



NEW SIGN-ON FOR CURRENT MEMBERS

STEP 1:

Sign into **Account Manager**
Use the same email address
you have used previously.
The system will recognize
your email and may prompt
you to reset your password.

The screenshot shows a web browser interface with a dark blue header. On the left, there's a 't' logo and links for 'Manage Tickets' and 'Contact Us'. On the right, there's a user profile 'Ignatius Reilly' with a dropdown arrow, a language selector 'EN', and a shopping cart icon. The main content area has a background image of a crowd. A white modal box titled 'Sign In to Account Manager' is centered. It includes the text 'Powered by ticketmaster'. Below this are input fields for 'Email Address' (containing 'unmatched@email.com') and 'Password' (masked with dots). There's a 'Remember Email' checkbox and a 'Forgot Password?' link. A disclaimer states: 'By continuing past this page, you agree to the Terms of Use and understand that information will be used as described in our Privacy Policy.' At the bottom of the modal, there's a link 'New to Ticketmaster? Sign Up' and a blue 'Sign In' button. Below the modal, a grey bar contains the text 'Mobile Ticketing Tutorial'.





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STEP 2:

If a blue box appears above the log in screen, select 'Let's Get You a New Password' highlighted in bright blue. This will send a confirmation code to your email.

A screenshot of the Nashville SC Ticketmaster website. The background is a blurred image of a crowd. A white modal box titled "Sign In to Account Manager" is centered on the screen. It includes a "Powered by ticketmaster" logo. A blue box with an information icon and the text "It's Time to Update Your Password" is displayed. Below this, there are input fields for "Email Address" (containing "not-authenticated@email.com") and "Password" (masked with dots). A "Remember Email" checkbox is present, along with a "Forgot Password?" link. At the bottom of the modal, there is a "Sign Up" link for new users and a "Sign In" button. The website's header shows "Manage Tickets" and "Contact Us" links, and the user's name "Ignatius Reilly" is visible in the top right corner. A footer banner at the bottom of the page reads "Mobile Ticketing Tutorial".

Manage Tickets Contact Us Ignatius Reilly EN

Sign In to Account Manager ×
Powered by **ticketmaster**

It's Time to Update Your Password
As part of the Ticketmaster account system, we periodically ask fans to reset their Ticketmaster password, preferably to a new password that you haven't already used with this account. [Let's get you a new password.](#)

Email Address
not-authenticated@email.com

Password
••••••••

☐ 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 our [Privacy Policy](#).

New to Ticketmaster? [Sign Up](#) [Sign In](#)

Mobile Ticketing Tutorial





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STEP 3:

Enter the confirmation code, mentioned above and click confirm.

A screenshot of the Ticketmaster mobile app interface. The background is a dark, blurred image of a crowd of people. At the top, there is a blue navigation bar with a 't' logo, 'Manage Tickets', 'Contact Us', a user profile icon for 'Ignatius Reilly', a language selector for 'EN', and a shopping cart icon. A white modal dialog box is centered on the screen with the title 'Reset Ticketmaster Password' and a close button (X). The text inside the modal says: 'A one-time code has been sent to unmatched@email.com. Enter your code below to continue.' Below this is a label 'One-Time Code' and a text input field containing the code '123456'. Under the input field, it says 'Haven't received your code? [Request a new code.](#)'. At the bottom right of the modal is a blue button labeled 'Confirm'. At the bottom of the app screen, there is a grey bar with the text 'Mobile Ticketing Tutorial' flanked by horizontal lines.



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STEP 4:

Determine your new password and press 'Reset Password'

A screenshot of the Ticketmaster mobile app interface. At the top, there's a dark blue header with the Ticketmaster logo, 'Manage Tickets', 'Contact Us', a user profile for 'Ignatius Reilly', a language selector for 'EN', and a shopping cart icon. The main content area shows a 'Reset Ticketmaster Password' dialog box. The dialog has a title bar with a close button (X). Below the title, it says 'Enter your new password. For improved security, we recommend one that you haven't previously used with this account.' There's a text input field labeled 'New Ticketmaster Password' containing ten dots, with a 'SHOW' button to its right. Below the input field, it says 'Password must include:' followed by three green checkmarks and their respective requirements: 'Contain at least 6 characters', 'Include a letter', and 'Include a number'. At the bottom right of the dialog is a blue button labeled 'Reset Password'. The background of the app is a blurred image of a crowd of people. At the bottom of the screen, there's a grey bar with the text 'Mobile Ticketing Tutorial'.



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STEP 5:

Enter your cellphone number
and press 'Next'

A screenshot of a mobile app interface for Nashville SC. The background is a blurred image of a crowd of fans. A white modal window is centered on the screen. At the top of the modal, it says 'Step 1 of 2' and 'Enter Your Phone Number' with a close button. Below this, a paragraph explains that confirming the phone number is for verification. Then, it asks the user to enter their phone number for the account 'unmatched@email.com'. A note states 'Standard data and messaging rates may apply.' Below that is a 'Phone Number' input field with a dropdown menu showing a US flag and the number '+1 (555) 123-4567'. At the bottom of the modal is a checkbox with the text '[This is a custom SMS opt-in message coming from CMS] Applies to mobile numbers only.' and a blue 'Next' button.

Step 1 of 2


Enter Your Phone Number

Confirming your phone number is an extra layer of verification that helps us confirm you're not a bot. We'll send you a one-time code to complete the sign up process.

Please enter your phone number for your account:
unmatched@email.com

Standard data and messaging rates may apply.

Phone Number

 +1 (555) 123-4567

☐ [This is a custom SMS opt-in message coming from CMS] Applies to mobile numbers only.

Next

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NEW SIGN-ON FOR CURRENT MEMBERS

STEP 6:

Enter the confirmation code
you received and press
'Confirm'

A screenshot of the Nashville SC mobile app interface. The background is a blurred image of a crowd of fans. A white modal window is centered on the screen. At the top of the modal, it says 'Step 2 of 2' and 'Confirm Your Code' with a close button. Below this, a message states: 'A one-time code has been sent to (555) 123-4567. Enter your code below to continue.' There is a text input field labeled 'One-Time Code' containing the number '123456'. Below the input field, a link says 'Haven't received your code? Request a new code.' At the bottom of the modal are two buttons: 'Back' and 'Confirm'. The app's header is dark blue with a 't' logo, 'Manage Tickets', 'Contact Us', a user profile 'Ignatius Reilly', a language selector 'EN', and a shopping cart icon. At the bottom of the screen, there is a grey bar with the text 'Mobile Ticketing Tutorial'.



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STEP 7:

Update your account
information and click 'Next'

A screenshot of a web browser showing the 'Update Your Information' form. The form is titled 'Update Your Information' and is powered by Ticketmaster. It contains four input fields: 'First Name' (Ignatius), 'Last Name' (Reilly), 'Country of Residence' (United States), and 'Zip/Postal Code' (70117). A blue 'Next' button is at the bottom right. The background of the page is a crowd of people. The top navigation bar includes 'Manage Tickets', 'Contact Us', and a user profile for 'Ignatius Reilly'. The bottom of the page has a grey bar with the text 'Mobile Ticketing Tutorial'.



CONGRATULATIONS

Your Nashville SC Account Manager is now linked and is all set. You will be able to use the same username and password for other Account Manager sites & **[Ticketmaster.com](https://www.ticketmaster.com)**

