


# DIGITAL TICKET INSTRUCTIONS FOR MANAGING YOUR TICKETS



## BEST PRACTICES

- Review your benefits as soon as possible by going to the Ticket section of the Bowl website and sign into [Account Manager](#) with your email and password.
- It's easiest to manage your tickets from your desktop computer, but your actual tickets are only accessible when you go to [Valero Alamo Bowl Account Manager](#) on your smartphone. Your phone is your ticket.
- Your guests can transfer to other persons 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/texting a picture will not work**. All tickets/passes must be transferred via through [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. Scroll down and 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.

To view a digital ticketing guide video, please visit: [alamobowl.com/tickets](#)

# DIGITAL TICKET INSTRUCTIONS FOR MANAGING YOUR TICKETS



## HOW TO TRANSFER TICKETS

1. Go to **alamobowl.com** on your device (use Google Chrome browser on a desktop for best results). 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** from your contacts or manually enter their First Name, Last Name, Email Address, and an optional personal message.
6. Confirm you have correctly selected the items you want to transfer for each event individually. 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 assistance, please contact your Bowl account representative directly or call our Ticket Office at 210-704-6666.**


# DIGITAL TICKET INSTRUCTIONS FOR BOWL ATTENDEES



## 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 have an account with this email but don't know your password, select **Forgot Password** and follow the prompted steps to reset your password.

## HOW TO MANAGE TICKETS

1. On your desktop or smartphone, 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. Your phone is your ticket. To gain admittance to Bowl events log on to [Valero Alamo Bowl Account Manager](#) through [alamobowl.com/tickets](#) on your smartphone. Each attendee should load their own ticket to their phone's Apple Wallet or Google Pay before leaving for the game. While each ticket could display differently in your wallet, show it to ticket taker or hold near the reader for admission.
2. With Ticketmaster's new SafeTix feature, **screenshotting and/or texting a photo of your tickets will not work**. All tickets need to be on your transferred through the Bowl's [Account Manager](#) portal.

**We are excited to host you at this year's Valero Alamo Bowl.  
Our Fan Guide is viewable at: [alamobowl.com/game-day/](#)**