

ACCOUNT MANAGER USER GUIDE



ticketmaster®



May 22-26, 2024 Colonial Country Club
Fort Worth, Tx

charles
SCHWAB
CHALLENGE

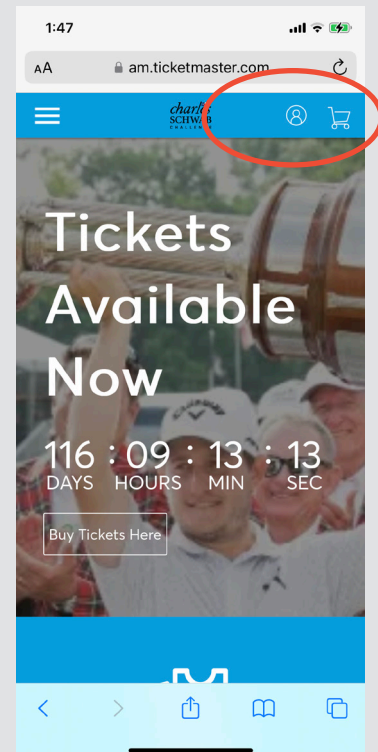
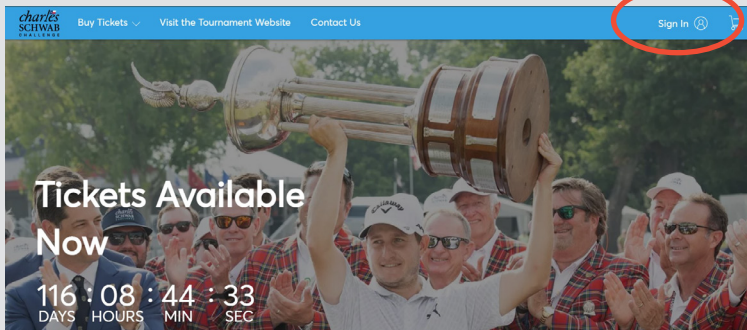


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Welcome to the Charles Schwab Challenge Account Manager program. Account Manager will give you the ability to manage your tickets for the 2023 Charles Schwab Challenge electronically. If you have any questions throughout the process of using Account Manager, please reach out to our Sponsor Relations Team:

Rachel Barber
Ticket Sales Coordinator
rbarber@colonialfw.com
(817) 927-4281

Bryce Jeske
Ticket & Sales Support
Bryce.jeske@pgatourhq.com
(919) 932-0094



To get started, visit <https://am.ticketmaster.com/pgacharlesschwabchallenge/> and click 'sign-in' to login. Your company's tickets have been loaded into an account under your Ticket Manager's email address, as designated on your Sponsorship Form. Please ensure you're are logging in with this email address to access your company's ticket account.



Sign In to Charles Schwab Challenge
Powered by *ticketmaster*

Important Account Update

You can now use the same email and password for both your Charles Schwab Challenge ticket account and your Ticketmaster account.

Charles Schwab Challenge ticket holder? Use your existing email to sign in and update your password if prompted.

New here? Use your Ticketmaster email and password.

[Learn More](#)

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 our [Privacy Policy](#).

New to Ticketmaster? [Sign Up](#)

If this is your first time accessing the Charles Schwab Challenge Account Manager or Ticketmaster, click 'Sign Up' at the bottom of the screen to create an account.

1:48

AA | auth.ticketmaster.com

Sign In to Charles Schwab Challenge
Powered by *ticketmaster*

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[Learn More](#)

Email Address

This field is required.

Password
 SHOW

< > [share] [bookmarks] [tabs]



charles SCHWAB CHALLENGE Buy Tickets Manage My Tickets More Rachel Barber

My Events

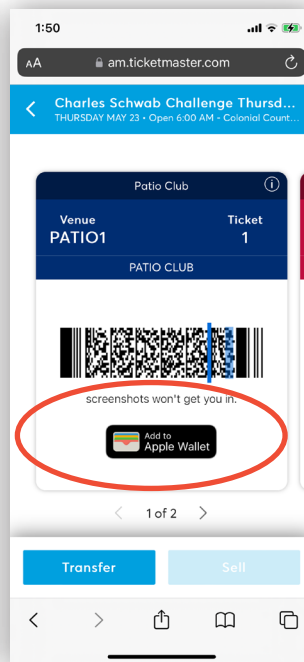
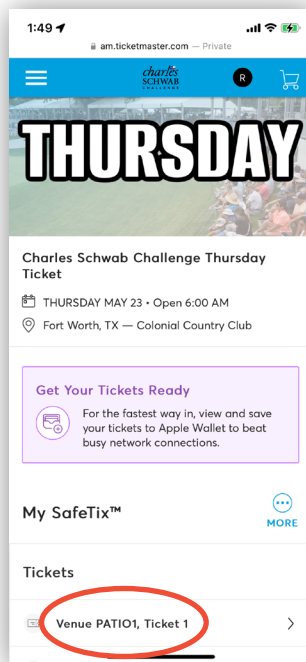
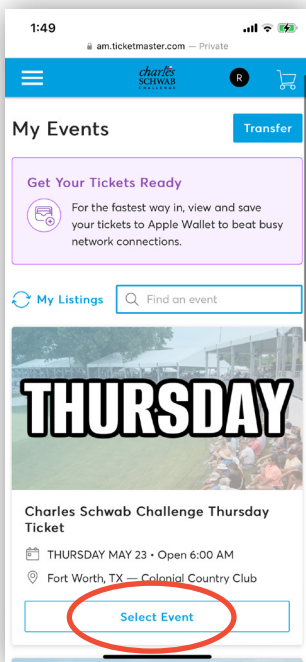
Transfer

Your phone is your ticket. For the fastest way in, add your ticket to your digital wallet.

Find an event My Listings

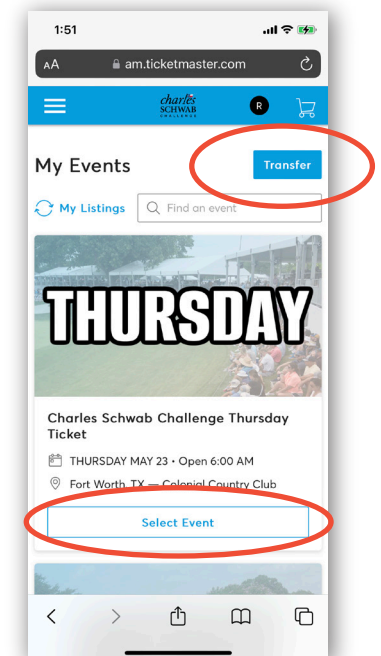
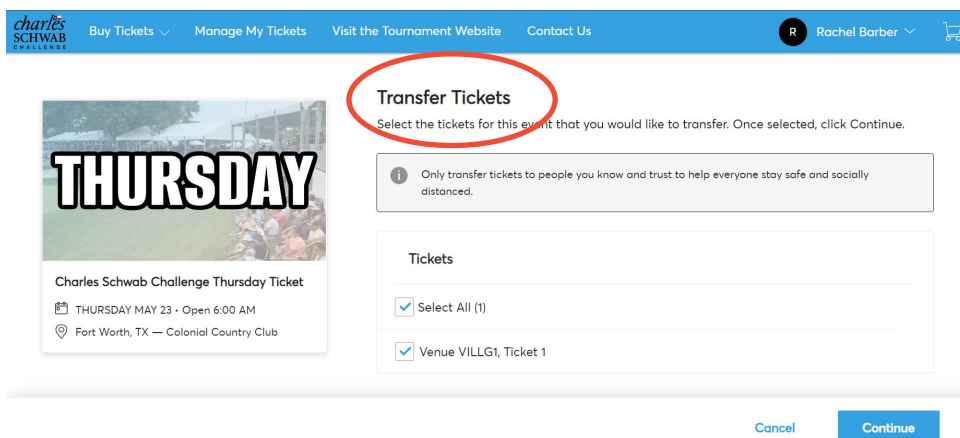
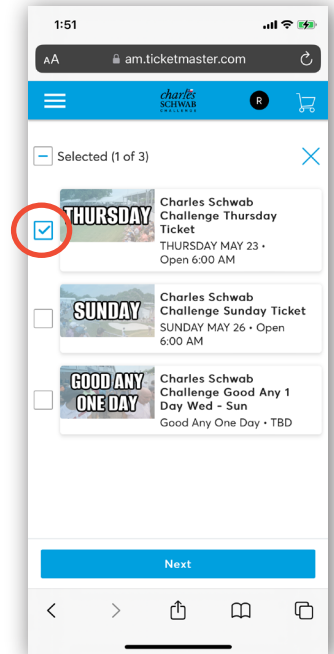
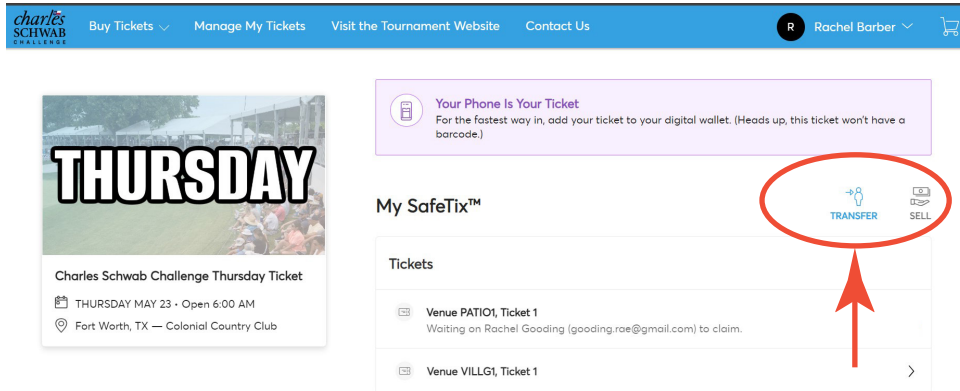
- THURSDAY** Charles Schwab Challenge Thursday Ticket
THURSDAY MAY 23 • Open 6:00 AM
Fort Worth, TX — Colonial Country Club
Select Event
- SUNDAY** Charles Schwab Challenge Sunday Ticket
SUNDAY MAY 26 • Open 6:00 AM
Select Event

If you are on your mobile phone, you can click the tickets to pull up your barcodes. You will need to show these for tournament access. Add these tickets to your mobile wallet for easiest access to the tournament.





If you want to transfer tickets to friends, family or clients please click the 'Transfer' button.



THURSDAY

Charles Schwab Challenge Thursday Ticket

THURSDAY MAY 23 • Open 6:00 AM

Fort Worth, TX — Colonial Country Club



Your Phone Is Your Ticket

For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)

My SafeTix™



Tickets

- Venue PATIO1, Ticket 1
Waiting on Rachel Gooding (gooding.rae@gmail.com) to claim. [Cancel Transfer](#)
- Venue VILLG1, Ticket 1 [>](#)

1:51 | am.ticketmaster.com

TRANSFER - SELECT TICKETS

Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.

THURSDAY Charles Schwab Challenge Thursday Ticket
THURSDAY MAY 23 • Open 6:00 AM

- Venue PATIO1
 - Select All (1)
 - Venue PATIO1, Ticket 1
- Venue VILLG1

[Cancel](#) [Next](#)

1:51 | am.ticketmaster.com

TRANSFER - SELECT A RECIPIENT

1 Event(s) Selected
Total of 1 ticket(s) selected

[Add a New Recipient](#)

First Name *

Last Name *

Email *

Message (Optional)

[Cancel](#) [Transfer](#)



ACCOUNT MANAGER: ACCEPTING TICKETS



 My Account

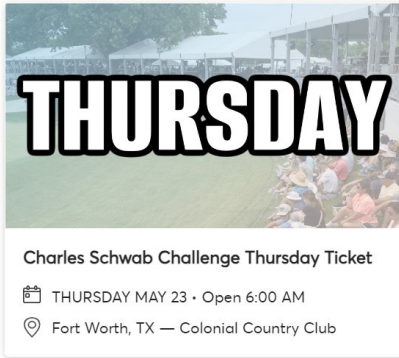
It's Time: Accept Your Tickets Now

Rachel just sent you 1 Charles Schwab Challenge tickets.

A message from Rachel Barber:

[Accept Tickets](#)

Accept by Fri - May 24, 2024 • 08:00 PM



Your Phone Is Your Ticket
For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)

My SafeTix™

TRANSFER SELL

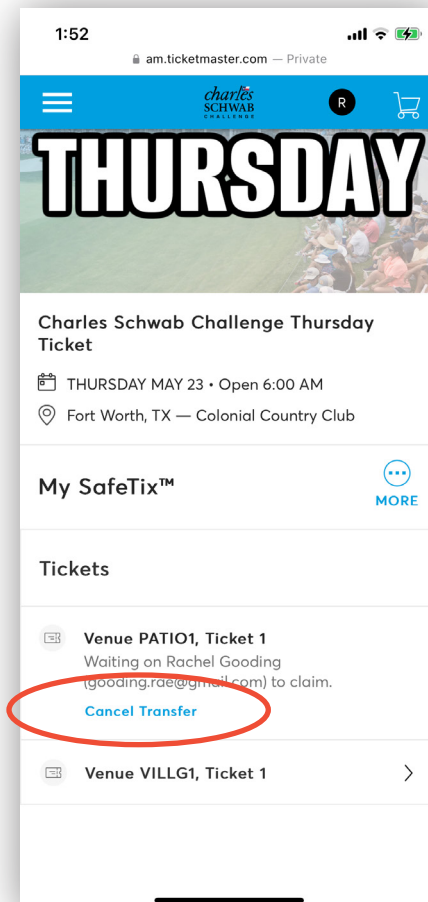
Tickets

Venue PATIO1, Ticket 1
Waiting on Rachel Gooding (gooding.rae@gmail.com) to claim.

Cancel Transfer

Venue VILLG1, Ticket 1

To cancel a transfer of tickets that have not been accepted yet, simply click the "cancel transfer" button next to the tickets in your account.





What if I can't find my ticket barcode?

1. Make sure you are using your mobile phone. You must use your phone for entry into the parking lot and tournament. The barcodes will not display on your computer desktop.
2. Choose the day you wish to view then click the ticket. A barcode for the ticket will appear. Add to your mobile wallet for easiest access to the tournament.

What happens if a guest confirms their ticket transfer, but can no longer attend the event?

If a guest confirms their ticket transfer and can no longer attend, they simply need to transfer them back to you following the same transfer process you completed initially. Once you receive their transfer confirmation, you can then accept the tickets and send them to a new guest.

What if my guest can't sign in?

If this is the first time your guest has accessed the Charles Schwab Challenge Account Manager with this email, they may need to click 'Sign Up'.

Is there a restriction to the number of items we can manage online?

There are no restrictions to the number of items that can be managed through Account Manager. However, if you have a large number of electronic tickets to manage, we do recommend that you start transferring items to your guests two weeks prior to the event.

Can multiple people manage the tickets in our account?

Multiple people can manage tickets from the same account, however only one person can be logged into the account at a time. This is to help avoid having people accidentally send the same ticket to multiple people. Instead, we recommend sending an allotment to each person that will be managing your tickets from the main account and having them then manage their allotment from their own account.

What email address do the confirmation emails come from?

Tickets are sent on behalf of the Charles Schwab Challenge from noreply@ticketmaster.com. Please ask your guests to add this to their email address book to avoid any email communication going to their email's junk folder.



Charles Schwab Challenge <noreply@ticketmaster.com>
to me ▾

How can guests manage their tickets?

You can direct your guests to <http://charlesschwabchallenge.com/manage-your-tickets/> for detailed instructions on how to manage their tickets.

What are options for parking?

Several options are available for parking, from public parking to clubhouse parking. See available parking here <https://www.charlesschwabchallenge.com/parking>