers vs. Seahawks**  
Sun • Sep 18, 2022 • 01:05 PM  
Levi's Stadium Santa Clara, CA  
Suite 4, Seat 1

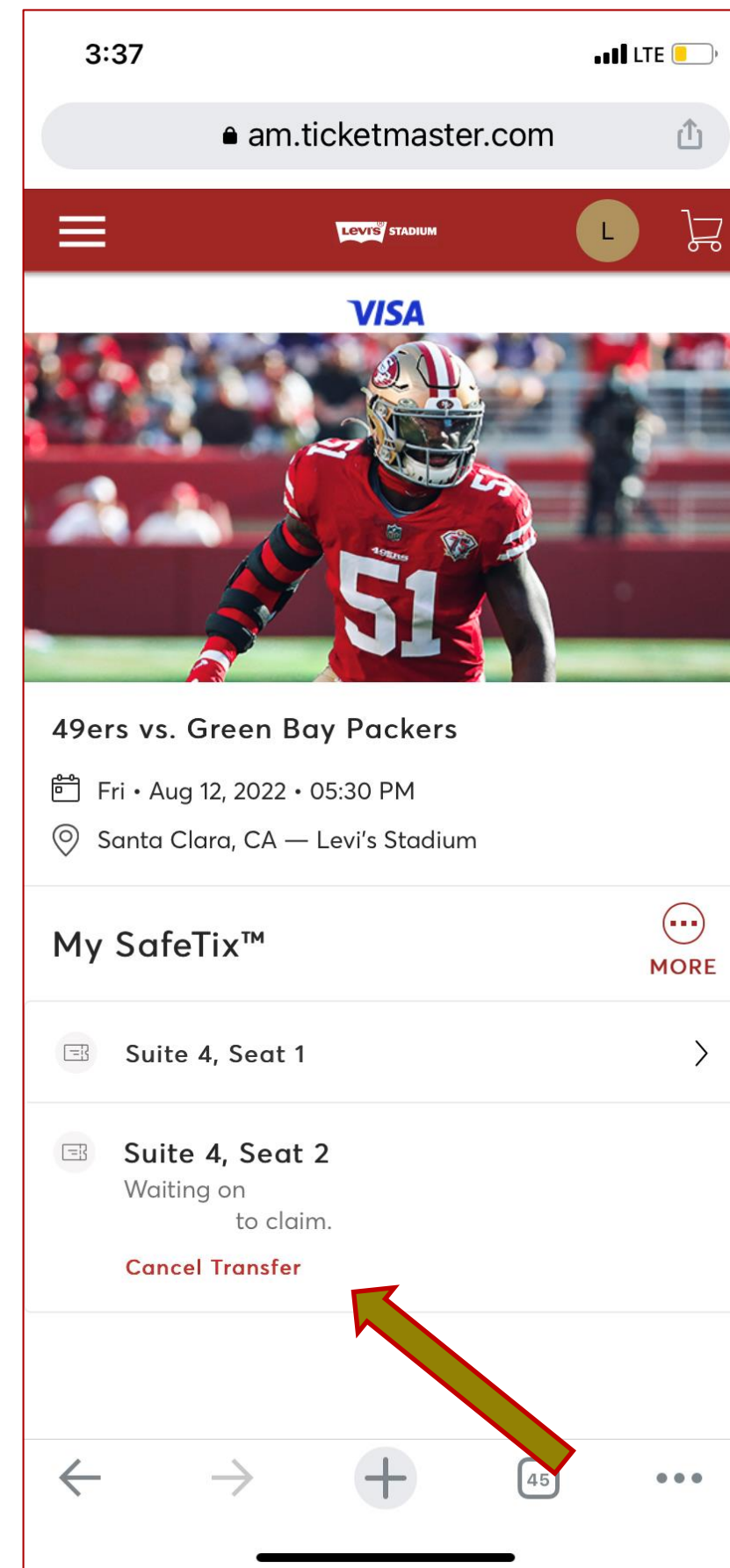


# Account Management – Mobile Website

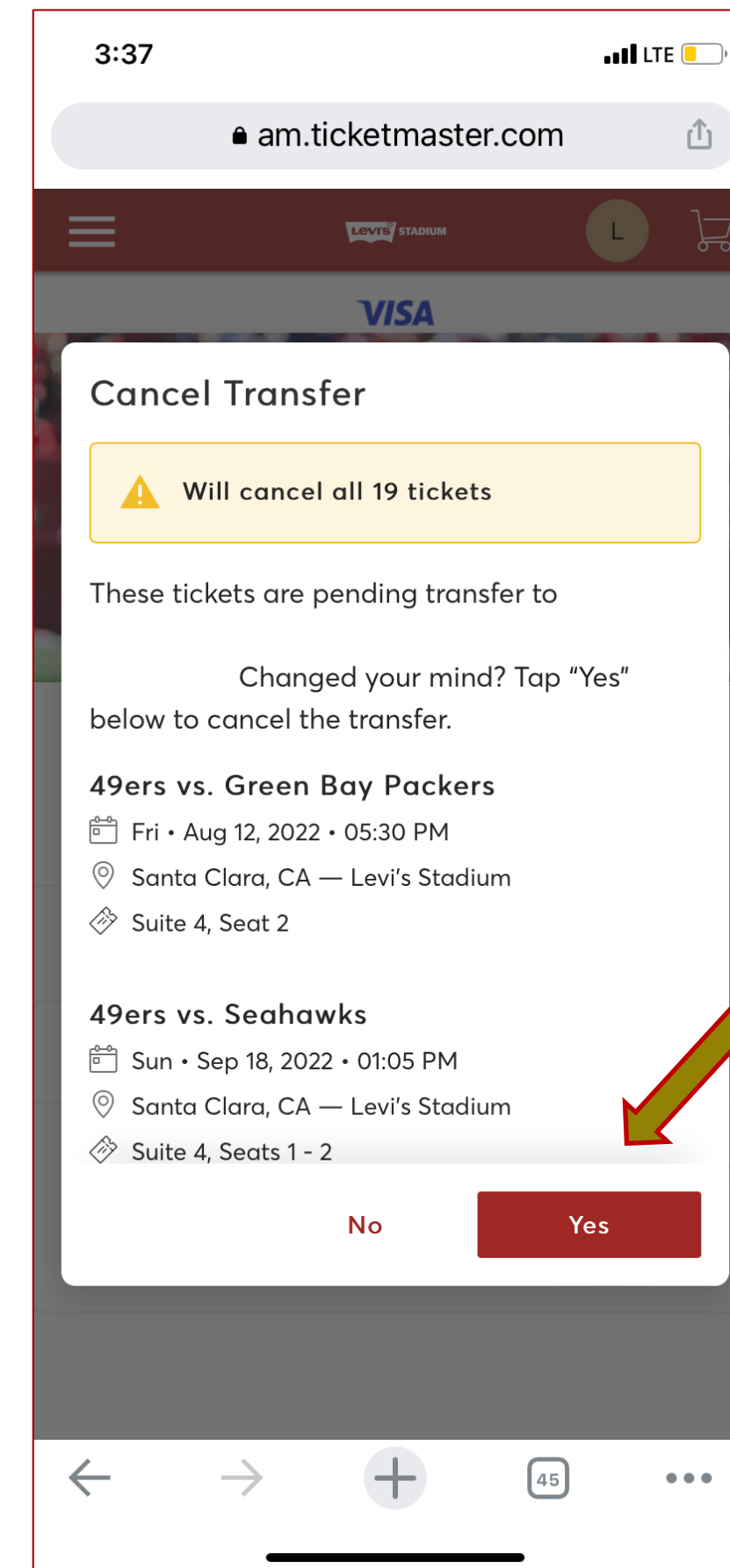
## Canceling transfer and reclaiming tickets through the mobile website



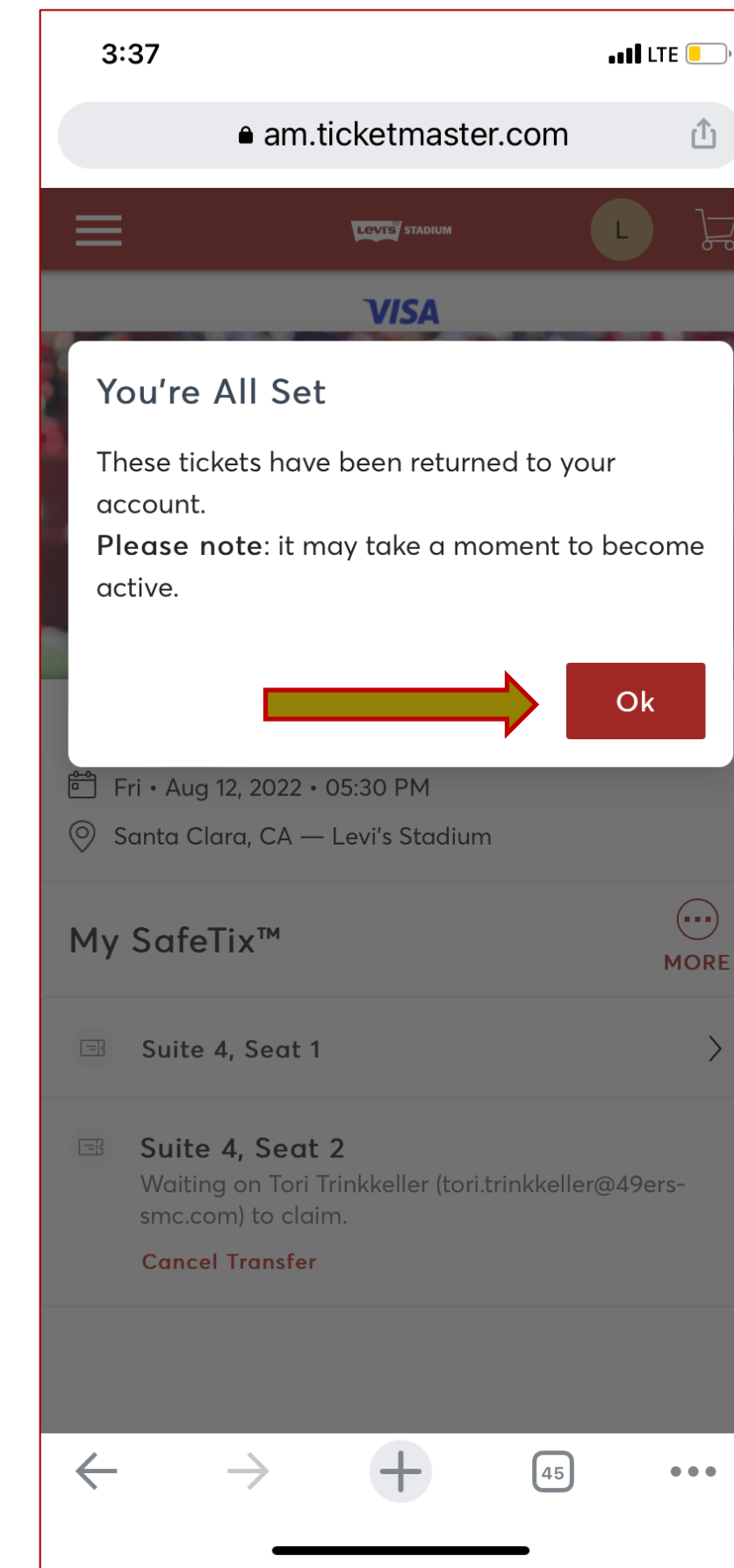
**Step 1—**  
Select the event that you are trying to reclaim



**Step 2—**  
Click “Cancel Transfer”



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



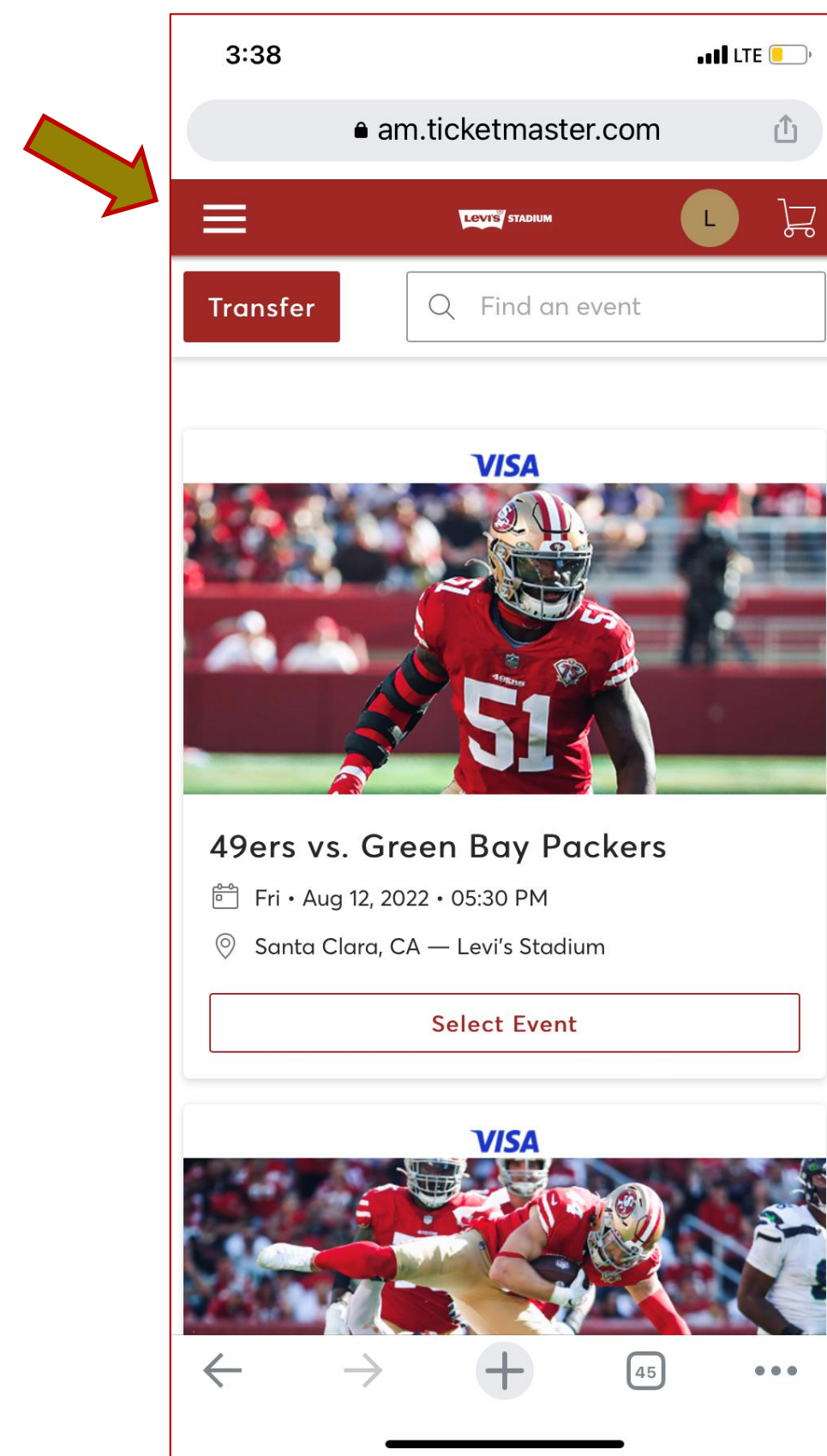
**Step 4—**  
You're all set! Click “Ok” to exit



# Account Management – Mobile Website

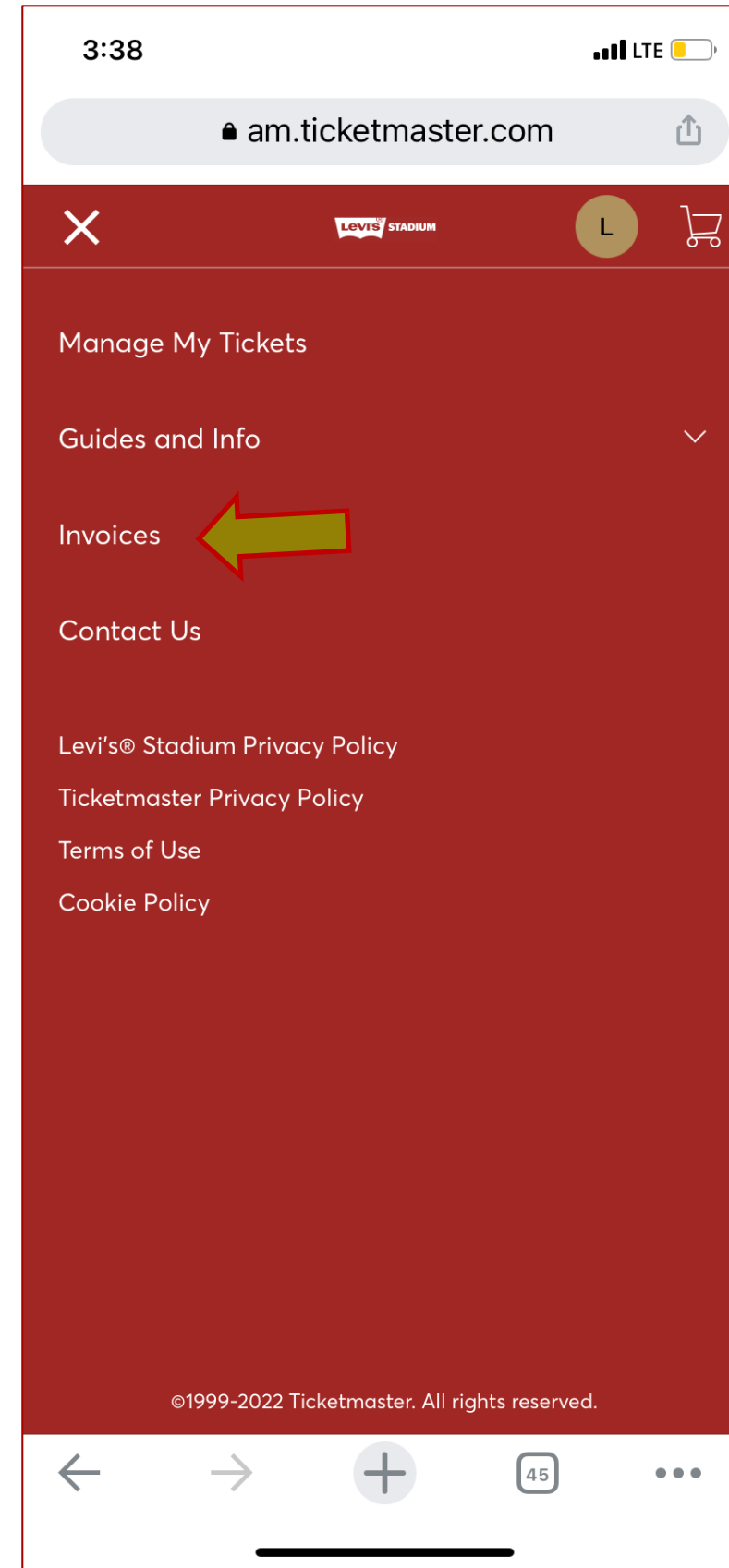
## Paying invoices through the mobile website

- Tickets & parking passes will be manageable immediately after payment



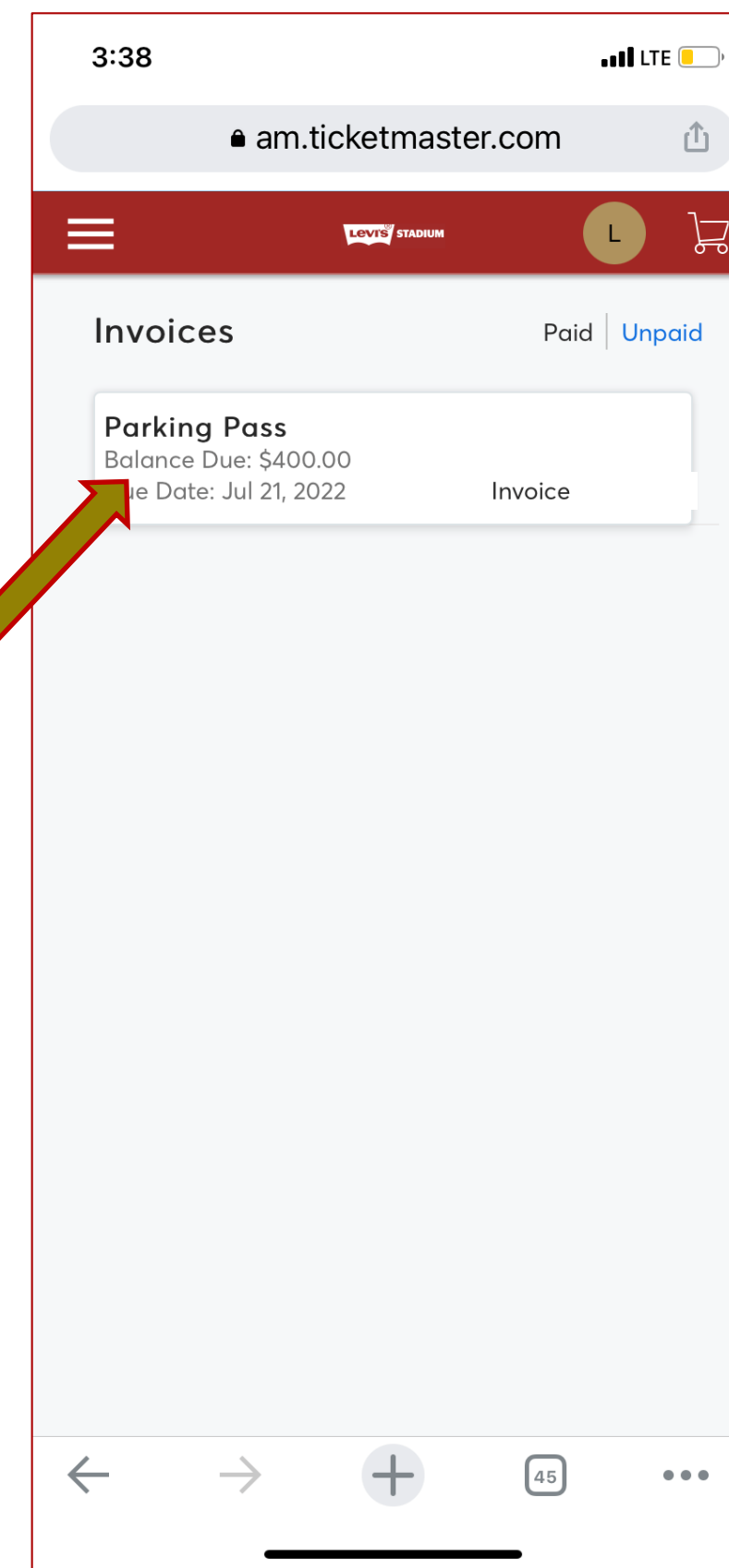
### Step 1—

On the home page, click the 3 lines in the top left corner



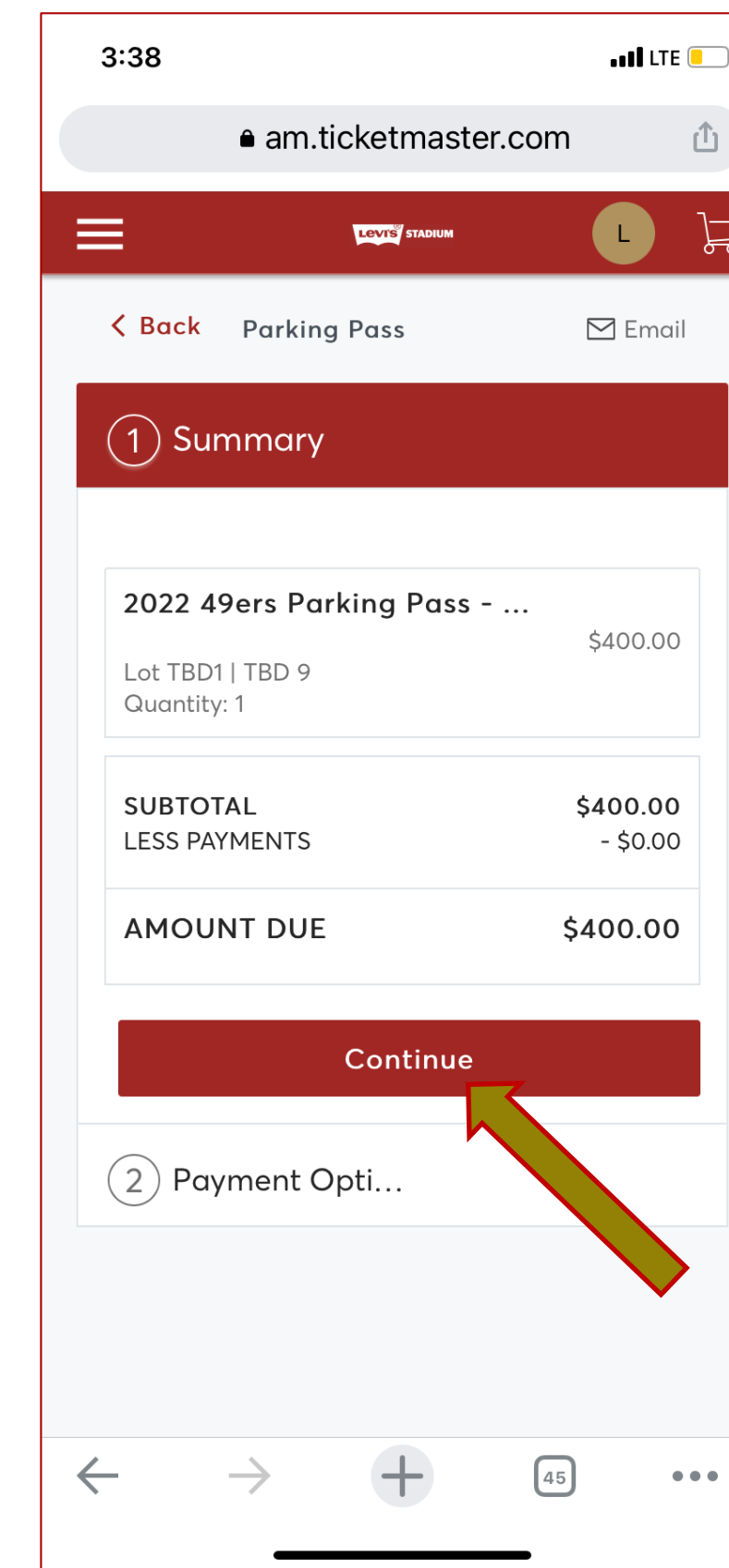
### Step 2—

In the menu of options, click on “Invoice”



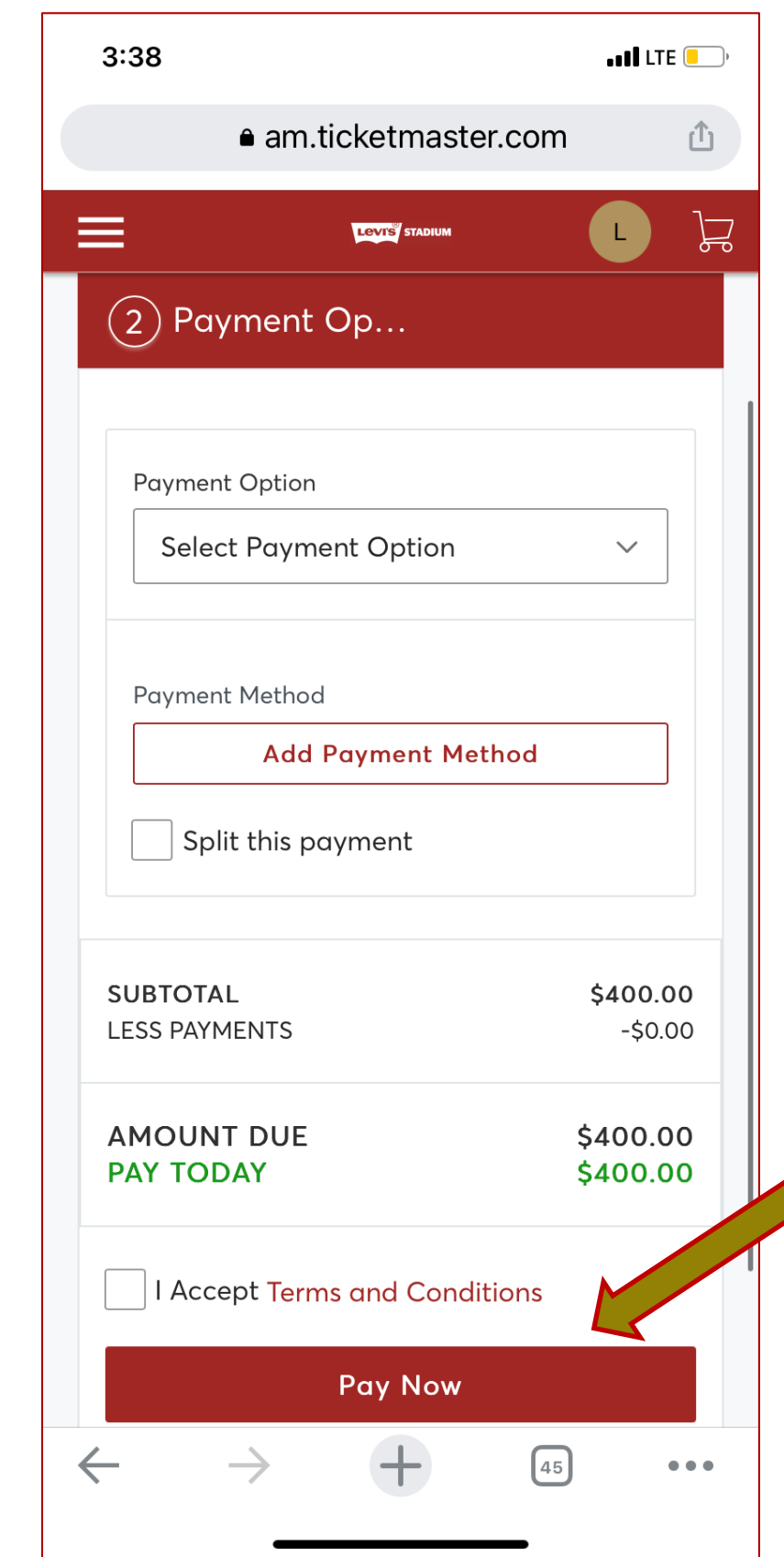
### Step 3—

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.

**ACCESS YOUR TICKETS  
AND PARKING PASSES  
IN THE 49ERS APP**

49ERS APP POWERED BY **cādence**

Home Schedule Stadium Camp **Login**

*We moved where you can manage your tickets in the app.*

Tap the **"Login"** icon located on the bottom right-hand corner of the menu bar.

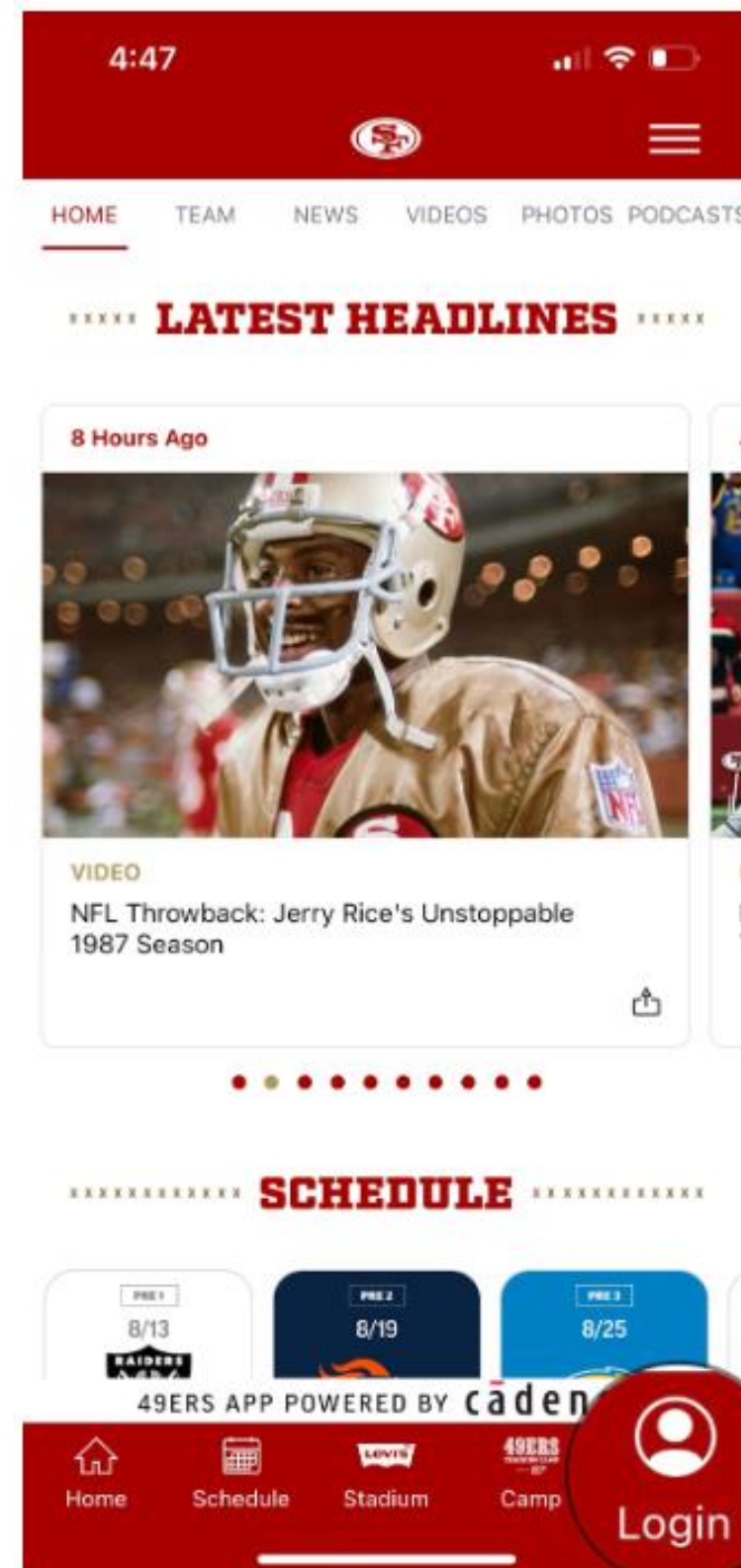
Next, tap "Tickets and Parking" to log in to your ticket account using your email address and password (same as your online account).

**This full-page ad will run every 24 hours (1x a day) and pop up on the home screen after opening the 49ers app.**

# Account Management – 49ers App

## How to manage your account through the App

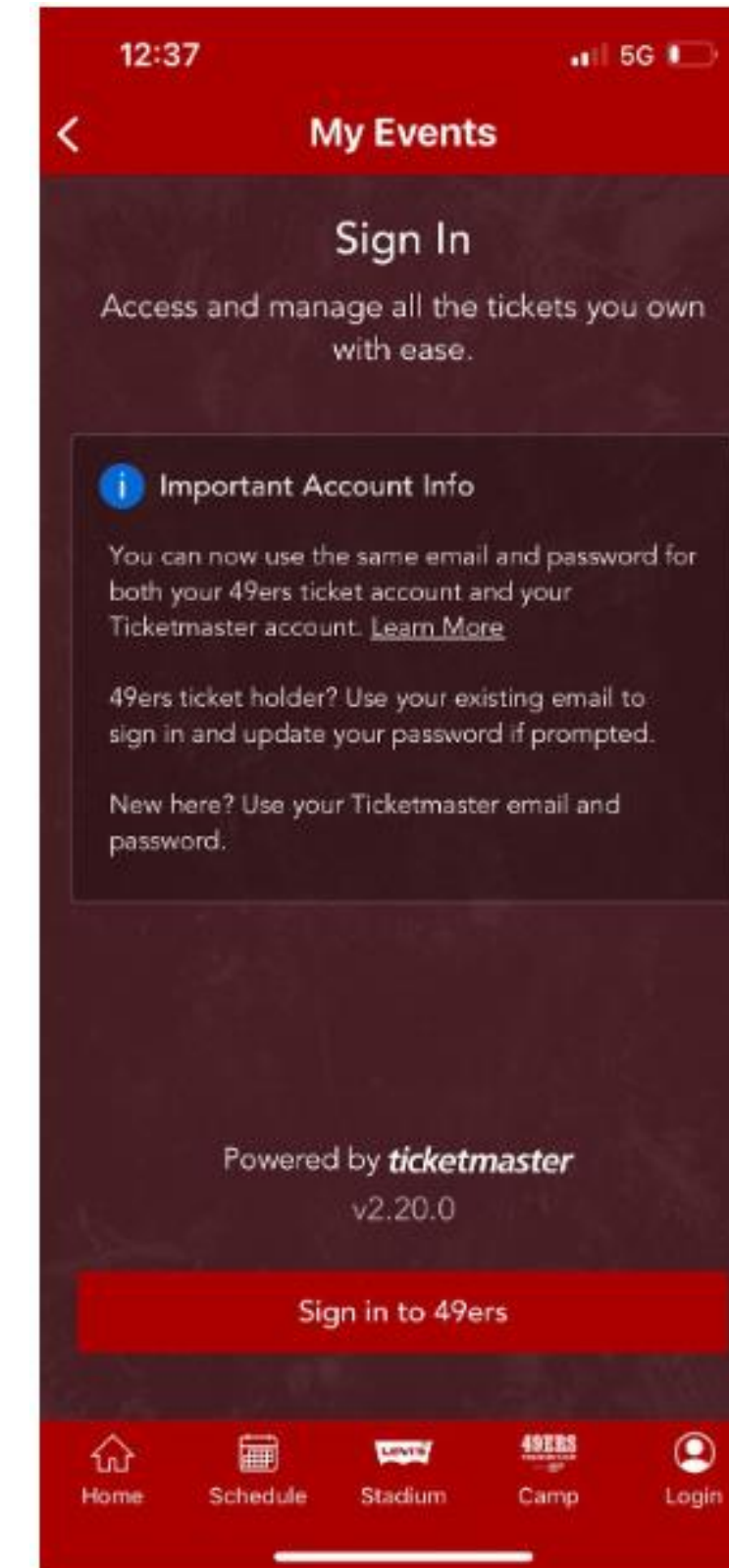
- Login Information
  - Your Account Email
  - Your Account Password



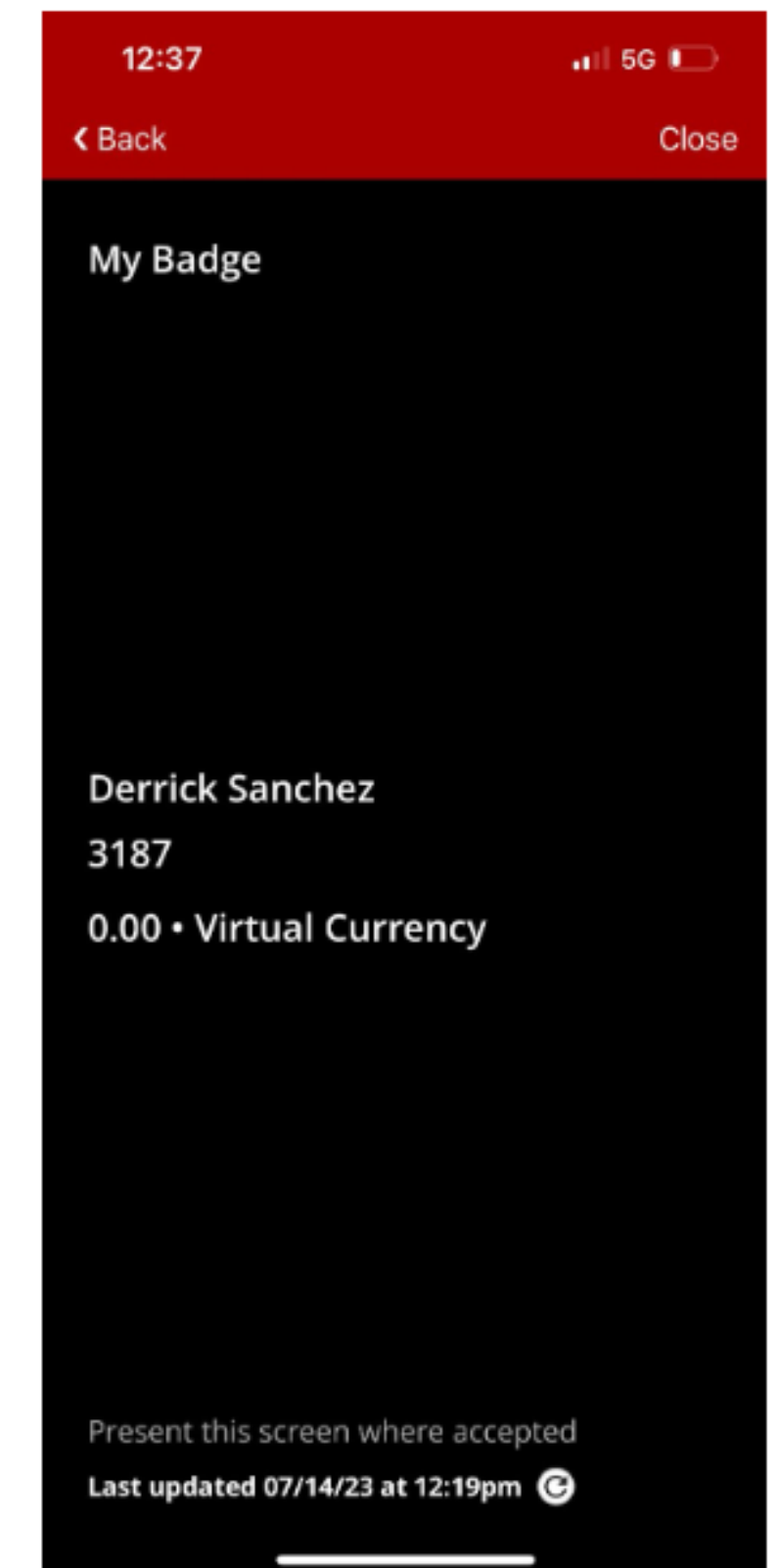
**Step 1—**  
Click the “Login” tab at the bottom of the app



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



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

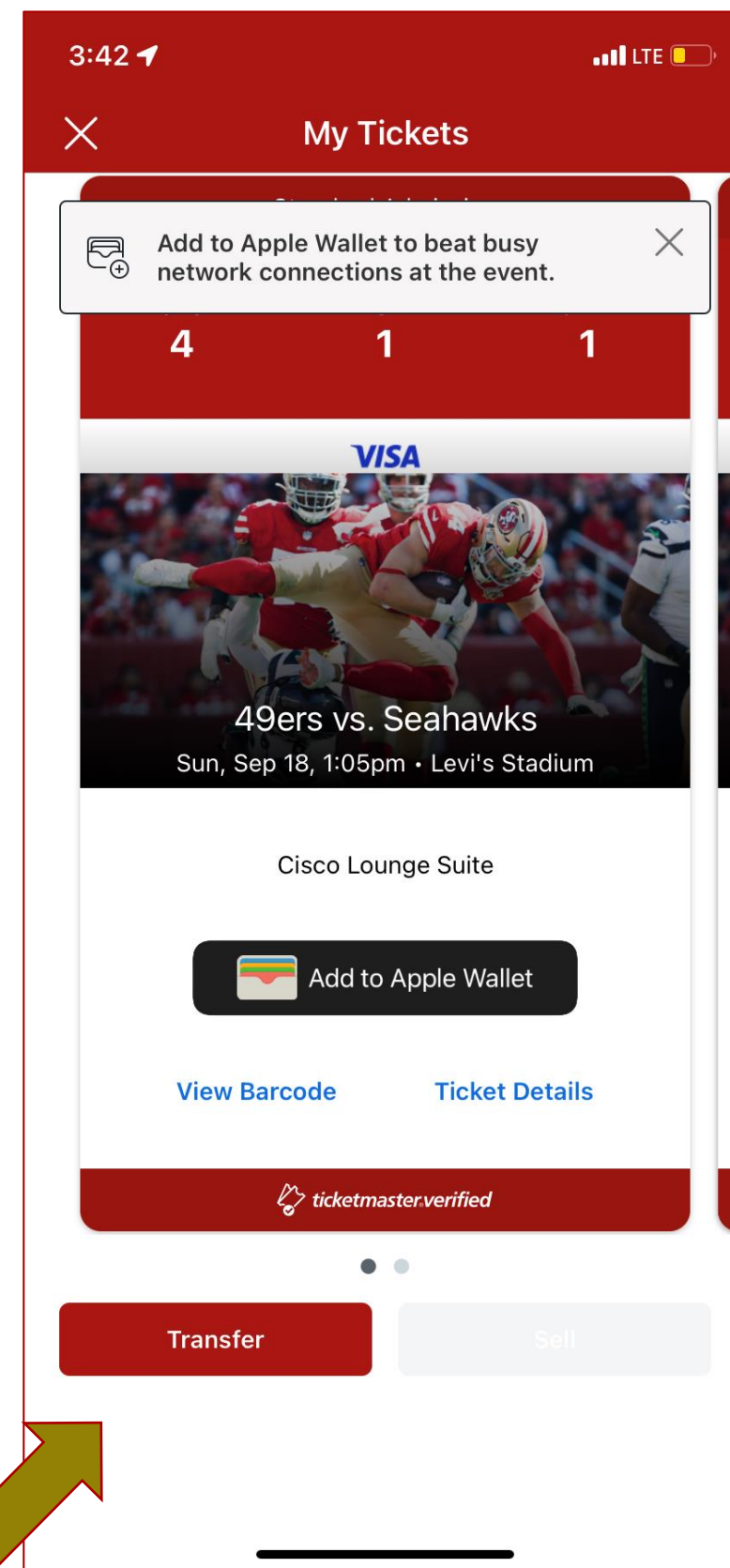


**Step 4—**  
After tapping “My Badge” users can view the red/gold screen (if signed into their ticket account)

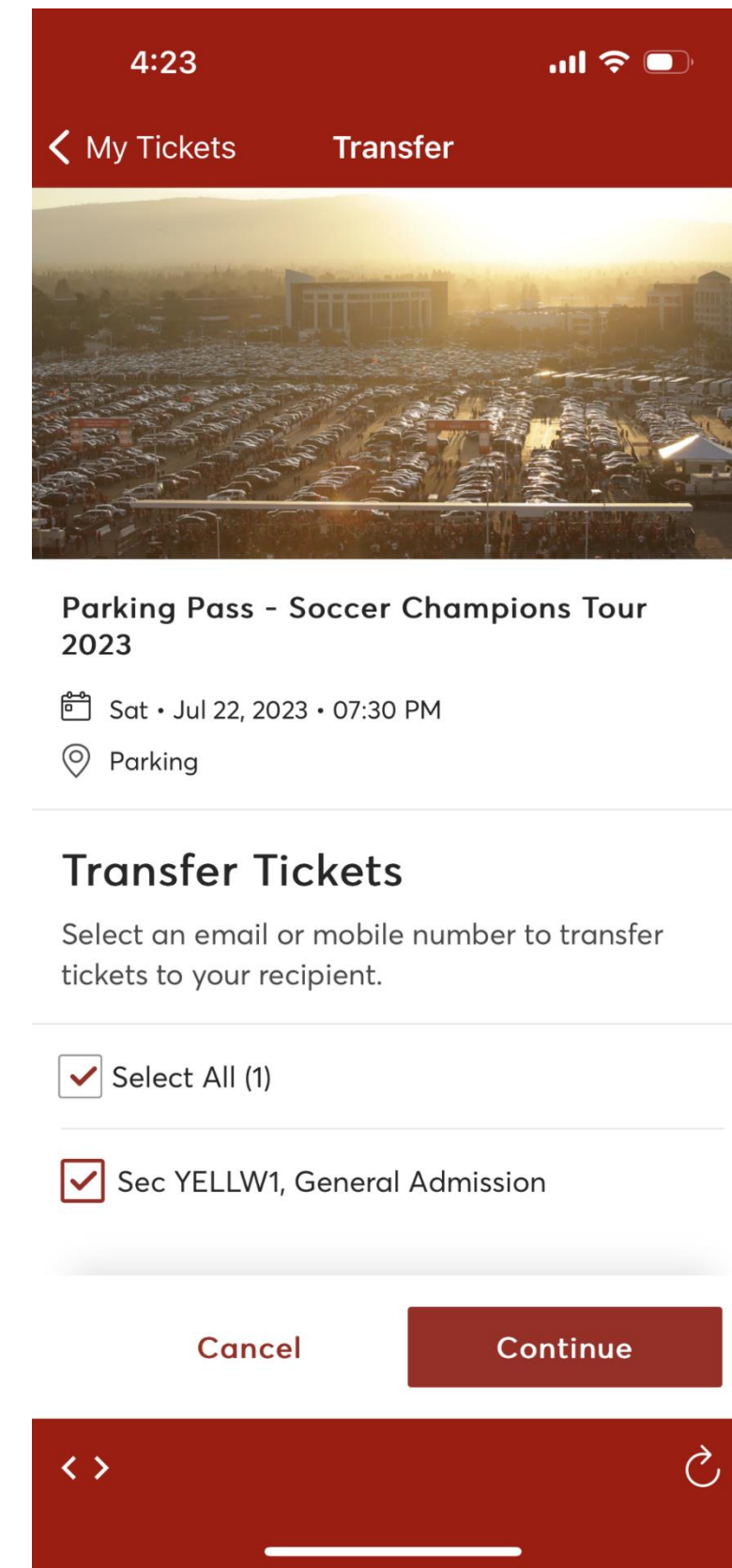


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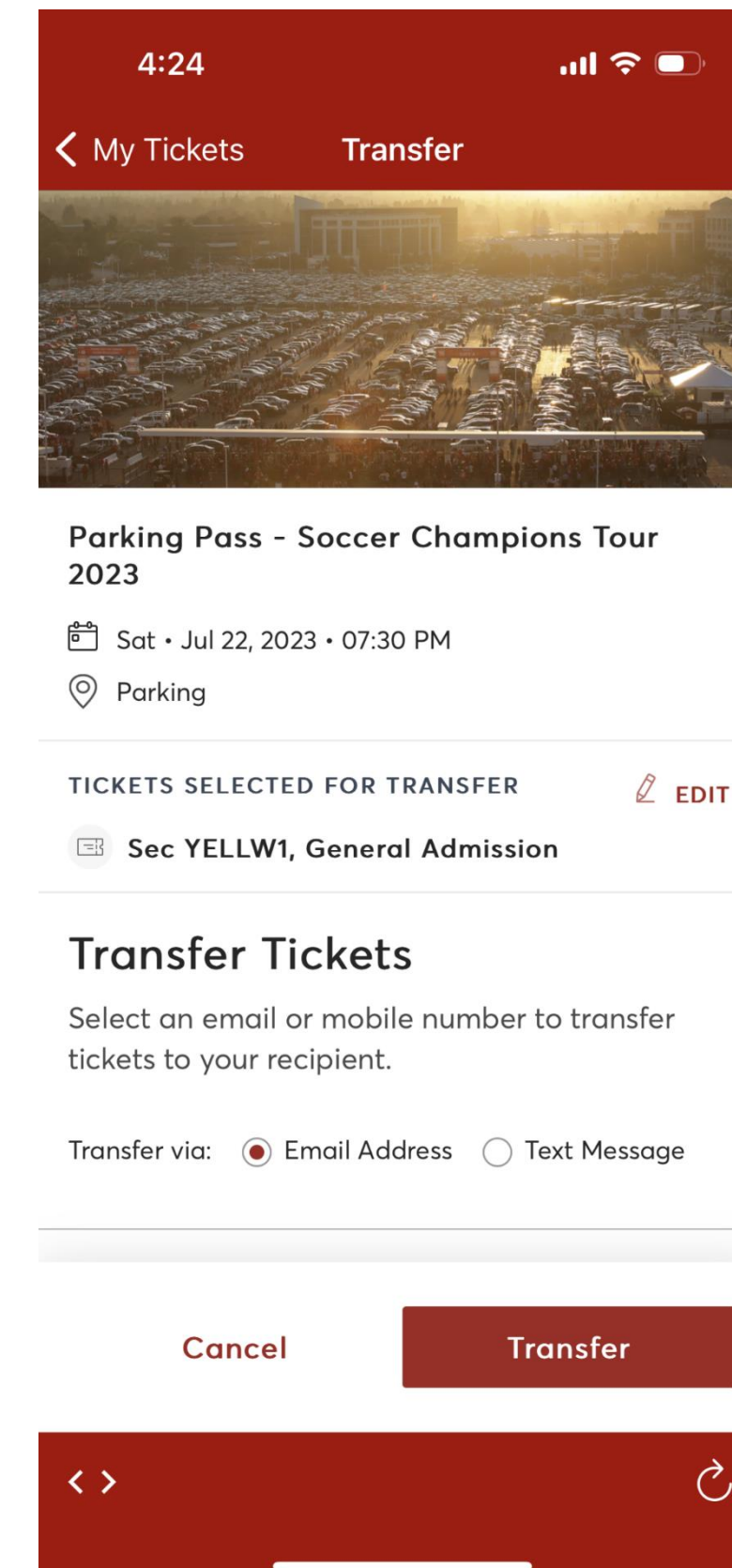
## How to transfer through the App (iPhone)



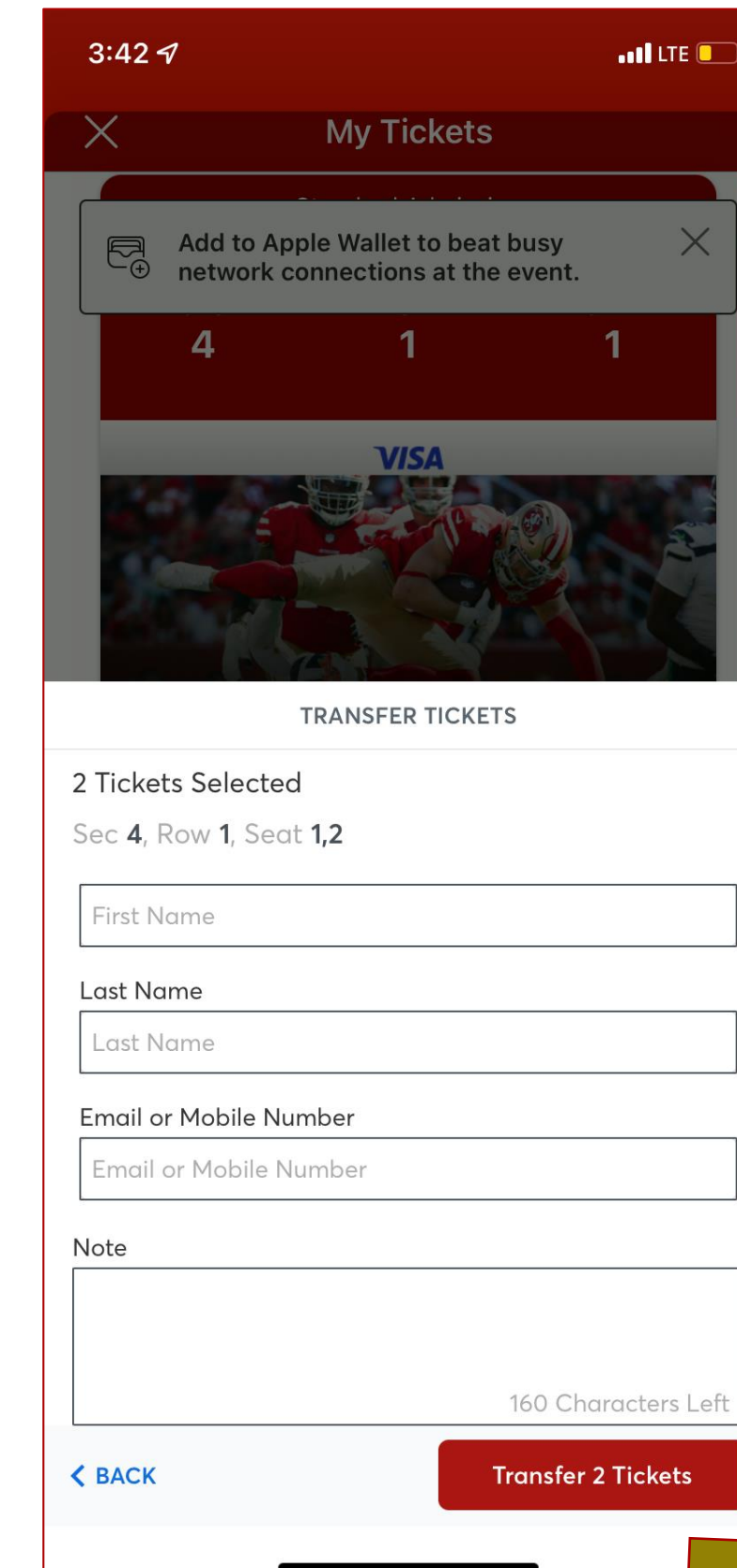
**Step 1—**  
Click “Transfer” to transfer tickets



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



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



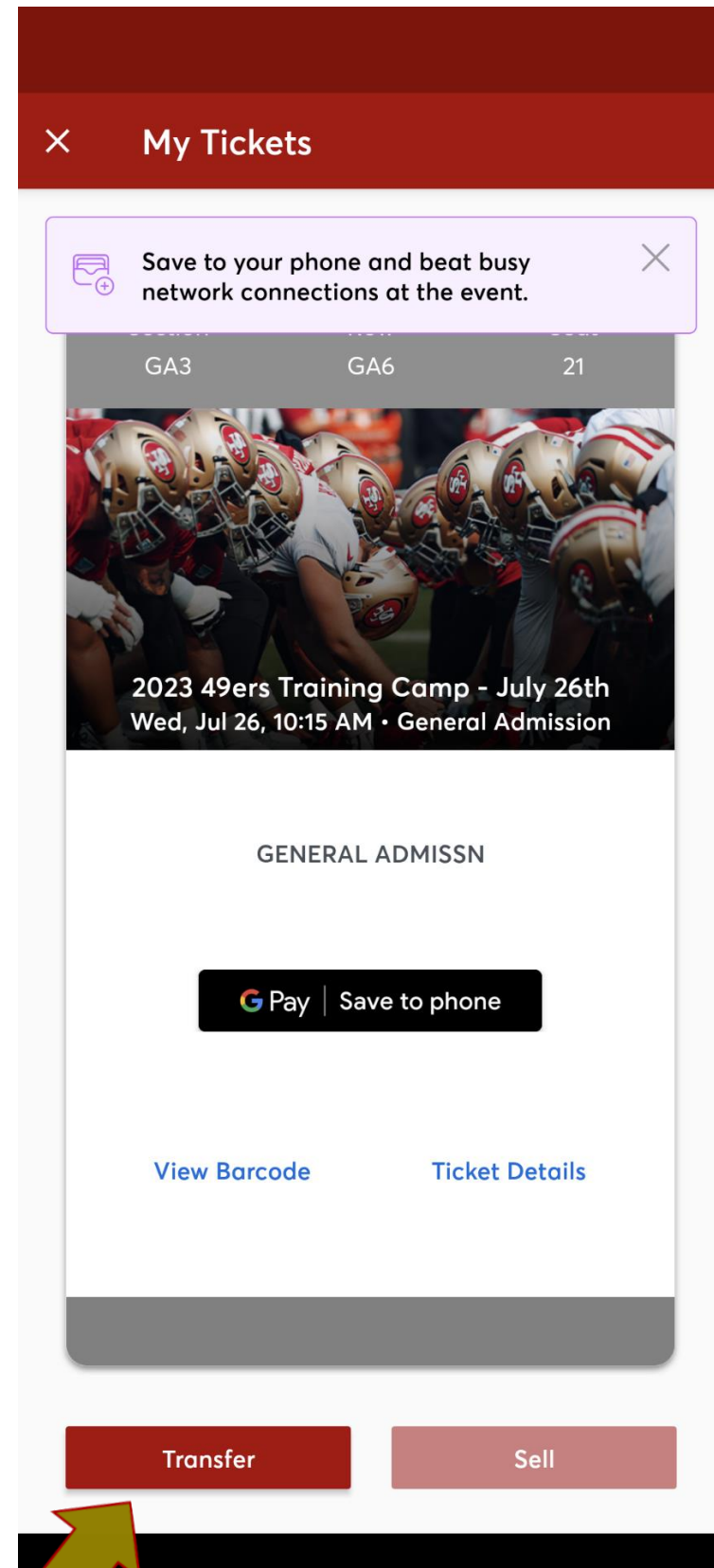
**Step 4—**  
Type in recipient's contact information and click “Transfer Ticket”



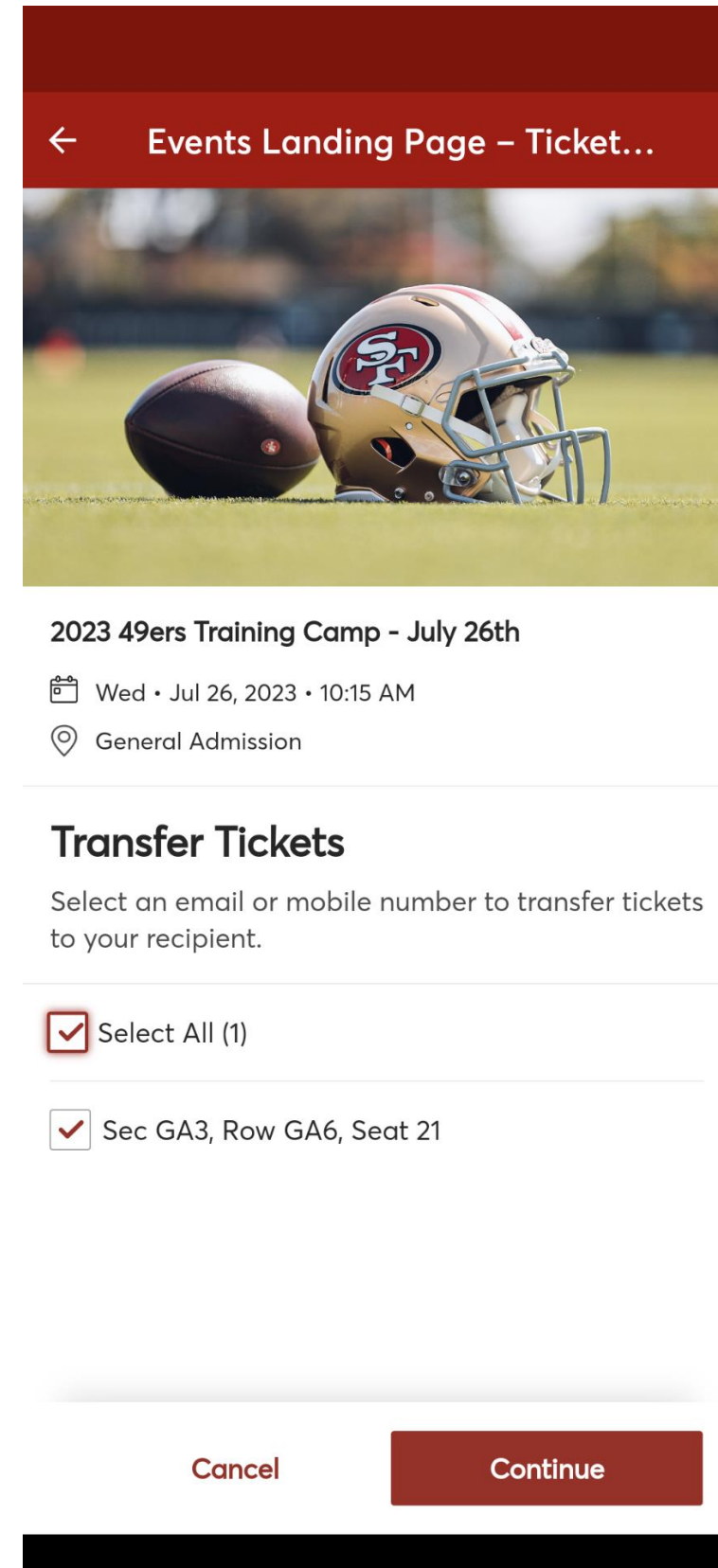


# Account Management – 49ers App

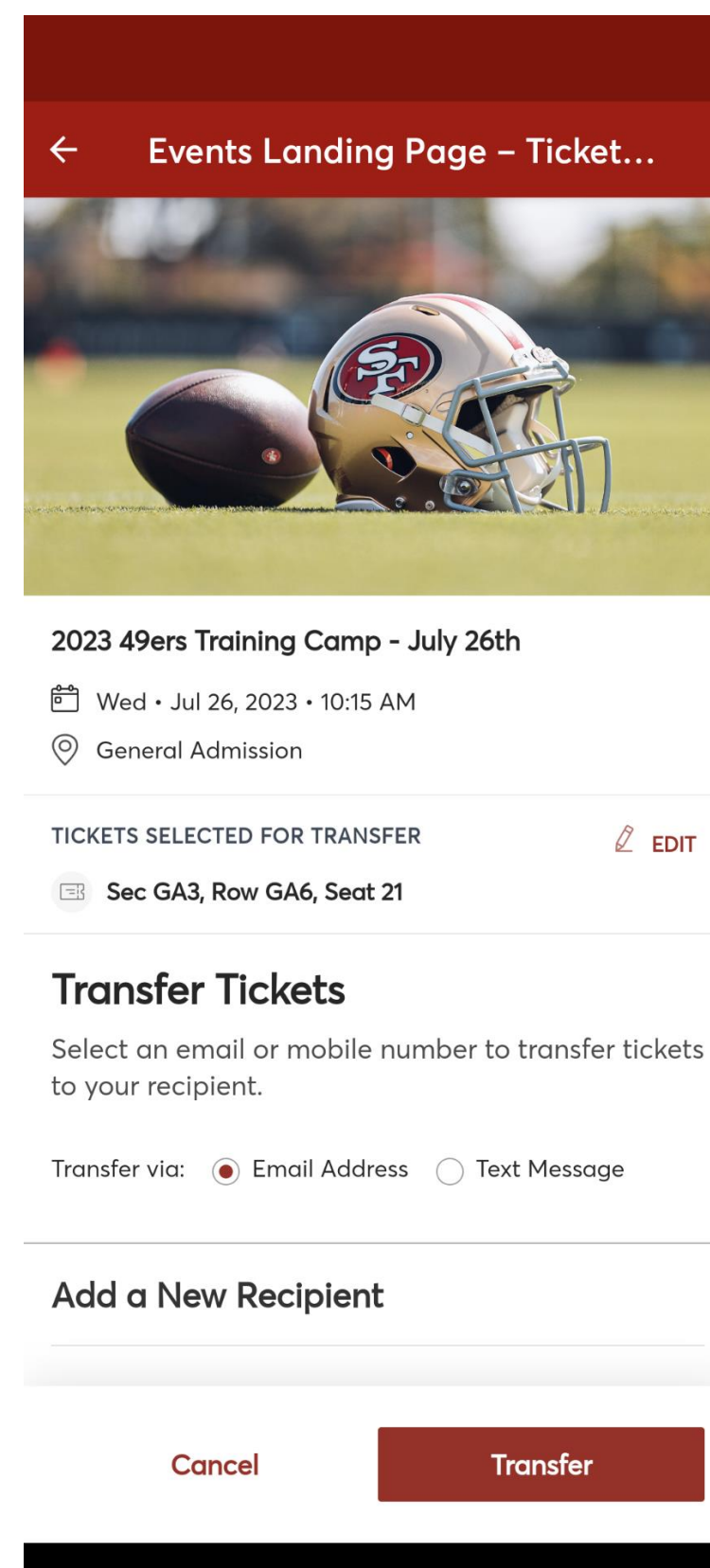
## How to transfer through the App (Android)



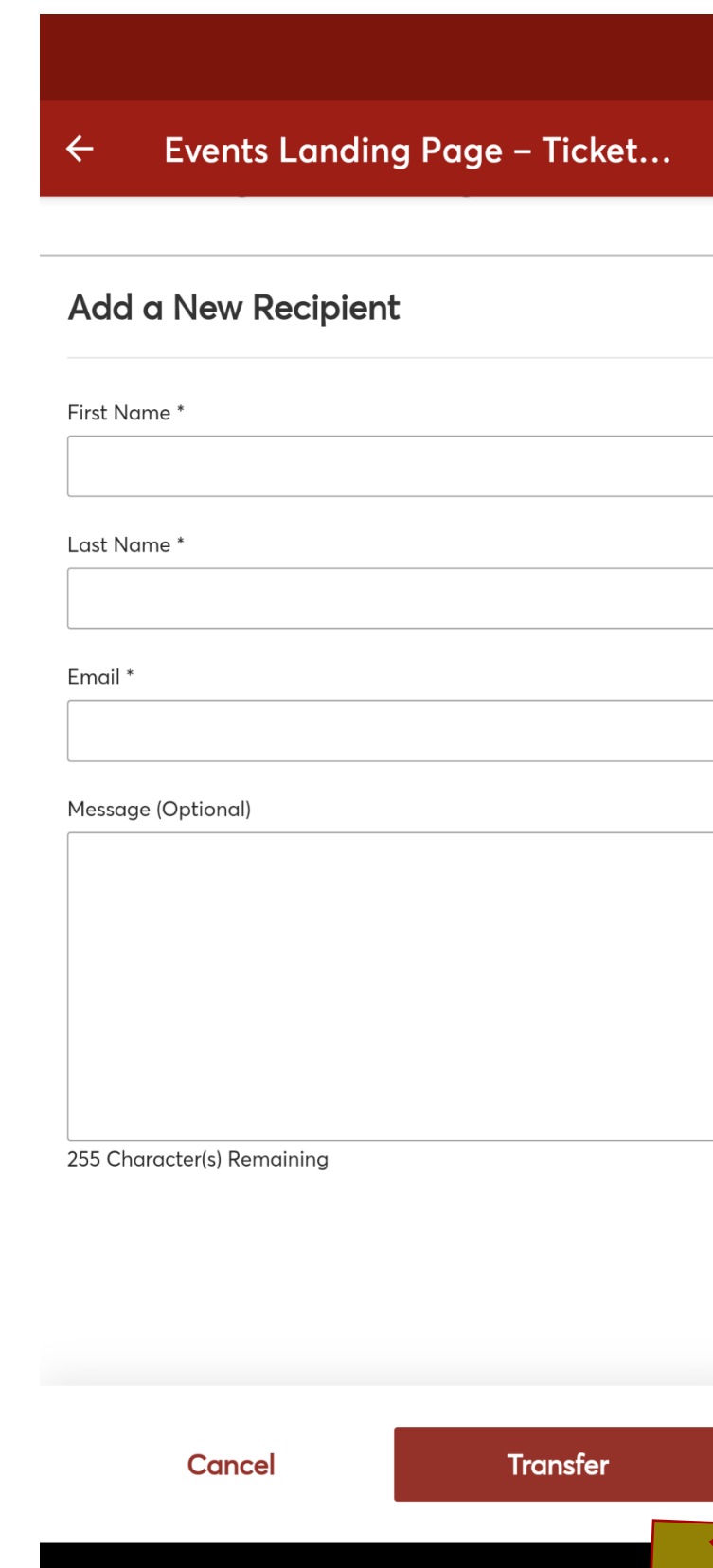
**Step 1—**  
Click “Transfer” to transfer tickets



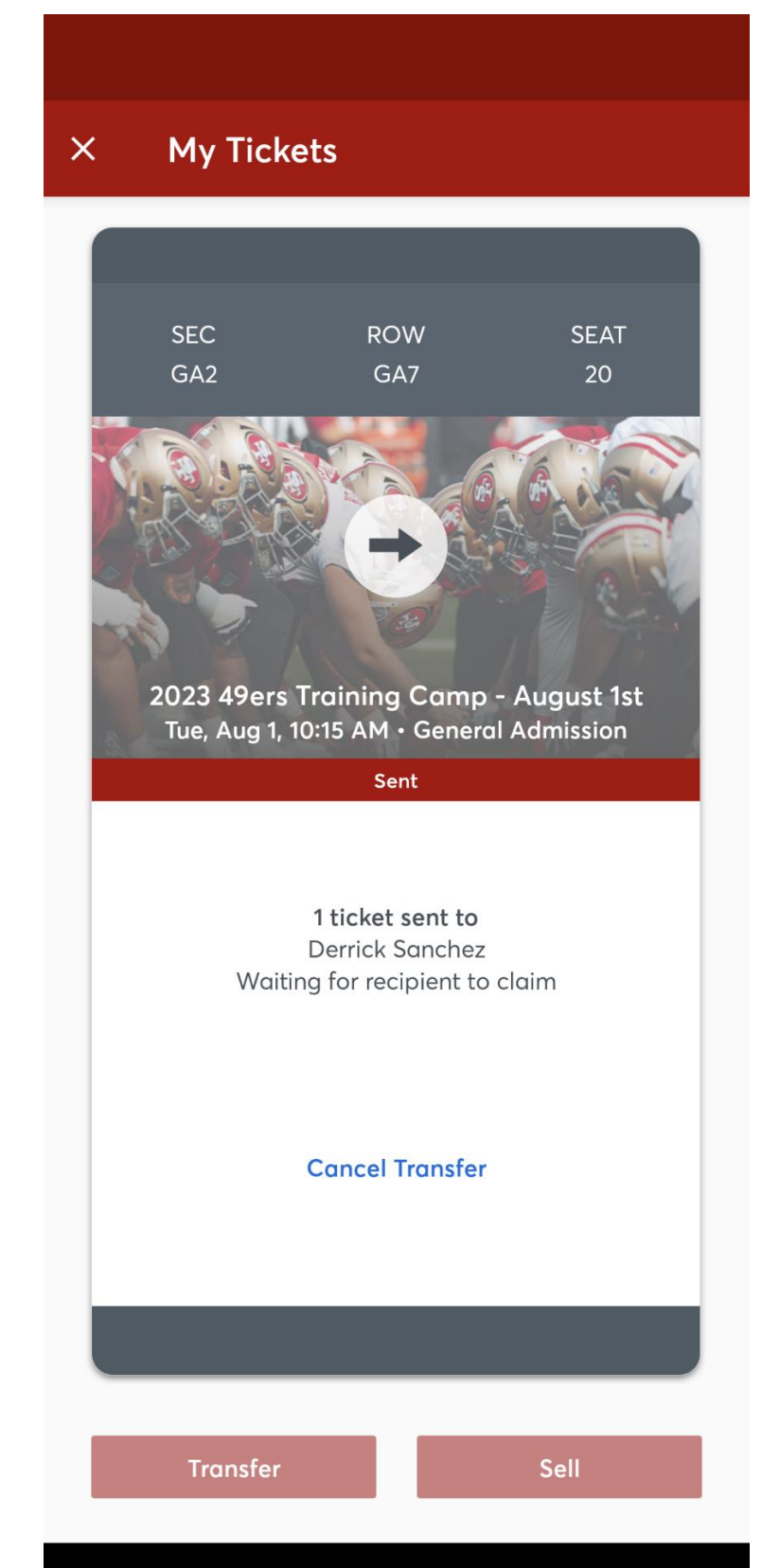
**Step 2—**  
Select seats you wish to transfer



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



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

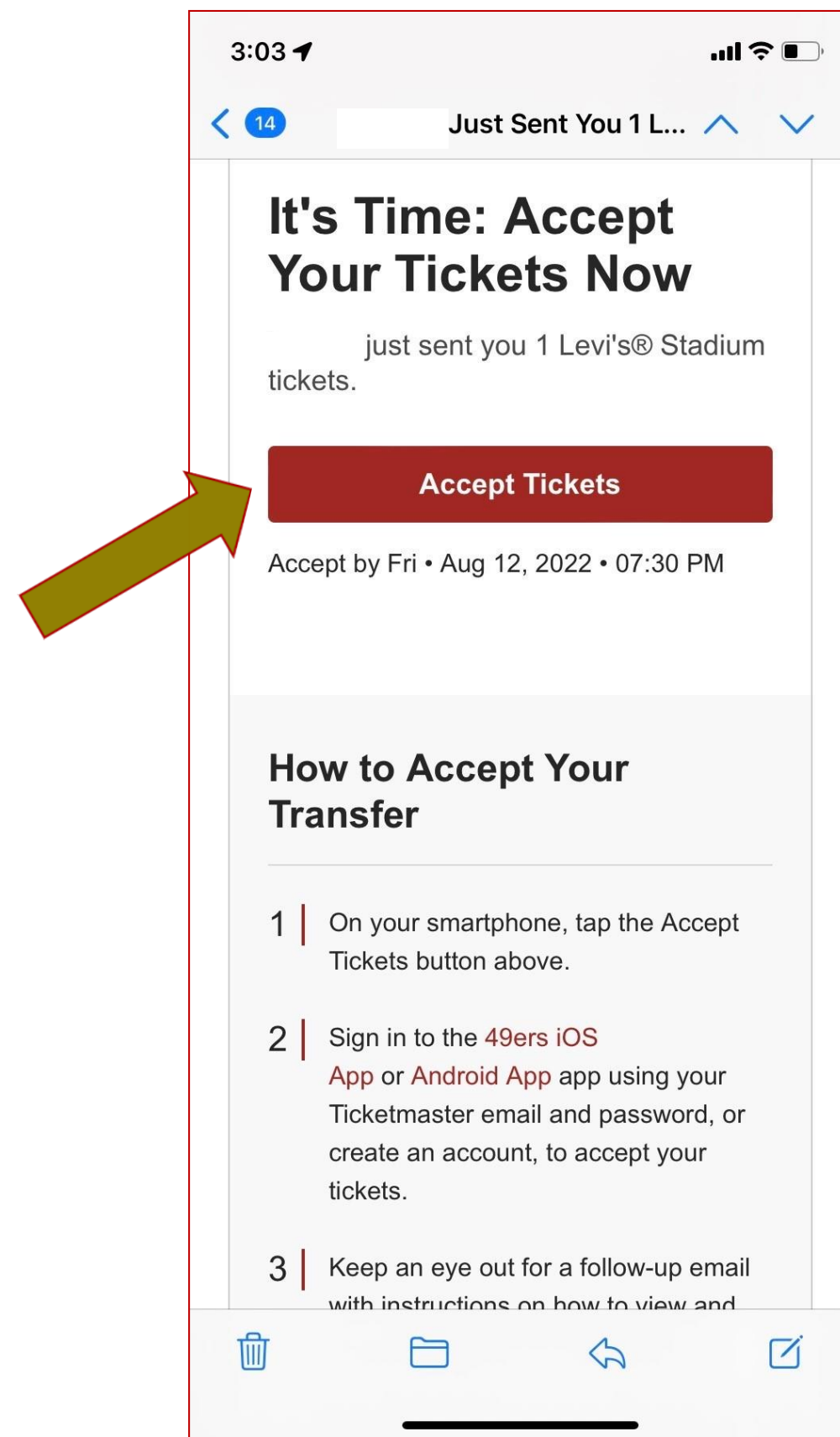


**Ticket Transfer Sent**

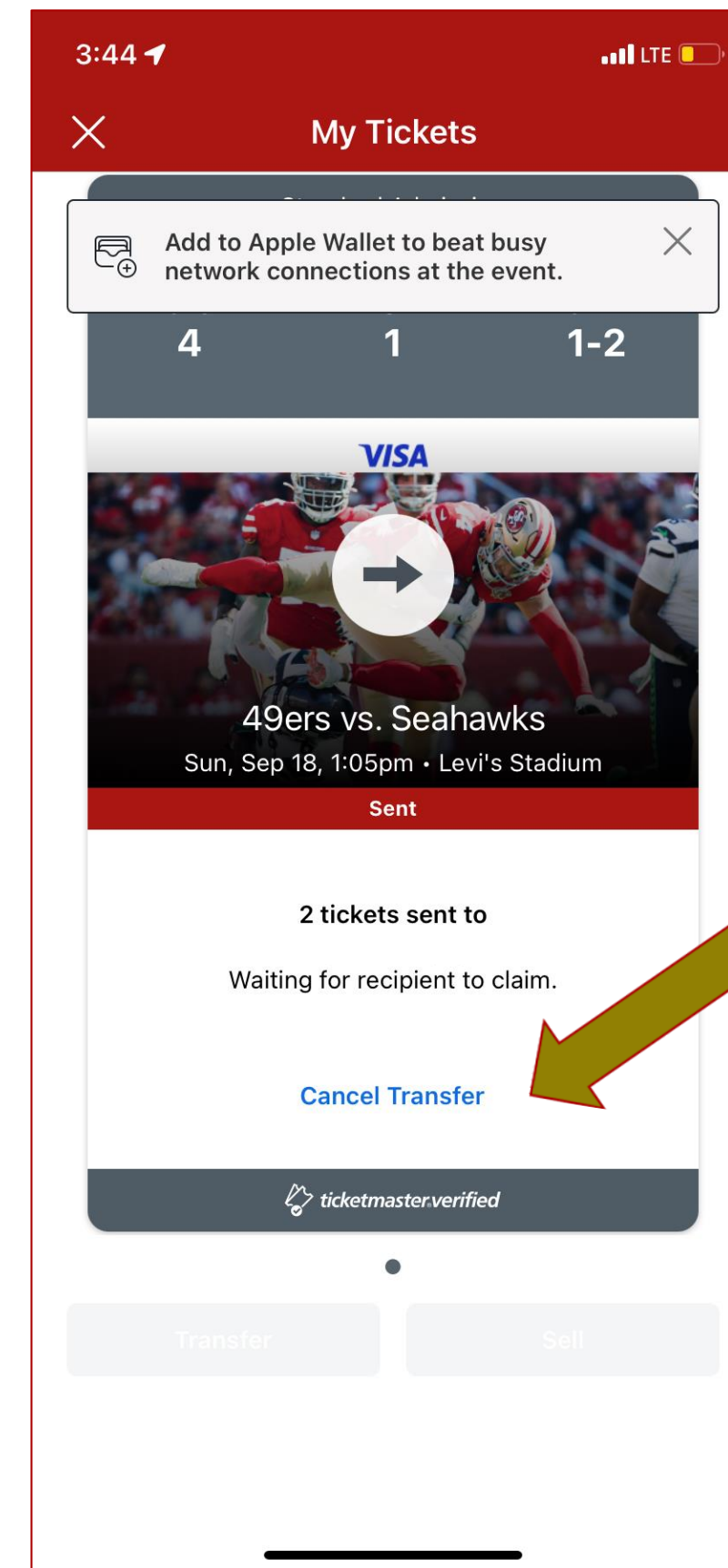


# Account Management – 49ers App

## Claiming tickets and cancelling transfers through the App



Click "Accept Tickets" and create an account or log in to your account

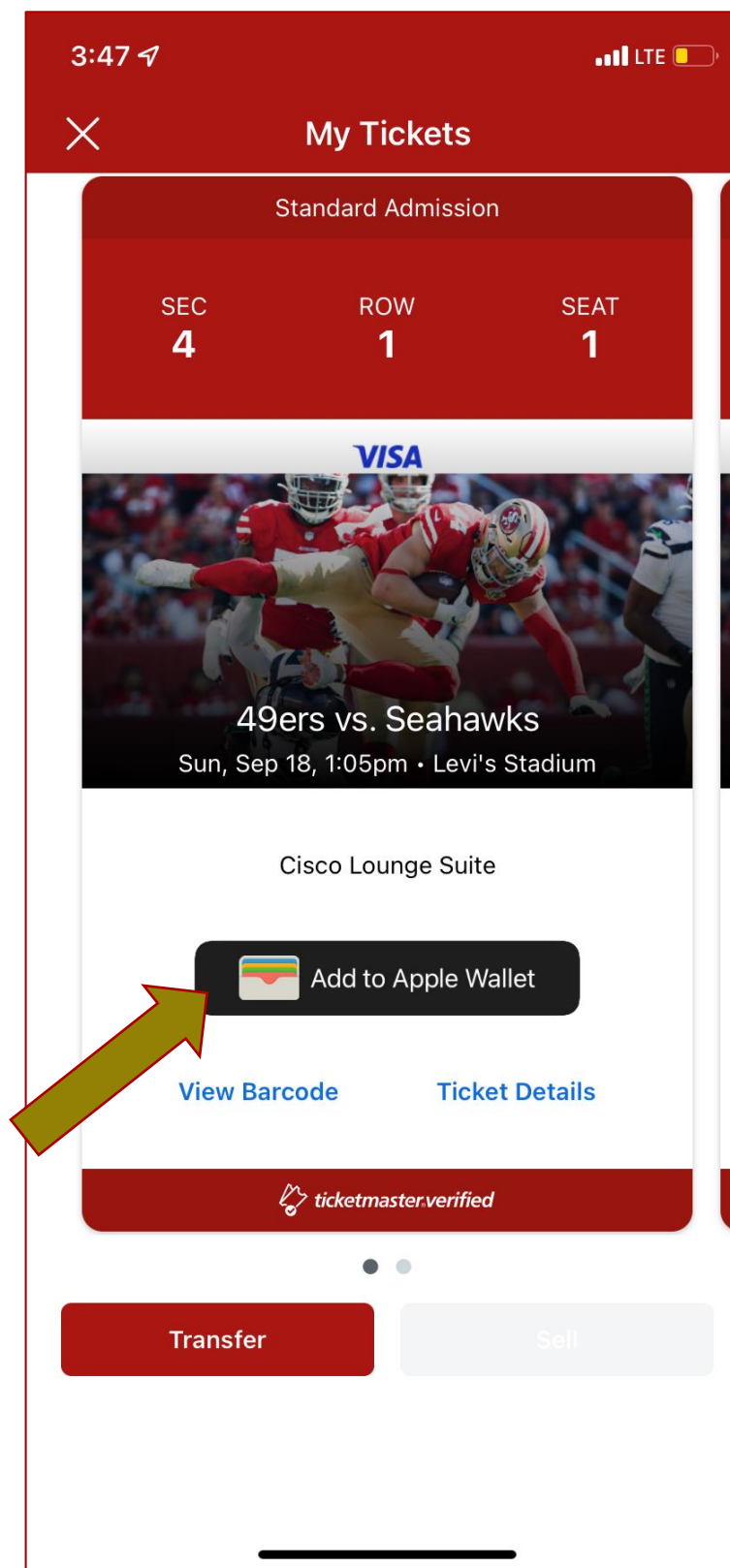


If you need to cancel the transfer, click "Cancel Transfer"

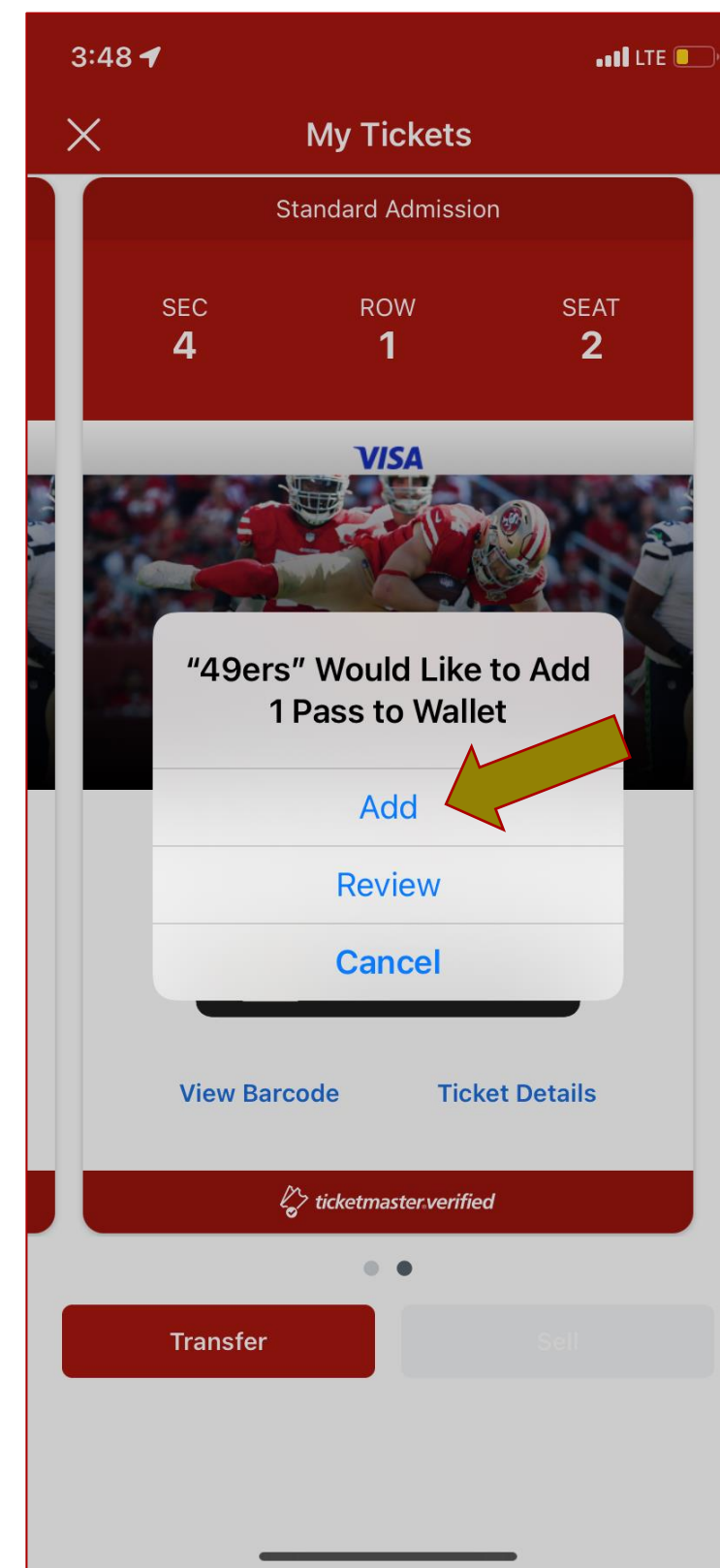


# Account Management – 49ers App

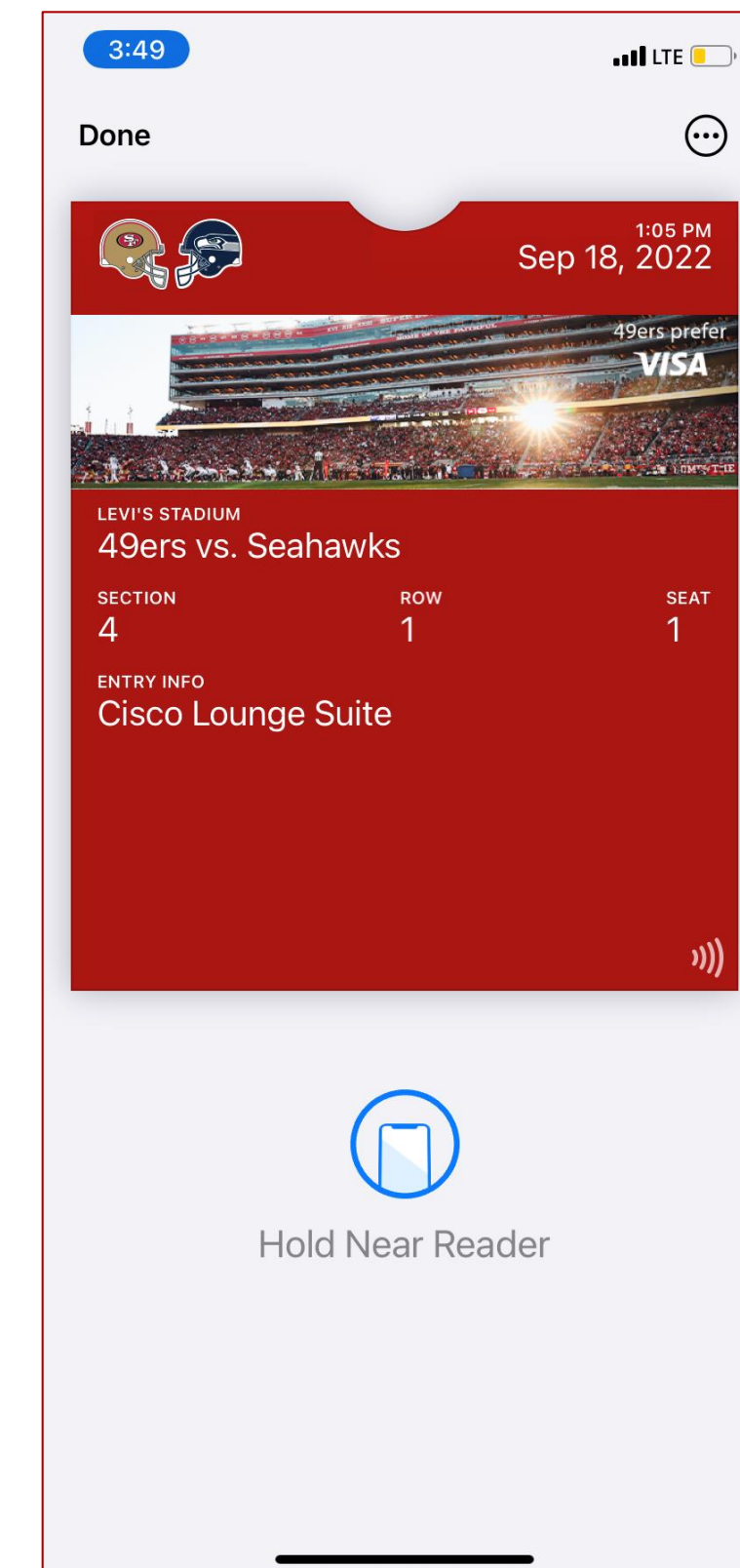
iPhones – Accessing your ticket(s) for entry into the stadium



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



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

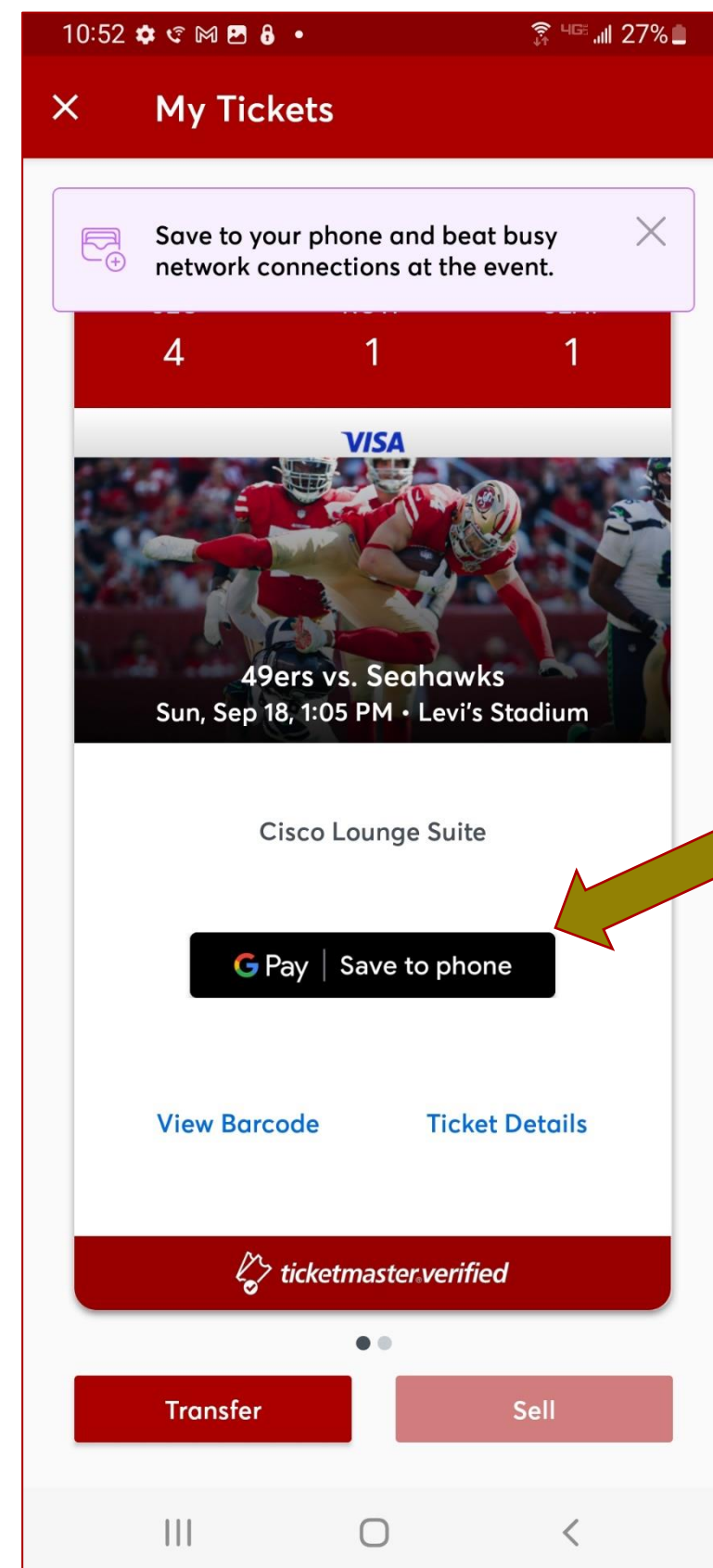


Apple Wallet Ticket

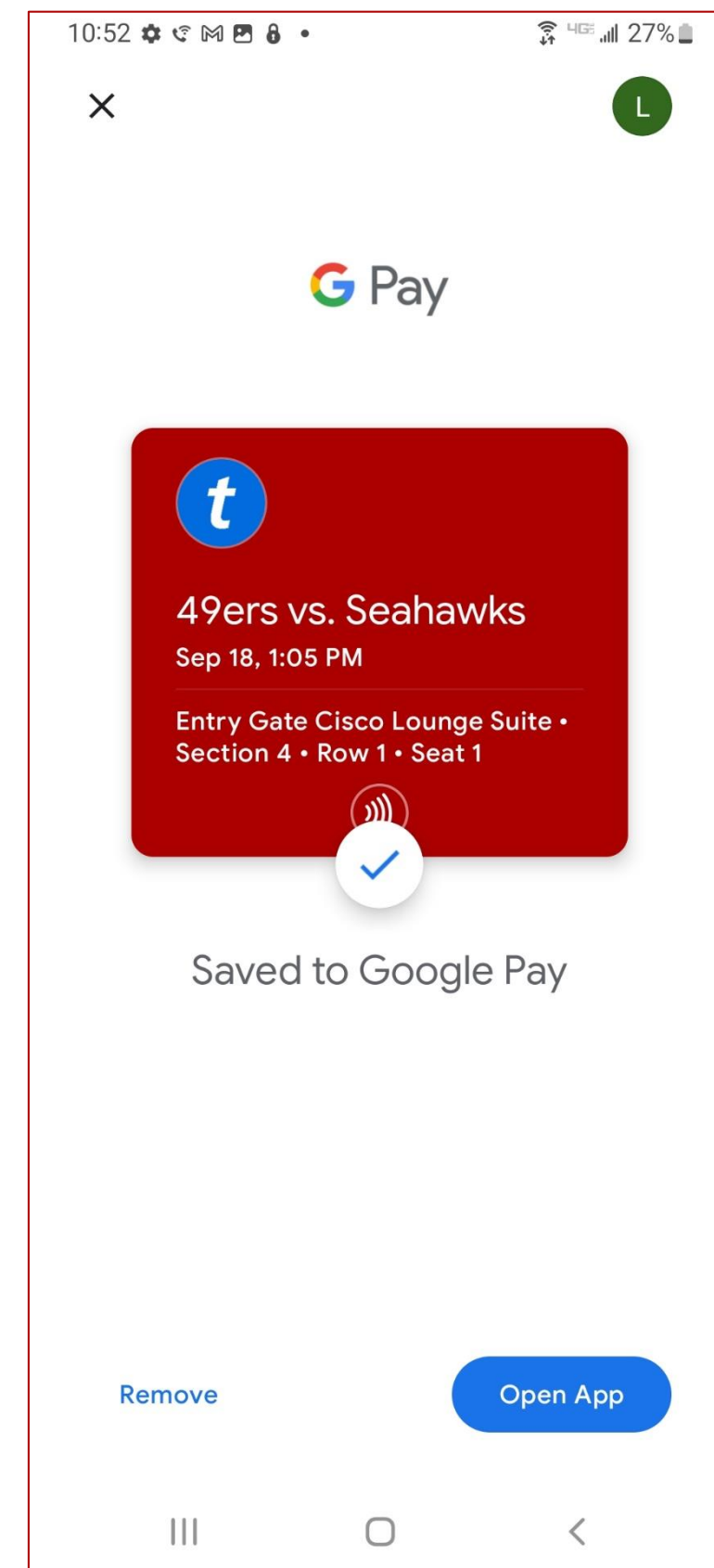


# Account Management – 49ers App

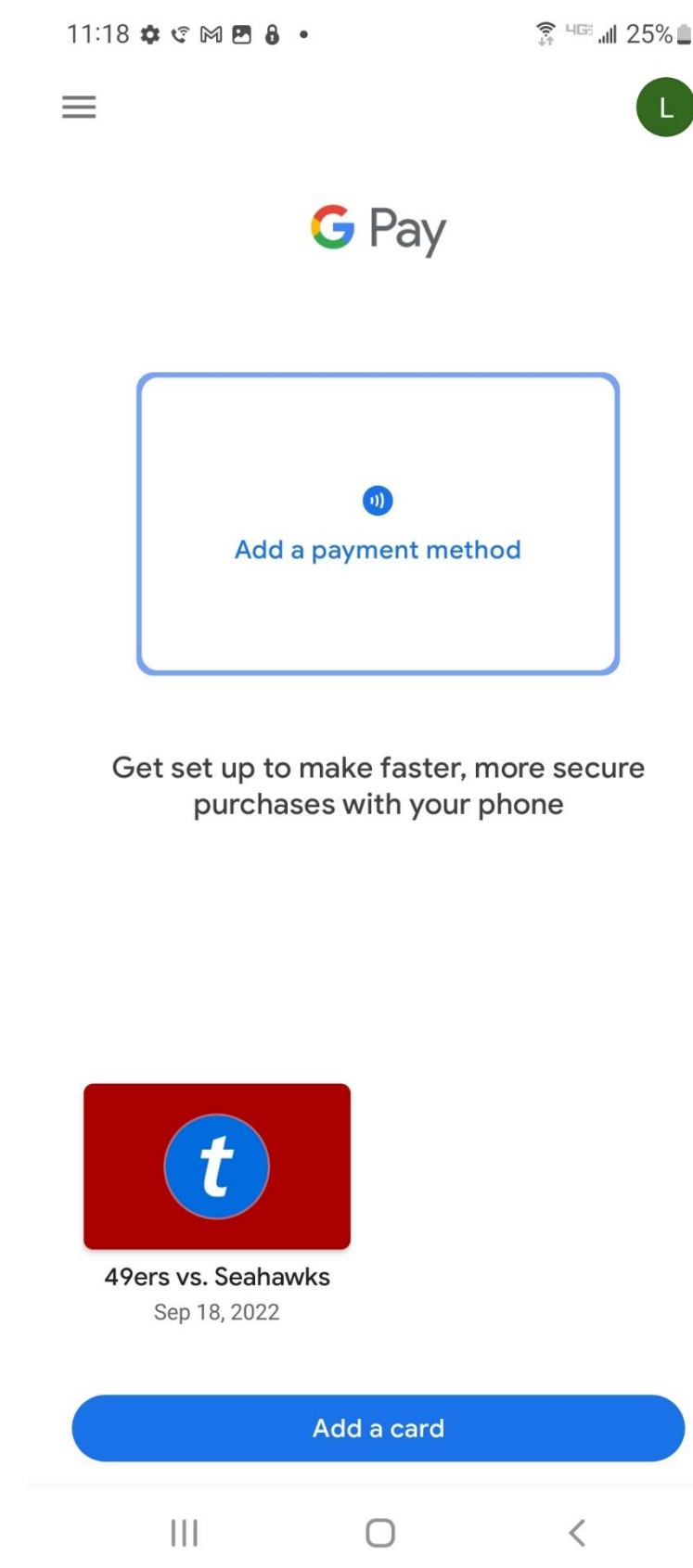
## Androids – Accessing your ticket(s) for entry into the stadium



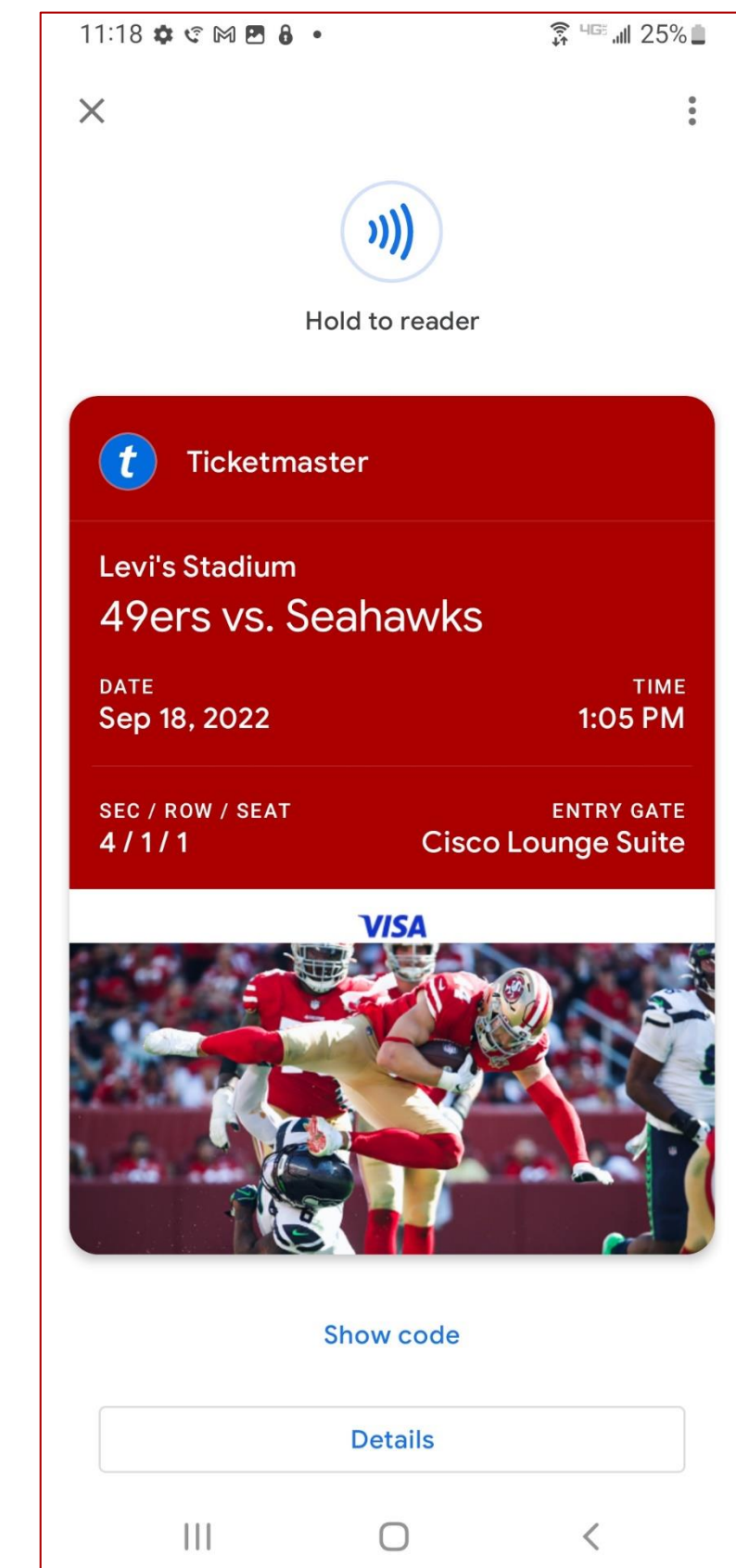
**Step 1** — (Android)  
Click “Save to Phone.”



“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.

