



**UNITED
CENTER**



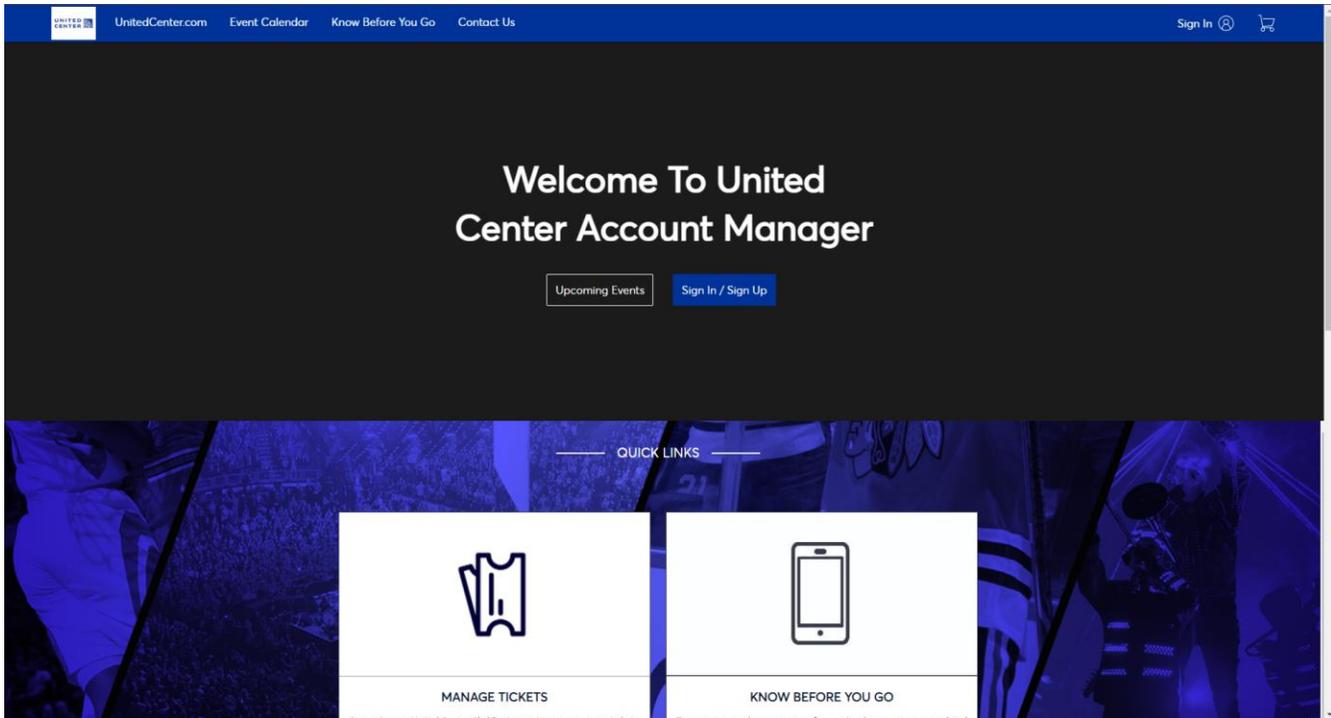
PREMIUM SEATING

TICKET MANAGEMENT GUIDE

I. ACCESSING YOUR ACCOUNT SIGNING IN

Welcome to **United Center Account Manager**, your one-stop-shop to manage Bulls, Blackhawks, and special event tickets.

To get started, go to am.ticketmaster.com/ucarena and select “**Sign In/Sign Up.**”



If you **already have an account**, enter your credentials and **skip to the "Transferring Tickets" or "Buying Tickets" sections**. If this is your **first time using Ticketmaster Account Manager**, click “**Sign Up,**” **then continue to the next page.**

A screenshot of the 'Sign In to United Center' form. The form is titled 'Sign In to United Center' and is 'Powered by ticketmaster'. It includes a link for 'New to Ticketmaster? Sign Up' with a green arrow pointing to it. Below this is an 'Important Account Update' box with information about using a single email and password for both accounts. The form contains fields for 'Email' and 'Password', with red arrows pointing to each. There is a 'Remember Me' checkbox and a 'Forgot Password?' link. At the bottom right, there is a blue 'Sign in' button with a red arrow pointing to it. A disclaimer at the bottom 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.'

I. ACCESSING YOUR ACCOUNT

CREATING AN ACCOUNT

To create your account, enter your email, password, first name, last name, country of residence, and zip code. Click “Next.”

Please note that this email must match the email on your license agreement.

Create a Ticketmaster Account
Powered by *ticketmaster*
Already have a Ticketmaster Account? [Sign In](#)

Email

Password SHOW

First Name Last Name

Country of Residence Zip/Postal Code

Keep me posted about United Center news!

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](#).

[Next](#)

You will then need to verify both your email and phone number.

Account Verified
Powered by *ticketmaster*
Thank you for confirming your account details. To finish creating your account, you must click 'next'. Exiting this page will abandon the account creation process.

Phone Verified

Email Verified

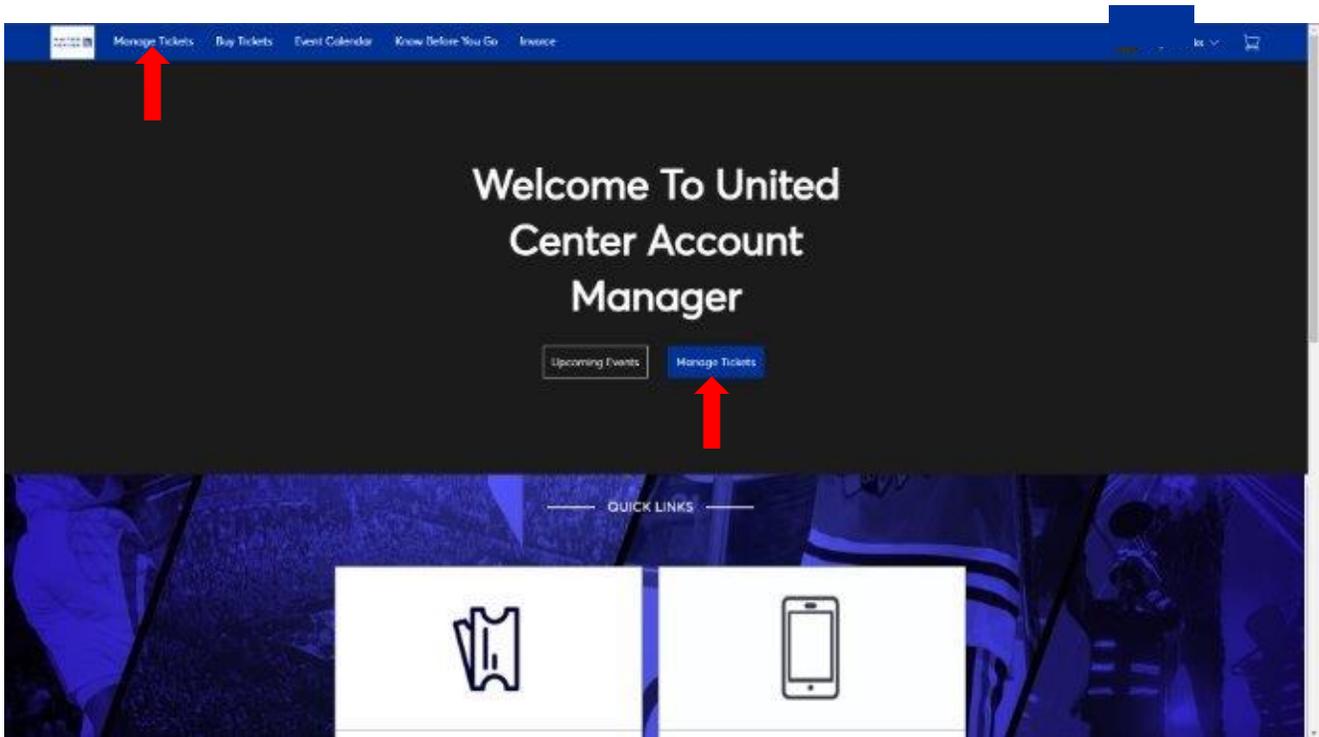
[Back to Sign Up](#) [Next](#)

II. MANAGING YOUR TICKETS

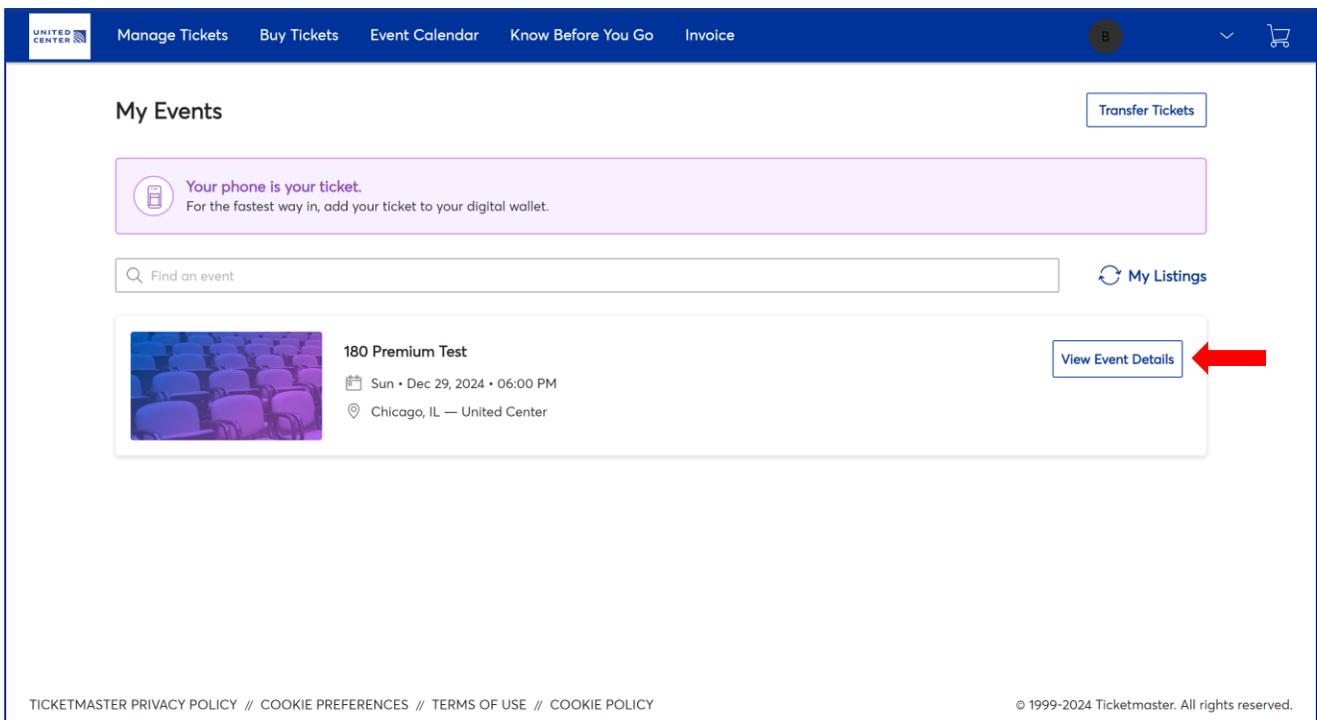
TRANSFERRING TICKETS

Once signed in, select “**Manage Tickets**” to be taken to the “**My Events**” page where you can view all your tickets and events.

To buy additional tickets, skip to the "Buying Tickets" section.



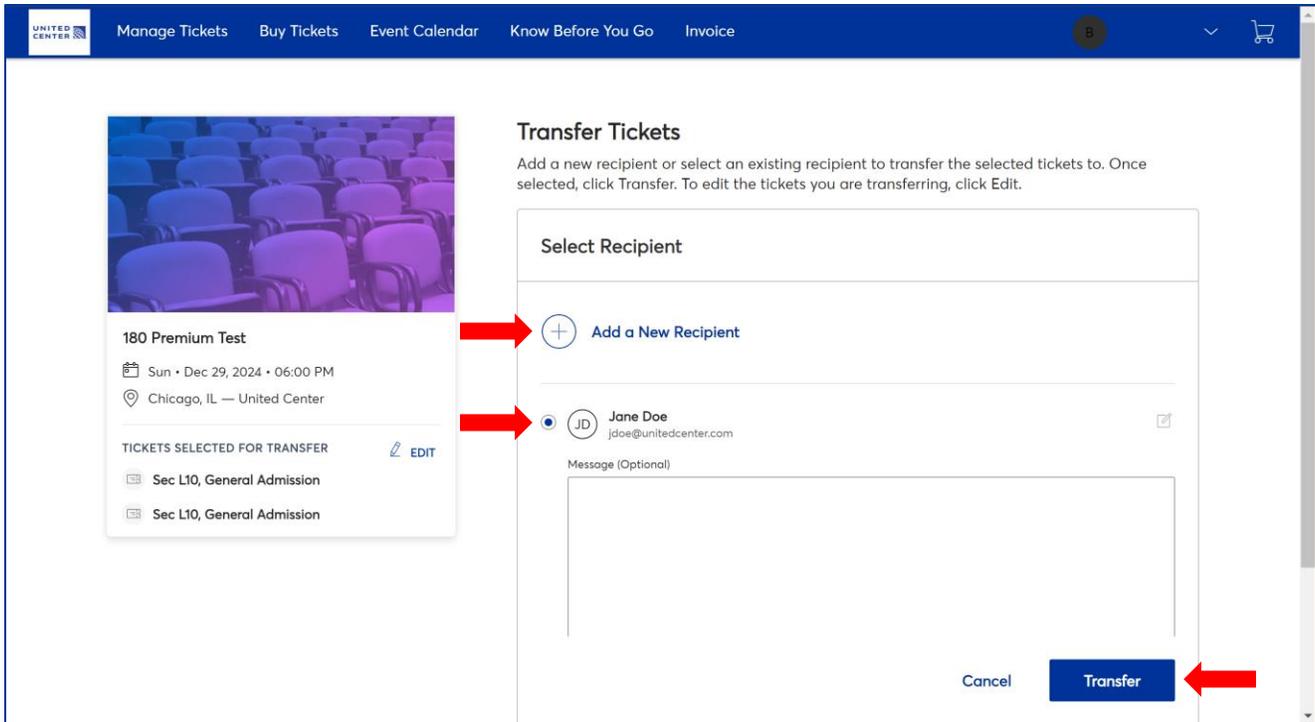
To see your tickets for a specific event, select “**View Event Details.**”



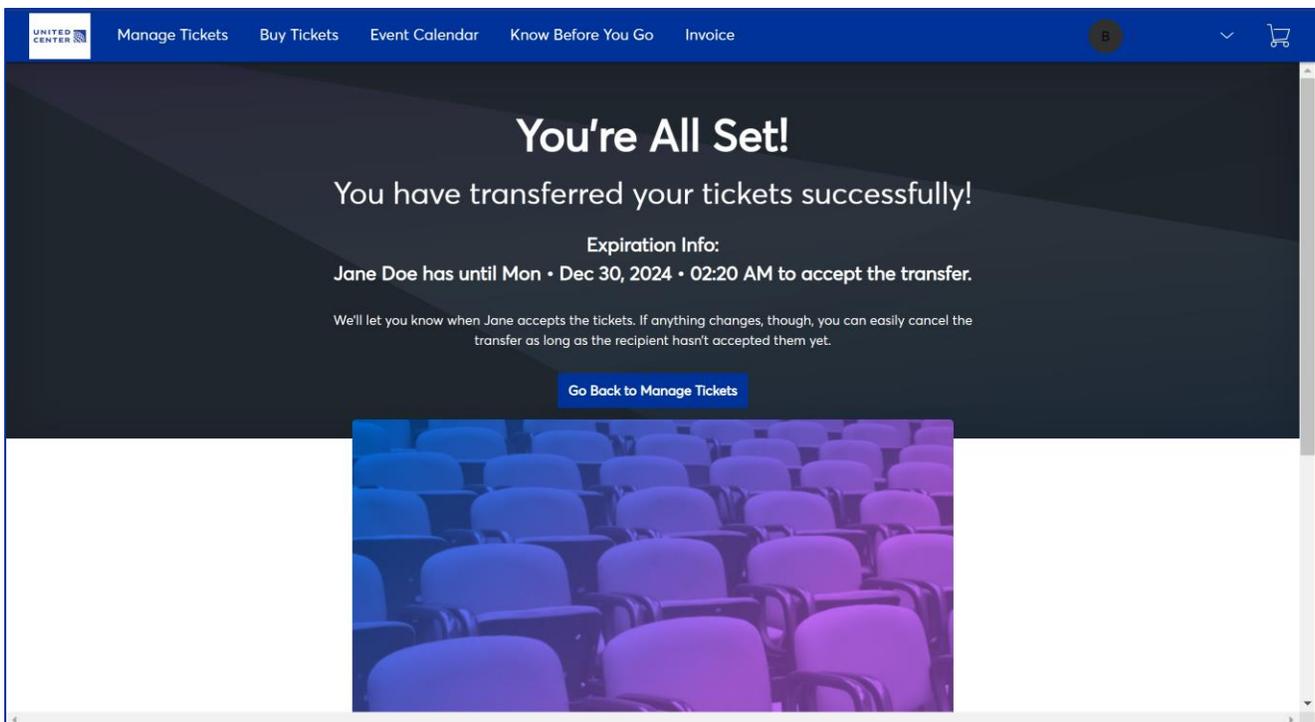
II. MANAGING YOUR TICKETS

TRANSFERRING TICKETS

Enter the contact information for the individual recipient. If you have never transferred tickets to that individual, select **"Add a New Recipient"** to enter their name and email before saving that contact. This will add the recipient to your Account Manager address book so you can select them as a recipient. Click **"Transfer"** to complete the process.

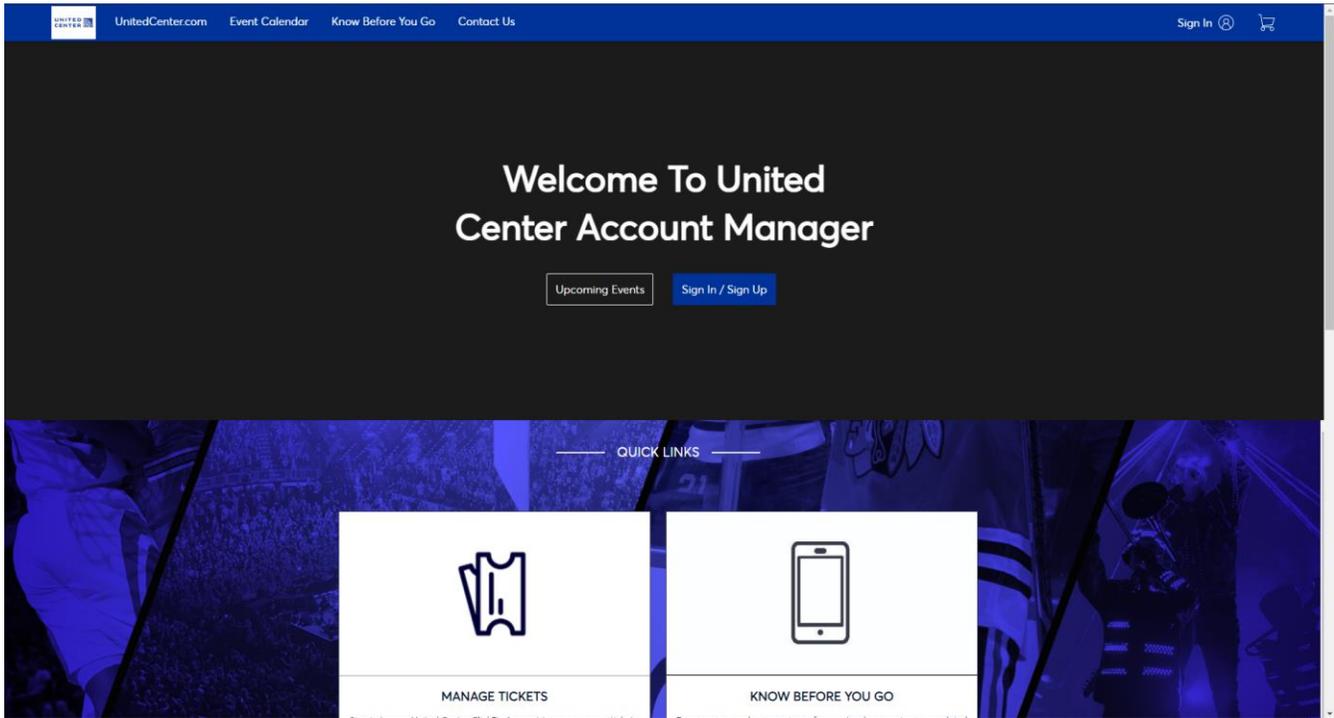


When the transfer is complete, you will receive an email confirmation in addition to the below confirmation page. **Please note, the recipient will need to create a Ticketmaster Account Manager account - if they do not already have one - to accept the transfer.**

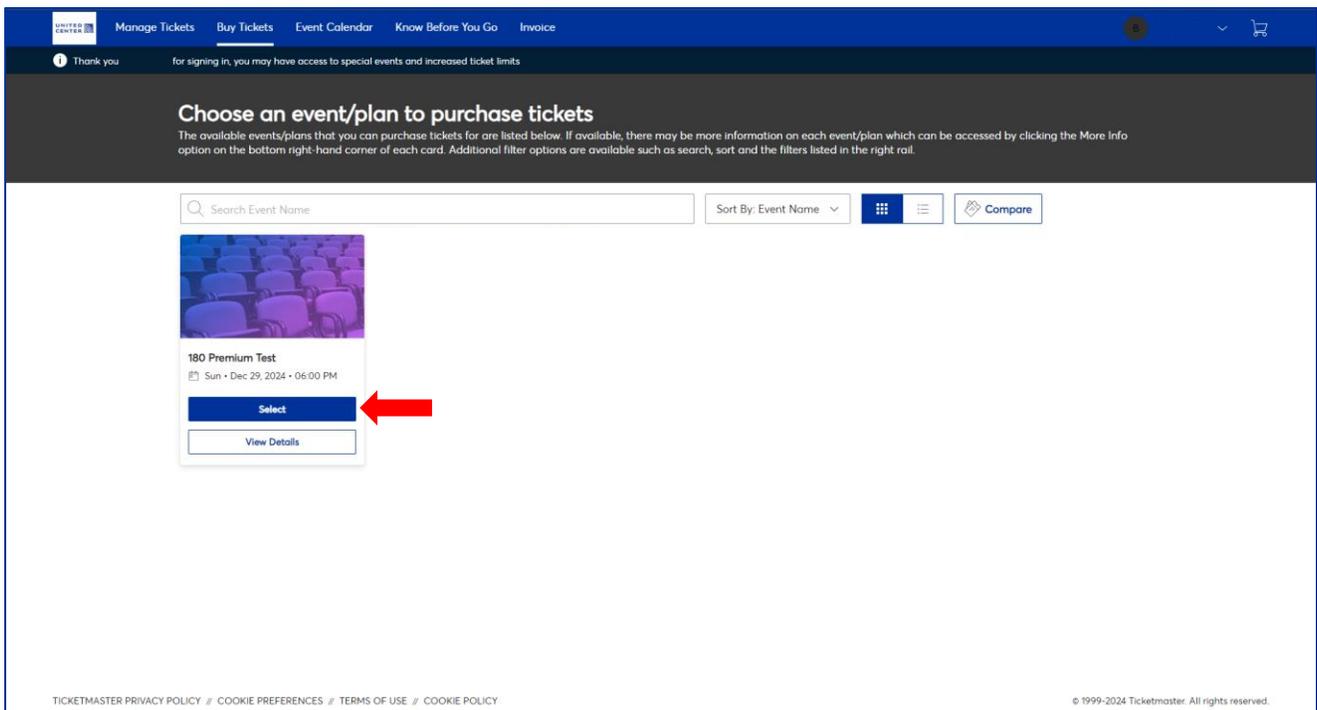


III. BUYING ADDITIONAL TICKETS

To buy additional tickets, go to am.ticketmaster.com/ucarena and select "Sign In/Sign Up". Once logged in, select "Buy Tickets" to be taken to an events page, where you will have a view of all events you have access to purchase tickets for.



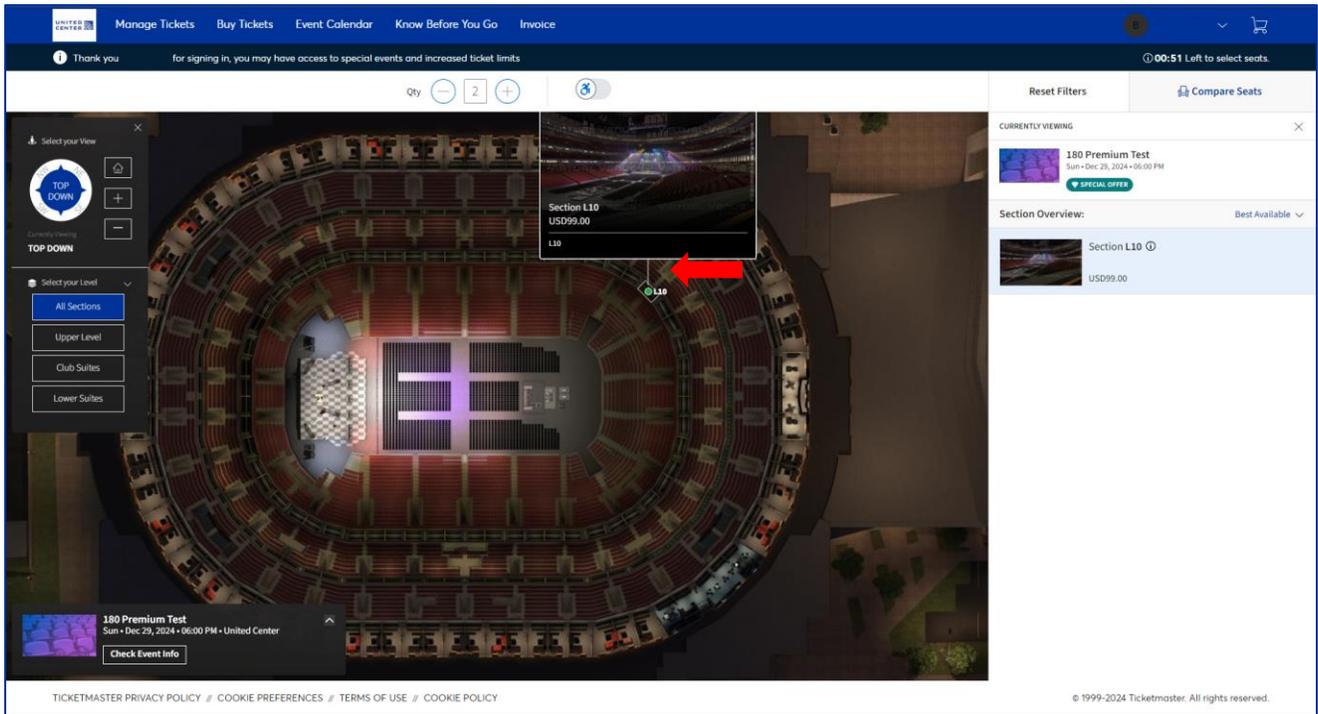
From the list of events, you can begin the purchase process by clicking "Select" on your chosen event.



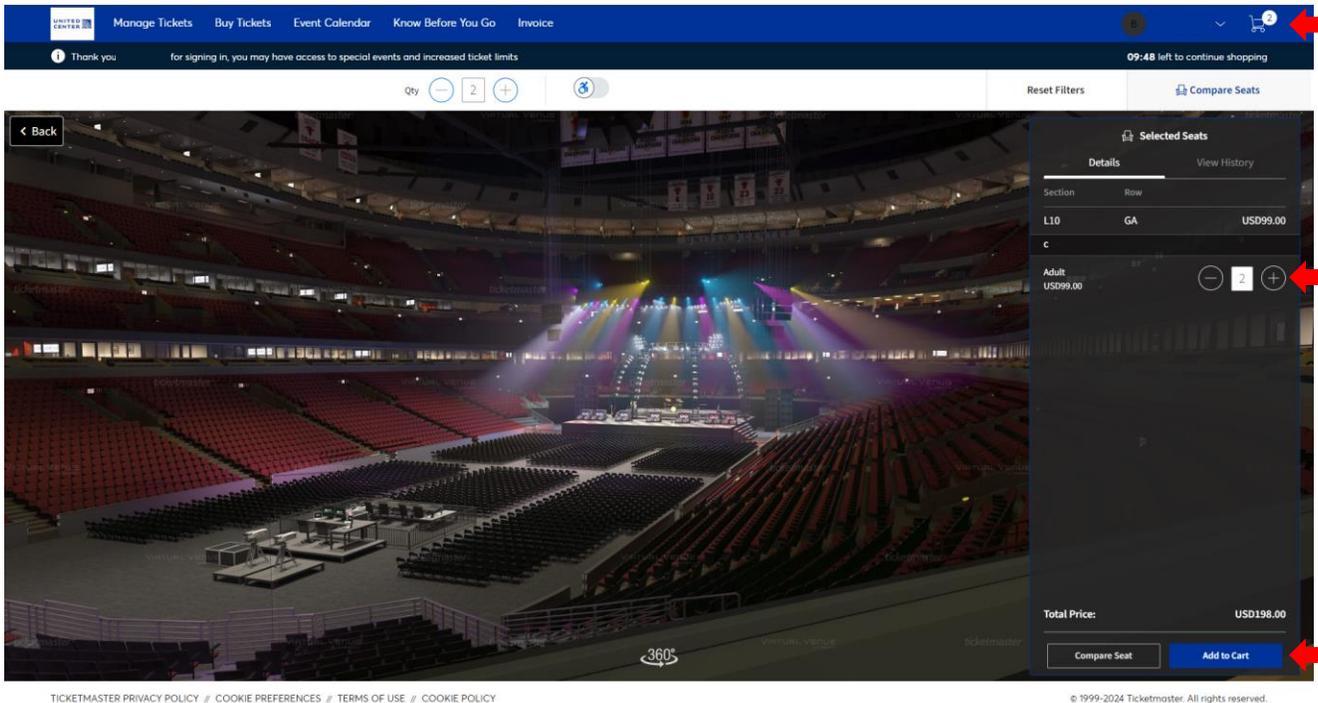
III. BUYING ADDITIONAL TICKETS

AVAILABLE SEATING

Once you have chosen an event, your **suite or club seats will be highlighted with a green dot** and section number on the Virtual Venue seating map. Click on your section on the map or under “Section Overview” on the right side of the page to zoom in and see your “Available Seats.”

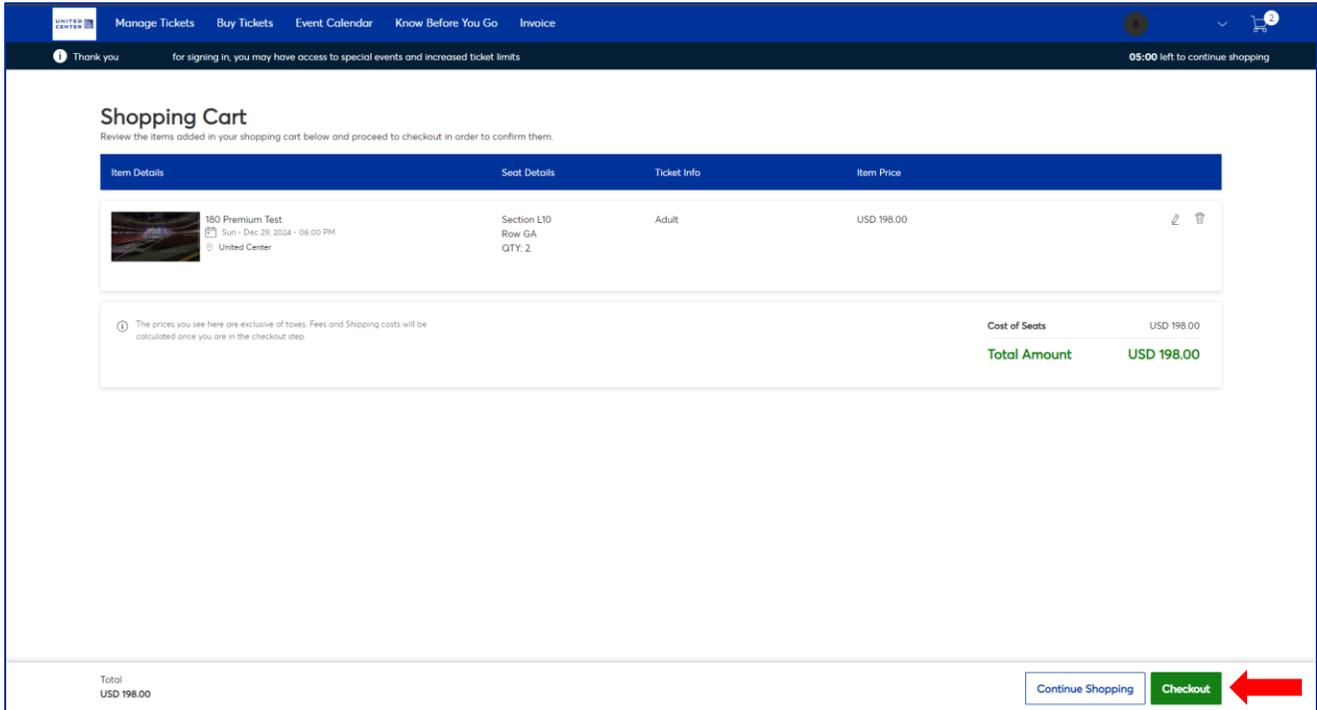


Click on your section again under what is now “**Available Seats**” to be taken to the view from your seats where you can **adjust the number of tickets you wish to purchase**. When you have added tickets to your cart, **hover over the cart icon** and click “**Continue**” on the menu that appears.

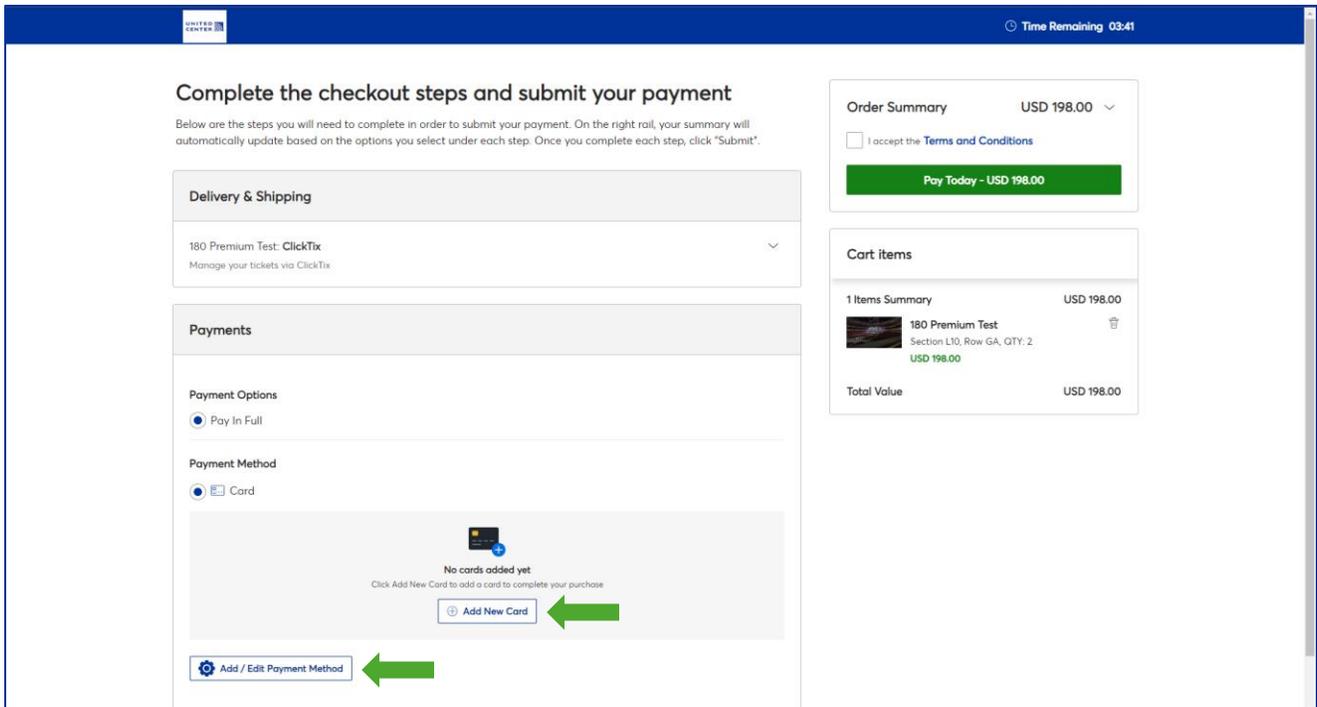


III. BUYING ADDITIONAL TICKETS CHECKOUT & PAYMENT

In your “Shopping Cart”, review the details to confirm the ticket quantity and event before selecting “Checkout.”

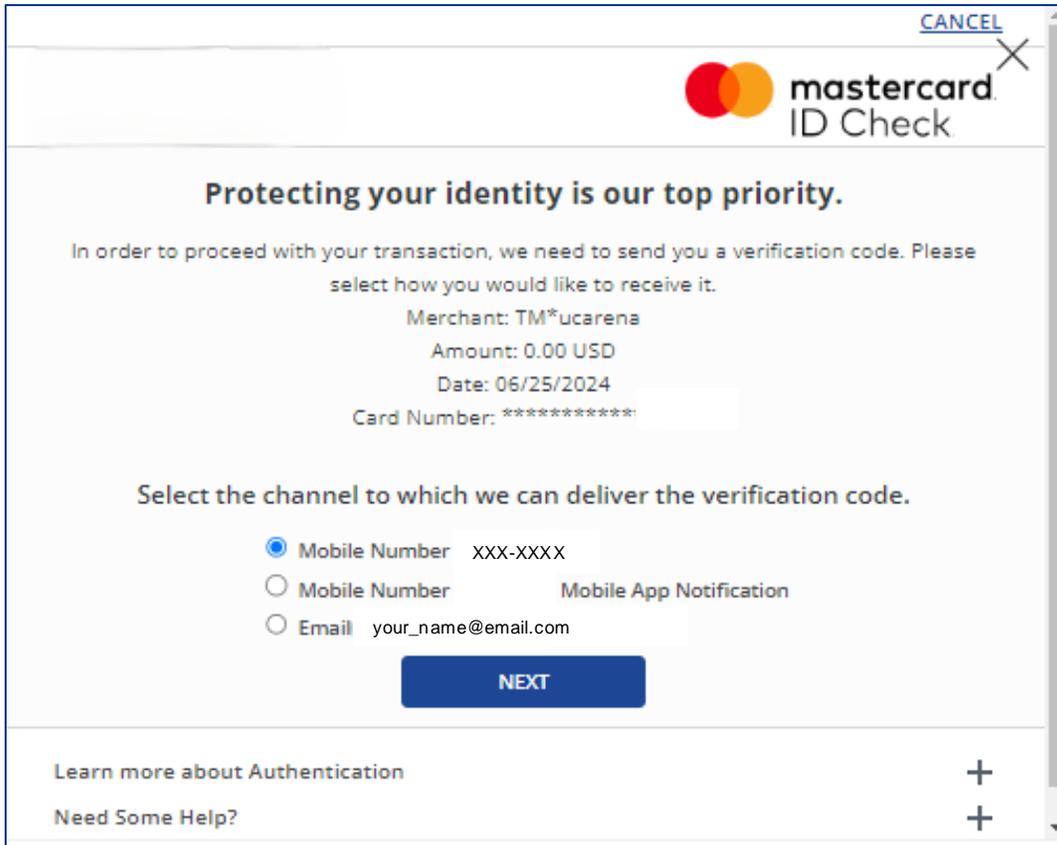


If you already have a credit card saved to your account, **skip ahead to the next page**. If you don't, **click “Add New Card” or “Add / Edit Payment Method”** at the bottom of the page. Enter the necessary details in the screen that appears, choose whether to save the card to your account, then click the “Save” button in the bottom right.



III. BUYING ADDITIONAL TICKETS CHECKOUT & PAYMENT

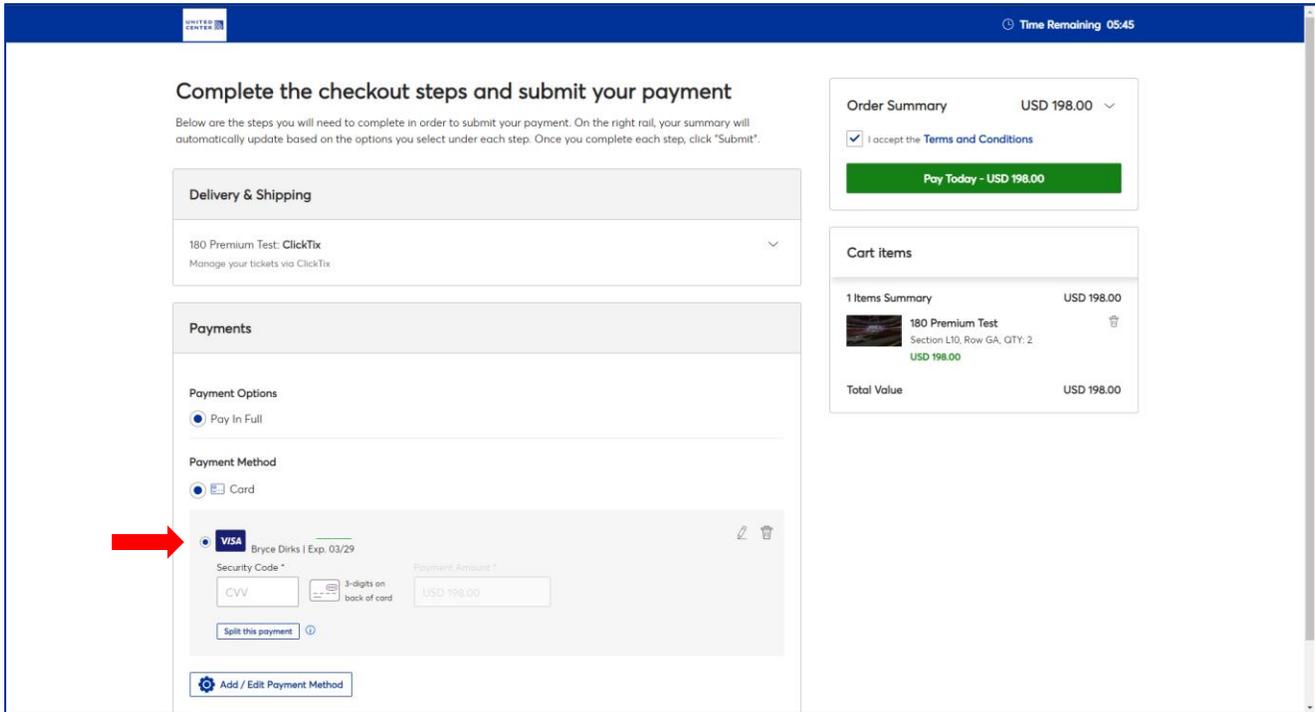
For security purposes, Ticketmaster may ask you to complete additional verification of your payment method before a payment can be processed. You will be shown a version of the screen below and asked to verify via text message, your banking app, or email.



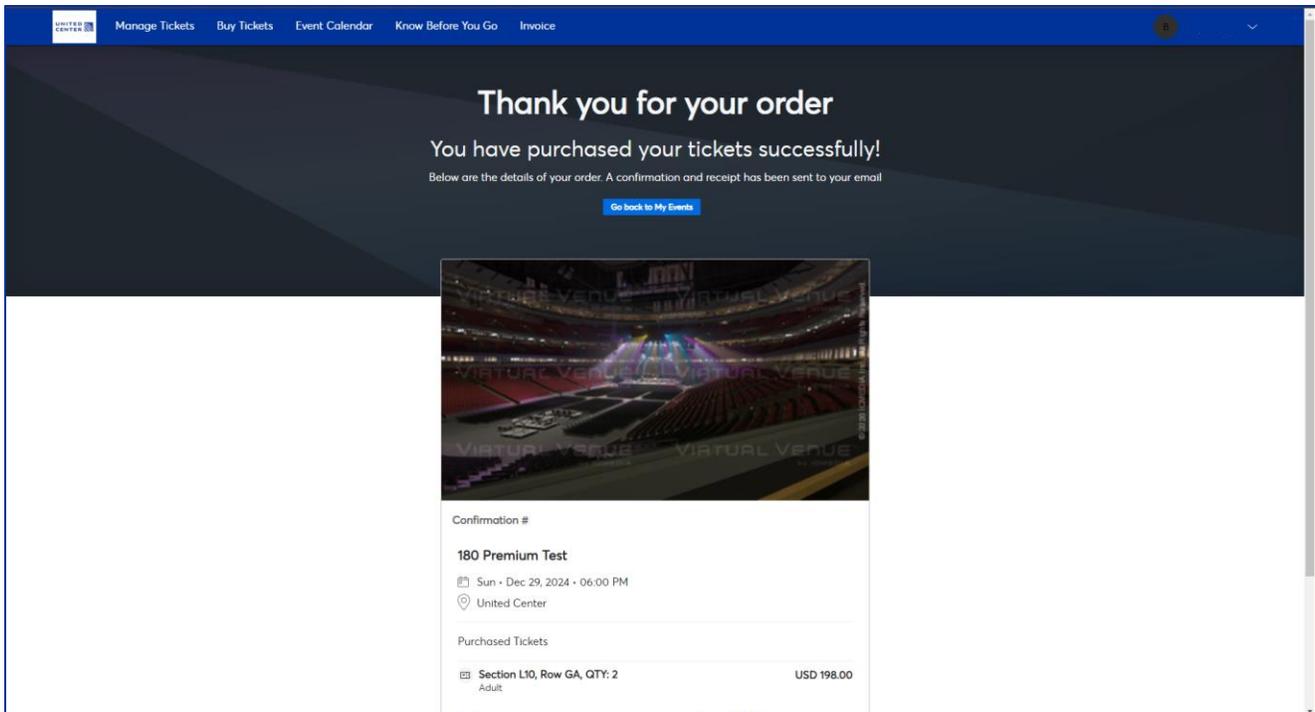
The screenshot shows a verification screen for a Mastercard transaction. At the top right, there is a "CANCEL" link and a close button (X). The Mastercard logo and "ID Check" text are prominently displayed. The main heading reads "Protecting your identity is our top priority." Below this, a message states: "In order to proceed with your transaction, we need to send you a verification code. Please select how you would like to receive it." Transaction details are listed: Merchant: TM*ucarena, Amount: 0.00 USD, Date: 06/25/2024, and Card Number: *****. A section titled "Select the channel to which we can deliver the verification code." offers three options: "Mobile Number XXX-XXXX" (selected with a blue radio button), "Mobile Number Mobile App Notification" (unselected), and "Email your_name@email.com" (unselected). A blue "NEXT" button is centered below the options. At the bottom, there are two links: "Learn more about Authentication" and "Need Some Help?", each with a plus sign icon to its right.

III. BUYING ADDITIONAL TICKETS CHECKOUT & PAYMENT

To complete your purchase, select your payment method and enter the security code. Then, click the checkbox in the top right corner to accept the Terms and Conditions. Finally, click the green “Pay Today” button.



Your purchase is complete! You'll be shown a screen with all the details of your purchase, and you'll receive a confirmation email with the same details shortly after.



IV. ACCEPTING TICKETS

When you have been transferred ticket(s), you will receive an email from United Center Premium Seating (email address: noreply@ticketmaster.com) asking you to “Accept Tickets.”

It's Time: Accept Your Tickets Now

Premium just sent you 1 United Center tickets.

Accept Tickets

Accept by Sun • Nov 10, 2024 • 03:20 AM

How to Accept Your Transfer

- 1 | On your smartphone, tap the Accept Tickets button above.
- 2 | [Sign in](#) to the United Center account 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.

After you select “Accept Tickets”, you will be brought to the United Center Account Manager login where you will need to **sign in** with your **TicketMaster credentials**. If you do not have an account, see pages 2-3 of this document for how to **set up an account**.

Sign In to United Center
Powered by **ticketmaster**
New to Ticketmaster? [Sign Up](#)

Important Account Update

You can now use the same email and password for both your United Center ticket account and your Ticketmaster account.

United Center 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

Password SHOW

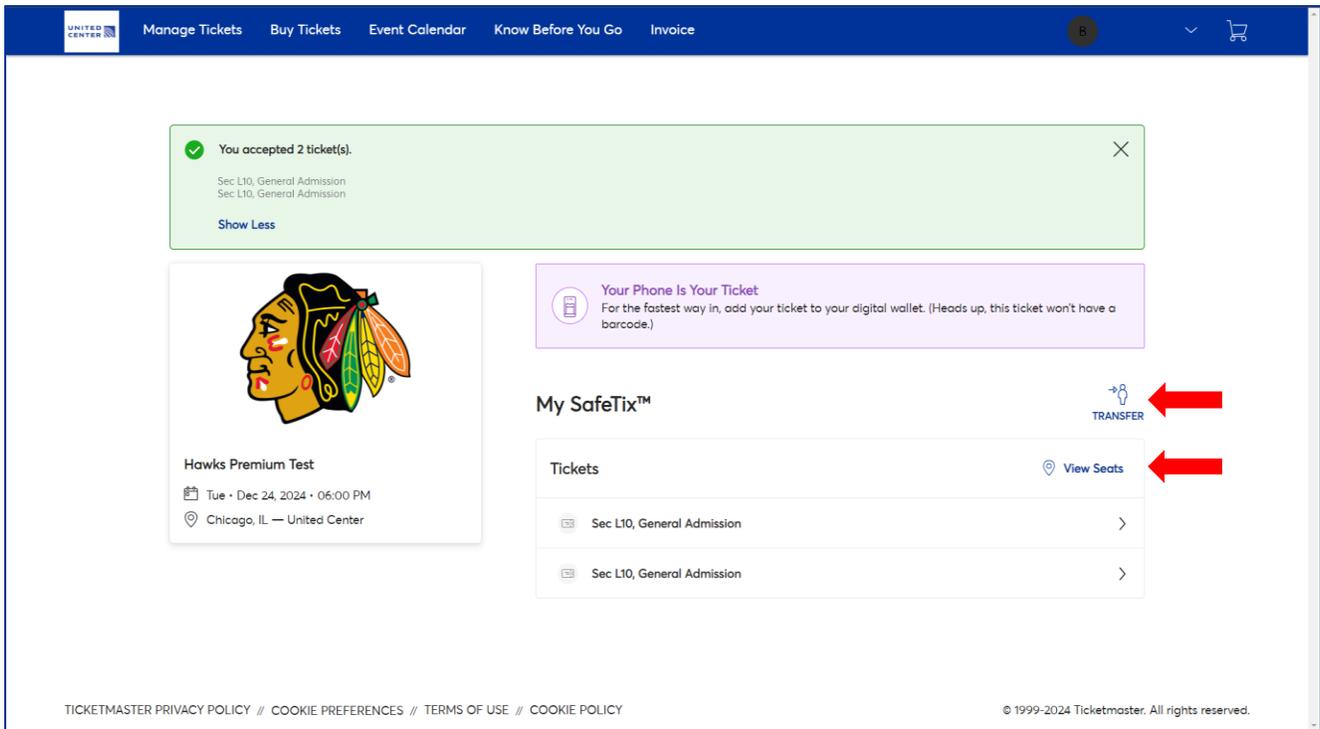
Remember Me [Forgot Password?](#)

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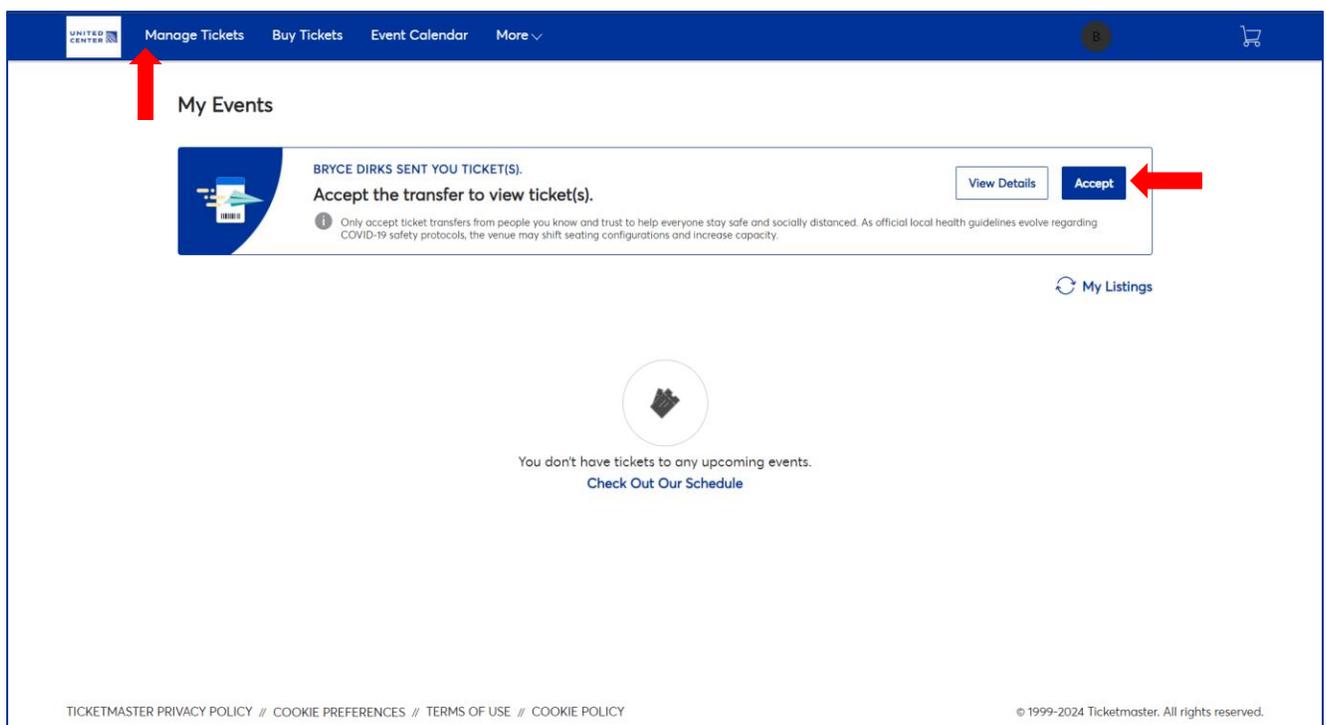
Sign in

IV. ACCEPTING TICKETS

From here, you will be taken to the "MySafeTix" page where you can choose the option to see the view from the seats or transfer tickets to another guest in your party (if applicable). Once the transfer has been completed, both you and the original sender will receive a confirmation email of the transfer.



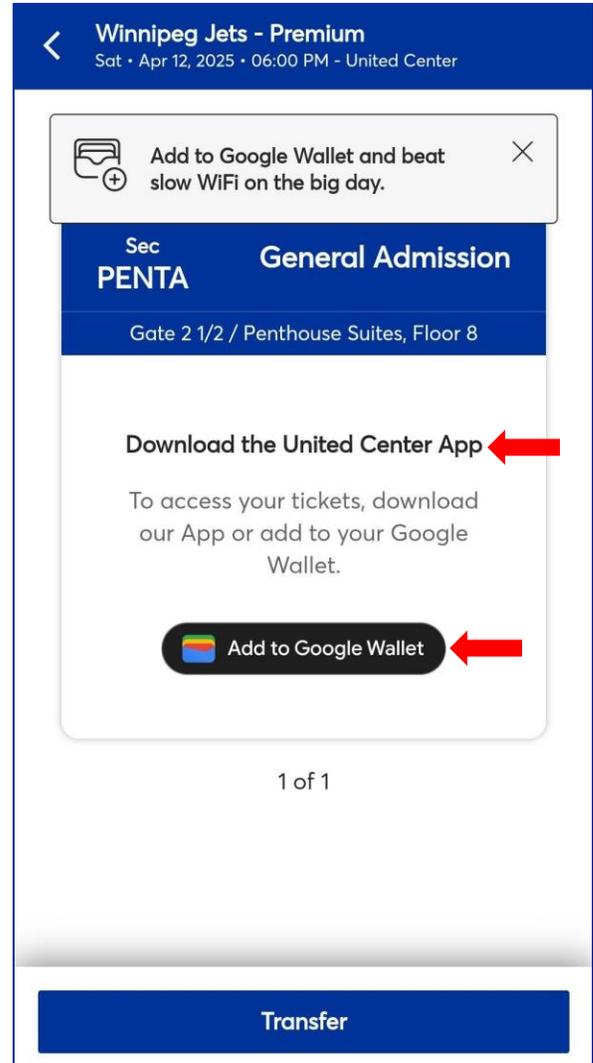
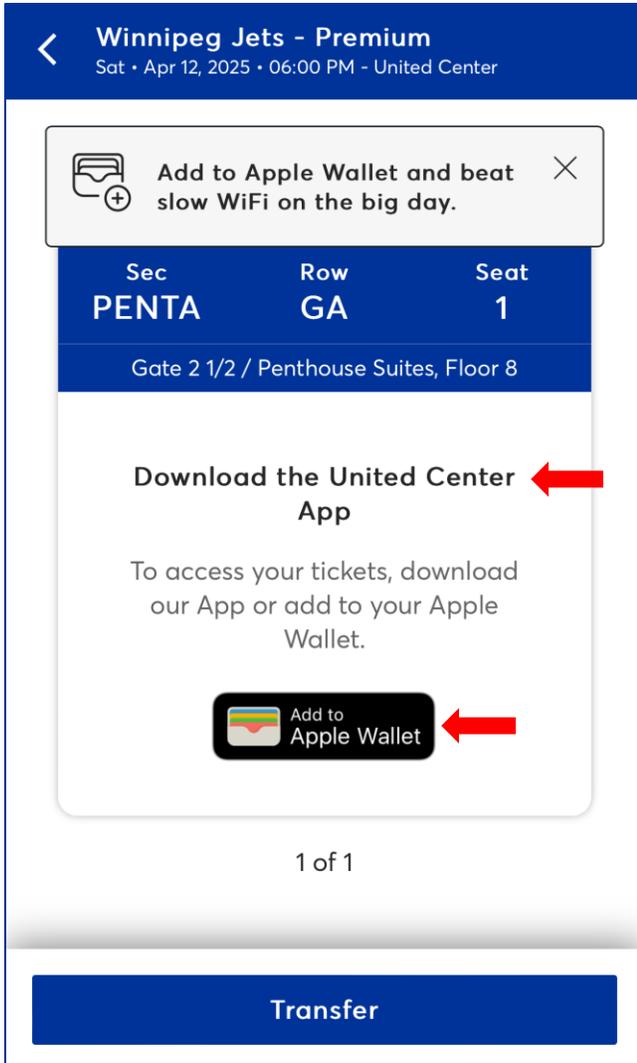
Alternatively, if you were unable to go through the transfer email landing page, you can access your transferred ticket(s) by selecting "Manage Tickets" on the top menu upon login. Here, you will see your "My Events" where you can select "Accept" to add the ticket(s) to your account.



IV. ACCEPTING TICKETS

MOBILE TICKET ACCESS

Please note, in order to access transferred ticket(s) on your mobile device, you will need to download the United Center app and login prior to the event. If you choose not to, you also have the option to add the ticket(s) to your Apple or Google Wallet from the internet browser of the United Center Account Manager website.



For additional resources on mobile ticketing, please visit the United Center Mobile Ticketing guide [HERE](#).