



Ticketmaster Account Manager User Guide

Account Manager lets you manage your premium tickets quickly and efficiently. Try logging in today!

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*Policies and Procedures subject to change

Login Guide

Account Manager Link

<https://oss.ticketmaster.com/html/home.html?l=EN&team=aacntr>

Login Information

If you do not have the login information, please contact Premium Services at 214-665-4289 or platinumservices@aacntr.com.



American Airlines Center Account Manager

powered by **ticketmaster**

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Manage Your Platinum Account

My Platinum Account Manager lets you manage your season tickets quickly and easily. Now you can forward tickets to a friend or client!

Features

- Forward tickets to friends via email
- Sell tickets on Platinum TicketExchange
- Pay invoices online
- Manage all tickets at a glance

My American Airlines Center Account Manager Log In

I have an account.

Account ID or E-mail Address

Password

continue

[Forgot Your Password?](#)

Remember me

If you do not know the e-mail address or account ID for your account, please contact customer service at (214) 665-4228.

I don't have a My American Airlines Center Account Manager account.

E-mail Address:

continue



Purchase Presale Tickets

Account Manager allows you to purchase platinum level tickets during presales for concerts and family shows.

Purchase Presale Tickets

When concerts and family shows are announced, you can purchase platinum level tickets through Account Manager during the appropriate presale period.



Concert Announcement



Adele
American Airlines Center
November 1, 2016
7:30PM

Platinum Tickets: \$145.50

Purchase Tickets Through Account Manager!

In order to protect all credit card information used to purchase platinum tickets for concerts and family shows, Premium Services will now be utilizing Ticketmaster Account Manager for all orders.

Please [login](#) and select the offer to the left of your screen. Tickets will be processed within 24 hours after the deadline. You can then view your seat locations on [Account Manager](#).

Platinum tickets for this performance are \$145.50 each. **The deadline to purchase tickets is Tuesday, December 2 at 12:00 PM.**

Purchase Presale Tickets

Step 1: Login to Account Manager.

Step 2: Select the offer on the left side of the screen under “Platinum Premier Pre-Sale”.



American Airlines Center AccountManager

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[home](#) | [faq](#) | [contact us](#) | [view cart](#) | [log out](#)

Hello, Emily Evans
You are currently in Account 202
[edit my profile](#)

Need Help?
▶ Watch our AccountManager tour.
▶ [FAQ](#)

[view all quick links](#)

[Click To View/Print Transaction History](#)

Platinum Premier Pre-Sale

You are eligible to request seats for the event(s) listed below.

Premium ROFR test
Expires Tue, May 31, 2016 8:00 PM

[view all offers](#)

[view history](#)

[Address Book](#)

Your Invoice (an invoice payment is due)

[New Invoices](#) | [Completed Invoice](#)

| | | |
|---|------------|-------------------------|
| ▼ Stars 0407 91193 | | |
| Account Details | | |
| Total Invoice Amount: | USD 200.00 | Pay Now |
| Overdue Amount: | USD 0.00 | |
| Next Payment Due Date: (due 05/28/2016) | USD 200.00 | Pay Now |
| Outstanding Balance: | USD 200.00 | Pay Now |
| Amount Paid to Date: | USD 0.00 | |

Manage My Tickets

My Ticket Options

| | | |
|---|------------------------------------|--|
| TRANSFER Transfer tickets to friends. | PRINT Print your ticket. | SELL List your tickets for sale. |
|---|------------------------------------|--|

[manage my tickets](#)

My Upcoming Events

Purchase Presale Tickets

Step 3: Accept Offer.

All orders must be submitted before the deadline. If you decline the offer, you will not have the opportunity to purchase platinum tickets.



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Hello, Emily Evans

You are currently in Account 202

Platinum Premier

Should you have any questions, please do not hesitate to either call the Premium Services Hotline: 214-665-4289 or email platinumservices@aacntr.com.

Platinum Premier Pre-Sale Offers

[view history](#)

If the pre-sale order is not submitted by the deadline date, the offer will automatically expire.

| Event | Event Date | Venue | Offer Expiration |
|---|------------------------------|--------------------------|------------------------------|
| <input checked="" type="radio"/>  Premium ROFR test | Thu, Jun 30, 2016 8:00 PM | American Airlines Center | Tue, May 31, 2016 8:00 PM |

Right of First Refusal

- Accept Offer
- Decline offer

[home](#)

Purchase Presale Tickets

Step 4: Select Number of Tickets and Pricing.

You can only purchase tickets in one price code.

Note: A \$4 facility fee will be included on each ticket purchased.

Platinum Premier Pre-Sale Offers [view history](#)

If the pre-sale order is not submitted by the deadline date, the offer will automatically expire.

| Event | Event Date | Venue | Offer Expiration |
|---|------------------------------|--------------------------|------------------------------|
|  Premium ROFR test | Thu, Jun 30, 2016 8:00 PM | American Airlines Center | Tue, May 31, 2016 8:00 PM |

Right of First Refusal

Accept Offer 

Please note: This event has purchase restrictions. See below for details.

1. Select number of tickets and Section
Note: Price displayed is the full price ticket. Other ticket types may be available (e.g. Child) for this event. Please contact us for inquiries.

Minimum of 1 and a Maximum of 10 Tickets

| | Location | Price per Seat |
|----------------------------------|----------|----------------|
| <input checked="" type="radio"/> | test A | \$20.00 |
| <input type="radio"/> | test B | \$10.00 |
| | | \$0.00 |

2. Select Delivery:

Request Notes (Optional):

Additional Comments:

3. Select your payment method.

Payment Option:

Total Amount
\$0.00

Applicable delivery and fee charges may apply upon approval.

Decline offer

[home](#)

Purchase Presale Tickets

Step 5: Select TicketFast as the Delivery Method.

TicketFast allows you to print or transfer tickets from your online account once the order has been processed.

Platinum Premier Pre-Sale Offers [view history](#)

If the pre-sale order is not submitted by the deadline date, the offer will automatically expire.

| Event | Event Date | Venue | Offer Expiration |
|---|------------------------------|--------------------------|------------------------------|
|  Premium ROFR test | Thu, Jun 30, 2016 8:00 PM | American Airlines Center | Tue, May 31, 2016 8:00 PM |

Right of First Refusal

Accept Offer 

Please note: This event has purchase restrictions. See below for details.

1. Select number of tickets and Section
Note: Price displayed is the full price ticket. Other ticket types may be available (e.g. Child) for this event. Please contact us for inquiries.

Minimum of 1 and a Maximum of 10 Tickets

| Quantity | Location | Price per Seat |
|----------|---|----------------|
| 2 ▼ | <input checked="" type="radio"/> test A | \$20.00 |
| | <input type="radio"/> test B | \$10.00 |
| | | \$40.00 |

2. Select Delivery: Ticket Fast ▼

Request Notes (Optional):

Additional Comments:

How many would you like:

3. Select your payment method.

Payment Option: Select Payment Option ▼

Total Amount
\$40.00

Applicable delivery and fee charges may apply upon approval.

Decline offer

[home](#)

Purchase Presale Tickets

Step 7: Select Payment Method.

Click “Add a New Card” if card is not on file.

Note: Only one credit card can be charged.

Platinum Premier Pre-Sale Offers [view history](#)

If the pre-sale order is not submitted by the deadline date, the offer will automatically expire.

| Event | Event Date | Venue | Offer Expiration |
|---|------------------------------|--------------------------|------------------------------|
|  Premium ROFR test | Thu, Jun 30, 2016 8:00 PM | American Airlines Center | Tue, May 31, 2016 8:00 PM |

Right of First Refusal

Accept Offer 

Please note: This event has purchase restrictions. See below for details.

1. Select number of tickets and Section
Note: Price displayed is the full price ticket. Other ticket types may be available (e.g. Child) for this event. Please contact us for inquiries.
Minimum of 1 and a Maximum of 10 Tickets

| Quantity | Location | Price per Seat |
|----------|---|----------------|
| 2 | <input checked="" type="radio"/> test A | \$20.00 |
| | <input type="radio"/> test B | \$10.00 |
| | | \$40.00 |

2. Select Delivery:

Request Notes (Optional):
Additional Comments:

3. Select your payment method.
Payment Option:

Credit Card Information
You may add, edit or delete a card by clicking on the links below.
 Add a New Card

Total Amount
\$40.00

Applicable delivery and fee charges may apply upon approval.

Decline offer

Purchase Presale Tickets

Enter your credit card information and select “continue”.

Credit Card Information

You may add, edit or delete a card by clicking on the links below.

▼ Add a New Card

Please enter the first and last name, street address and zip exactly as it appears on your credit card statement.

* = Required

| | |
|---------------------|----------------------|
| First Name * | <input type="text"/> |
| Last Name * | <input type="text"/> |
| Address * | <input type="text"/> |
| Postal / Zip Code * | <input type="text"/> |
| Card Type * | American Express ▼ |
| Card Number * | <input type="text"/> |
| Expiration Date * | -- ▼ -- ▼ |
| CVV * | <input type="text"/> |

Total Amount
\$40.00

continue

Applicable delivery and fee charges may apply upon approval.

Decline offer

home

Purchase Presale Tickets

Step 8: Submit Request.

After confirming the information is correct, click submit request.

You will receive an email notification with the summary of your order.

» REVIEW CONFIRMATION

Almost Done!

American Airlines Center will charge a per ticket Facility Fee of \$4.00. This will be included in the price of the ticket.

Event Details

| Event | Location | Price | Total |
|---|----------|-------------|---------|
| Premium ROFR test Thu, Jun 30, 2016 8:00 PM American Airlines Center | A | 2 x \$20.00 | \$40.00 |

Delivery: Ticket Fast

| | |
|---------------------|----------------|
| Item Total | \$40.00 |
| Fee Total | \$0.00 |
| Total Amount | \$40.00 |

Request Notes

The following is a summary of your question responses.

Additional Comments:

Payment Details

| card holder | credit card | expiration date | billing address |
|-------------|-------------|-----------------|-----------------|
| Emily Evans | Mastercard | 05/19 | 46 78 |

« edit request **submit request**

Purchase Presale Tickets

Step 9: Print Tickets.

You can view your seat locations and manage all tickets 24 hours after the deadline.

The screenshot displays the 'Manage My Tickets' interface. At the top, there is a header with the title 'Manage My Tickets' and a dropdown menu labeled 'select an event'. Below the header is a blue button labeled 'Transfer & Resale'. To the right of the button are icons for 'instructions' and 'Advanced Options'. The main content area shows a calendar for 'May 2016'. The calendar grid has columns for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and rows for dates. The date '3' (Tuesday) is highlighted in dark grey. Various dates have event listings: May 1 (2016 Stars PO...), May 7 (2016 Stars PO...), May 11 (2016 Stars ...), May 13 (Rihanna: PLAT..., Rihanna: Rese...), May 15 (The Cure: PLA..., The Cure: The..., more events), and May 18 (Florence And ...). At the bottom of the interface is a navigation bar with a left arrow, the year '2016', and the months 'Jan', 'Feb', 'Mar', 'Apr', 'May', 'Jun', 'Jul', 'Sep', 'Oct', 'Nov', 'Dec'. The 'May' month is currently selected.



Additional Lexus Garage Parking

Account Manager allows you to purchase additional parking passes in The Lexus Garage.

Additional Lexus Garage Parking

- Parking Link:
<https://oss.ticketmaster.com/aps/aacenter/EN/promotion/home>

Step 1: Select the event you would like to purchase.

American Airlines Center AccountManager

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[faq](#) | [contact us](#) | [log in](#)

Offer Starts : October 23, 2015
7:00 AM

Offer Expires : October 23, 2020
11:59 PM

Ticket limits : Maximum of 4 ticket(s).

LEXUS RESERVE PARKING

Purchase additional Lexus Reserve Parking Passes. Limit 4 passes per Customer.

| | item | date & time | venue | |
|---|--|------------------------------|--------------------------|------------------------------|
| NO IMAGE | Janet Jackson: Reserve Parking | Fri, Jul 15, 2016 8:00 PM | American Airlines Center | find tickets |
| NO IMAGE | Rihanna: Reserve Parking | Fri, May 13, 2016 7:30 PM | American Airlines Center | find tickets |
| NO IMAGE | The Cure: Reserve Parking | Sun, May 15, 2016 7:00 PM | American Airlines Center | find tickets |
| NO IMAGE | Florence And The Machine : Reserve Parking | Wed, May 18, 2016 7:30 PM | American Airlines Center | find tickets |
| NO IMAGE | Selena Gomez: Reserve Parking | Sat, Jun 18, 2016 7:30 PM | American Airlines Center | find tickets |
| NO IMAGE | Steely Dan: Reserve Parking | Wed, Jun 22, 2016 7:15 PM | American Airlines Center | find tickets |
|  | Demi Lovato & Nick Jonas: RESERVE Parking | Mon, Sep 12, 2016 7:00 PM | American Airlines Center | find tickets |
|  | Mana: RESERVE Parking | Sun, Oct 2, 2016 8:00 PM | American Airlines Center | find tickets |
|  | Keith Urban: RESERVE Parking | Fri, Oct 14, 2016 7:30 PM | American Airlines Center | find tickets |

Additional Lexus Garage Parking

Step 2: Promo code – reserve

 Access an Offer Close ✕

Please enter the promo code associated to this offer. Once validated, you'll be able to continue with your purchase.

go

Additional Lexus Garage Parking

Step 3: Select number of tickets.

- You can purchase up to 4 parking passes per event.
- Choose the price of the parking pass.
- Click “find seats”.

Hello, Guest

Please note: This event has purchase restrictions; a maximum of 4 tickets can be purchased. By logging in or creating an account you may have access to additional seats.

 **Keith Urban: RESERVE Parking**
Fri, Oct 14, 2016 7:30 PM
American Airlines Center
Keith Urban: RESERVE Parking

Search for Tickets

Promotional Offer: If you have received a promo code, take advantage the offer by entering the promo code

Access an Offer

go RESERVE has been accepted ✖

LEXUS RESERVE PARKING
Max of 4 ticket(s)

1. Select number of tickets

4 ▾ Adult

2. Select your section

Best Available

\$20.00 Adult

Note: Tickets may not be available in all price levels and sections.

Have questions? [Click here for our FAQ's.](#)
*Please Note: Seats are not reserved until you proceed to the Shopping Cart.

By clicking on the button below, or otherwise using this website, you agree to the [Terms of Use](#).

find seats

If you'd like another item, [search again](#).

Additional Lexus Garage Parking

Step 4: Confirm the information is correct and then select “add to cart”.

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[faq](#) | [contact us](#) | [log in](#)

Your order will expire in **19:54** minutes

Hello, Guest

Your order will expire in **19:54**

 **Keith Urban: RESERVE Parking**
Fri, Oct 14, 2016 7:30 PM
American Airlines Center
Keith Urban: RESERVE Parking

Ticket Results

Below are the available seats that best match your search. Please note that any applicable fees will be displayed in the cart.

| Location | Type | Price | Total |
|------------------------|-------|-------------|---------|
| 1 [S] 00851 - 00854 | Adult | 4 x \$20.00 | \$80.00 |

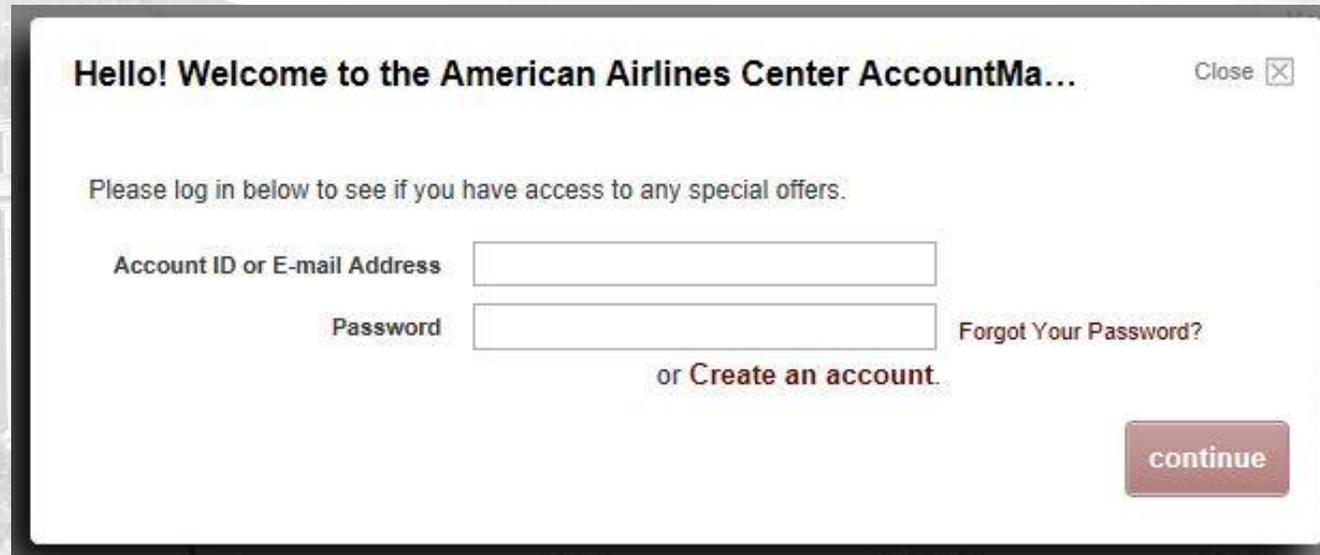
[add to cart](#)

If you don't want these tickets, give them up and [search again](#).

[Terms of Use](#) [Privacy Policy](#) © 2016 Ticketmaster. All rights reserved.

Additional Lexus Garage Parking

Step 5: Enter your Account Manager information.
Select “continue”.



The screenshot shows a login window titled "Hello! Welcome to the American Airlines Center AccountMa...". It includes a "Close" button with an 'X' icon. Below the title, it says "Please log in below to see if you have access to any special offers." There are two input fields: "Account ID or E-mail Address" and "Password". To the right of the password field is a link for "Forgot Your Password?". Below the input fields is the text "or Create an account." and a red "continue" button.

If you do not know your login information contact Premium Services at 214-665-4289 or platinumservices@americanairlinescenter.com.

Additional Lexus Garage Parking

Step 6: Select TicketFast as the Delivery Method.

- TicketFast allows you to print or transfer tickets from your online account once the order has been processed.
- Select “checkout”.

American Airlines Center AccountManager

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[home](#) | [faq](#) | [contact us](#) | [log out](#)

Your order will expire in **18:27 minutes**

Hello, Emily Evans
You are currently in Account 202

Your order will expire in
18:27

Cost Summary

| | |
|---------------------|------------------|
| Item Total | 80.00 |
| Delivery Total | 0.00 |
| Fee Total | 0.00 |
| Total Amount | USD 80.00 |

[checkout](#)

[continue shopping](#)

Shopping Cart

Cart Items

| item | details | type | price | total |
|---|------------------------|-------|-------------|---------|
| Keith Urban: RESERVE Parking Fri, Oct 14, 2016 7:30 PM American Airlines Center | 1 [S] 00851 - 00854 | Adult | 4 x \$20.00 | \$80.00 |

RESERVE

Select Delivery **Ticket Fast (USD 0.00)**

[change seats](#) | [remove](#)

Cost Summary

| | |
|---------------------|------------------|
| Item Total | \$80.00 |
| Delivery Total | \$0.00 |
| Fee Total | \$0.00 |
| Total Amount | USD 80.00 |

[continue shopping](#)

[checkout](#)

Additional Lexus Garage Parking

Step 7: Select Payment Option.

- Click “Add a New Card” if card is not on file.
- Enter the credit card information you would like to use.
- Select “next step”.

AccountManager

powered by **ticketmaster**

[home](#) | [faq](#) | [contact us](#) | [view cart](#) | [log out](#)

Your order will expire in **9:44 minutes**

Hello, Emily Evans

You are currently in Account 202

Your order will expire in

9:44

Cost Summary

| | |
|---------------------|------------------|
| Item Total | 80.00 |
| Delivery Total | 0.00 |
| Fee Total | 0.00 |
| Total Amount | USD 80.00 |

[view cart details](#)

Account Address

Please note: All items will be delivered via the method of delivery selected. Items may also be managed within Ticket Management. Please be advised that any changes made to the address will update the primary address on the account.

Emily Evans
2500 Victory Avenue
Dallas, TX 75219

[change address](#)

» PAYMENT

CONFIRMATION

Pay in Full

step 1: payment information

step 2: review and submit

Select your payment method.

Payment Option: **Credit/Debit Card** ▼

▼ Add a New Card

Please enter the first and last name, street address and zip exactly as it appears on your credit card statement.

* = Required

First Name *

Last Name *

Address *

Postal / Zip Code *

Card Type * **American Express** ▼

Card Number *

Expiration Date * -- --

CVV *

Store my credit/debit card and billing information for future use on My American Airlines Center Account Manager. What is the benefit?

Total Amount

\$80.00

next step

Additional Lexus Garage Parking

Step 8: Submit Request.

- After confirming the information is correct, click the terms of use. Then click “submit request”.

You will receive an email notification with the summary of your order.

American Airlines Center AccountManager

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[home](#) | [faq](#) | [contact us](#) | [view cart](#) | [log out](#)

Your order will expire in **7:00 minutes**

Hello, Emily Evans

You are currently in Account 202

Your order will expire in
7:00

Cost Summary

| | |
|---------------------|------------------|
| Item Total | 80.00 |
| Delivery Total | 0.00 |
| Fee Total | 0.00 |
| Total Amount | USD 80.00 |

[submit order](#)

Account Address

Please note: All items will be delivered via the method of delivery selected. Items may also be managed within Ticket Management. Please be advised that any changes made to the address will update the primary address on the account.

Emily Evans
2500 Victory Avenue
Dallas, TX 75219

[change address](#)

» PAYMENT

CONFIRMATION

Pay in Full

step 1: payment information

step 2: review and submit

Cart Items

[edit cart items](#)

| item | details | type | price | total |
|---|------------------------|-------|-------------|---------|
| Keith Urban: RESERVE Parking Fri, Oct 14, 2016 7:30 PM American Airlines Center <i>RESERVE</i> | 1 [S] 00851 - 00854 | Adult | 4 x \$20.00 | \$80.00 |

Delivery: Ticket Fast

| | |
|----------------|---------|
| Item Total | \$80.00 |
| Delivery Total | \$0.00 |
| Fee Total | \$0.00 |

Total Amount USD 80.00

Payment Details (Credit/Debit Card)

[edit payment details](#)

| card holder | credit card | expiration date | billing address |
|-------------|-------------|-----------------|-----------------|
| Emily Evans | Mastercard | 05/19 | |

I agree to the terms of use. All orders are subject to credit card approval and billing address verification. If you have any questions regarding your order, please contact customer service at 214-665-4289.

Total Amount
USD 80.00

« previous step

[submit order](#)

Additional Lexus Garage Parking

Step 9: Print Parking.

You can then print or transfer the parking passes purchased.

Manage My Tickets select an event

[Transfer & Resale](#) Instructions

October 2016 Advanced Options

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|-----|-----|-----|-----|--|-----|
| | | | | | | 1 |
| 2 MANA: Platinu... Mana: RESER... | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 Keith Urban: P... Keith Urban: R... | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

< Mar Apr May Jun Jul Aug Sep **Oct** Nov Dec 2017 Feb



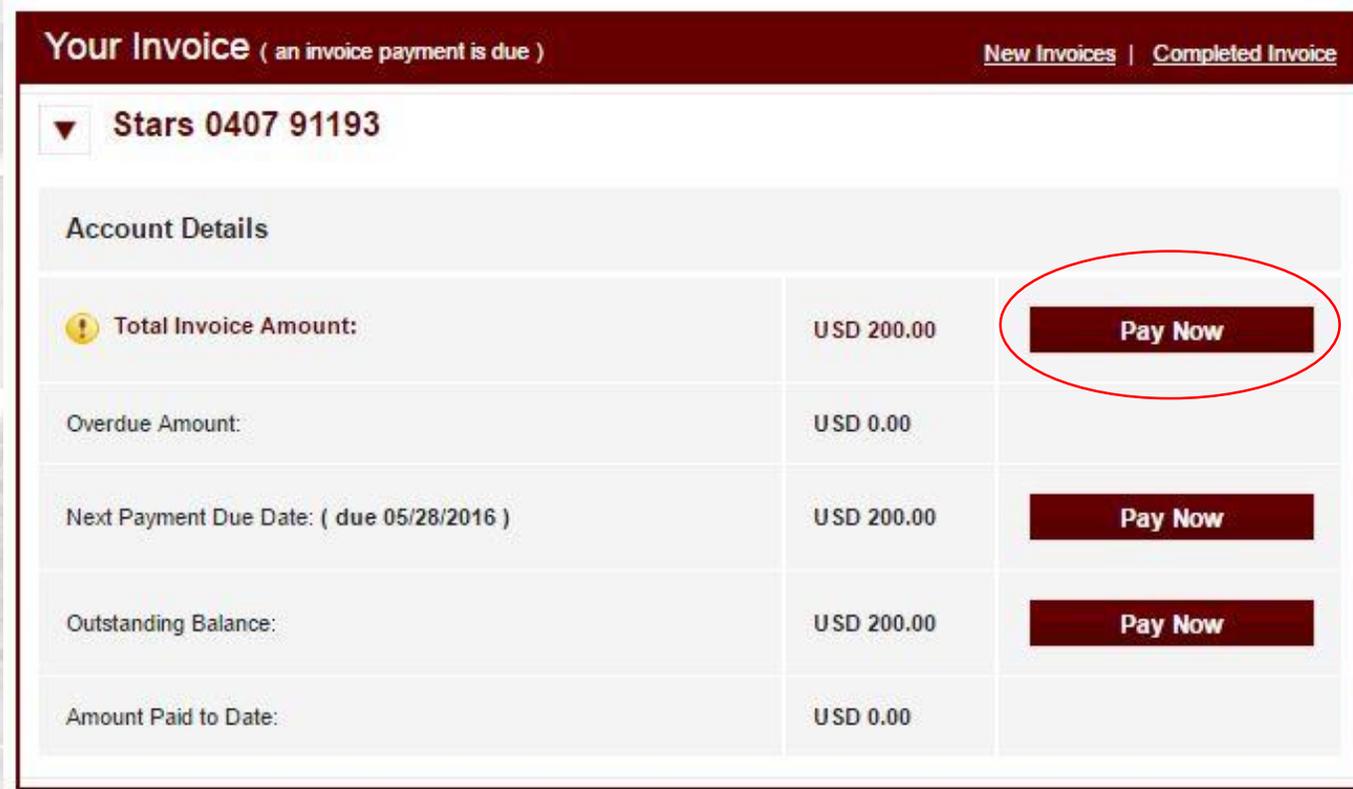
Pay Invoices

Account Manager allows you to pay any outstanding invoices in your account.

Pay Invoices

Go to the invoice section on the home screen.

Step 1: Select “Pay Now”.



The screenshot shows a mobile application interface for paying an invoice. At the top, it says "Your Invoice (an invoice payment is due)" and has links for "New Invoices" and "Completed Invoice". Below this, the invoice number "Stars 0407 91193" is displayed. The main section is titled "Account Details" and contains a table with the following information:

| | | |
|---|------------|----------------|
|  Total Invoice Amount: | USD 200.00 | Pay Now |
| Overdue Amount: | USD 0.00 | |
| Next Payment Due Date: (due 05/28/2016) | USD 200.00 | Pay Now |
| Outstanding Balance: | USD 200.00 | Pay Now |
| Amount Paid to Date: | USD 0.00 | |

The "Pay Now" button for the total invoice amount is circled in red.

Pay Invoices

Step 2: Select the invoice you would like to pay.
Click “continue”.

Renew My Invoice

Process a new invoice (Select a new invoice) [View completed invoice](#)

Stars 0407 **US \$200.00**

| Invoice Items | Seats | Qty | Total |
|---|--|---------|-------------|
| <input checked="" type="checkbox"/> Stars vs. Avalanche | Section 1217 Row BAR Seat 3 - 4 View Seat Map | 2 Adult | US \$200.00 |

Mavs 0408 **US \$300.00**

WWE 0402 **US \$570.00**

continue

Pay Invoices

Step 3: Select “Single Payment”.
Click “continue”.

Renew My Invoice

1. PAYMENT PLANS 2. BILLING 3. CONFIRMATION

Ticket Payment Plan
Select a payment plan for items you're renewing and the items you've added

Renewal Items and Additional Items Total **US \$201.00**

Note: This amount is specific ONLY to the ticketing items in your invoice and includes any additional items also purchased at this time. It does not include any donations on your invoice.

Select a payment plan for your invoice

| Payment Plan | Number of Payments | Plan Description |
|---|--------------------|--|
| <input checked="" type="radio"/> Single Payment | 1 | Make one payment for the full value of the order |

The method of payment you choose on the next page will be charged automatically accordingly to the plan you've selected above

cancel **continue**

Pay Invoices

Step 4: Select Payment Option.

- Enter the credit card information.
- Click the authorization statement. Click the terms of use.
- Select “renew tickets”.
- You will receive an email notification with the summary of your order.

1. PAYMENT PLANS 2. PAYMENT INFORMATION 3. CONFIRMATION

Billing and Payment Information

Method of Payment

Select your payment method. Note this selection will be charge automatically according to the payment plan you chose on the previous page.

Payment Option:

Enter your name and billing address exactly as it appears on your credit card statement. * = Required

First Name *

Last Name *

Address *

Zip Code *

Card Type *

Card Number *

Expiration Date *

CIN * [What's this?](#)

I would like to store my account information for future transactions.

I authorize American Airlines Center to charge my account one time for US \$201.00. I understand that, due to processing time, this charge may not appear on my account for a few days.

I agree to the [Terms of Use](#). All orders are subject to credit card approval and billing address verification. After processing, please contact customer service at 214-865-4289 if you have any questions regarding your order.

Payments

Define the amount you wish to pay today, if you choose to pay more than the minimum amount, future installments will be adjusted accordingly. Note: The schedules below offer a preview to future charges. The exact amount charged may be slightly different.

| | | |
|-----------------|------------------------|-------------|
| Today's payment | Today's Total Payment: | US \$201.00 |
|-----------------|------------------------|-------------|

Summary of Payments

| | |
|-------------------|-------------|
| Amount Due Today: | US \$201.00 |
| Order Total: | US \$201.00 |

[cancel](#) [renew tickets](#)



Manage My Tickets

Account Manager allows you to print from your computer and transfer tickets to guests.

Please note: Once you print or transfer from your online account, the original hard copy of tickets/parking will be deactivated.

Manage My Tickets

Select “manage my tickets” and a calendar of events will appear.

Choose the date of the event. Tickets and parking are separate.

Manage My Tickets

My Ticket Options

TRANSFER
Transfer tickets to friends.

PRINT
Print your ticket.

SELL
List your tickets for sale.

manage my tickets

My Upcoming Events

This icon on an event means you can also get in with your smartphone. Simply log into My American Airlines Center AccountManager using your smartphone, select an event, and click 'view tickets'

JUL 15 FRI **Janet Jackson: PLATINUM** 8:00 PM || American Airlines Center **manage this event**

Mobile Entry

SEP 20 TUE **Carrie Underwood: PLATINUM SEATING** 7:00 PM || American Airlines Center **manage this event**

Mobile Entry

Manage My Tickets

select an event

Transfer & Resale

instructions

May 2016

Advanced Options

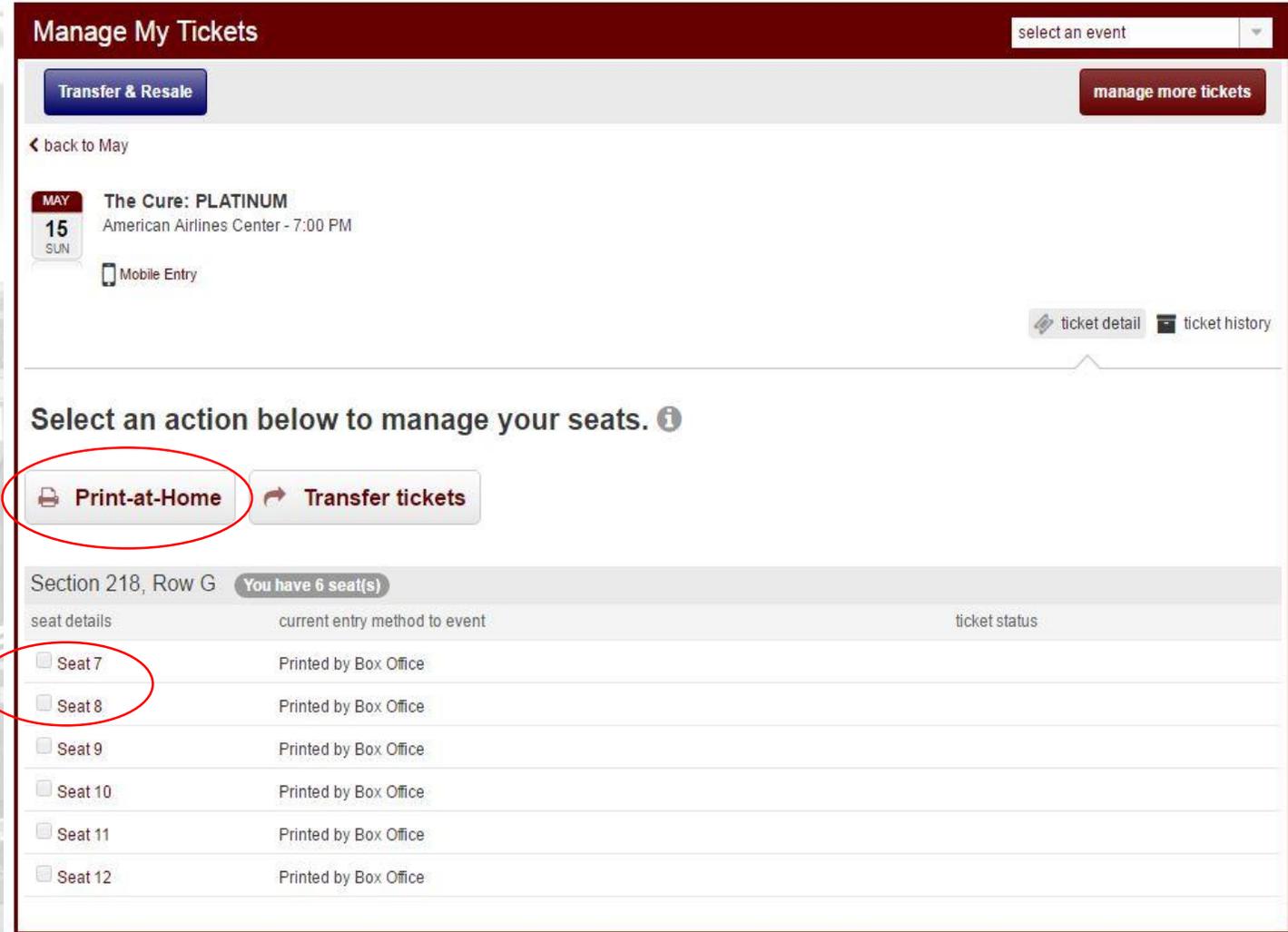
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|-----|-----|--|-----|--|---|
| 1 2016 Stars PO... 2016 Stars PO... | 2 | 3 | 4 | 5 | 6 | 7 2016 Stars PO... 2016 Stars PO... |
| 8 | 9 | 10 | 11 2016 Stars ... 2016 Stars ... | 12 | 13 Rihanna: PLAT... Rihanna: Rese... | 14 |
| 15 The Cure: PLA... The Cure: The... more events | 16 | 17 | 18 Florence And ... Florence And ... | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

< 2016 Jan Feb Mar Apr **May** Jun Jul Sep Oct Nov Dec

Manage My Tickets: Print-at-Home

You can print all tickets and parking through Account Manager.

- Select “Print-At-Home”.
- Check off the tickets you would like to print.



The screenshot displays the 'Manage My Tickets' interface. At the top, there is a header with the title 'Manage My Tickets' and a dropdown menu for 'select an event'. Below the header, there are two buttons: 'Transfer & Resale' and 'manage more tickets'. A navigation link 'back to May' is visible. The main content area shows event details for 'The Cure: PLATINUM' on 'MAY 15 SUN' at 'American Airlines Center - 7:00 PM', with a 'Mobile Entry' icon. There are links for 'ticket detail' and 'ticket history'. A section titled 'Select an action below to manage your seats.' contains two buttons: 'Print-at-Home' (circled in red) and 'Transfer tickets'. Below this, a table shows 'Section 218, Row G' with 'You have 6 seat(s)'. The table has columns for 'seat details', 'current entry method to event', and 'ticket status'. The rows list 'Seat 7' through 'Seat 12', all with the entry method 'Printed by Box Office'. The 'Print-at-Home' button and the first two rows of the table are circled in red.

| seat details | current entry method to event | ticket status |
|----------------------------------|-------------------------------|---------------|
| <input type="checkbox"/> Seat 7 | Printed by Box Office | |
| <input type="checkbox"/> Seat 8 | Printed by Box Office | |
| <input type="checkbox"/> Seat 9 | Printed by Box Office | |
| <input type="checkbox"/> Seat 10 | Printed by Box Office | |
| <input type="checkbox"/> Seat 11 | Printed by Box Office | |
| <input type="checkbox"/> Seat 12 | Printed by Box Office | |

Manage My Tickets: Print-at-Home

- Click “print” in the top right hand corner.
- A confirmation box will pop up. Select “Continue to print”.

Manage My Tickets select an event

[Transfer & Resale](#) [manage more tickets](#) [print \(2\)](#)

[back to May](#)

MAY 15 SUN **The Cure: PLATINUM**
American Airlines Center - 7:00 PM

Mobile Entry

Select an action below to manage your seats. [Print-at-Home](#) [Transfer tickets](#)

Section 218, Row G **You have 6 seat(s)**

| seat details | current entry method to event | ticket status |
|--|-------------------------------|---------------|
| <input checked="" type="checkbox"/> Seat 7 | Printed by Box Office | |
| <input checked="" type="checkbox"/> Seat 8 | Printed by Box Office | |
| <input type="checkbox"/> Seat 9 | Printed by Box Office | |
| <input type="checkbox"/> Seat 10 | Printed by Box Office | |
| <input type="checkbox"/> Seat 11 | Printed by Box Office | |
| <input type="checkbox"/> Seat 12 | Printed by Box Office | |

Below are your selected seats to print. [Close](#)

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox.

Selected Tickets (1 events; 2 tickets)

The Cure: PLATINUM
Sun, May 15, 2016 7:00 PM || American Airlines Center

Section 218, Row G

Seat 7

Seat 8

[cancel](#) [Continue to print](#)

Manage My Tickets: Print-at-Home

- After confirming the information is correct, click on the terms of use.
- Click the “submit” button.

Please note: Once you print from your online account, the original hard copy of tickets/parking will be deactivated.

» PRINT CONFIRMATION

Print Tickets

Below is a summary of the 2 item(s) you have selected to print.

Note: You must print tickets at least prior to the start of the event. If you have any questions, please contact customer service at 214-665-4289.

If any of the tickets below are currently on a Card (Membership or Credit Card), they will no longer be valid. Please use the printed ticket for entry

Items Selected to Print

| | item | details | fee | edit items | fee total | |
|----------|---|------------------------------------|------------|------------|-----------------|--------|
| NO IMAGE | The Cure: PLATINUM Sun, May 15, 2016 7:00 PM American Airlines Center | Section 218 Row G Seat 7 - 8 | 2 x \$0.00 | | \$0.00 | |
| | | | | | Print Fee Total | \$0.00 |
| | | | | | Total Due | \$0.00 |

I agree to the **terms of use**. By using this Print service you agree that your personal information will be used and disclosed as permitted by the My American Airlines Center Privacy Policy, which allows the American Airlines Center, Ticketmaster and others to send you event-related information and other special offers. If you have any questions please contact 214-665-4289.

Total Amount
\$0.00

submit

Manage My Tickets: Transfer Tickets

You can transfer all tickets and parking through Account Manager.

- Select “Transfer tickets”.
- Check off the tickets you would like to transfer.

The screenshot shows the 'Manage My Tickets' interface for 'The Cure: PLATINUM' at the American Airlines Center on May 15th. The 'Transfer & Resale' section is active, and the 'Transfer tickets' button is highlighted with a red circle. Below this, a table lists six seats (7-12) in Section 218, Row G, all marked as 'Printed by Box Office'. The checkboxes for Seat 7 and Seat 8 are also circled in red.

| seat details | current entry method to event | ticket status |
|----------------------------------|-------------------------------|---------------|
| <input type="checkbox"/> Seat 7 | Printed by Box Office | |
| <input type="checkbox"/> Seat 8 | Printed by Box Office | |
| <input type="checkbox"/> Seat 9 | Printed by Box Office | |
| <input type="checkbox"/> Seat 10 | Printed by Box Office | |
| <input type="checkbox"/> Seat 11 | Printed by Box Office | |
| <input type="checkbox"/> Seat 12 | Printed by Box Office | |

Manage My Tickets: Transfer Tickets

- Click “transfer” in the top right hand corner.
- A confirmation box will pop up. Select “Continue to transfer”.

Manage My Tickets select an event

Transfer & Resale manage more tickets transfer (2)

back to May

MAY 15 SUN The Cure: PLATINUM
American Airlines Center - 7:00 PM

Mobile Entry

Select an action below to manage your seats. ⓘ

Print-at-Home Transfer tickets

Section 209, Row A **You have 6 seat(s)**

| seat details | current entry method to event | ticket status |
|--|--|---------------|
| <input checked="" type="checkbox"/> Seat 7 | Printed online confirmation no: 160103-23211 | |
| <input checked="" type="checkbox"/> Seat 8 | Printed online confirmation no: 160103-23211 | |
| <input type="checkbox"/> Seat 9 | Printed online confirmation no: 151211-25274 | |
| <input type="checkbox"/> Seat 10 | Printed online confirmation no: 151211-25274 | |
| <input type="checkbox"/> Seat 11 | Printed online confirmation no: 151211-25274 | |
| <input type="checkbox"/> Seat 12 | Printed online confirmation no: 151211-25274 | |

Below are your selected seats to transfer. Close X

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox.

Selected Tickets (1 events; 2 tickets)

The Cure: PLATINUM
Sun, May 15, 2016 7:00 PM || American Airlines Center
Section 209, Row A

Seat 7

Seat 8

cancel **Continue to transfer**

Manage My Tickets: Transfer Tickets

- **Choose Transfer Recipient**

After confirming the information is correct, add the recipient's email address under “Enter a New Contact”.

- **Optional Message**

You have the option to enter a message to the recipient, however, it is not required.

- **Email Reminder**

You can set a reminder to your email address if the items have not been claimed.

- **Item Price**

You have the option to display the item price on the offer.

- Click the “next step” button.

Transfer Your Tickets

step 1: define recipient step 2: review & submit

Below is a summary of the 2 item(s) you have selected to transfer.

Items You Are Transferring

| | item | details | number of items | fee | fee total | edit items |
|----------|---|------------------------------------|-----------------|------------|--------------------|------------|
| NO IMAGE | The Cure: PLATINUM Sun, May 15, 2016 7:00 PM American Airlines Center | Section 209 Row A Seat 7 - 8 | 2 | 2 x \$0.00 | \$0.00 | |
| | | | | | Transfer Fee Total | \$0.00 |
| | | | | | Total Due | \$0.00 |

Choose Transfer Recipient

Enter a New Contact

Optional Message

Enter an optional message for the transfer recipient.

Email Reminder

Define how many hours or days prior to the event a reminder email is sent to you. This reminder email is only sent if the recipient hasn't accepted your offer.

Notify me if my ticket(s) are unclaimed prior to the event start time.

Please Note: All ticket(s) must be claimed prior to the event start time. An email reminder will be sent to the recipient 24 hours prior to the event cut off time if ticket(s) are unclaimed.

Item Price

Display original item price on Transfer offer. ?

Do not display original item price on Transfer offer. ?

Total Amount
\$0.00

Manage My Tickets: Transfer Tickets

- After confirming the information is correct, click on the terms of use.
- Click the “complete transfer” button.

Please note: Once you transfer items from your online account, the original hard copy of tickets/parking will be deactivated.

» TRANSFER CONFIRMATION

Transfer Your Tickets

step 1: define recipient step 2: review & submit

Below is a summary of the 2 item(s) you have selected to transfer.

Items You Are Transferring

| | item | details | number of items | fee | fee total | edit items |
|----------|---|------------------------------------|-----------------|------------|--------------------|------------|
| NO IMAGE | The Cure: PLATINUM Sun, May 15, 2016 7:00 PM American Airlines Center | Section 209 Row A Seat 7 - 8 | 2 | 2 x \$0.00 | \$0.00 | |
| | | | | | Transfer Fee Total | \$0.00 |
| | | | | | Total Due | \$0.00 |

Transfer Recipient

| recipient name | email address | offer expiration | display price | edit transfer recipient |
|----------------|-------------------|---------------------------|---------------|-------------------------|
| Emily Evans | eevans@aacntr.com | Sun, May 15, 2016 6:45 PM | Yes | |

I agree to the [terms of use](#). By using this Transfer service you agree that your personal information will be used and disclosed as permitted by the [My American Airlines Center Privacy Policy](#), which allows the American Airlines Center, Ticketmaster and others to send you event-related information and other special offers. If you have any questions please contact 214-665-4289.

Total Amount
\$0.00

« previous step **complete transfer**

Frequently Asked Questions

What if I print more than one copy of my ticket?

- You can print as many times as you wish. However, the most recent ticket printed will be the only one with a valid barcode. All other tickets will be deactivated.

What if my tickets are lost or stolen?

- Please contact customer service at 214-665-4289.

What are the benefits of using TicketFast®?

- It's convenient!
- TicketFast® allows you to get your tickets right away with no will call lines or mail delivery to wait for.
- Print them at your convenience using any standard ink-jet or laser printer.