


DIGITAL TICKET INSTRUCTIONS FOR 2020 BOWL ATTENDEES



HOW TO MANAGE TICKETS

1. On your desktop or smart phone, go to **alamobowl.com** (Google Chrome is the preferred browser). Then, under **Tickets** select [Account Manager](#).
2. Click on the **Sign In** icon  in the top right corner of the page and enter your email address and password. Click **Forgot Password** if needed.
3. Click **Manage Tickets** to open all of your game tickets, parking passes, and other hospitality you received. From here you can also **Transfer** tickets.

HOW TO USE TICKETS

1. To gain admittance to Bowl events you must log on to [Valero Alamo Bowl Account Manager](#) through [alamobowl.com/tickets](#) on your smart phone.
 - Your phone is your ticket. Each attendee in your group should load their own ticket to their phone's Apple Wallet or Google Pay before leaving for the game.
2. With Ticketmaster's new SafeTix feature, **screenshotting will not work**. All tickets/passes need to be transferred through [Account Manager](#).

HOW TO ACCEPT TICKETS


1. If you were emailed tickets, click the **Accept Tickets** button. It will take you to the [Valero Alamo Bowl Account Manager](#) page.
2. **Sign In** using the same email address at which you received the email.
3. Click **Accept**, and the ticket(s) is now in your **Valero Alamo Bowl** account.
 - A) If you don't have an account, click on **Create Account** and follow the prompted steps to create an account.
 - B) If you don't know your password, select **Forgot Password** and follow the prompted steps to reset your password.

We are excited to host you at this year's game. To view our safety protocols, please visit: [alamobowl.com/safety-plan/](#)

DIGITAL TICKET INSTRUCTIONS FOR ACCOUNT MANAGER



HOW TO TRANSFER TICKETS

1. On your desktop, go to **alamobowl.com** (Google Chrome is the preferred browser). Then, under **Tickets** select **[Account Manager](#)**.
2. Click on the **Sign In** icon  at the top right corner of the page and enter your email address and password.
3. Click **Manage Tickets** to open all of your game tickets, parking passes, and other hospitality you have ordered.
4. Click the event you want. Then select the **Transfer** icon to choose which tickets you want to transfer. Use the **Select All** feature for a bulk transfer.
5. Select **Add a New Recipient** and enter - First Name, Last Name, Email Address and an optional personal message.
6. Confirm you have correctly selected the items you want to transfer. If accurate, click **Transfer** to finish.
7. Your transfer is complete. You will receive an email confirming your action. The recipient will receive an email to **Accept** the tickets and build their own account in **[Valero Alamo Bowl Account Manager](#)**.

CANCEL A TICKET TRANSFER


- If you need to reclaim ticket(s), go back to the event date and select CANCEL underneath the specific seat.
- If the recipient has already accepted the transfer, you will need them to follow the steps above to transfer the ticket(s) back to you.

If you need any assistance, please contact your Bowl account representative directly or call our Ticket Office at 210-704-6666.

DIGITAL TICKET INSTRUCTIONS FOR ACCOUNT MANAGER



SETTING UP YOUR VALERO ALAMO BOWL ACCOUNT FOR THE FIRST TIME

1. On your desktop, go to **alamobowl.com**. (Google Chrome is the preferred browser). Then, under **Tickets** select **Account Manager**.
2. Click on the **Sign In** icon  at the top right corner of the page.
3. Type in your **Email Address** and click **Forgot Password** if needed.
4. **a)** If you already have a Ticketmaster account, you will be sent an email to reset your password and add a mobile phone number.
b) If you don't have a Ticketmaster account, you will need to click **Sign Up** in the pink "Email Not Found" box to create one. After signing up, you will then need to add your mobile phone to the account.
5. Once you have reset your password, you will be taken to the [Valero Alamo Bowl Account Manager](#). Please remember to save your password in a secure place to expedite future log-ins.
6. Click **Manage Tickets** to view all of your game tickets, parking passes, and other hospitality you have ordered. Please let us know of any discrepancies.

BEST PRACTICES

- Set up your account as soon as possible to troubleshoot any errors.
- Once your account is set-up, you can go to the Bowl website to **Sign In** to [Account Manager](#) with your email and password to access your benefits.
- It's easiest to manage your tickets from your desktop computer, but your actual tickets are only be accesible when you go to [Valero Alamo Bowl Account Manager](#) on your smart phone. Your phone is your ticket.
- Your guests can transfer to other persons in their party through [Account Manager](#). For best results, each ticket holder should load their specific tickets/ passes before leaving for the game to their phone's Apple Wallet or Google Pay.
- With Ticketmaster's new SafeTix feature, **screenshotting will not work**. All tickets/passes must be transferred via [Valero Alamo Bowl Account Manager](#).

To view a digital ticketing guide video, please visit: alamobowl.com/tickets