



2024 Mobile Ticketing Guide

Property of the San Francisco 49ers
Suite Activation Team
Current as of 8/9/2024

Table of Contents



- **Introduction..... 2**
- **Account Management: Computer..... 6**
- **Account Management: Mobile Website..... 18**
- **Account Management: 49ers App..... 28**
- **FAQs..... 36**

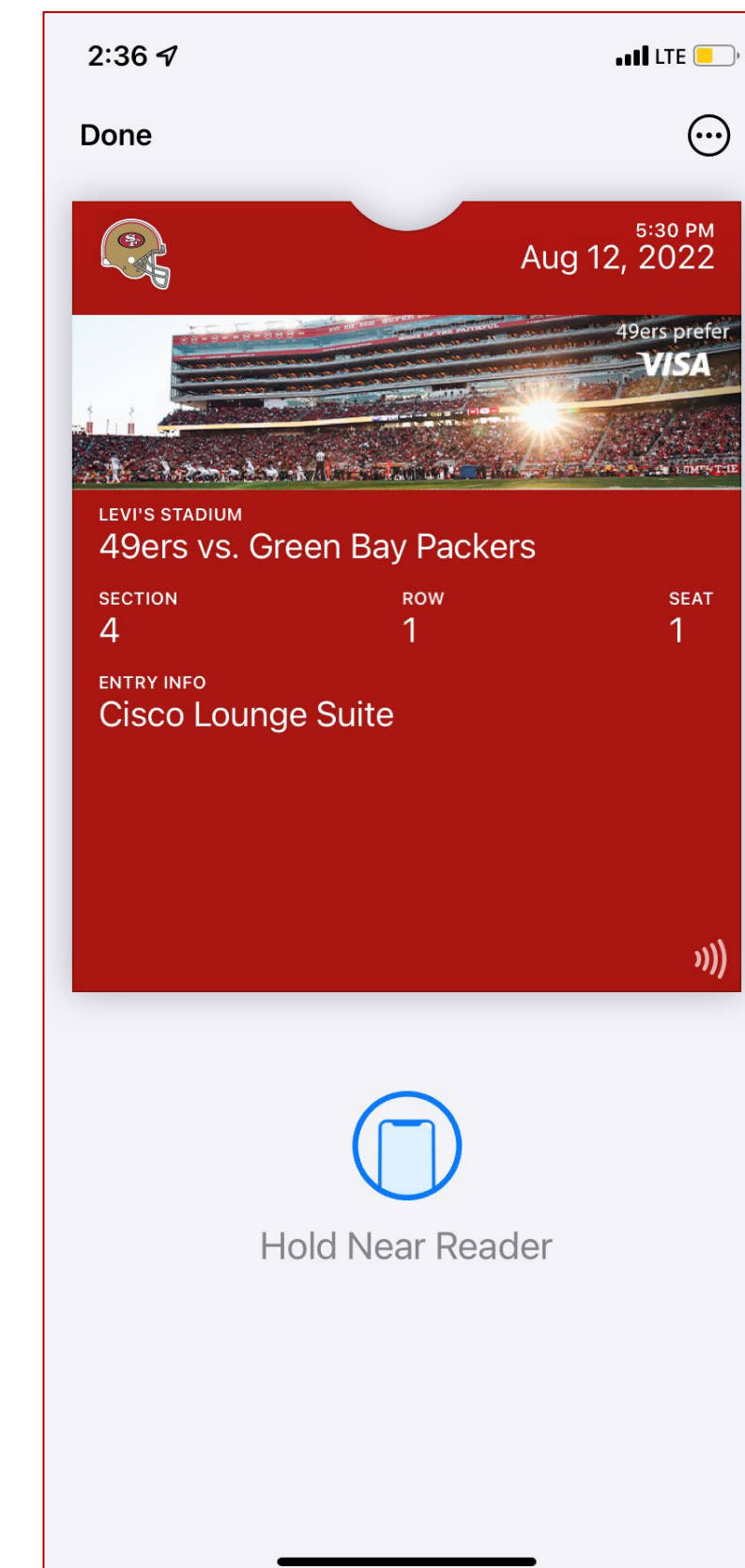
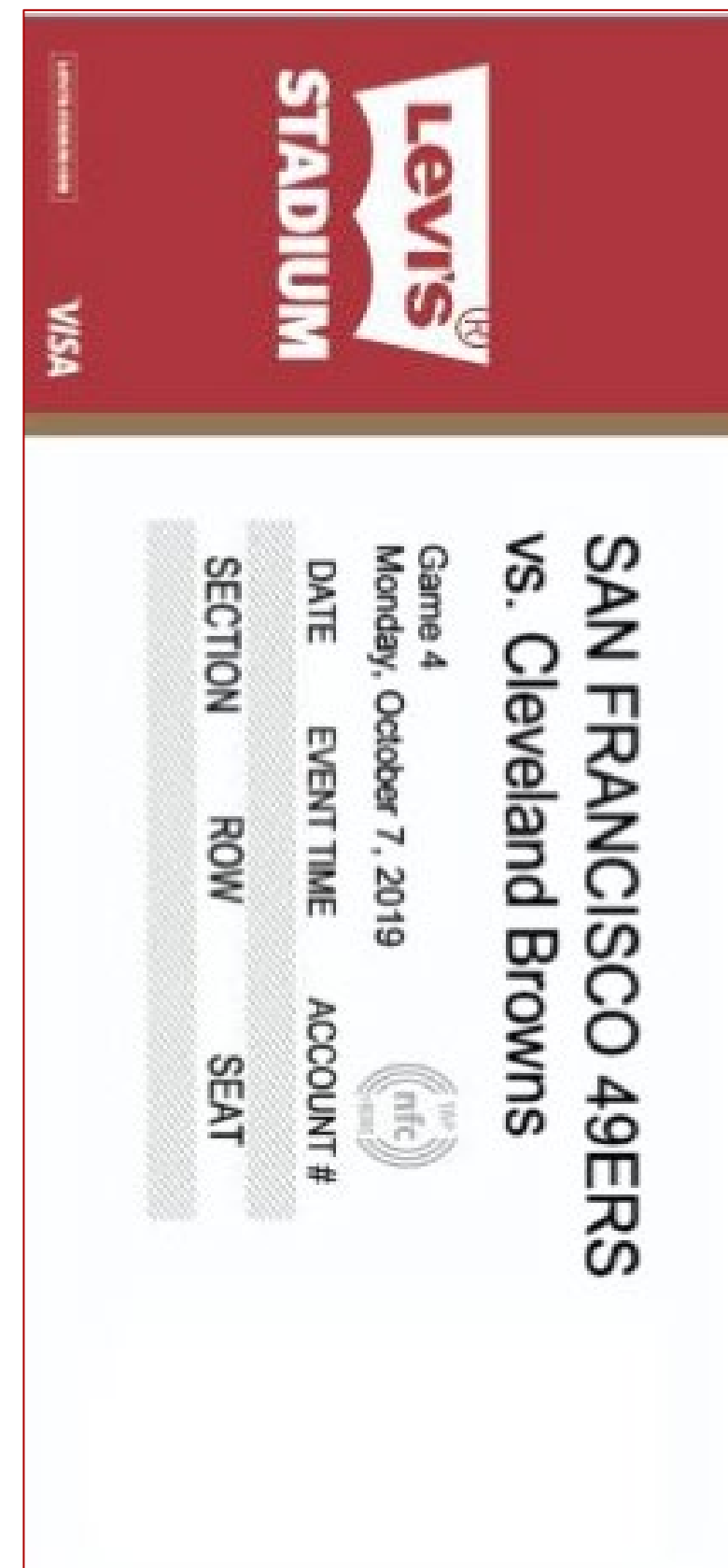
Why Mobile Ticketing?

- **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](#)



Ticketmaster Safetix Wallet



Ticketmaster Safetix Wallet - Apple Wallet

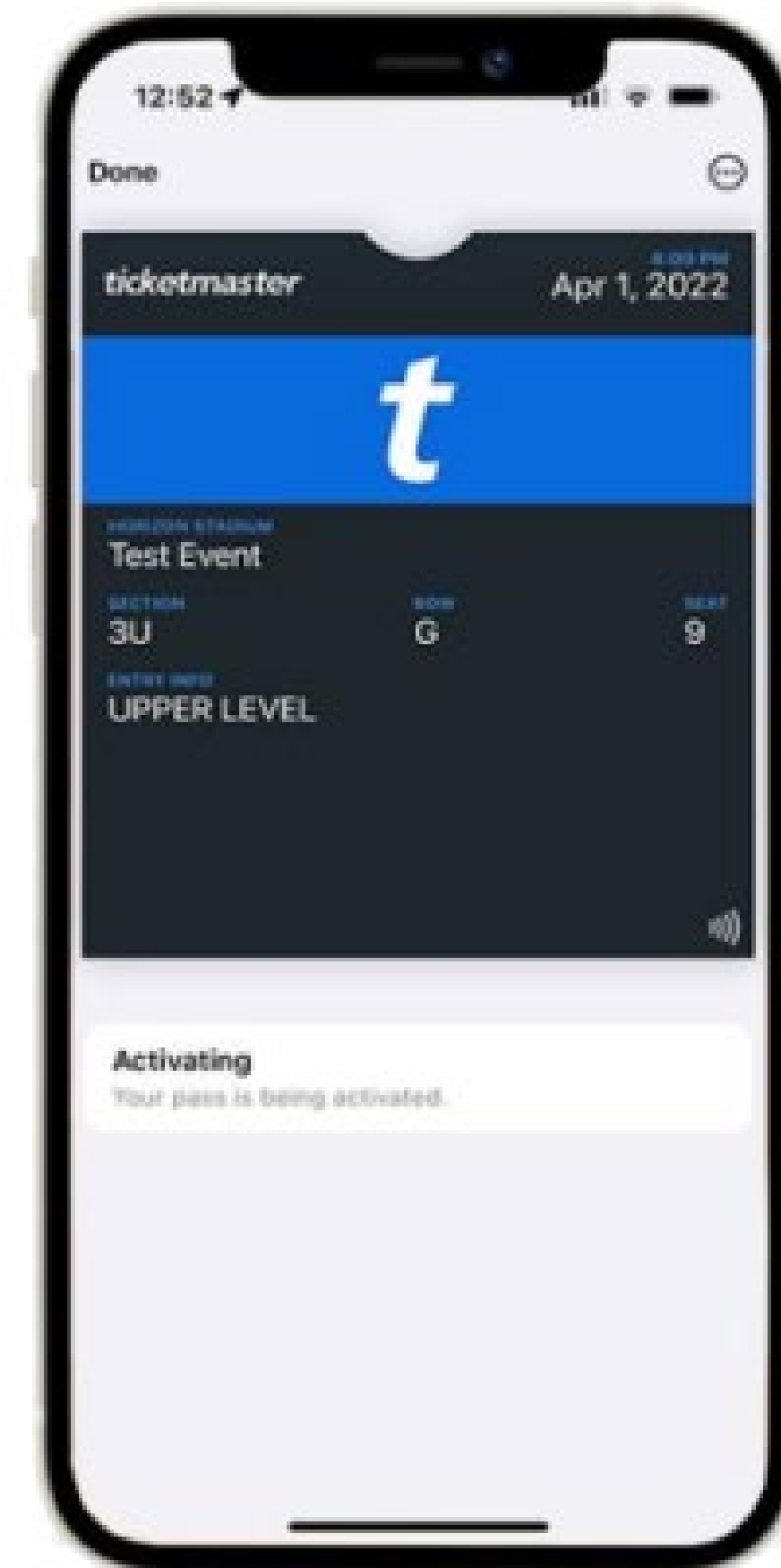
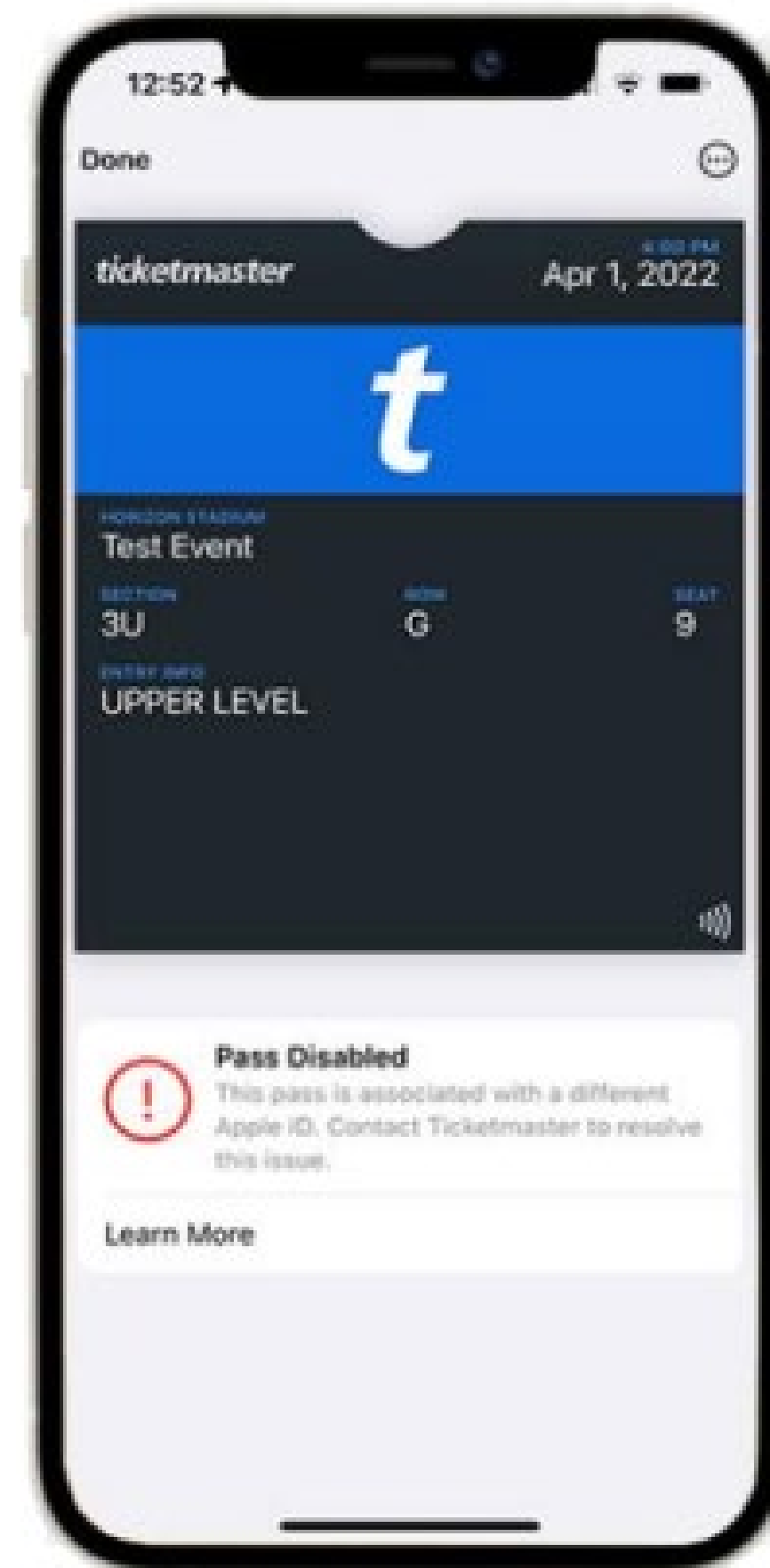
For tickets to display in their wallet, fans/patrons will now link their Ticketmaster accounts to their Apple iCloud or Google account.

- Fans/patrons with devices updated to iOS 16.4.0 or above will link wallet passes to their Apple ID.
 - If the fan/patron is using a mobile app, the latest version of the Ticketmaster or client mobile app will be required to link accounts.
 - For a limited time, backward compatibility will allow fans/patrons that have not updated to the iOS 16.4.0 or above and the latest version of the Ticketmaster mobile application to add tickets to wallet without linking.
- Fans/patrons will be prompted to a one-time action of linking their Ticketmaster account to their Apple iCloud account using Face ID or passcode



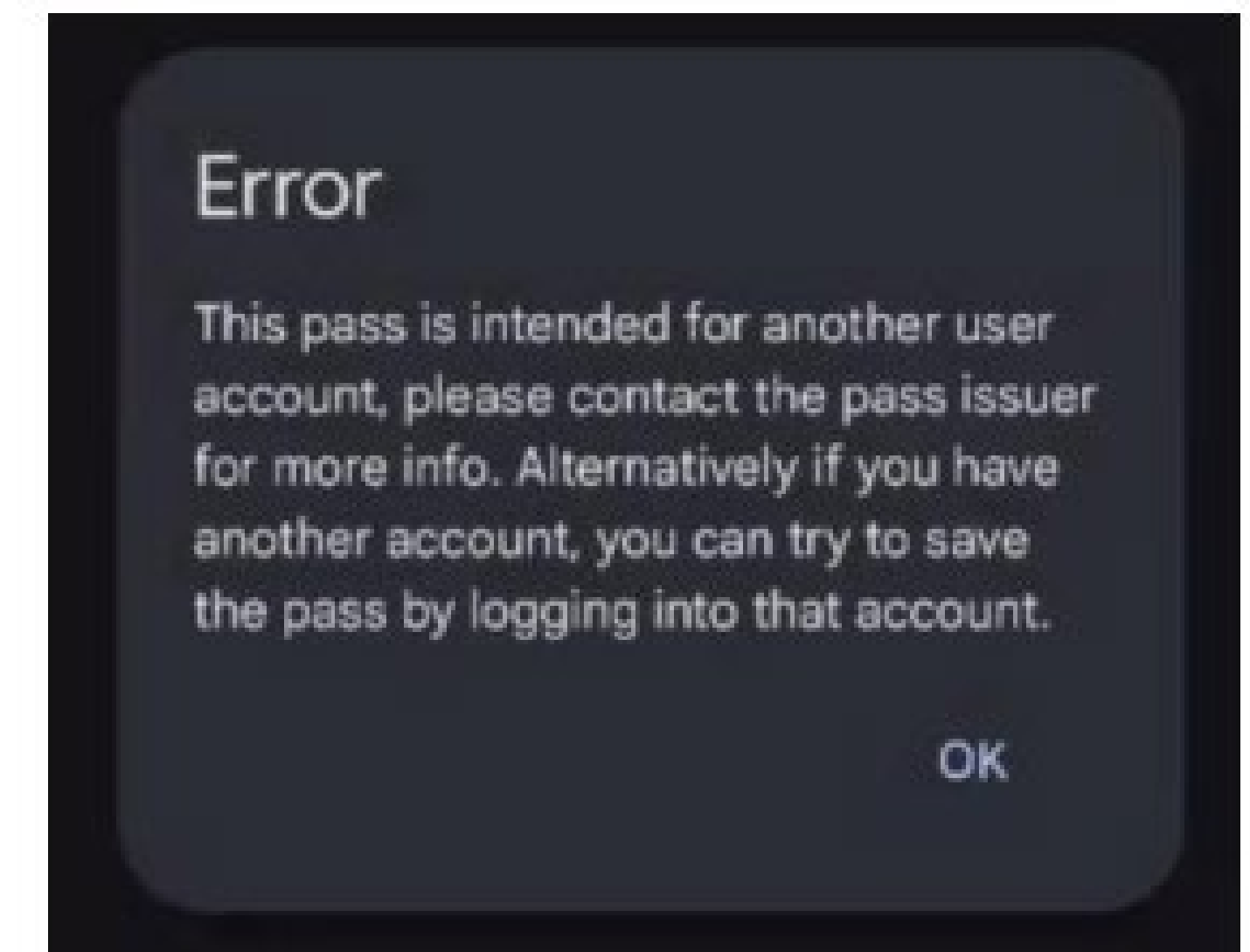
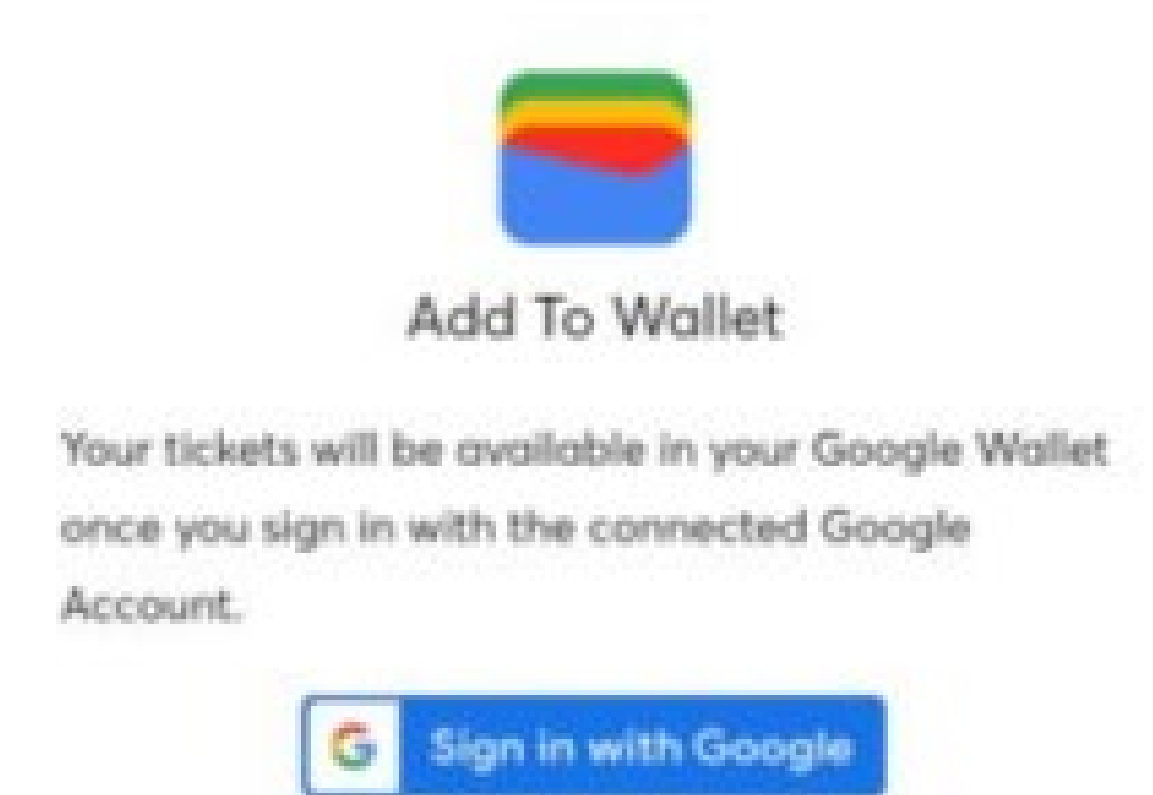
Ticketmaster Safetix Wallet - Apple Wallet

- If a fan/patron's ticket states Pass Disabled, the device software and/or Ticketmaster application must be updated. Once updated, the fan/patron can delete the pass from Wallet and re-add to Wallet from Ticketmaster app or mobile web
- If they can't view their ticket in one of the Ticketmaster sources listed above or view the rotating barcode, they should contact the seller they purchased their ticket from.
- A fan/patron can still access their rotating SafeTix barcodes on the Ticketmaster app without linking their accounts



Ticketmaster Safetix Wallet – Google Wallet

- If the fan/patron is using a mobile app, the latest version of the Ticketmaster or client mobile app will be required to link accounts.
- Fans/patrons will be prompted to a one-time action of linking their Ticketmaster account to their Google Accounts by signing in with Google.
- If the fan/patron is receiving the error message and their passes are not being added to their wallet
 - The fan/patron may have purchased a ticket from a third-party platform that wasn't transferred correctly.
 - The fan/patron may be attempting to add tickets that are already in someone else's wallet. Any tickets purchased from an individual Ticketmaster account can only be linked to one Apple ID or Google Account.



Ticketmaster Safetix Wallet – Google Wallet

- **If the fan/patron can't view their ticket in their Google Wallet or view the rotating barcode in the Ticketmaster app, they should contact the seller they purchased their ticket from.**
- **A fan/patron can still access their rotating Safetix barcodes on the Ticketmaster app without linking their accounts**

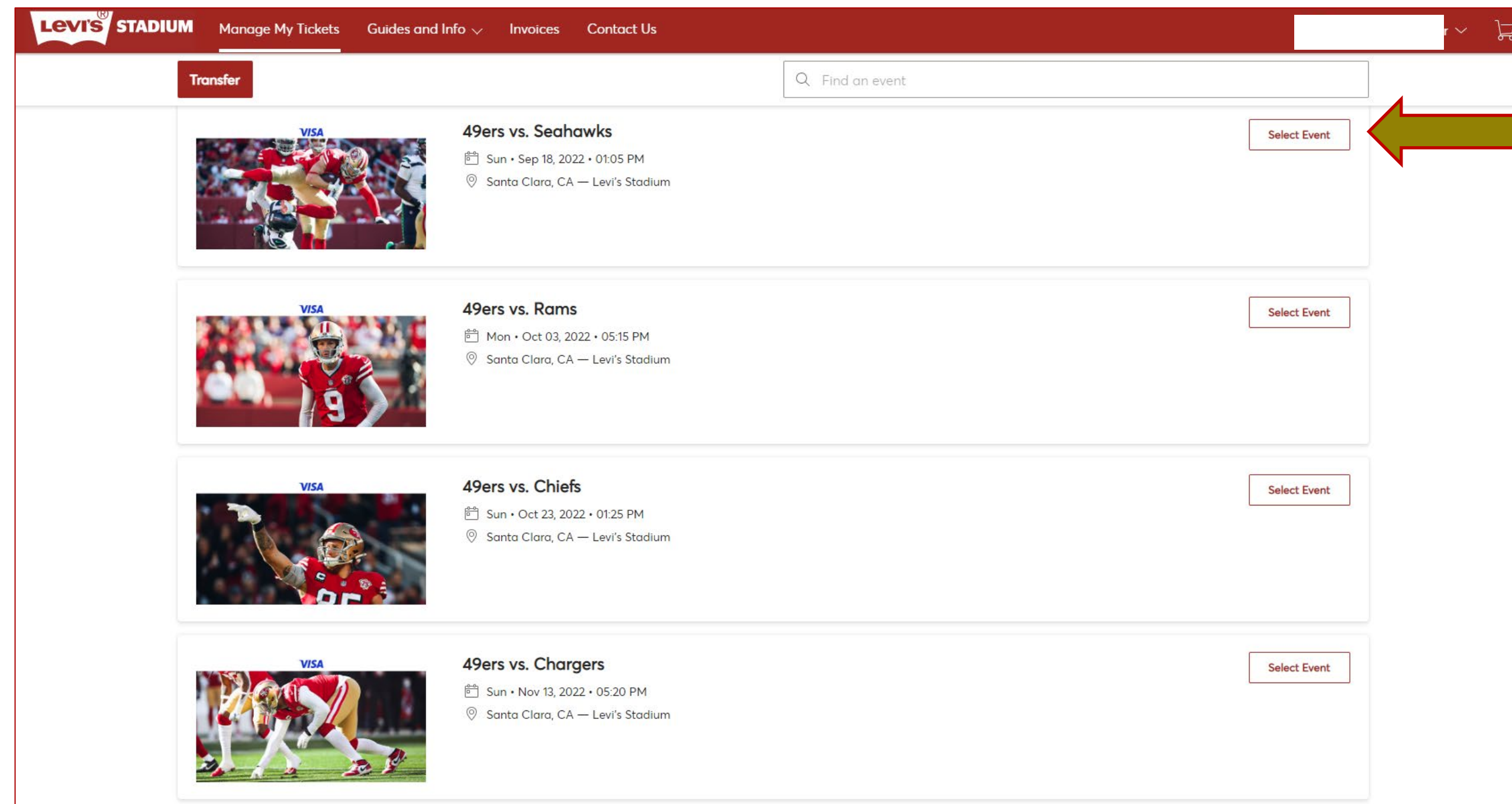
Account Management: COMPUTER



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



The screenshot displays 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 this is a search bar with the text 'Find an event'. The main content area is titled 'Transfer' and lists four upcoming games, each with a 'Select Event' button. A red arrow points to the 'Select Event' button for the first game, '49ers vs. Seahawks'.

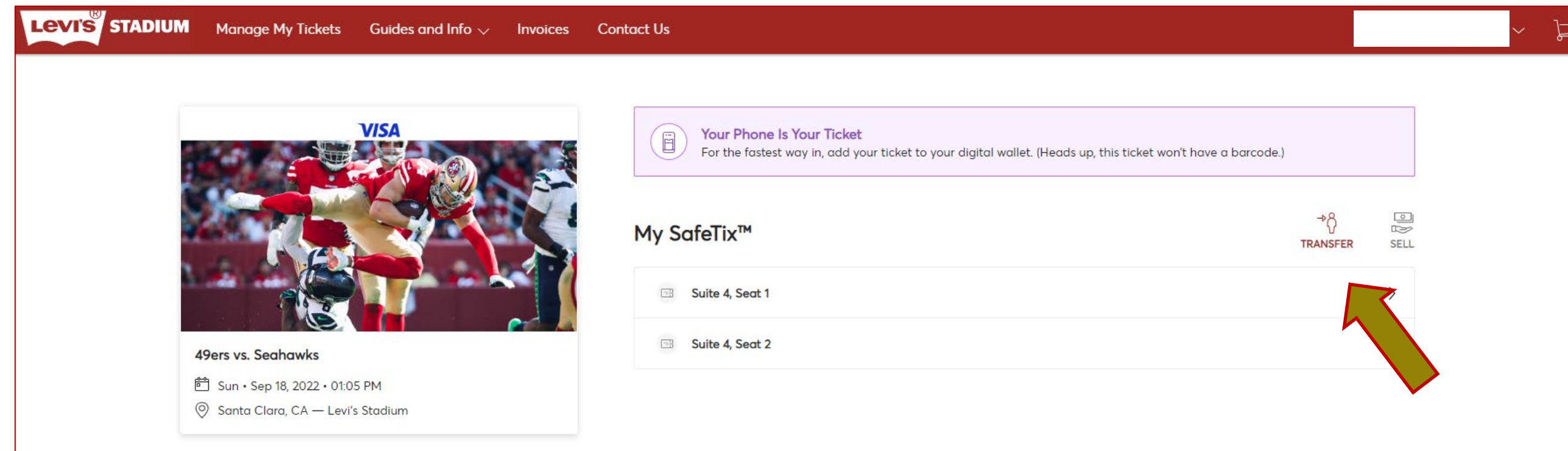
Game	Date & Time	Location	Action
49ers vs. Seahawks	Sun • Sep 18, 2022 • 01:05 PM	Santa Clara, CA — Levi's Stadium	Select Event
49ers vs. Rams	Mon • Oct 03, 2022 • 05:15 PM	Santa Clara, CA — Levi's Stadium	Select Event
49ers vs. Chiefs	Sun • Oct 23, 2022 • 01:25 PM	Santa Clara, CA — Levi's Stadium	Select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



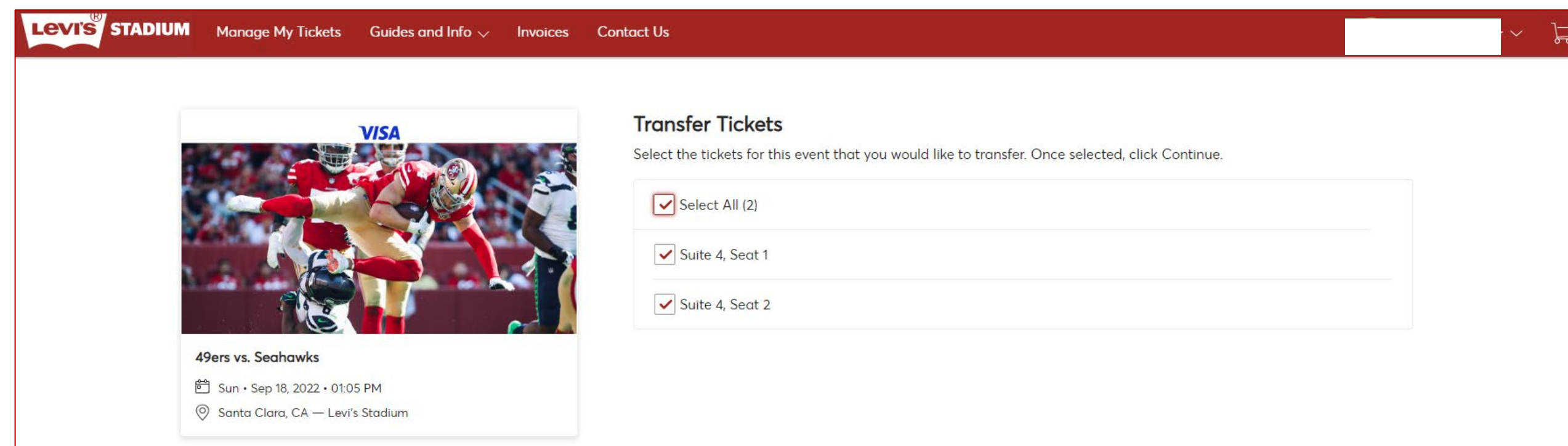
Account Management – Computer

How to Transfer Tickets (contd.)

3. Click 'Transfer'



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

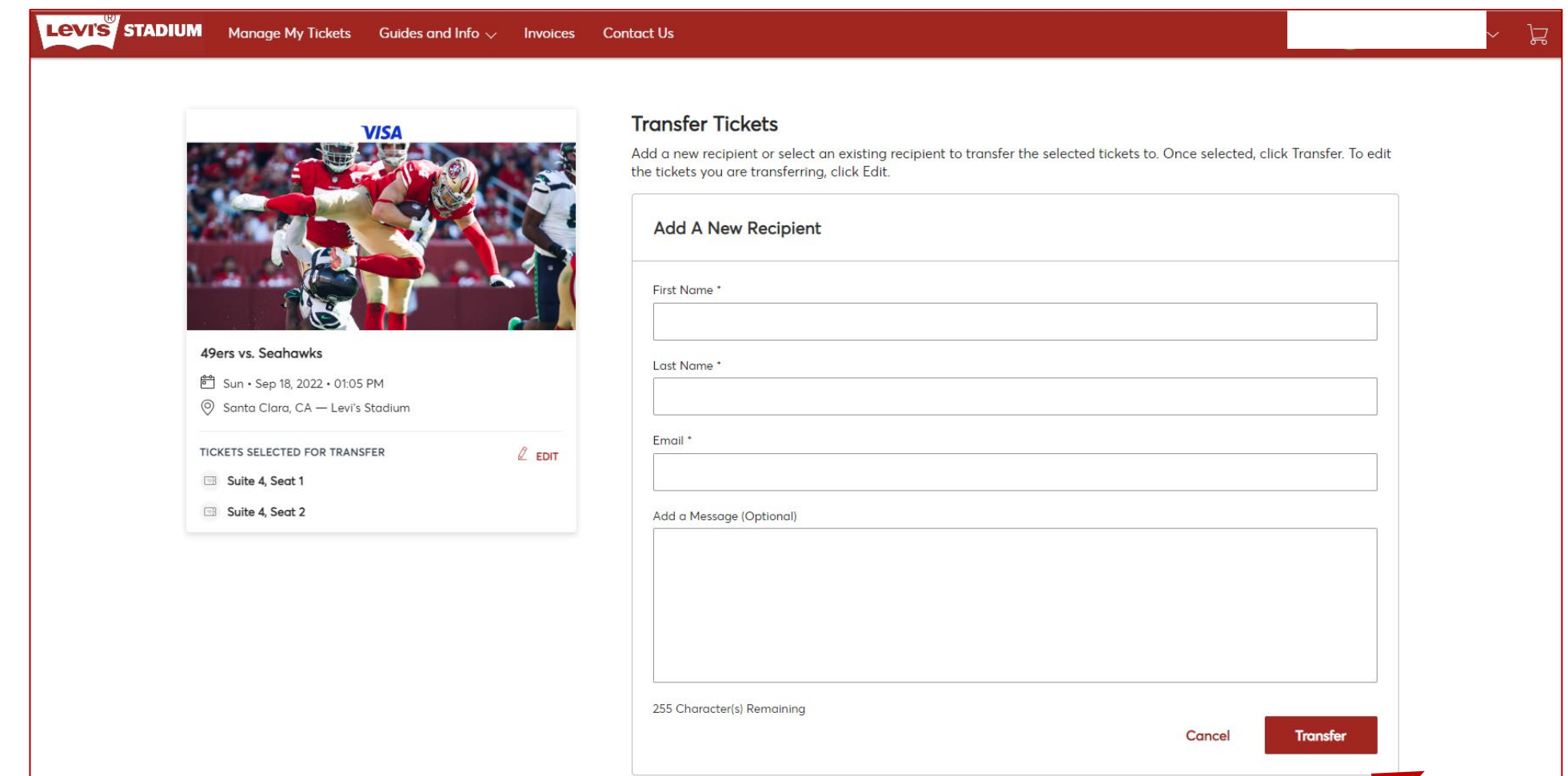
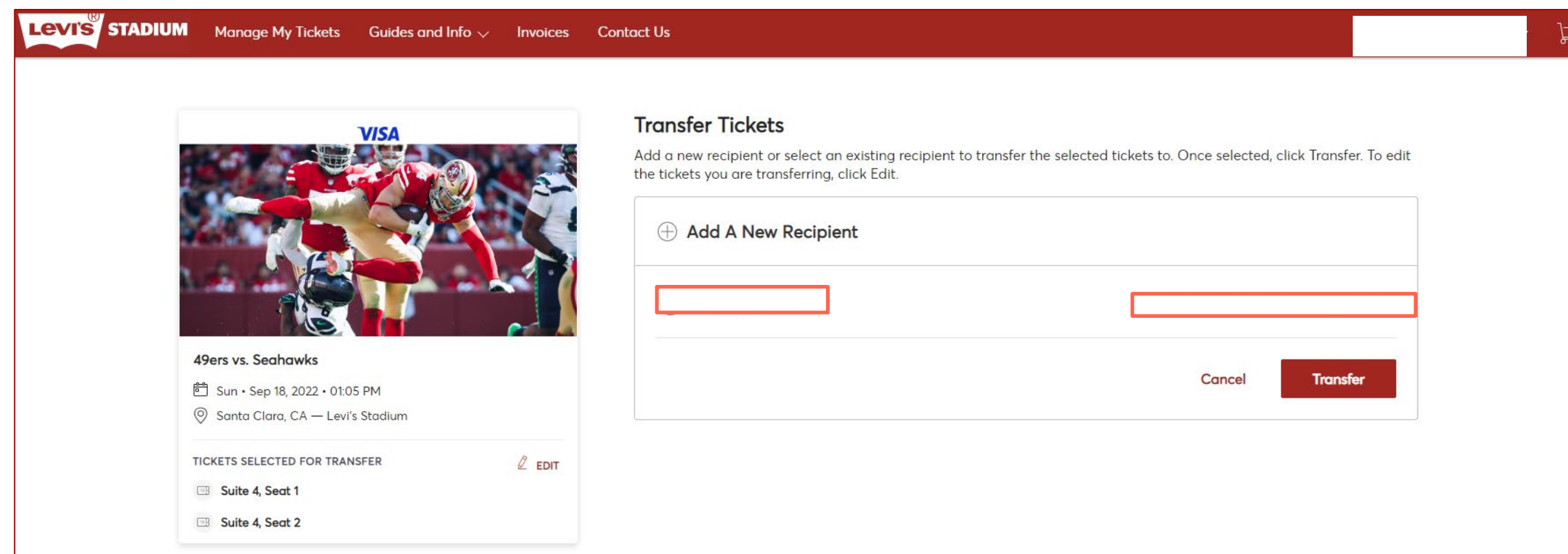


Account Management – Computer

How to Transfer Tickets (cont.)

- Select your recipient from the address book

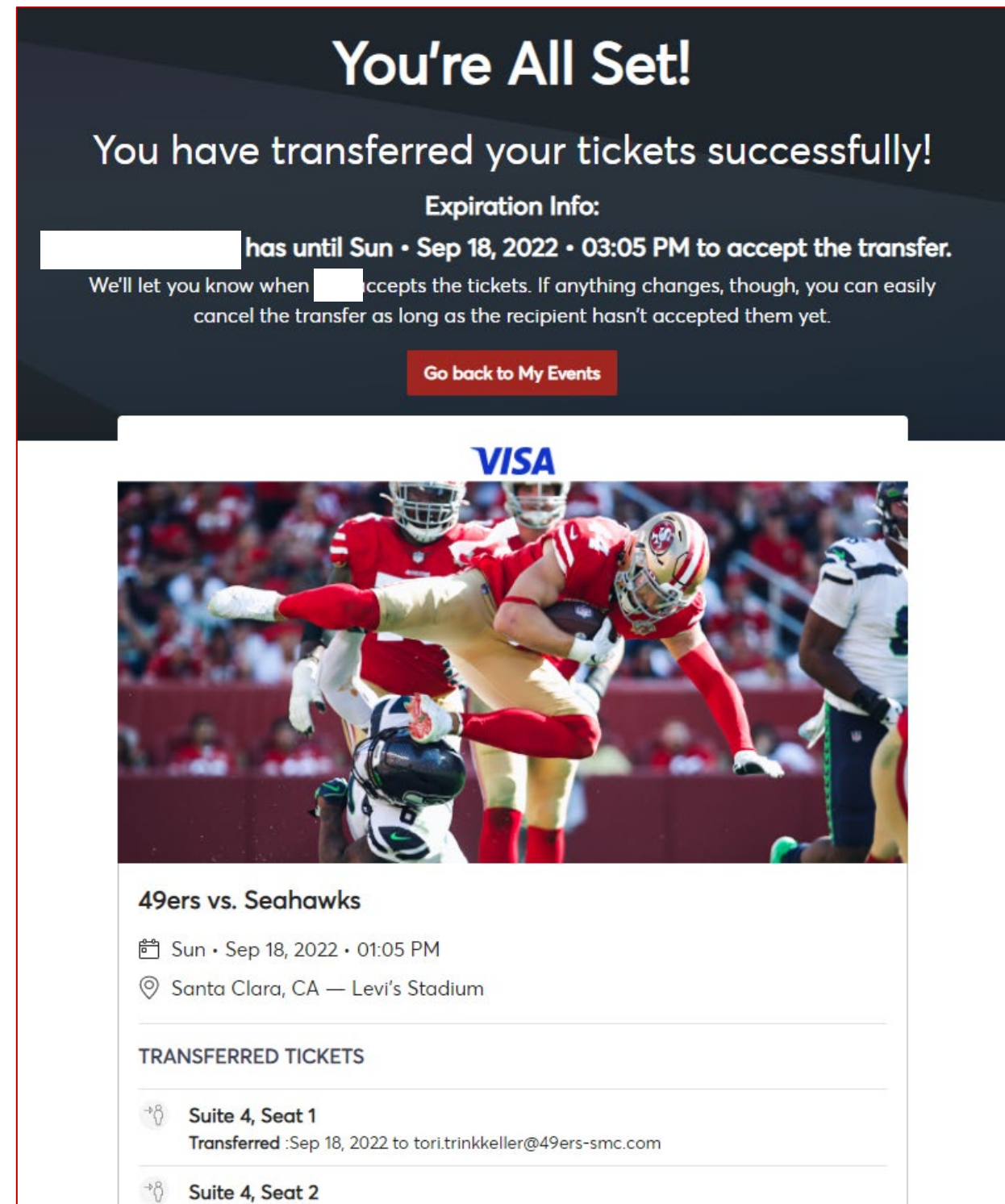
- or 'Add A New Recipient' and then click 'Transfer'



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



The screenshot shows a confirmation page with a dark header. The main heading is "You're All Set!" followed by "You have transferred your tickets successfully!". Below this, it states "Expiration Info: [redacted] has until Sun • Sep 18, 2022 • 03:05 PM to accept the transfer." and provides instructions: "We'll let you know when [redacted] accepts the tickets. If anything changes, though, you can easily cancel the transfer as long as the recipient hasn't accepted them yet." A red button labeled "Go back to My Events" is visible. The main content area features a "VISA" logo above a photo of a football game. Below the photo, the event details are listed: "49ers vs. Seahawks", "Sun • Sep 18, 2022 • 01:05 PM", and "Santa Clara, CA — Levi's Stadium". Under the heading "TRANSFERRED TICKETS", two tickets are listed: "Suite 4, Seat 1" (Transferred :Sep 18, 2022 to tori.trinkeller@49ers-smc.com) and "Suite 4, Seat 2".

***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

Just 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

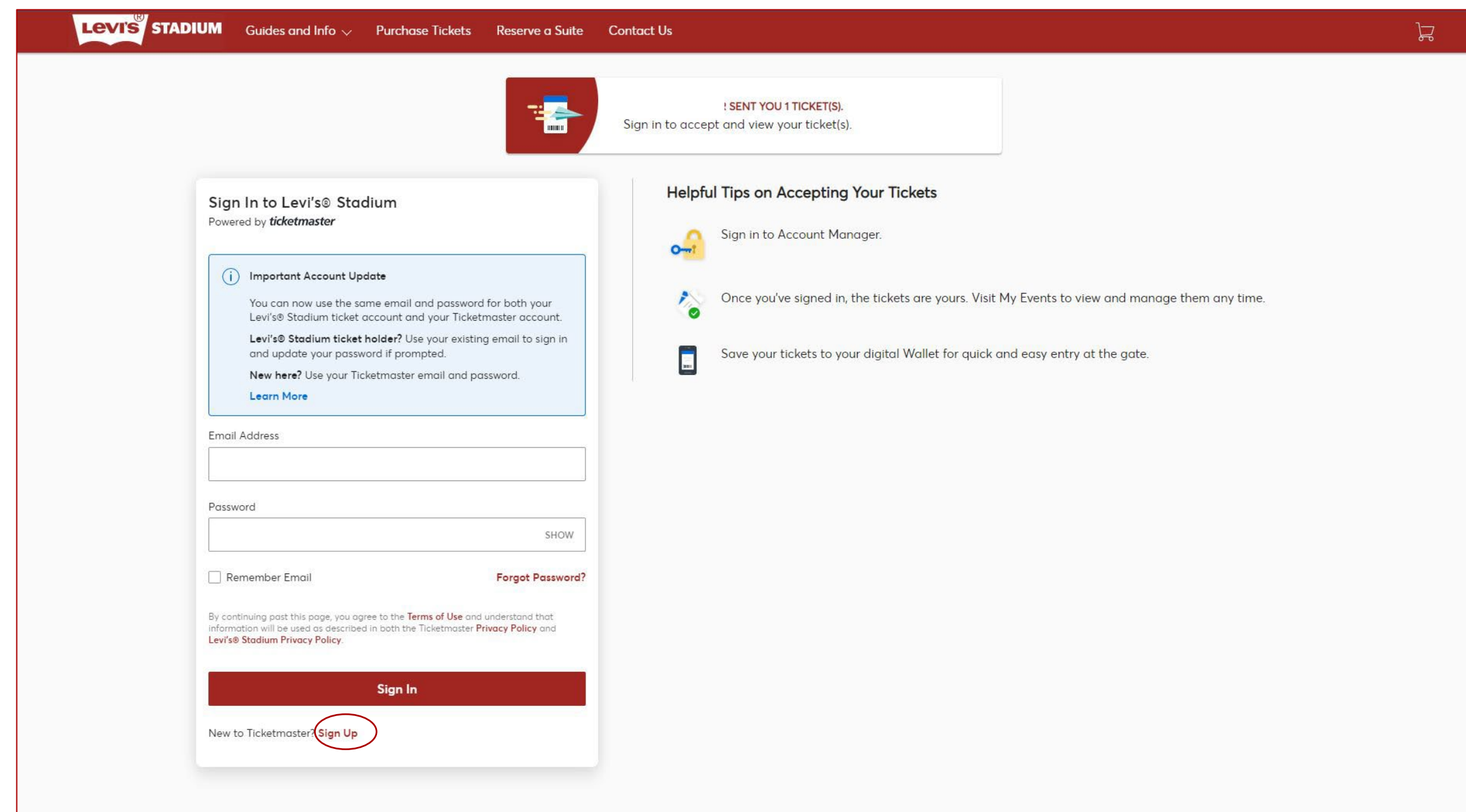
***Please note the 'Accept by...' date and time**



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:

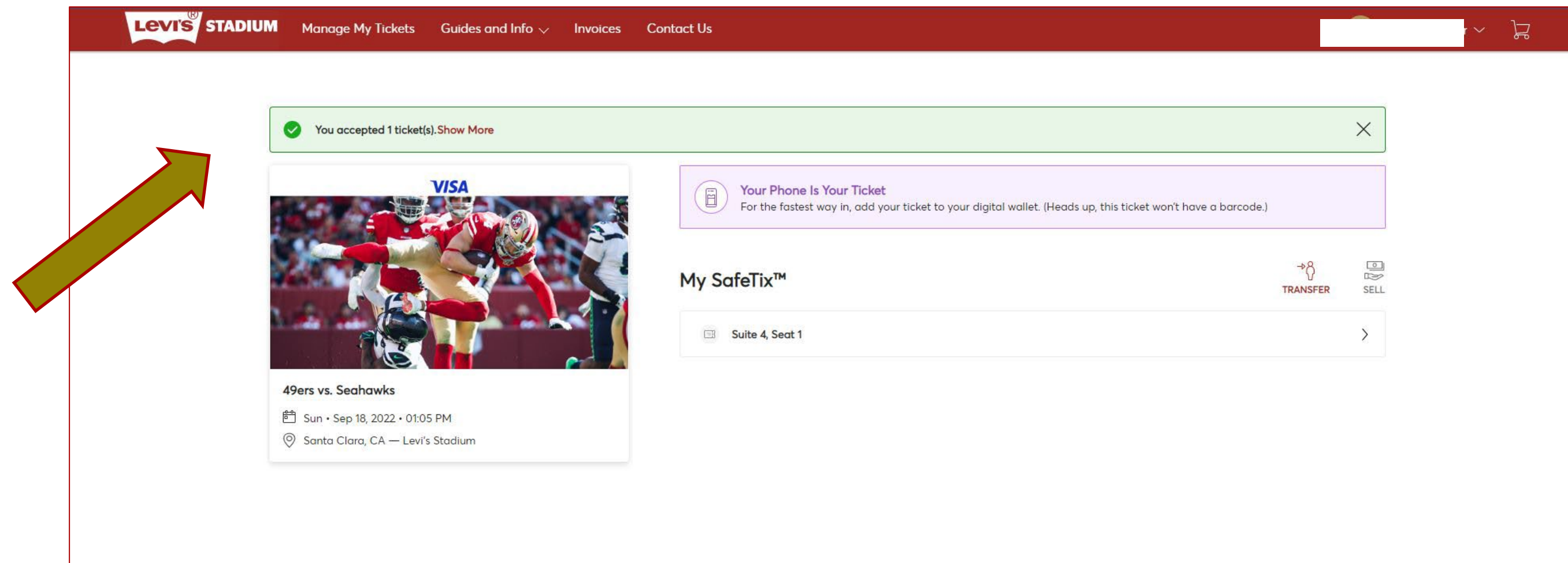


The screenshot displays the Levi's Stadium Account Manager interface. At the top, a dark red navigation bar contains the Levi's Stadium logo and links for 'Guides and Info', 'Purchase Tickets', 'Reserve a Suite', and 'Contact Us'. A notification banner at the top center states: '1 SENT YOU 1 TICKET(S). Sign in to accept and view your ticket(s)'. The main content area is divided into two columns. The left column features a 'Sign In to Levi's® Stadium' form, powered by Ticketmaster. It includes an 'Important Account Update' section with instructions for existing and new users. Below this are input fields for 'Email Address' and 'Password', a 'Remember Email' checkbox, and a 'Forgot Password?' link. A red 'Sign In' button is positioned at the bottom of the form, with a 'Sign Up' link below it. The right column, titled 'Helpful Tips on Accepting Your Tickets', provides three instructions: 1. Sign in to Account Manager. 2. Once signed in, tickets are yours; visit 'My Events' to manage them. 3. Save tickets to a digital wallet for 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:



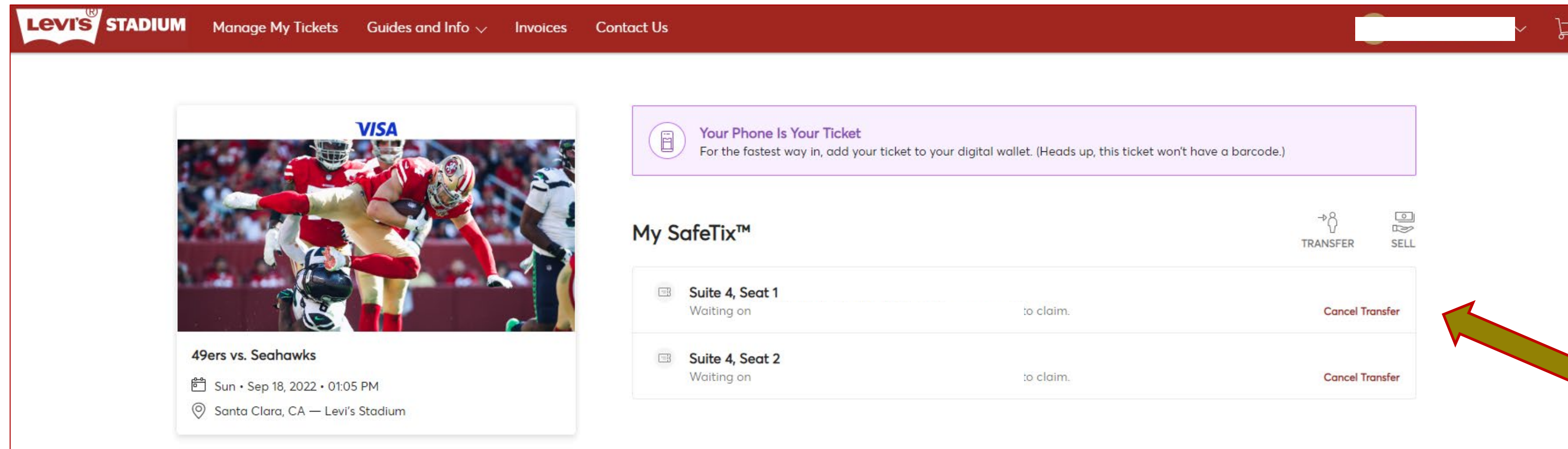
**The tickets can now be accessed via the 49ers App.
Your guest will continue to use the same login to access tickets.**



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
- Ticket transfer can only be done via computer, and can not be done on mobile.



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 icons: 'TRANSFER' and 'SELL'. Below this, there is a table listing two tickets:

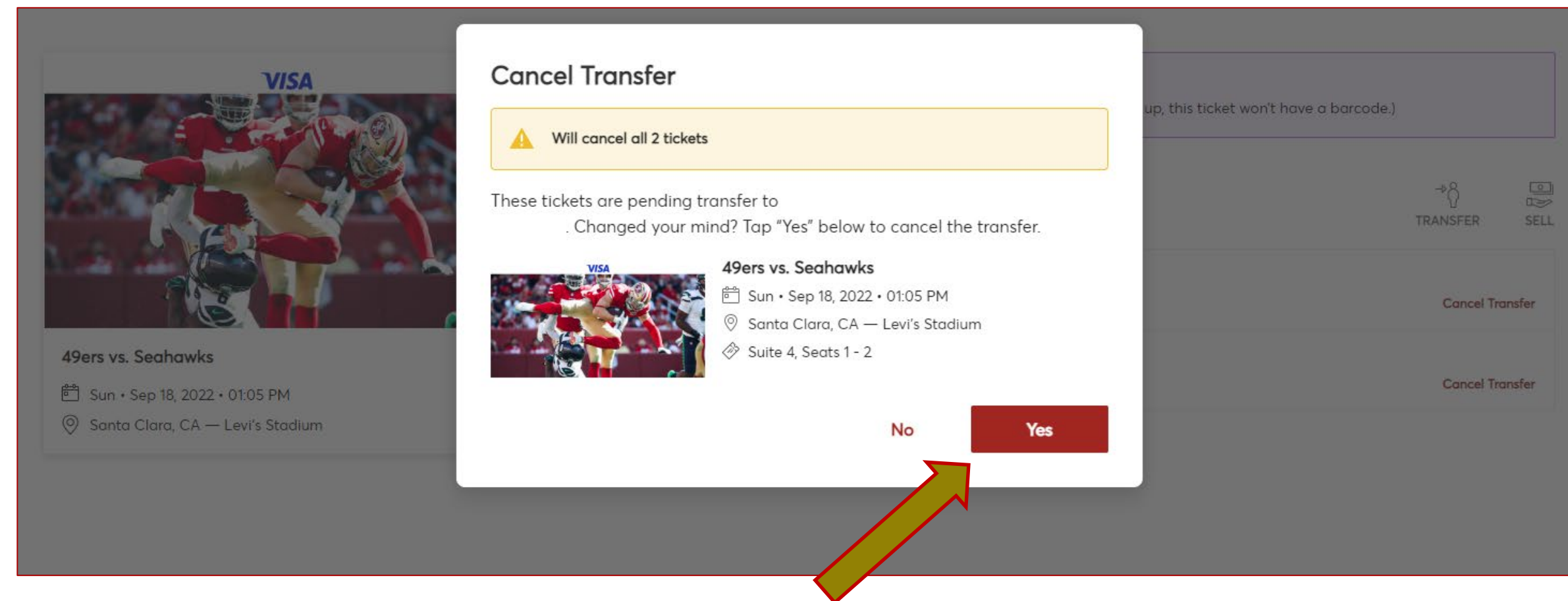
Seat	Status	Action
Suite 4, Seat 1	Waiting on	to claim. Cancel Transfer
Suite 4, Seat 2	Waiting on	to claim. Cancel Transfer

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)

	49ers vs. Green Bay Packers 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)

	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](#)


- Confirmation once canceled

Your Tickets Are Back in Your Account

Your ticket transfer to [redacted] 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”

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'. 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. The detailed view shows a 'Summary' section with a table of invoice items and a 'Continue' button.

Item	Amount
2022 49ers Parking Pass - Full Season ...	\$400.00
Lot TBD1 TBD 9 Quantity: 1	
SUBTOTAL	\$400.00
LESS PAYMENTS	-\$0.00
AMOUNT DUE	\$400.00

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

The screenshot shows the Levi's Stadium account management interface. The 'Payment Options' section is highlighted in red. The 'Summary' section shows the amount due of \$400.00. The 'Payment Options' section includes a dropdown menu for 'Payment Option', a 'Payment Method' section with an 'Add Payment Method' button, and a checkbox for 'Split this payment'. The 'Pay Now' button is highlighted with a green arrow.

Item	Amount
SUBTOTAL	\$400.00
LESS PAYMENTS	-\$0.00
AMOUNT DUE	\$400.00
PAY TODAY	\$400.00



Account Management: MOBILE WEBSITE



Account Management – Mobile Website

Note:

- **When adding tickets to your Apple Wallet, passes will show an error in the event that the account associated with the pass is not the login information initially used to set up the account.**
- **Please ensure that you have the correct email and log in information that was used to set up the account.**



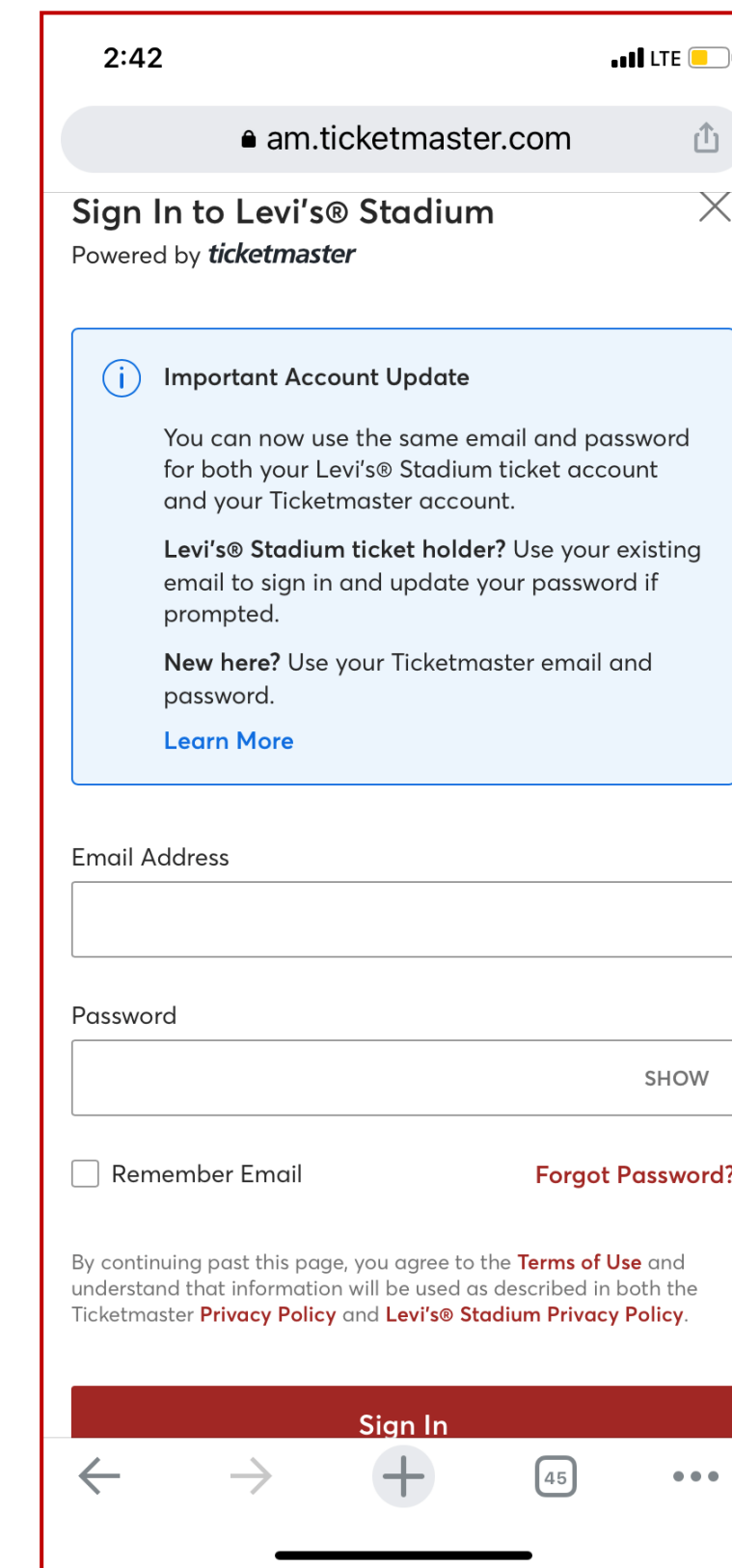
Account Management – Mobile Website

Managing your account through the mobile website

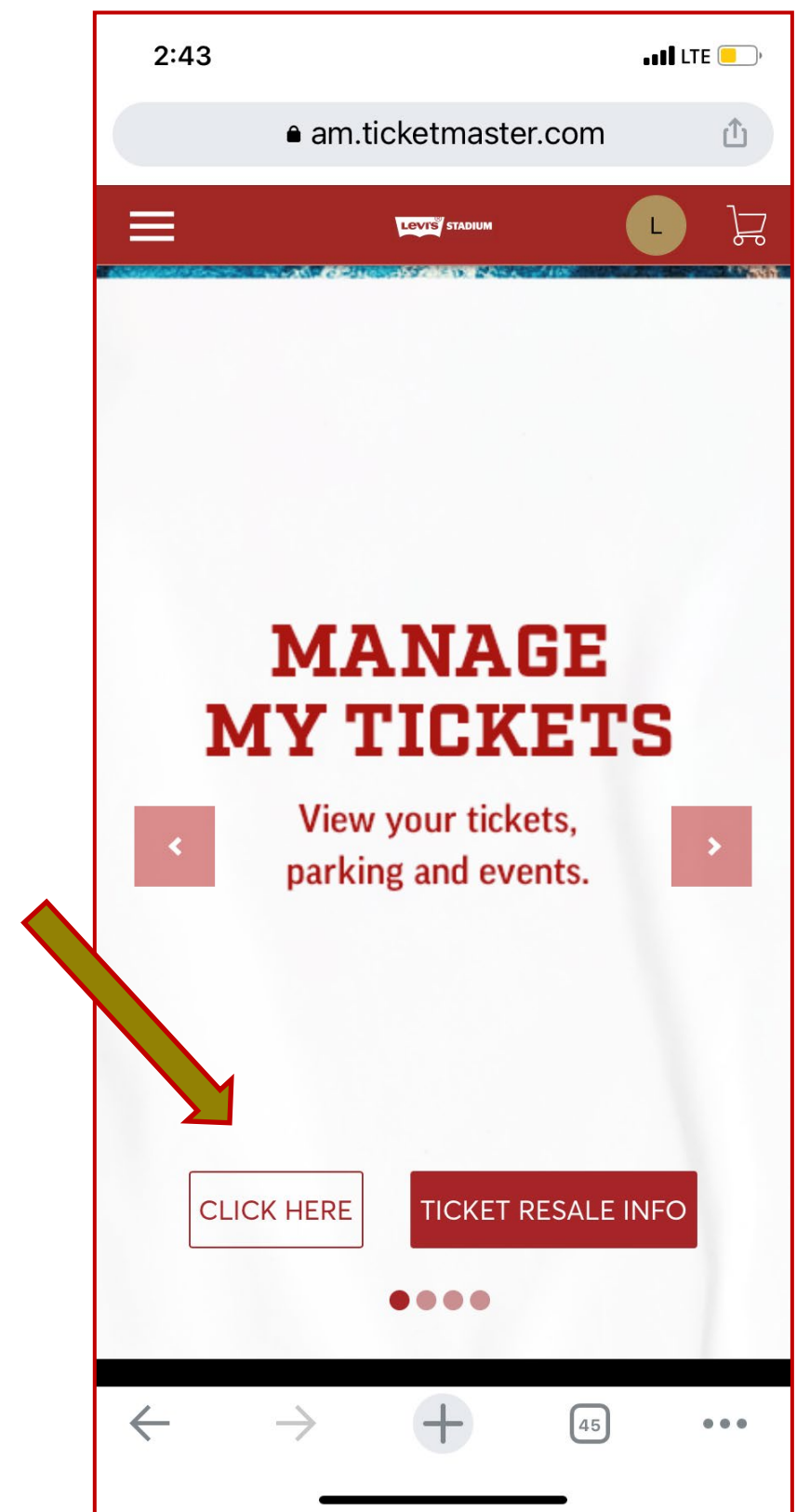
- Access the Account Manager website through your mobile browser at www.49ers.com/myaccount
- Login Information
 - Your Account Email
 - Your Account Password



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



Step 2—
Log in using your account
email & password

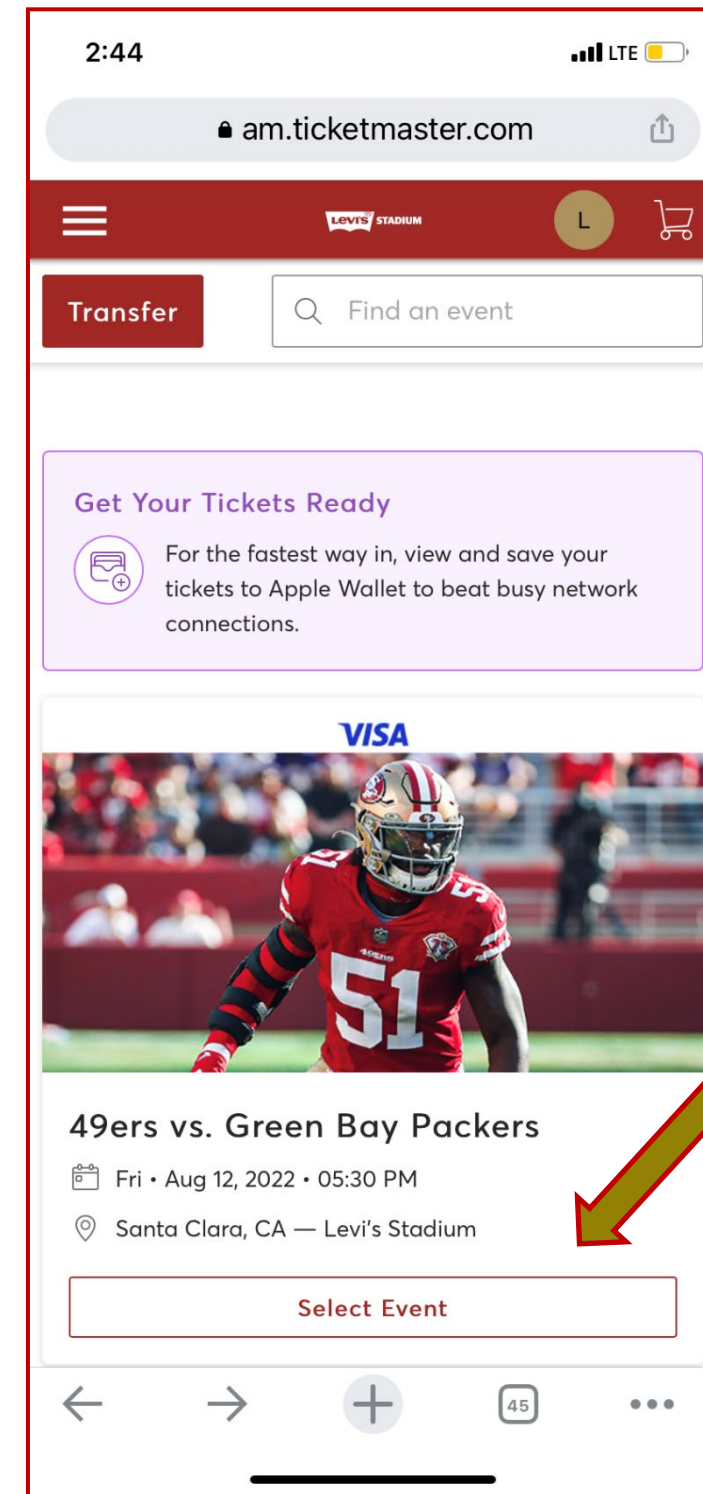


Step 3—
Select "Click Here" on the
account manager home
page after signing in.

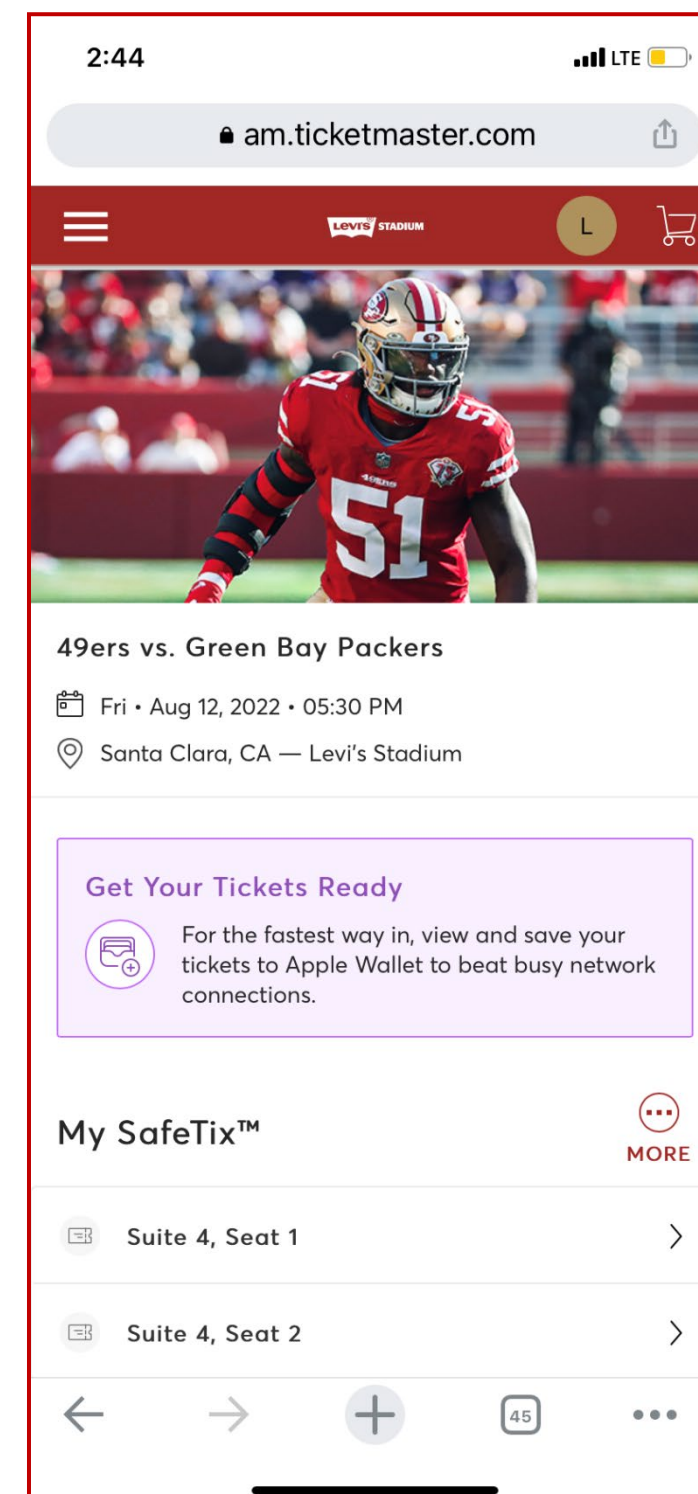


Account Management – Mobile Website

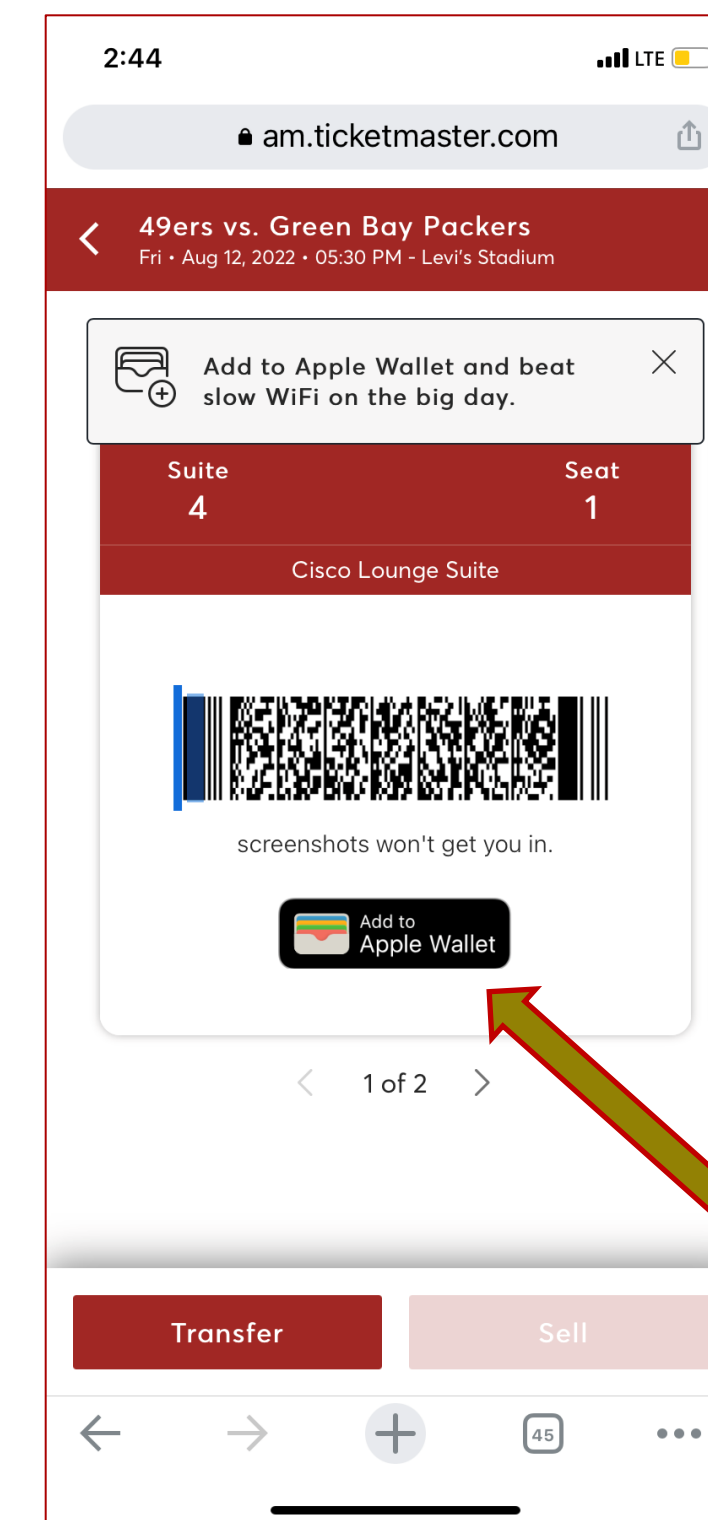
Downloading your tickets through the mobile website



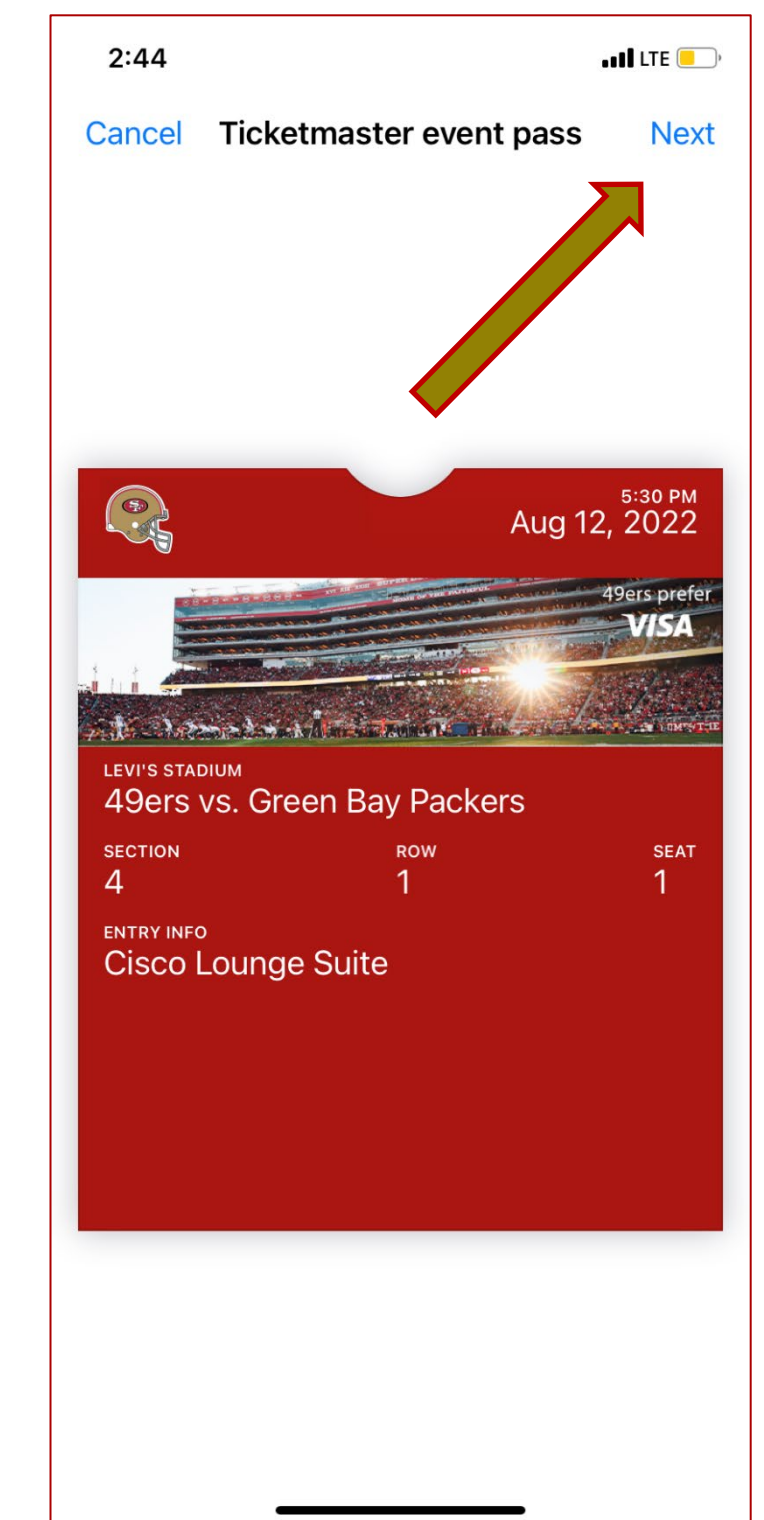
Step 1—
Click “Select Event” on the
desired game



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



Step 3—
Click “Add to Apple Wallet”

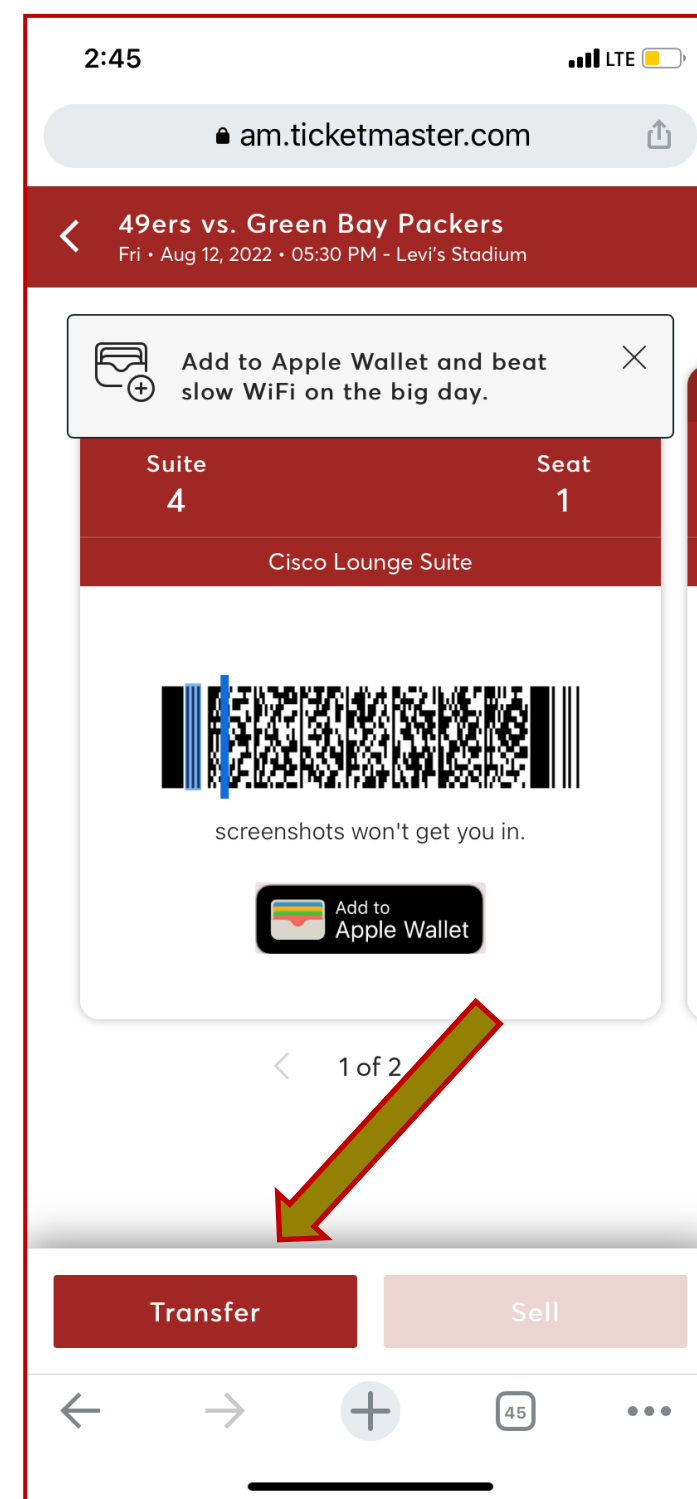


Step 4—
Press “Next” to complete
process. Once complete,
your ticket can be pulled up
in your Apple Wallet to be
scanned for entry

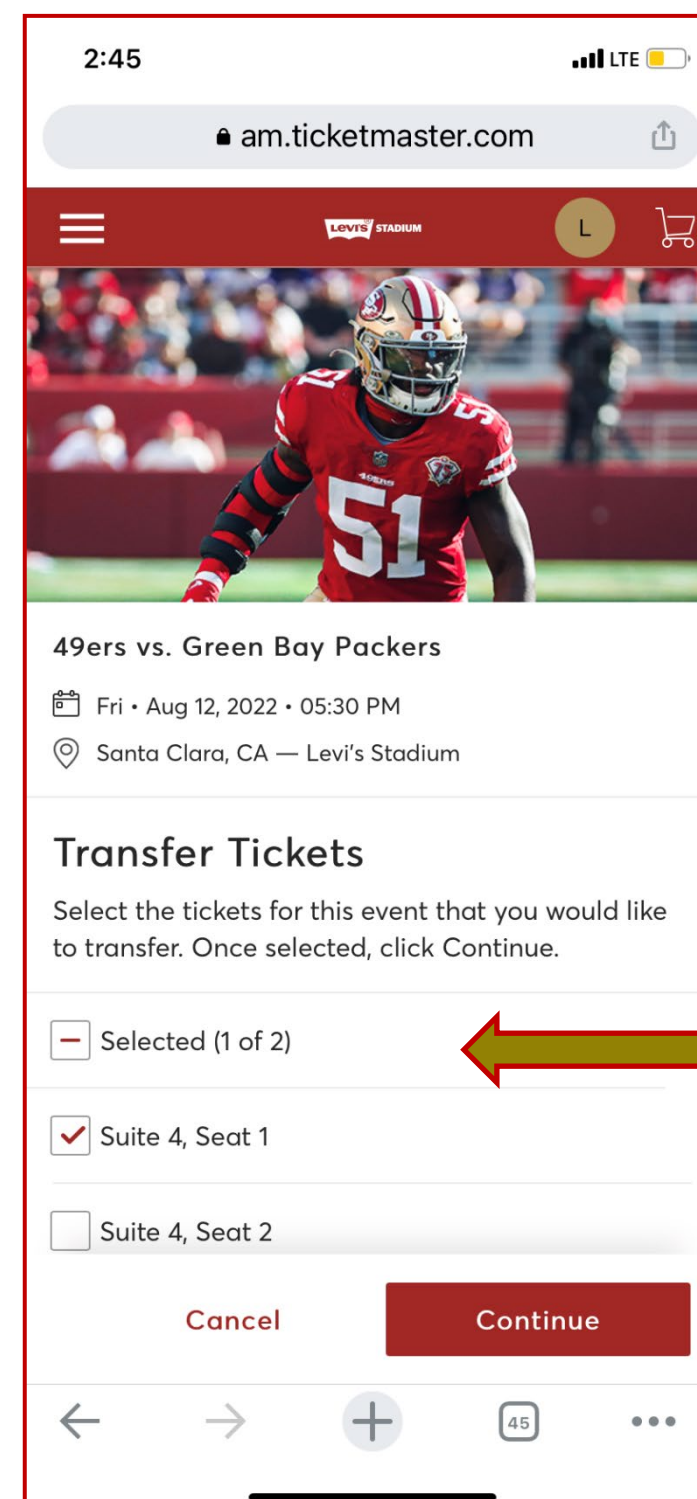


Account Management – Mobile Website

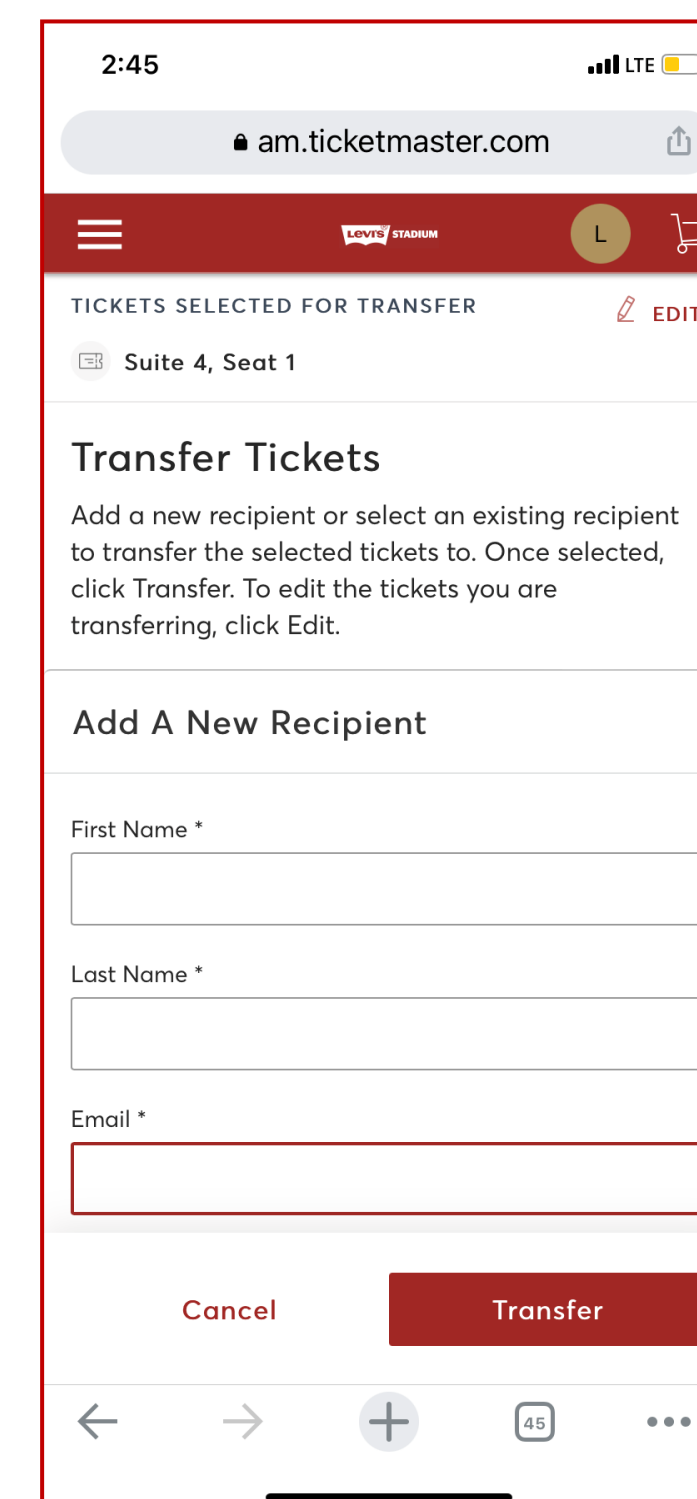
Transferring tickets through the mobile website



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



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



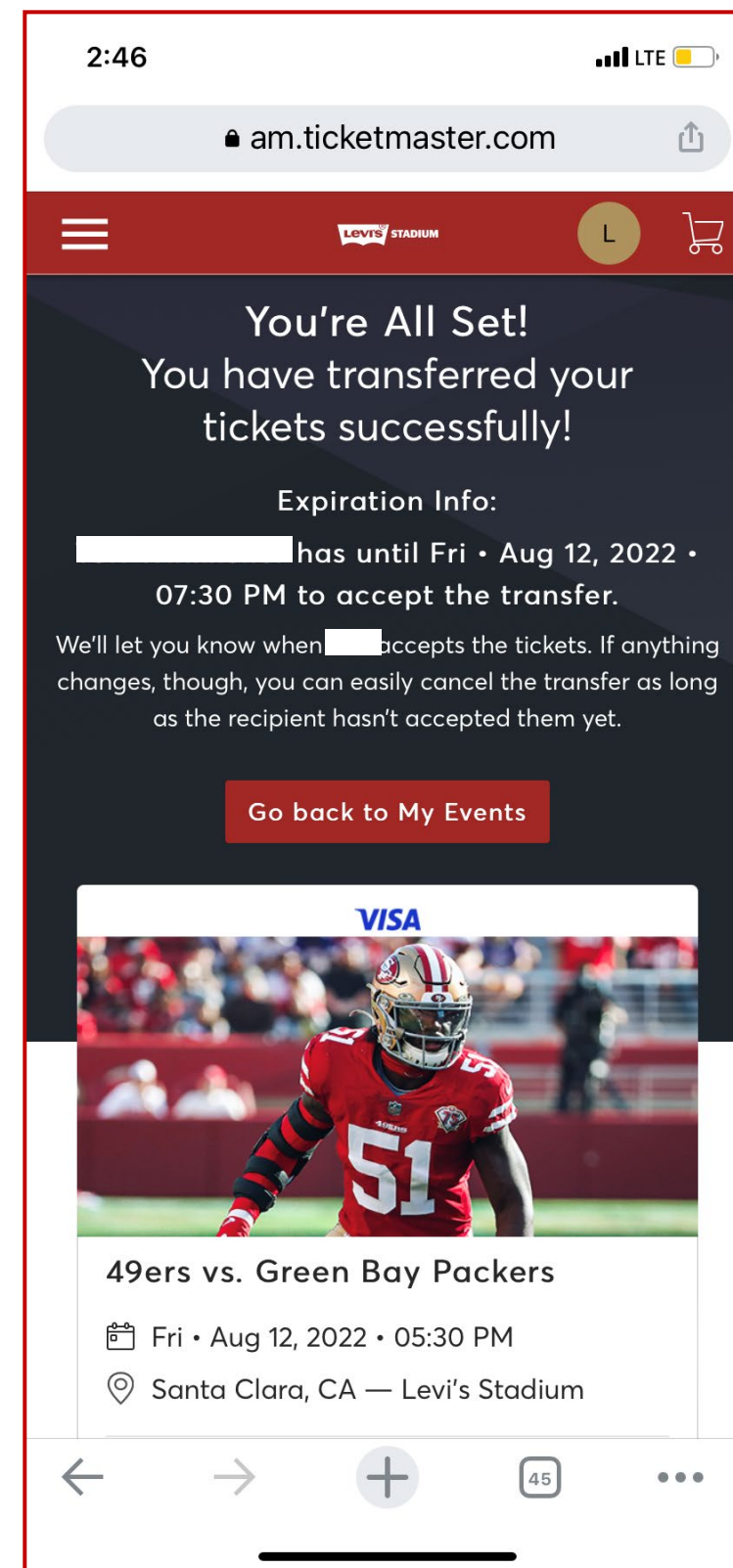
Step 3—
Fill out the recipient's name,
email address, optional
message & click “Transfer”



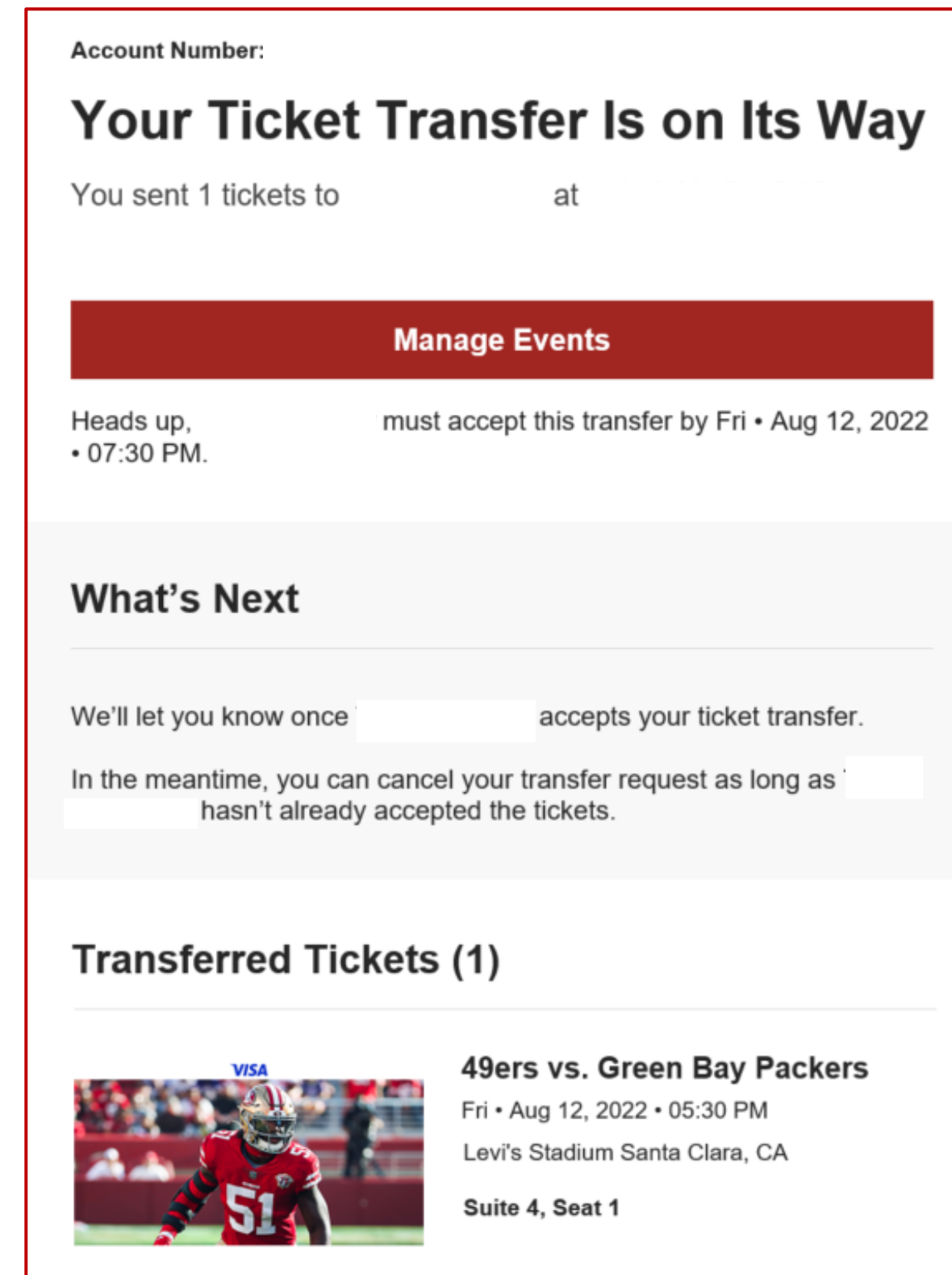
Account Management – Mobile Website

Transferring tickets through the mobile website (cont.)

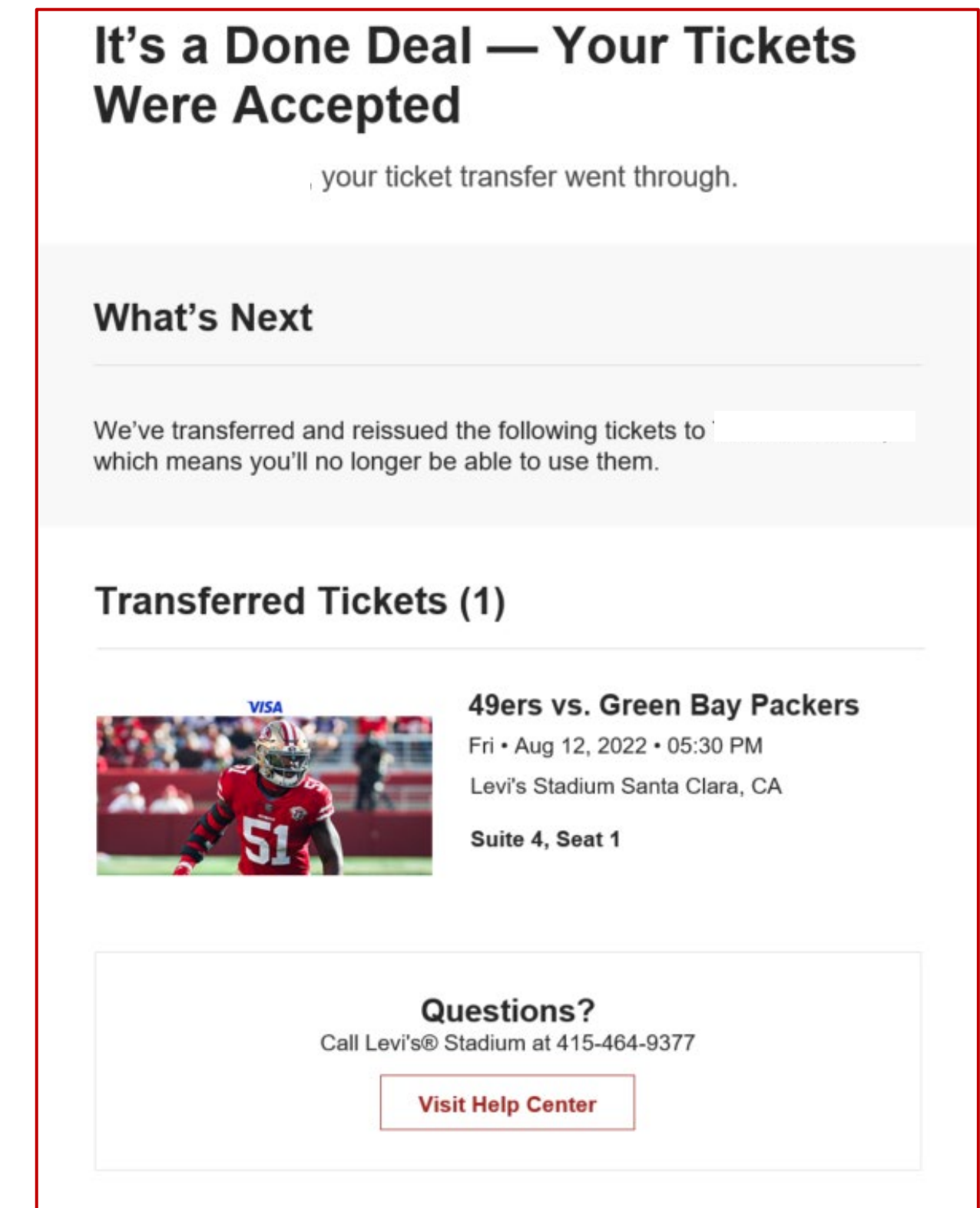
Confirmation of Transfer on the Mobile Website



Confirmation Email of Transfer Sent

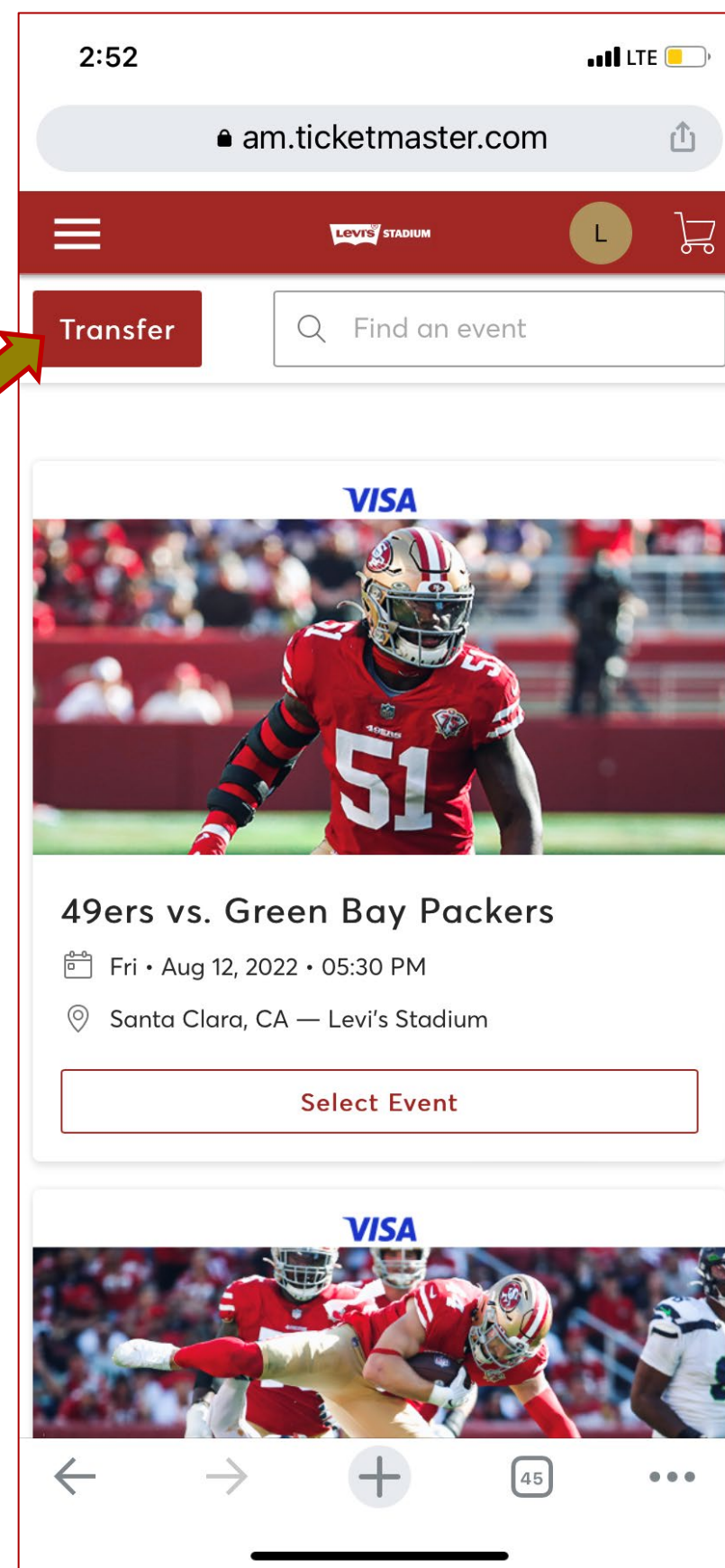


Confirmation Email of Transfer Accepted

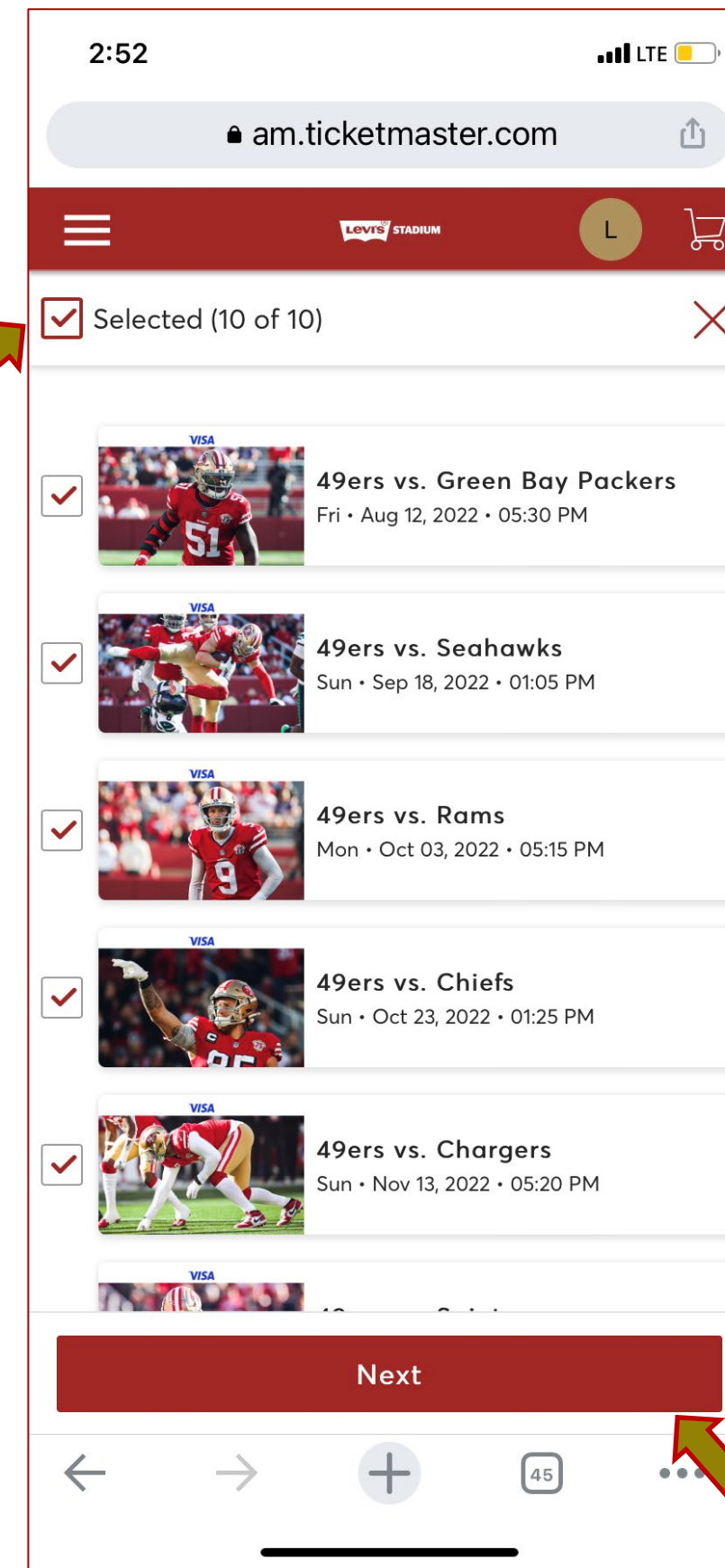


Account Management – Mobile Website

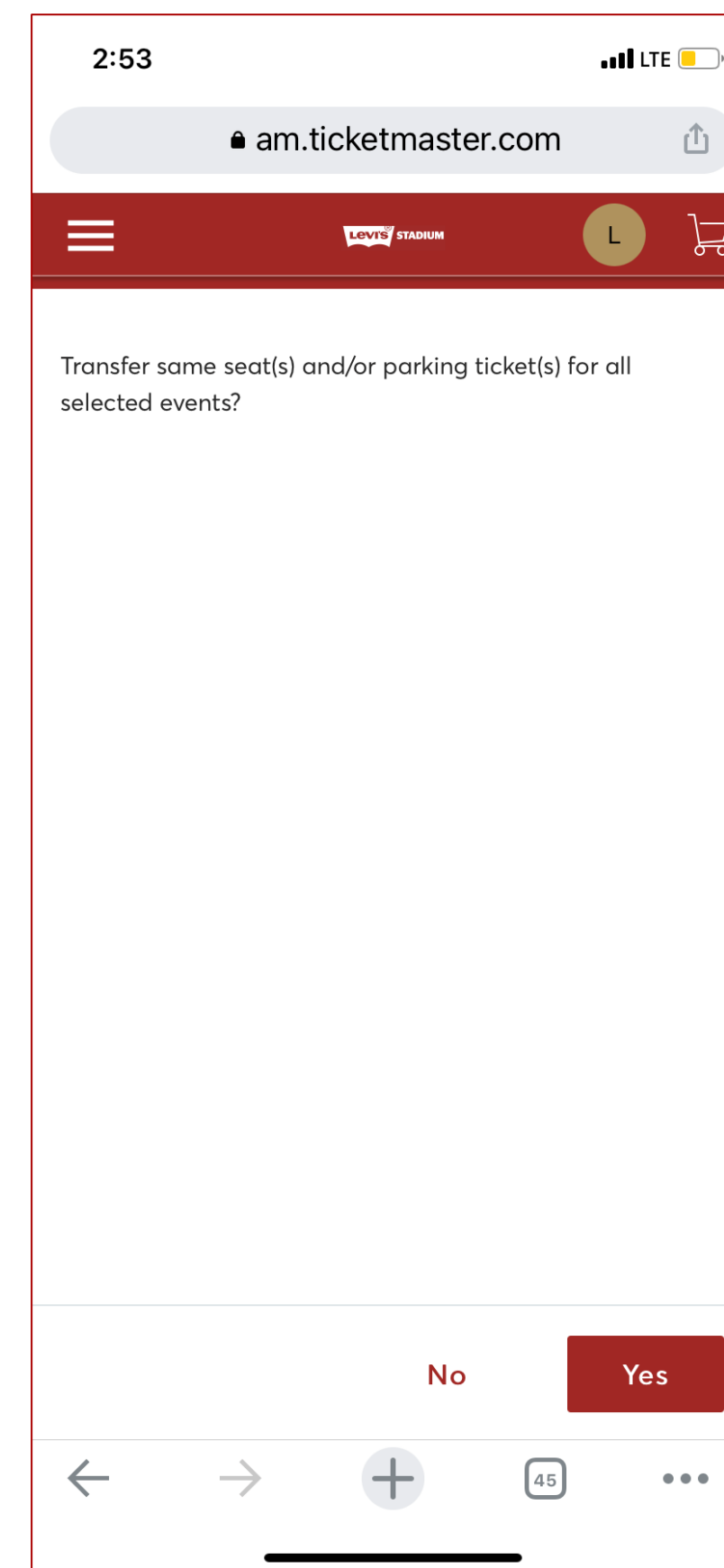
Bulk transferring tickets through the mobile website



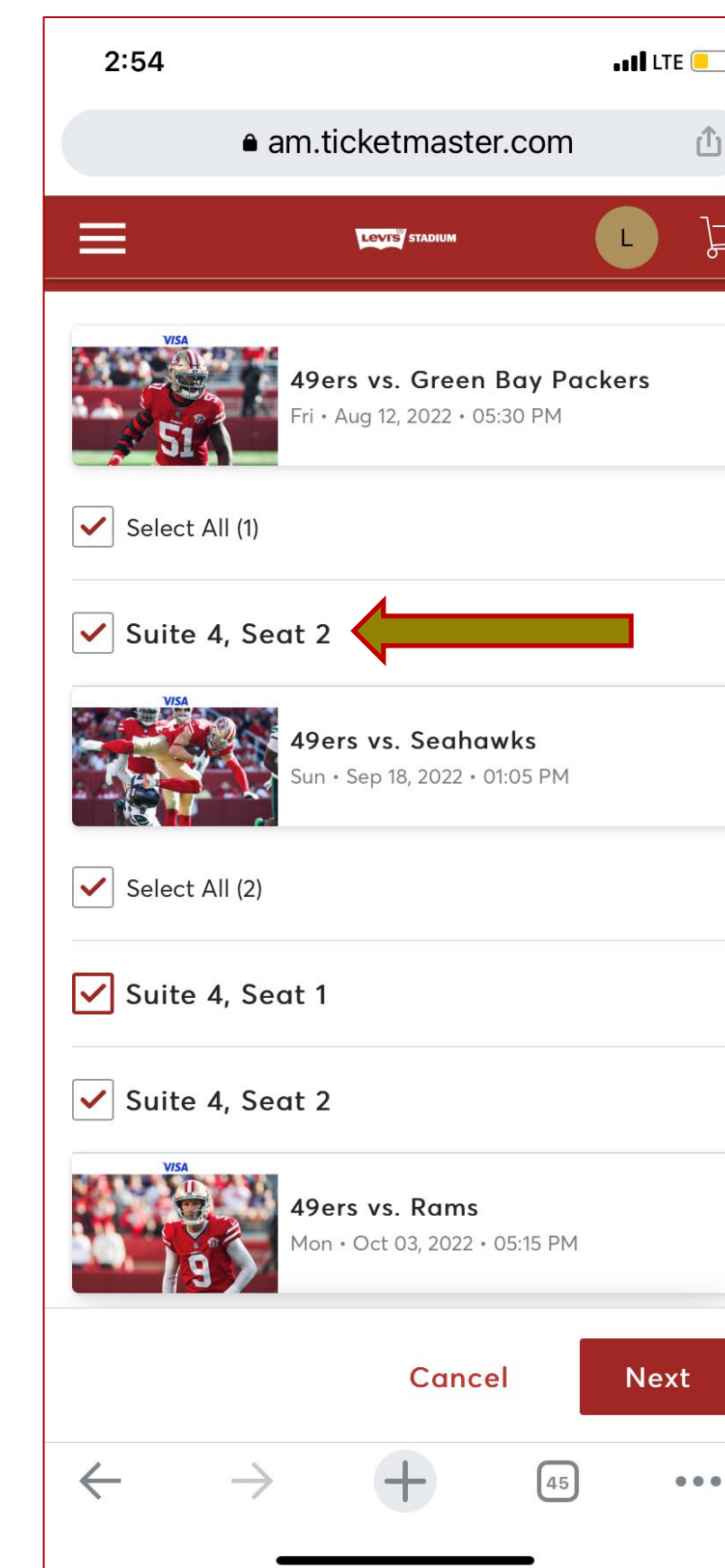
Step 1—
Select “Transfer” at the top left
of the event home page



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



Step 3—
Click “Yes”

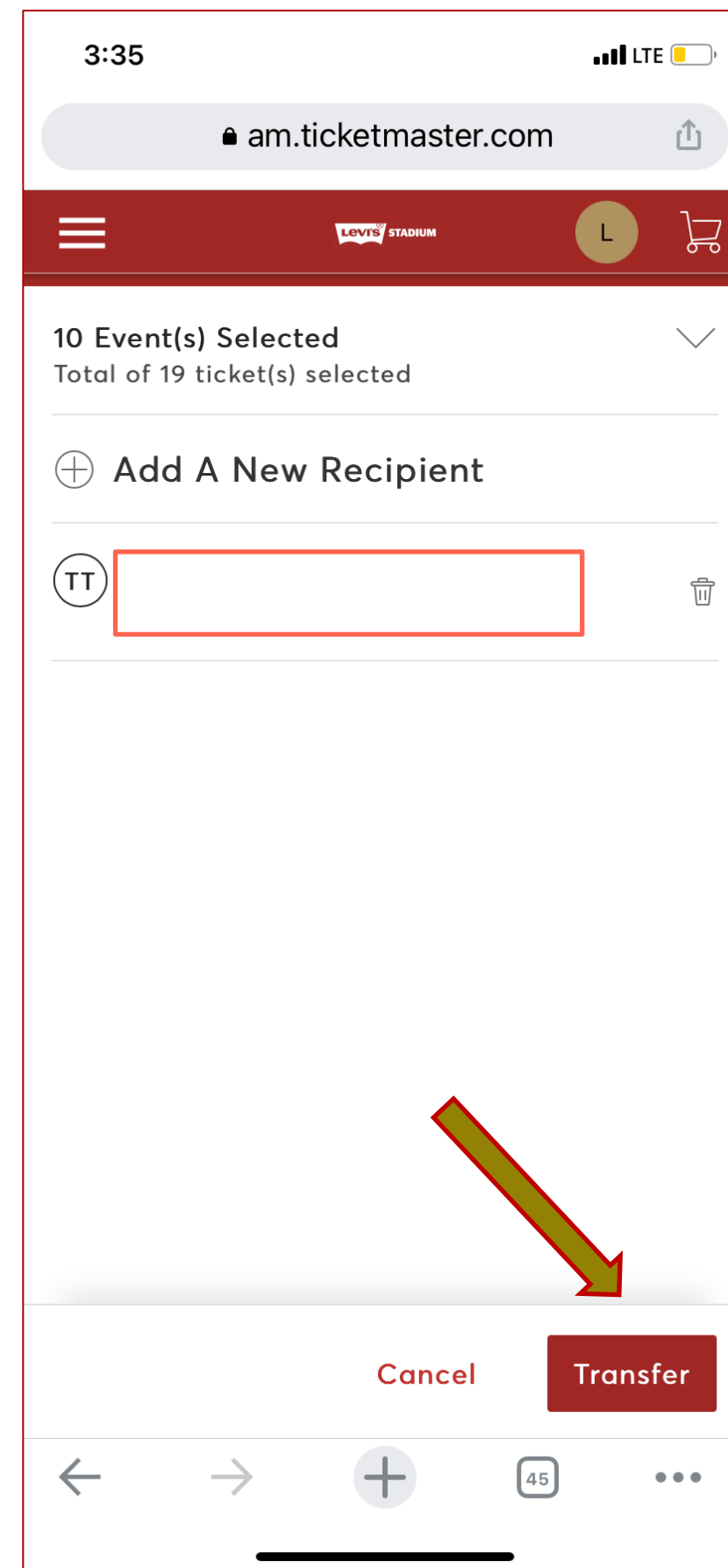


Step 4—
Select seats for each event
and click “Next”

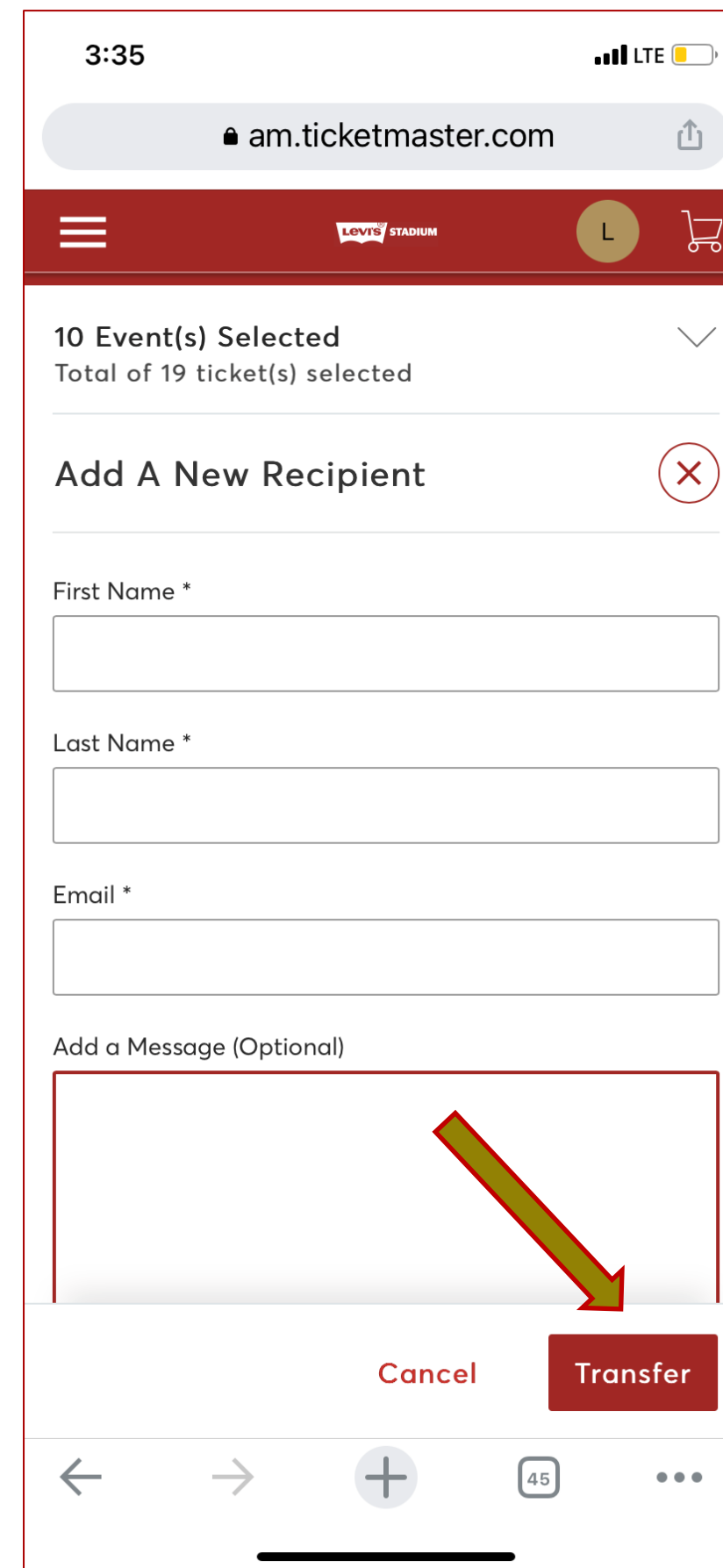


Account Management – Mobile Website

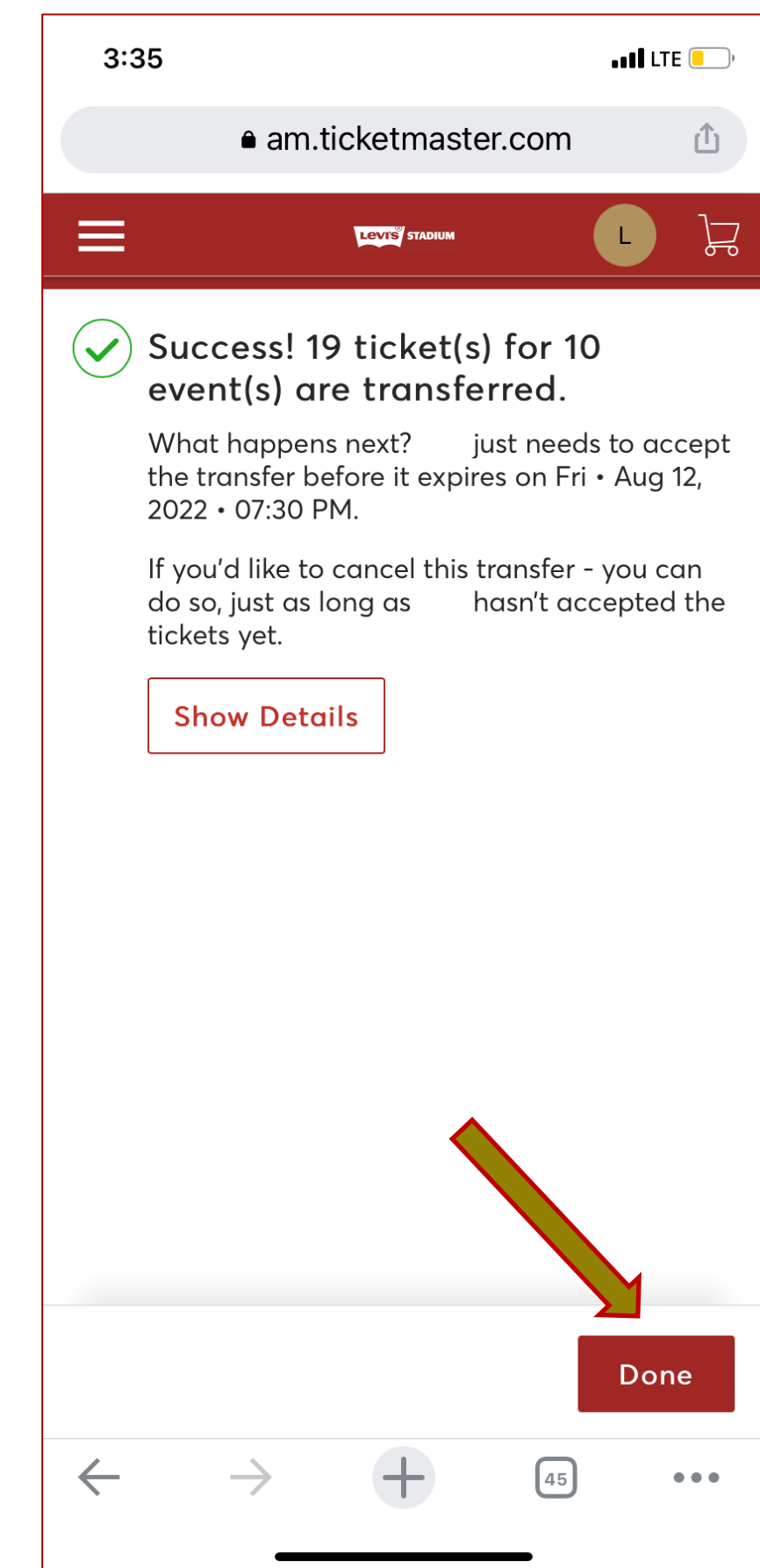
Bulk transferring tickets through the mobile website (cont.)



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

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

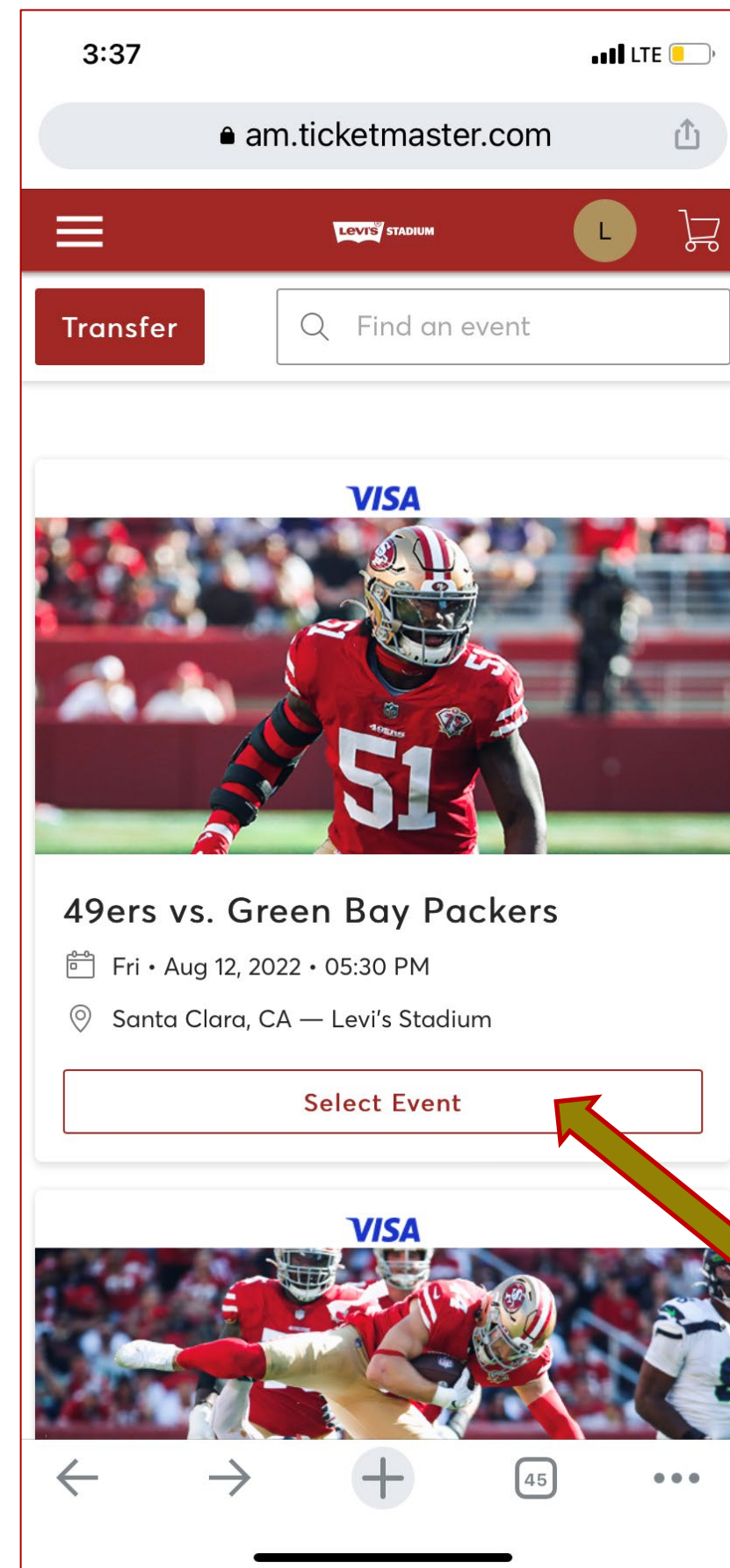


49ers vs. Seahawks
Sun • Sep 18, 2022 • 01:05 PM
Levi's Stadium Santa Clara, CA
Suite 4, Seat 1

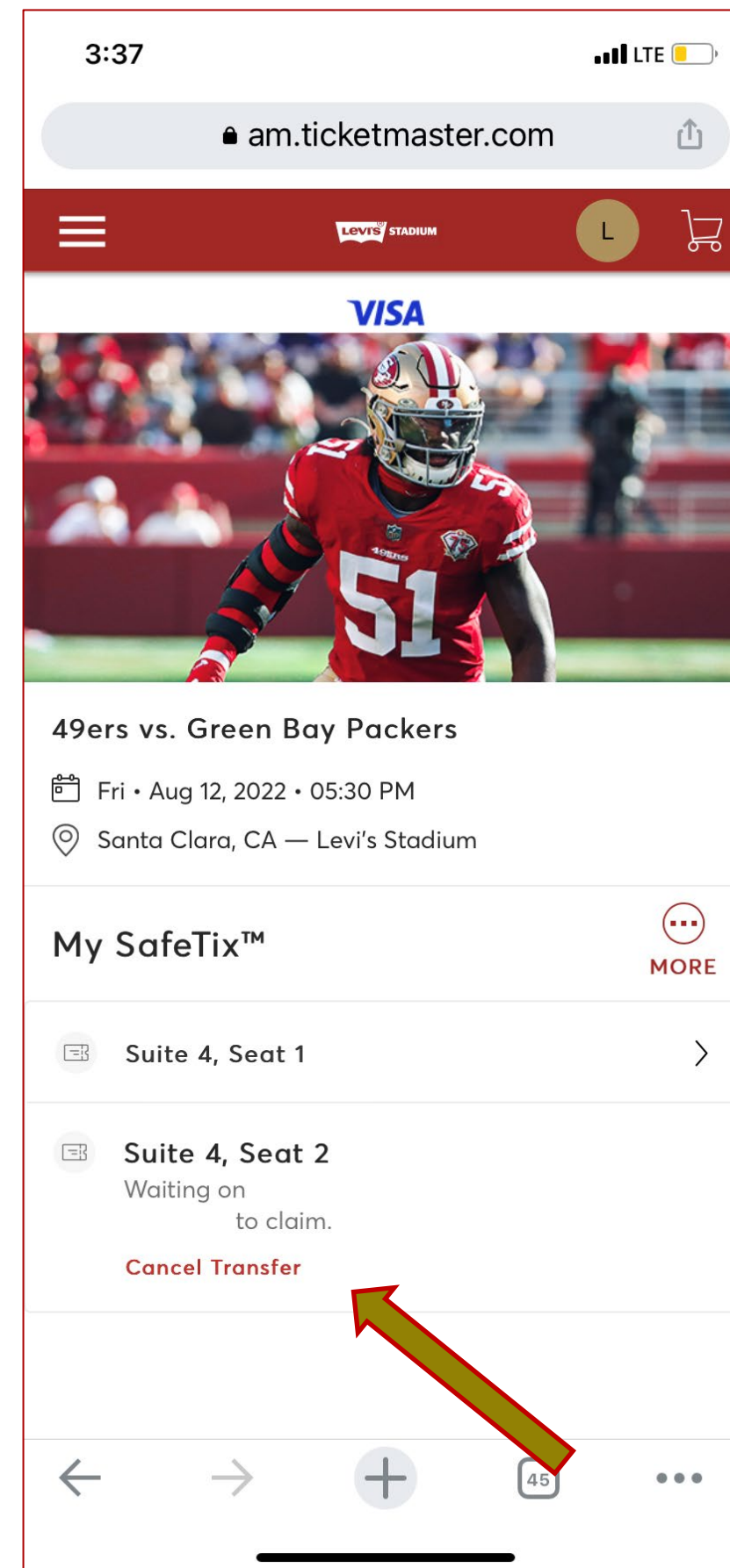


Account Management – Mobile Website

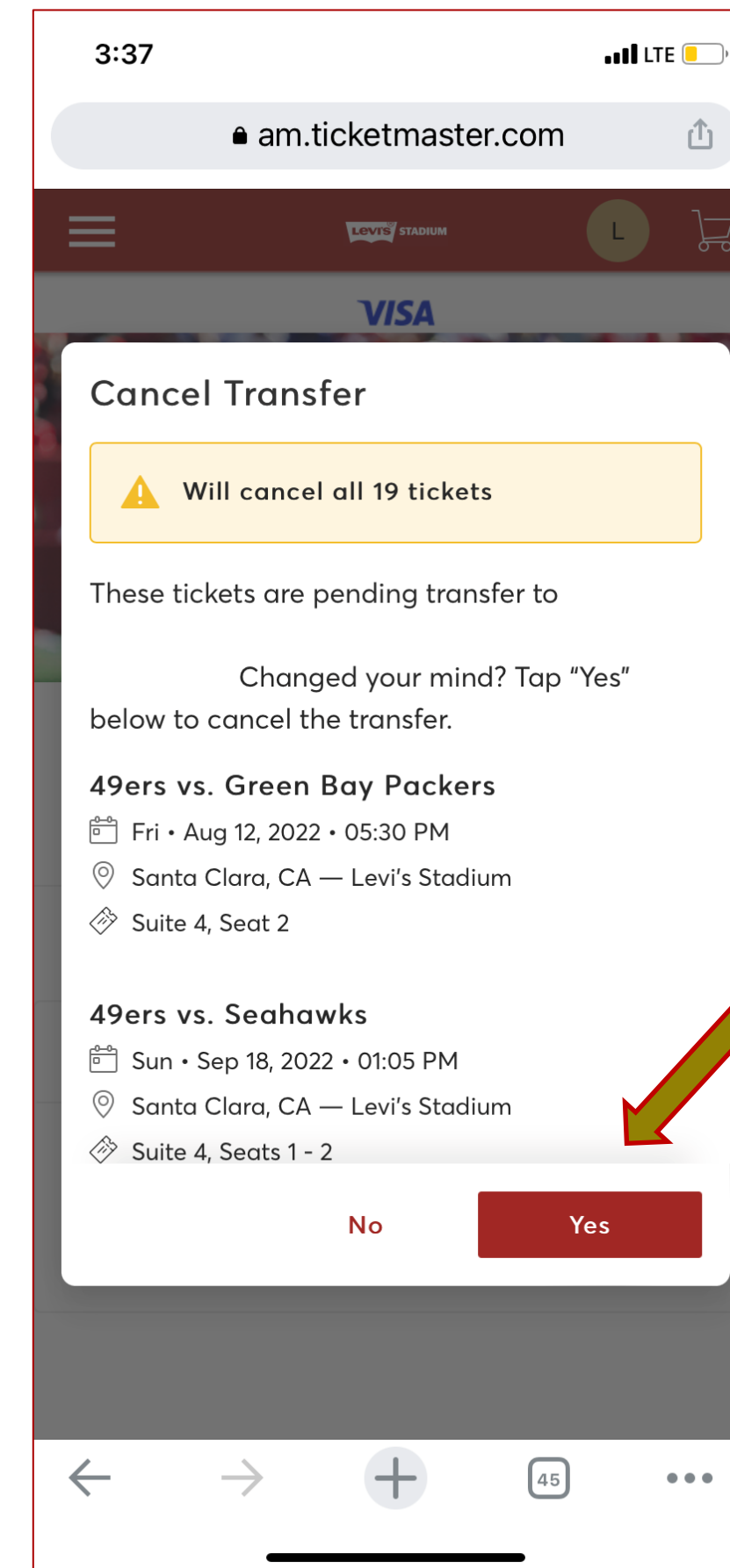
Canceling transfer and reclaiming tickets through the mobile website



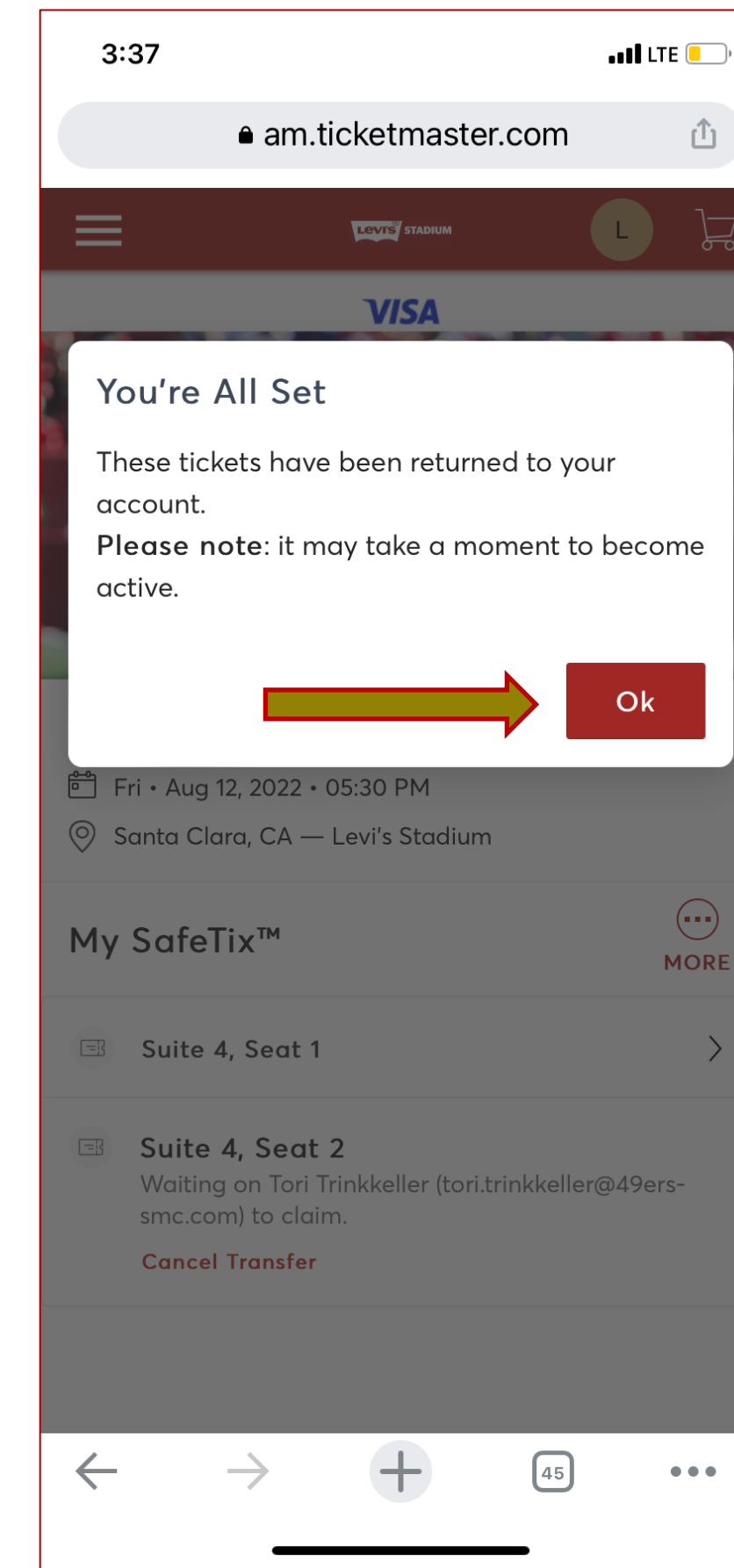
Step 1—
Select the event that you are trying to reclaim



Step 2—
Click "Cancel Transfer"



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



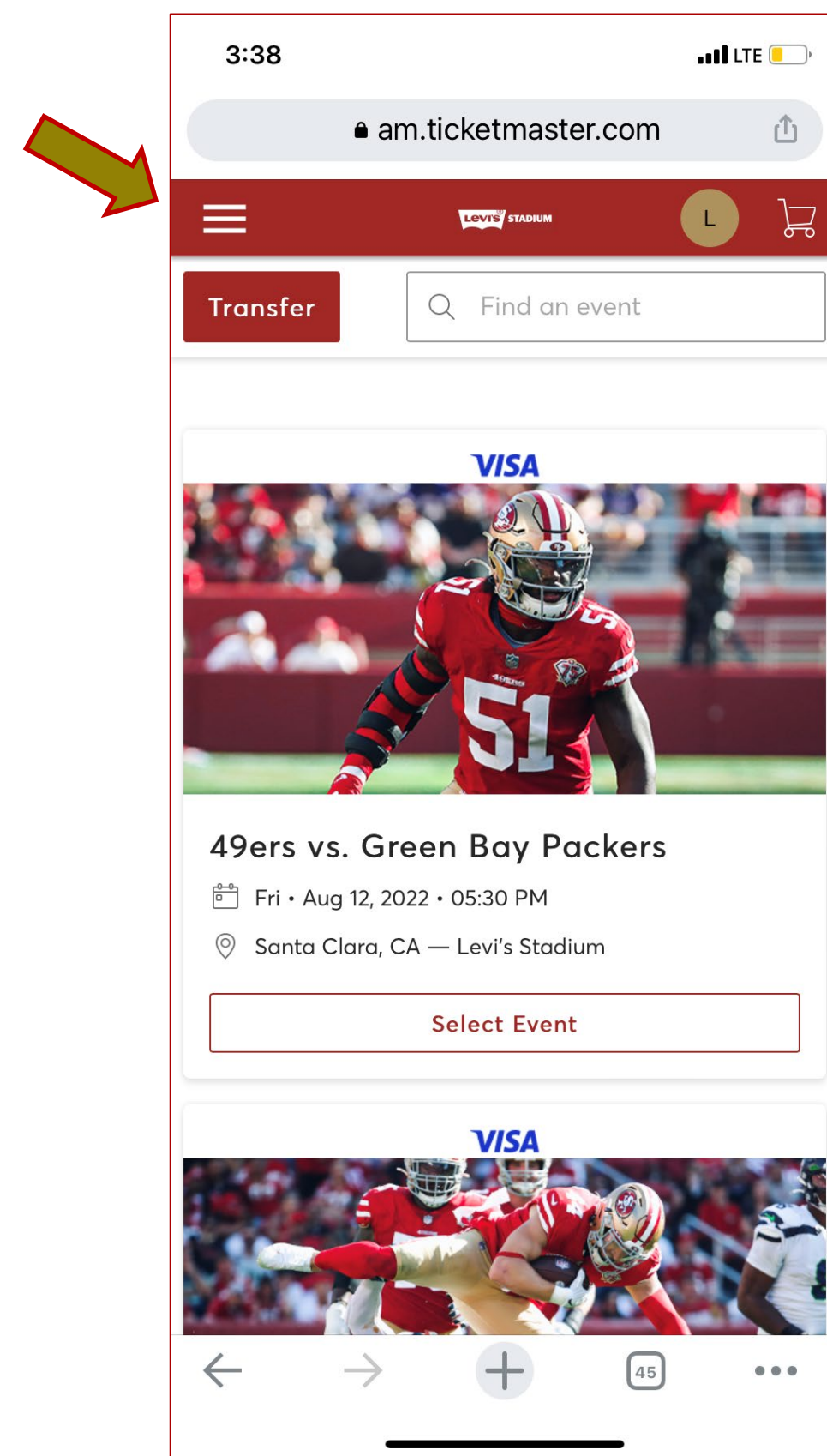
Step 4—
You're all set! Click "Ok" to exit



Account Management – Mobile Website

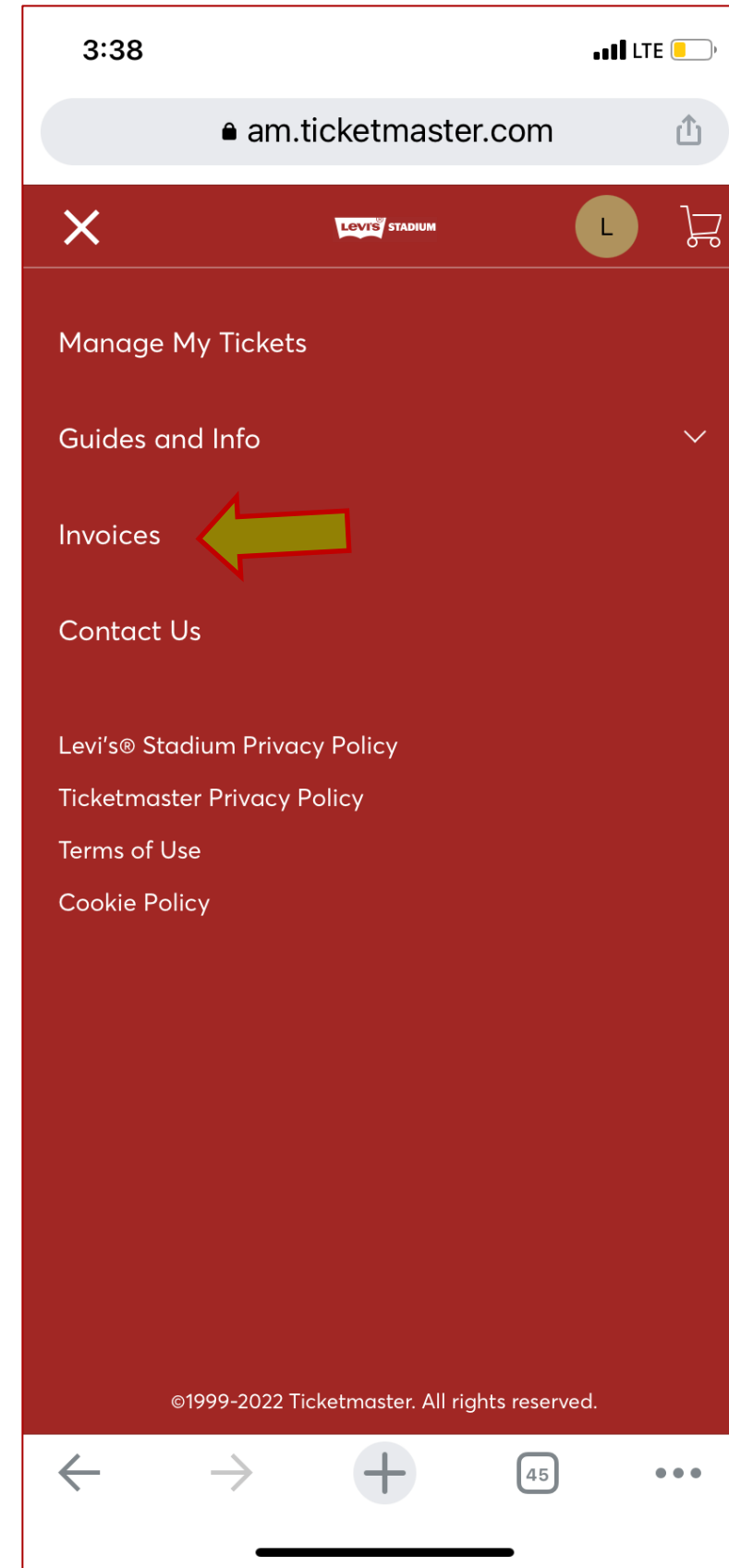
Paying invoices through the mobile website

- Tickets & parking passes will be manageable immediately after payment



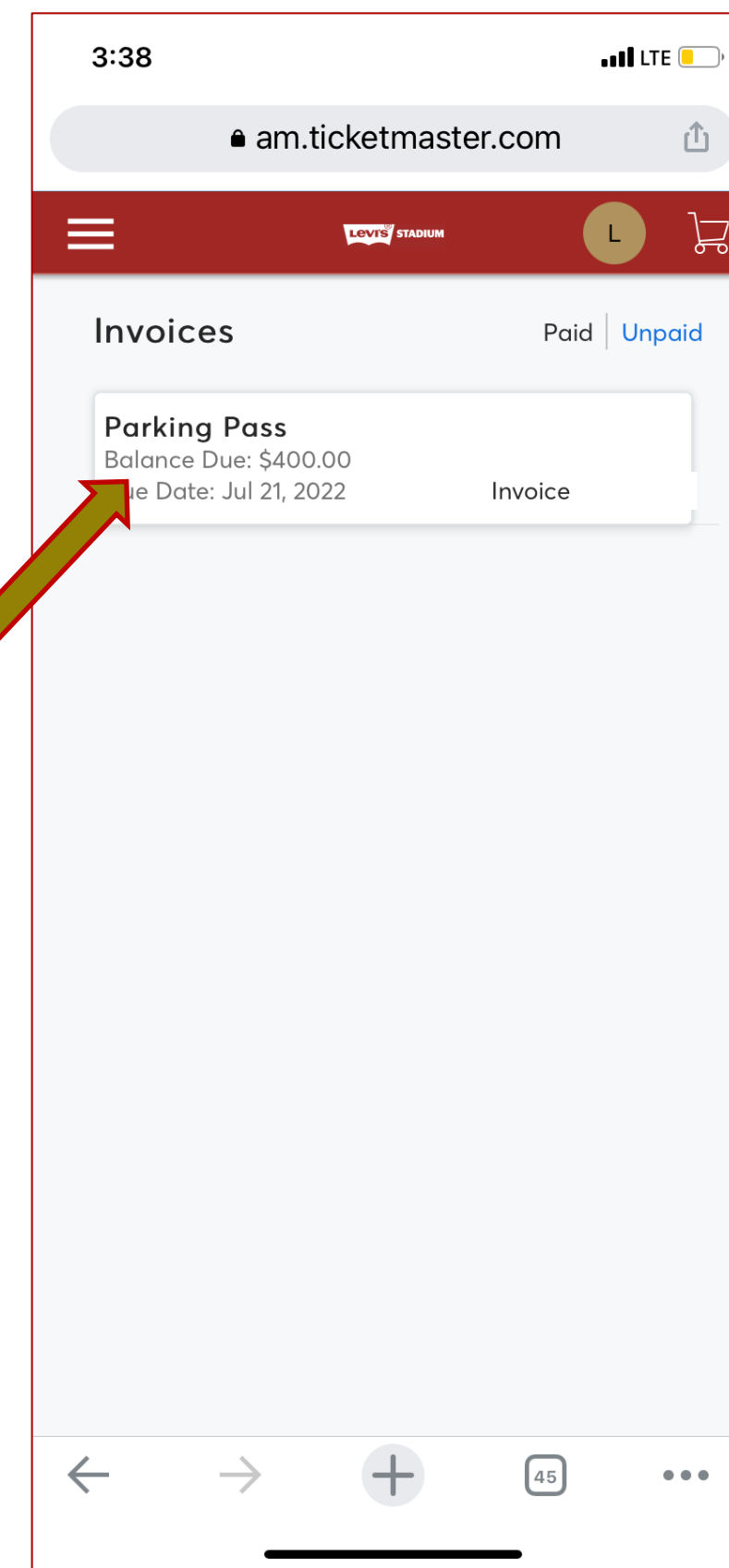
Step 1—

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



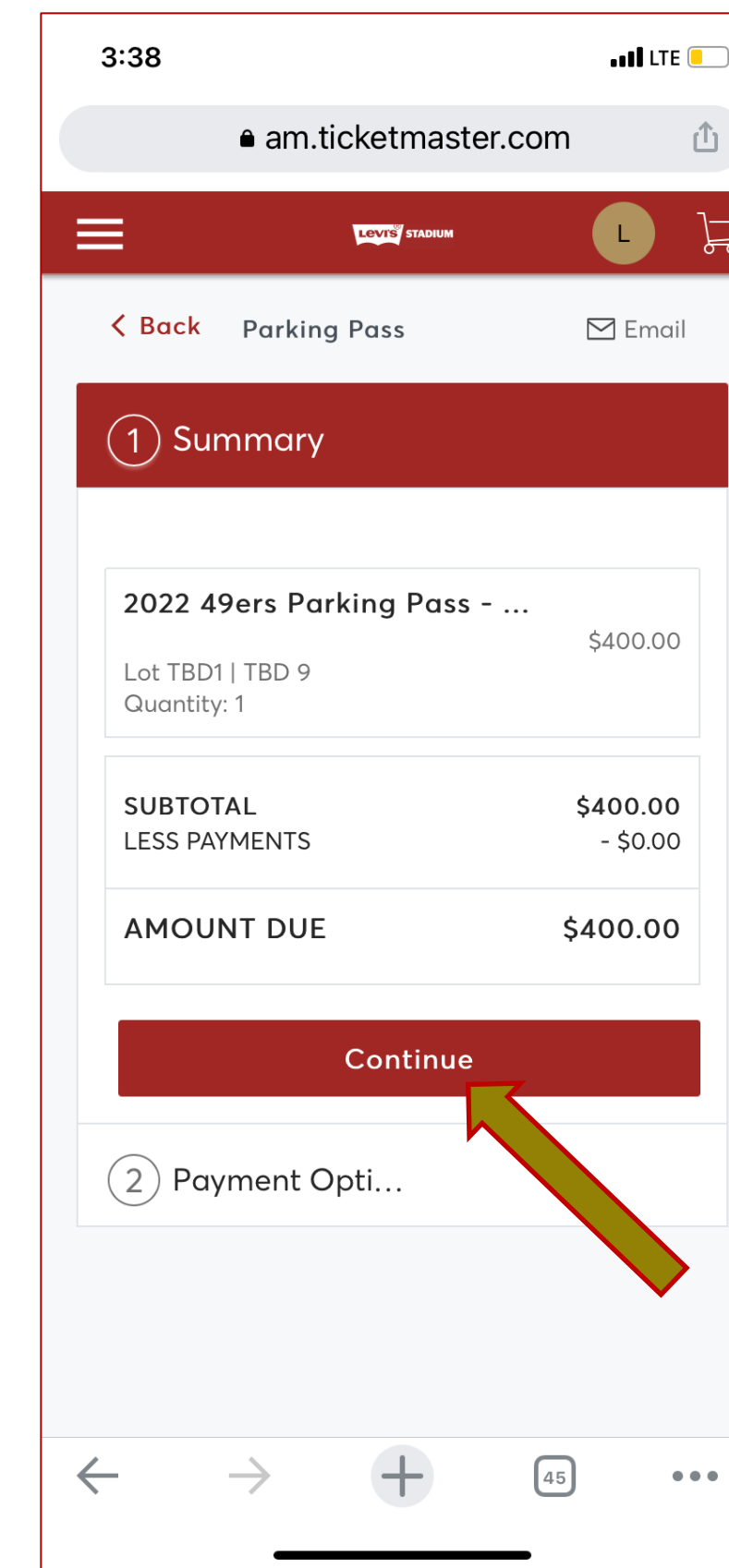
Step 2—

In the menu of options, click on "Invoice"



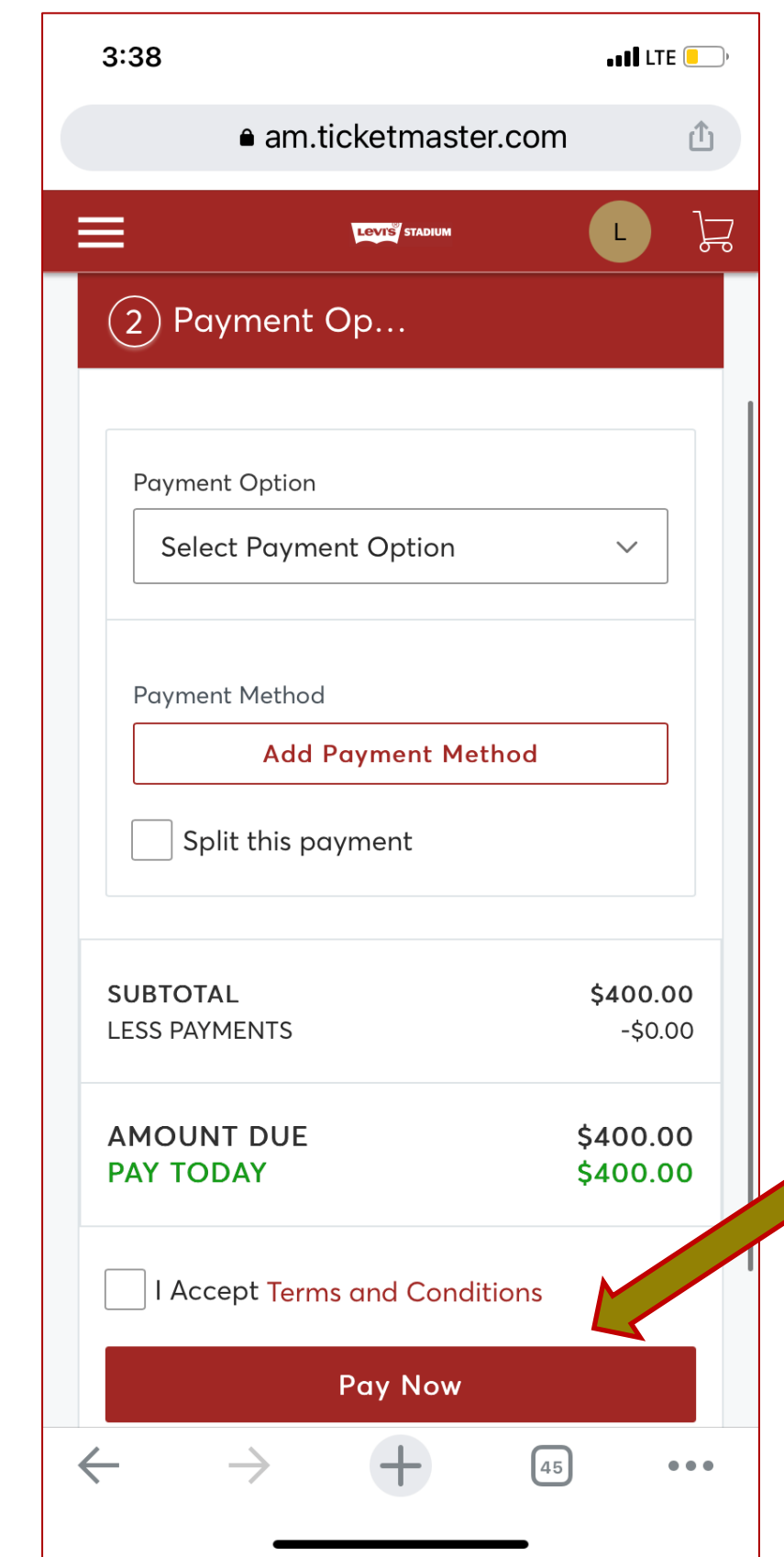
Step 3—

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 2024 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 **cadence**

Home Schedule Stadium Camo **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.

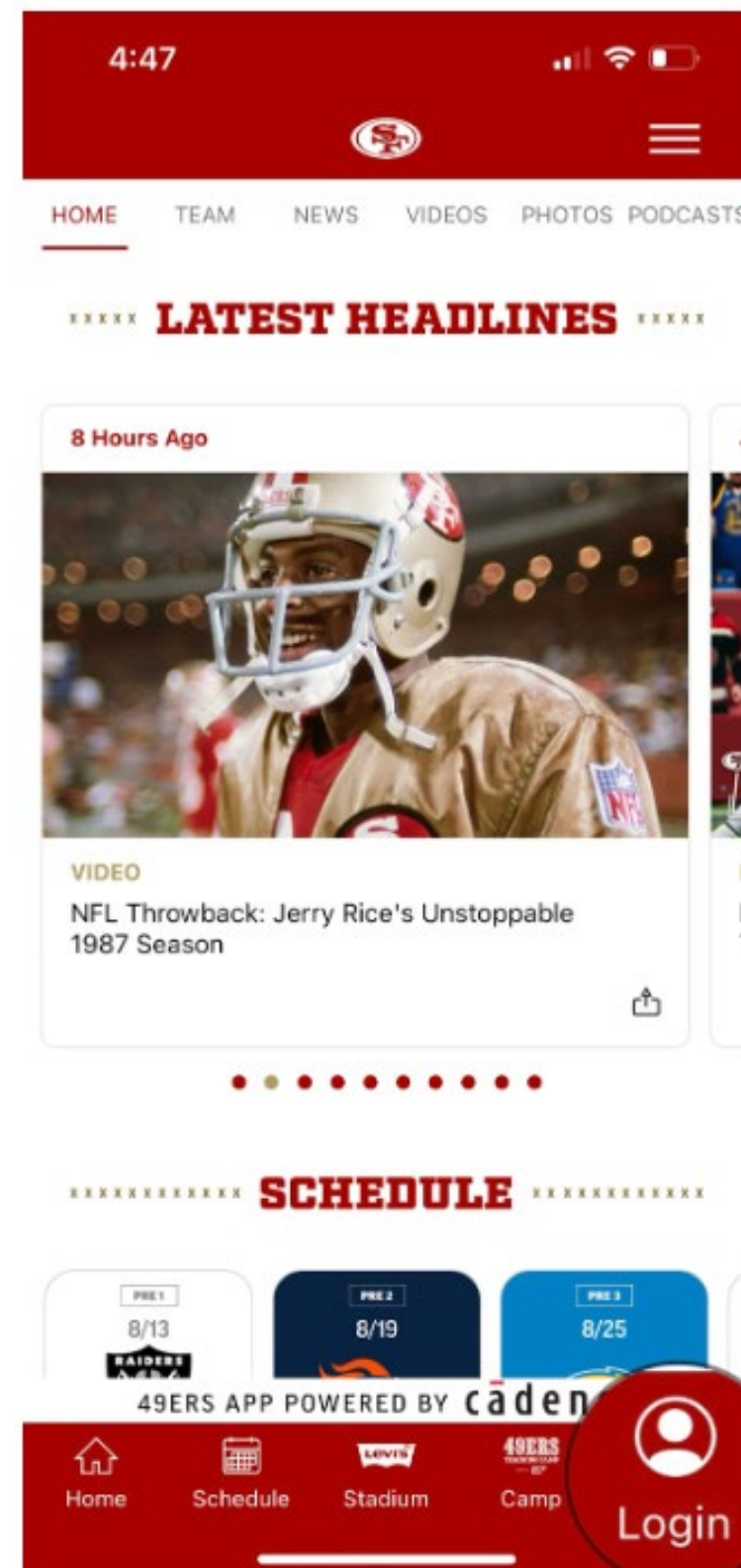
Next, tap "Tickets and Parking" to log in to your ticket account using your email address and password (same as your online account).

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

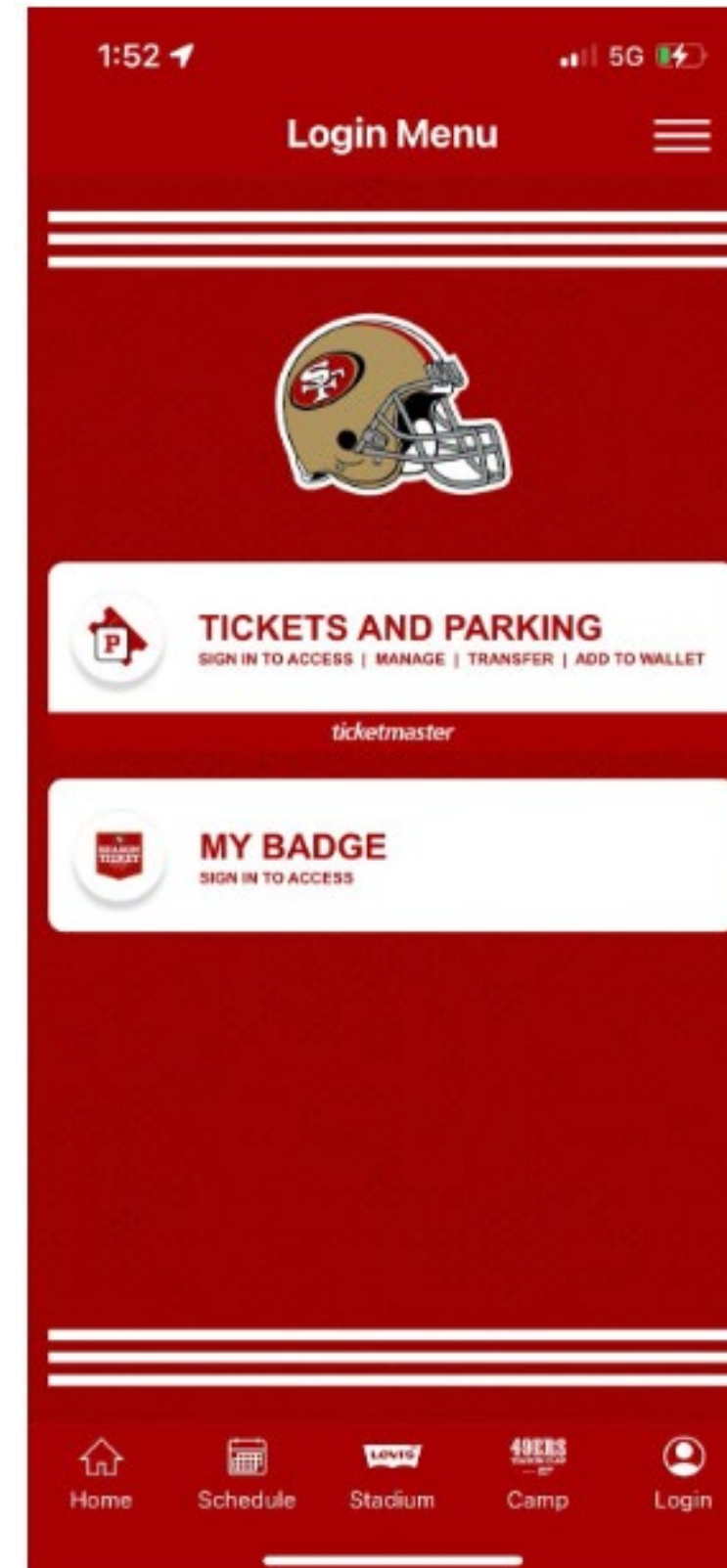
Account Management – 49ers App

How to manage your account through the App

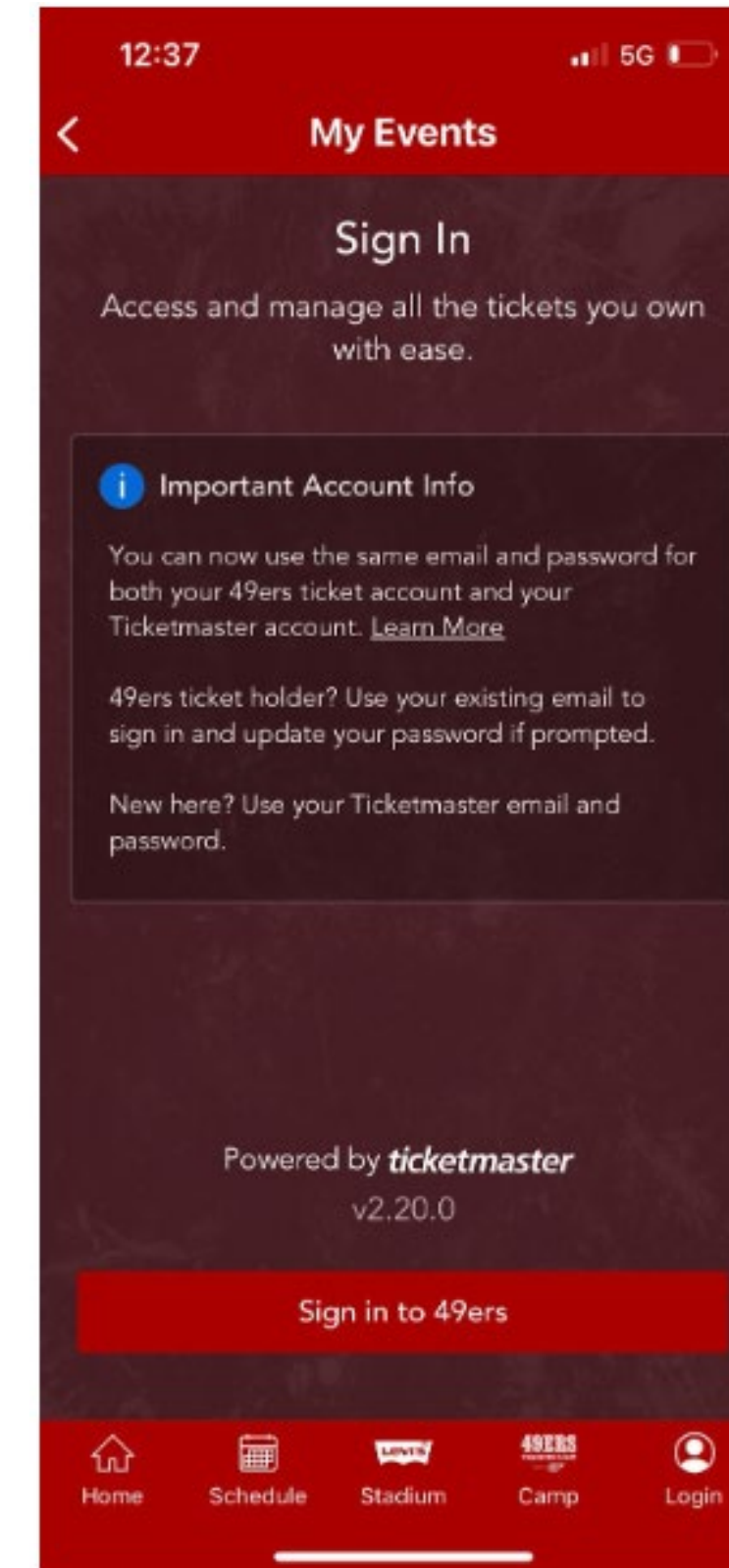
- Login Information
 - Your Account Email
 - Your Account Password



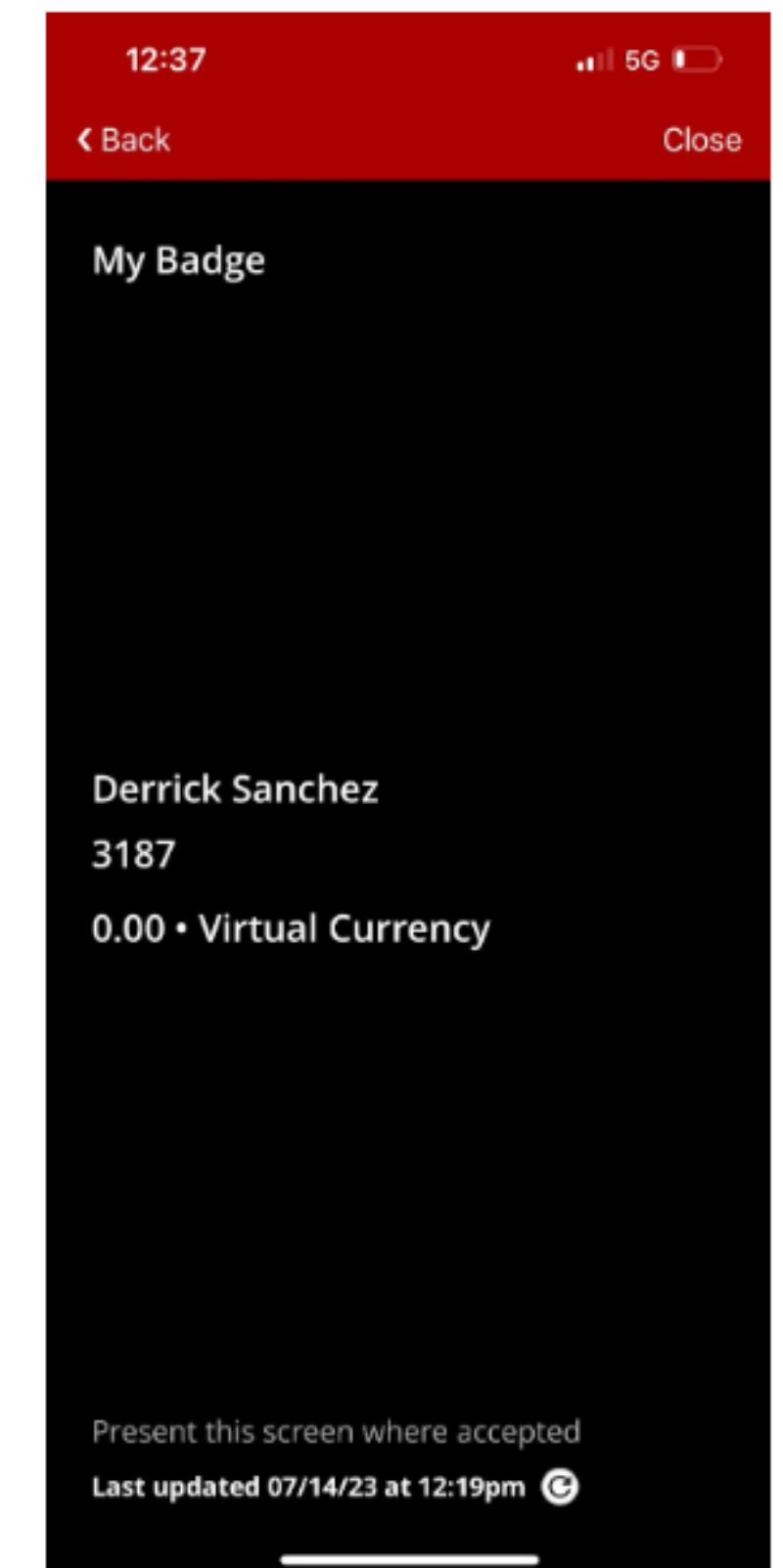
Step 1—
Click the “Login” tab at the bottom of the app



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



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

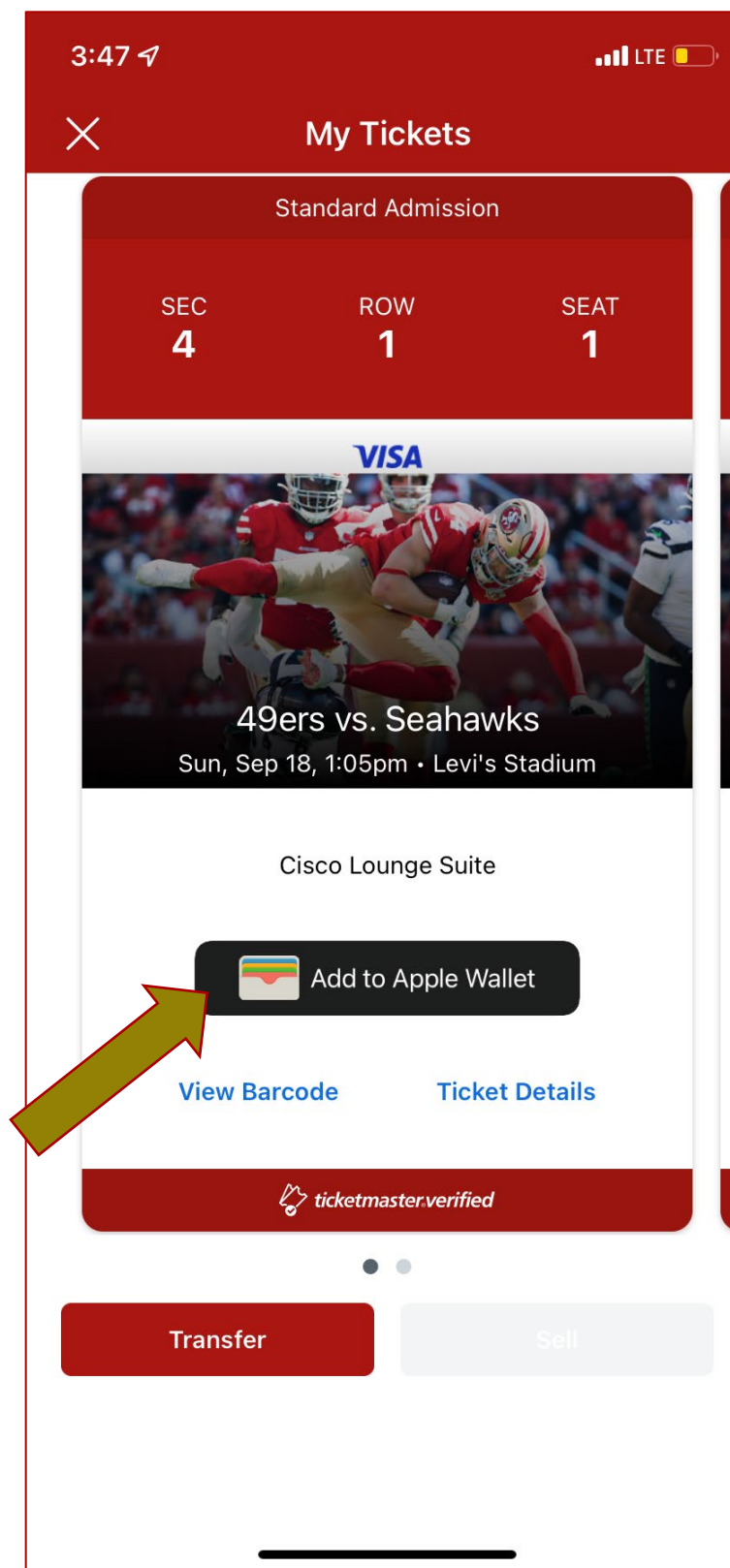


Step 4—
After tapping “My Badge” users can view the red/gold screen (if signed into their ticket account)

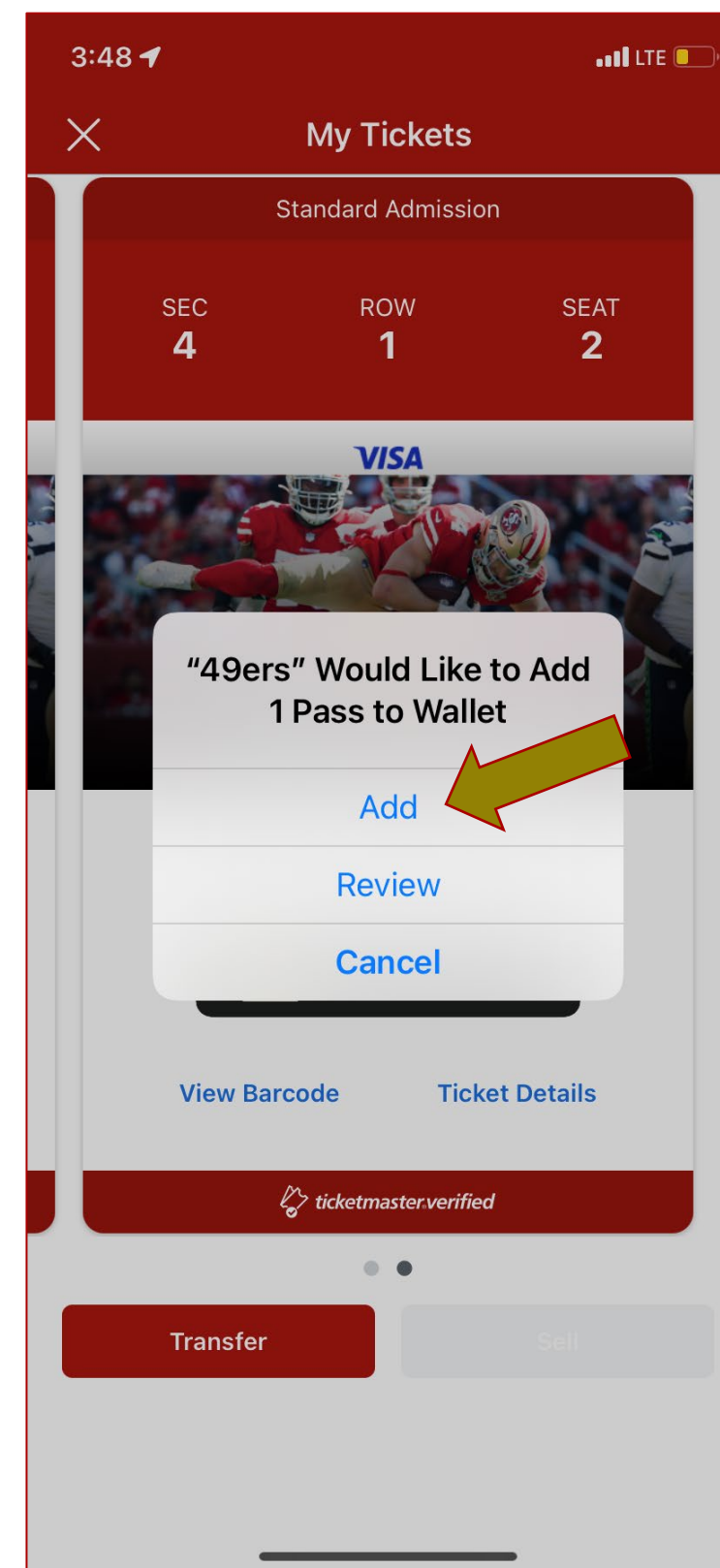


Account Management – 49ers App

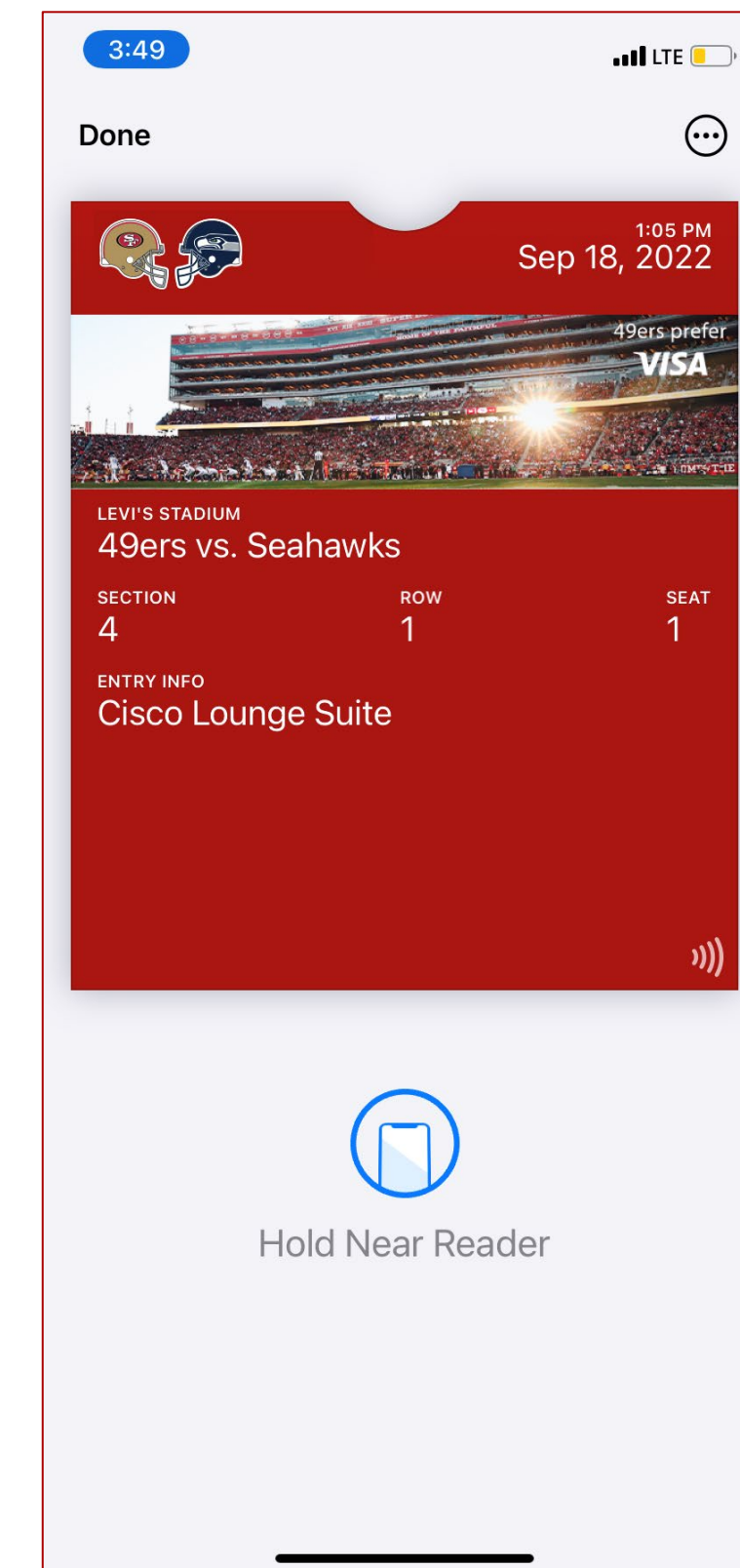
iPhones – Accessing your ticket(s) for entry into the stadium



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



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

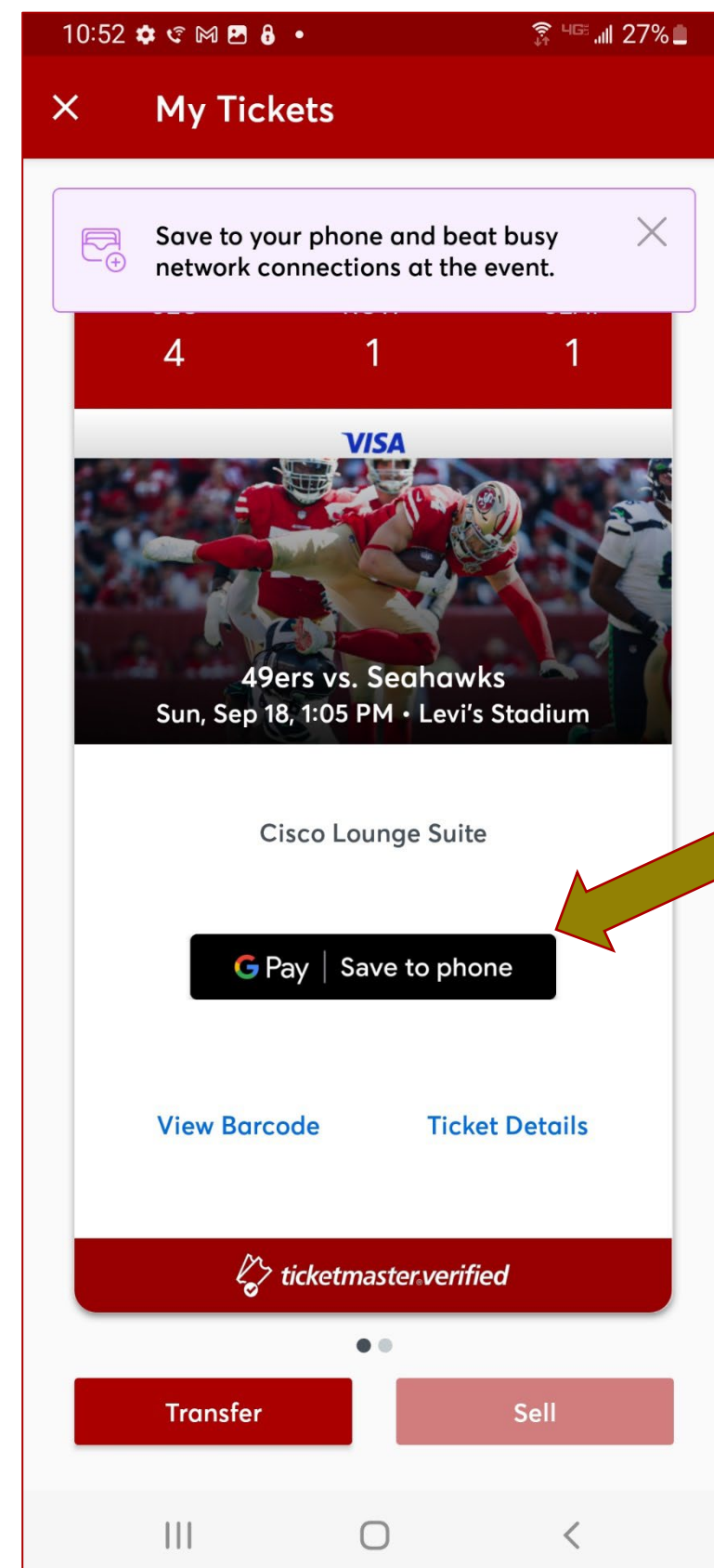


Apple Wallet Ticket

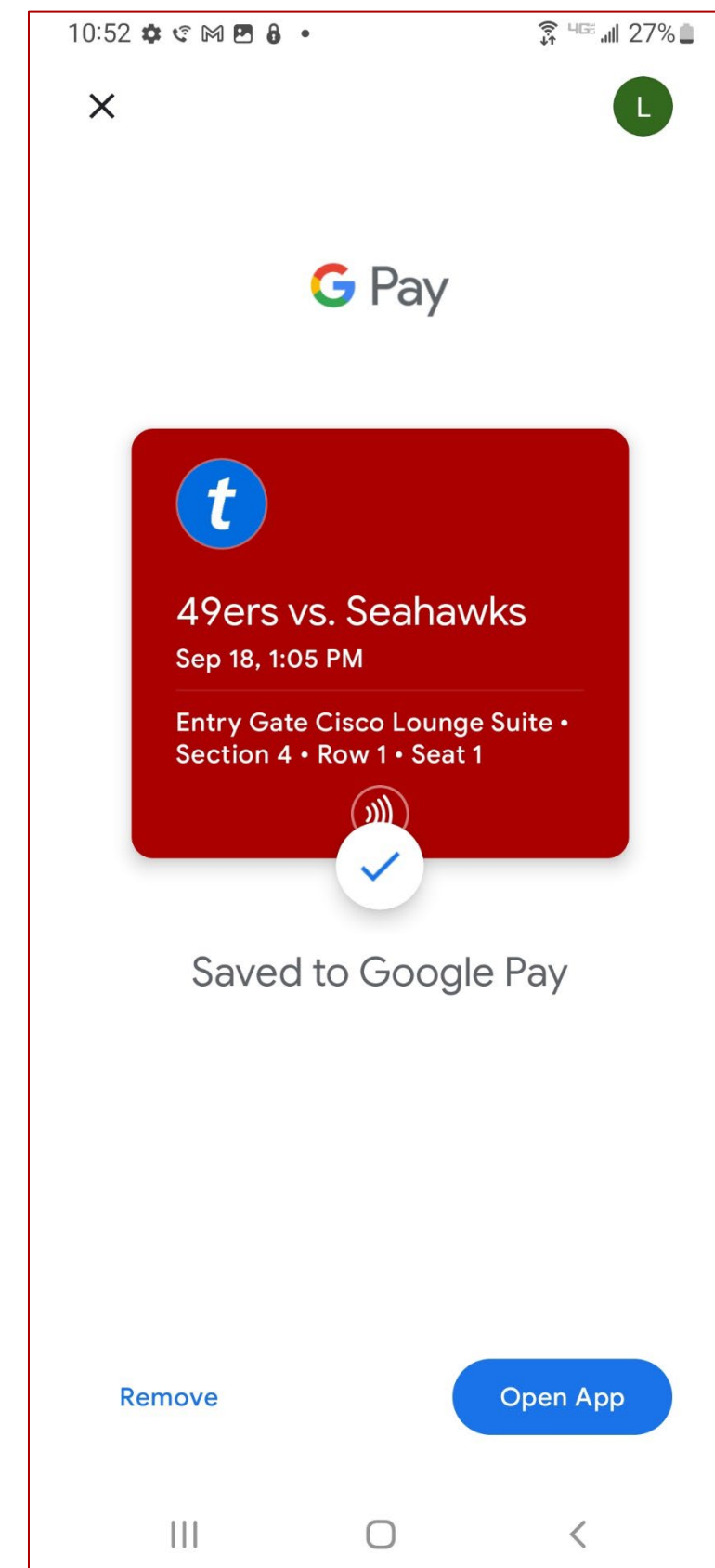


Account Management – 49ers App

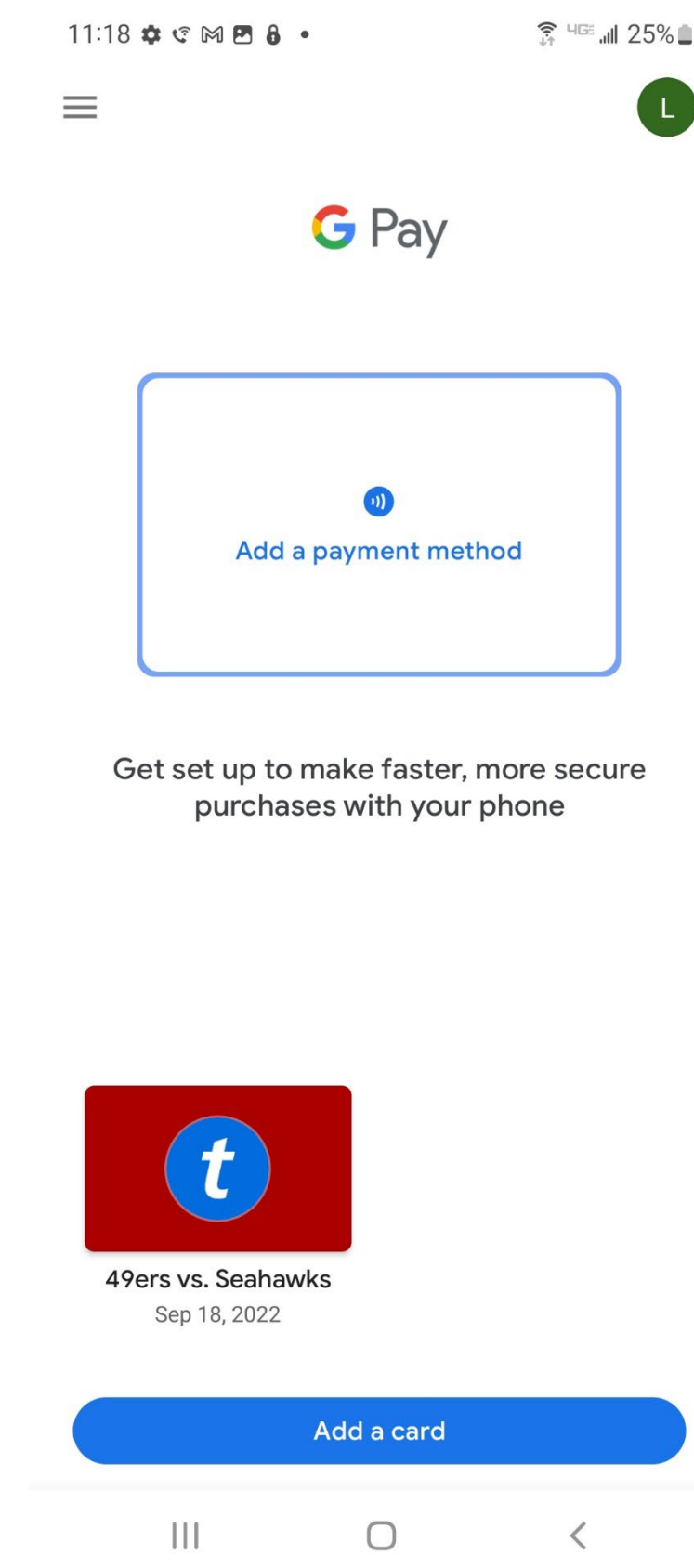
Androids – Accessing your ticket(s) for entry into the stadium



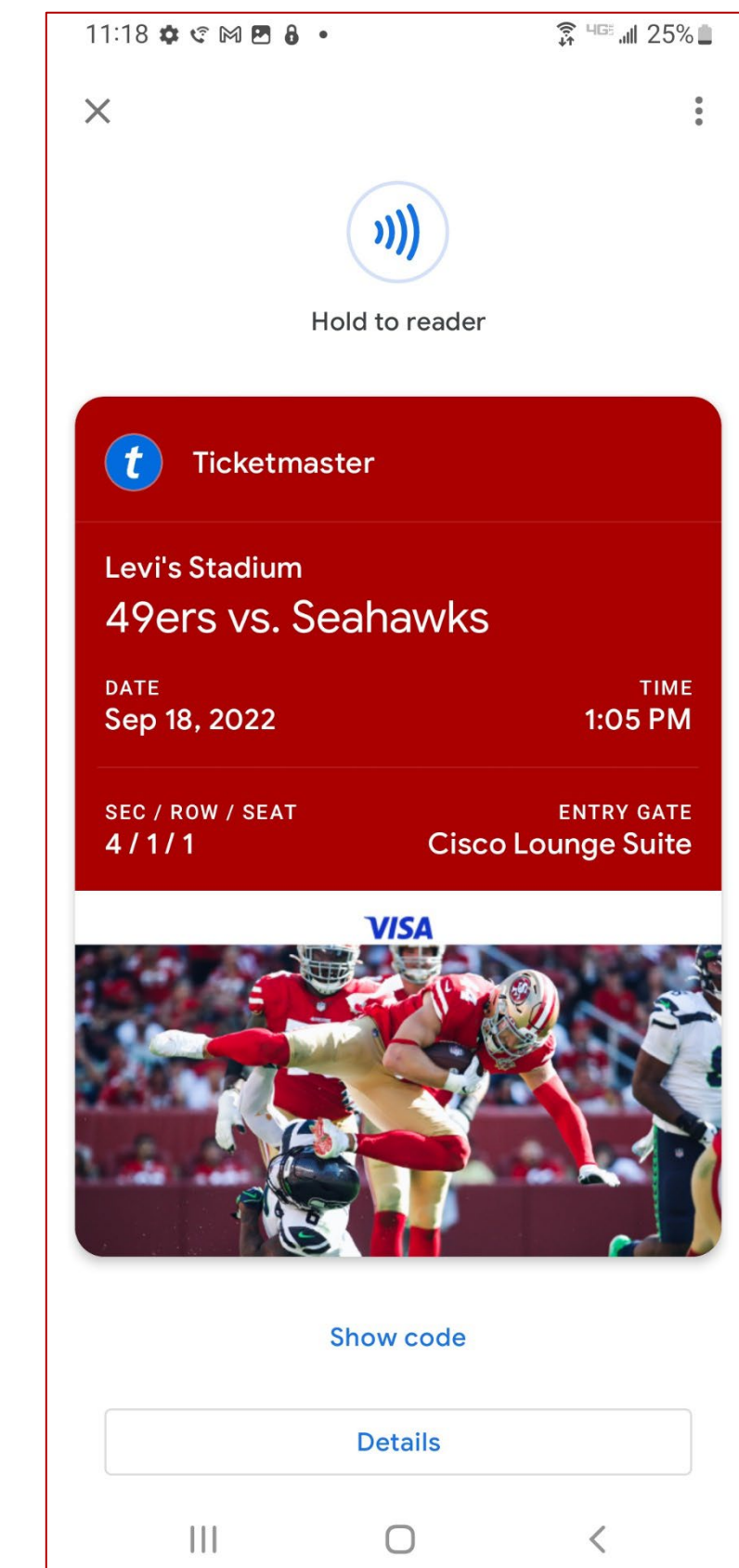
Step 1 — (Android)
Click “Save to Phone.”



“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.

