



Columbus Clippers

DIGITAL TICKET MANAGEMENT

Clippers Account Manager

Your [MY CLIPPERS ACCOUNT MANAGER](#) is a simple and secure way to manage your Columbus Clippers Season Ticket Account.

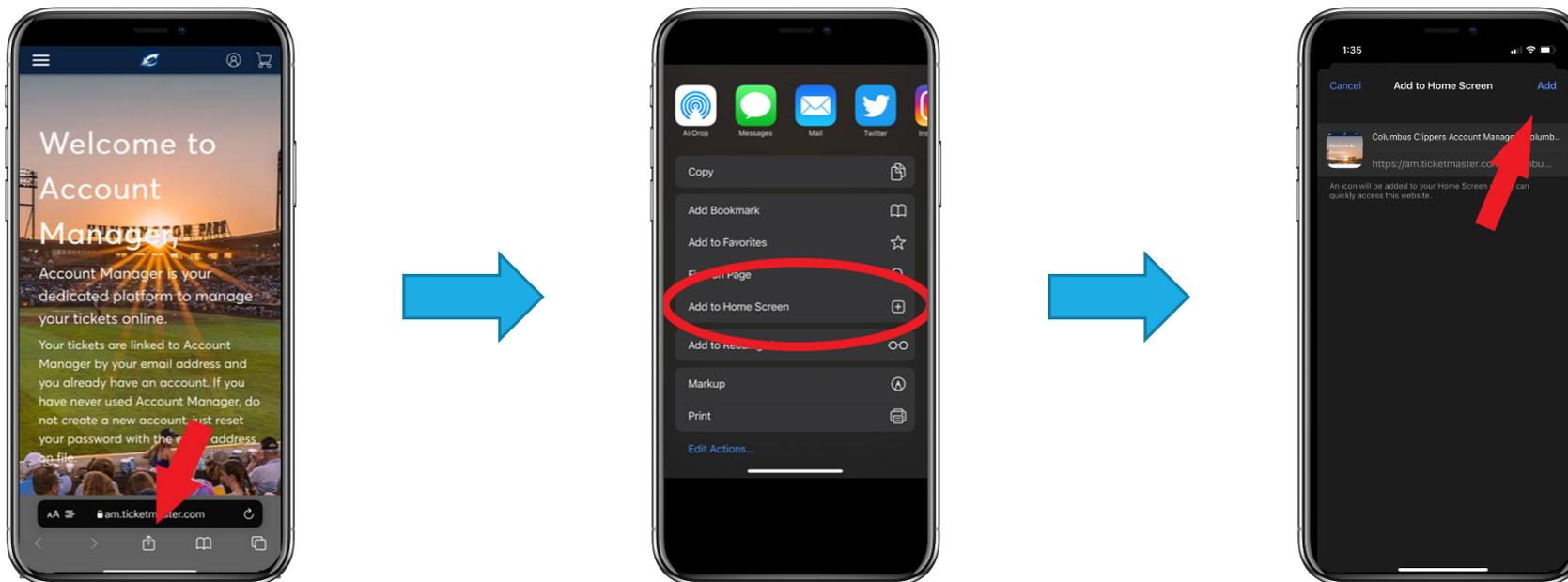
- **VIEW** tickets on your smartphone or desktop
- **TRANSFER** tickets to other individuals
- **SELL** your tickets through Clippers Ticket Exchange
- **PAY** invoices
- **UPDATE** your contact information
- **PURCHASE** tickets for other events

To access My Clippers Ticket Account Manager visit:

<https://am.ticketmaster.com/columbusclippers/> on your smartphone or desktop web browser.

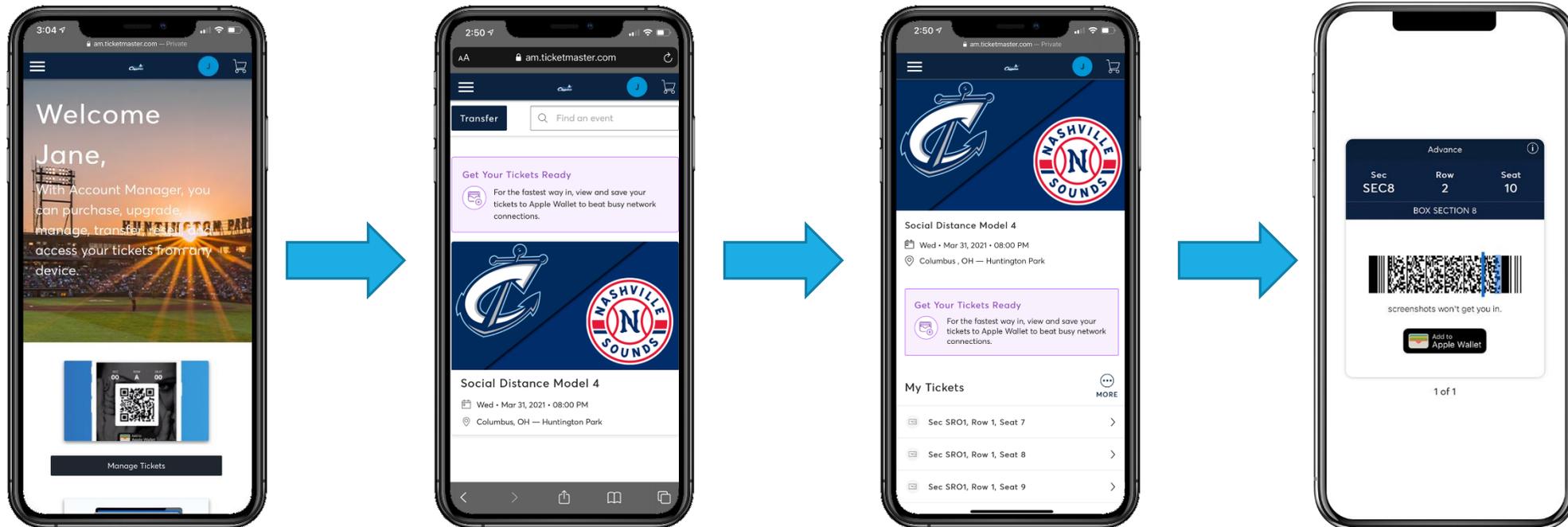
How To Save Account Manager Link on Smart Phone Home Screen

- With your smart phone, visit My Clippers Ticket Account Manager: <https://am.ticketmaster.com/columbusclippers/>
- Press the SHARE button at the bottom of the screen that looks like a square with a arrow pointed upward.
- Select the option to “Add to Home Screen”.
- Press the “ADD” button to save the link on your home screen of your smart phone.



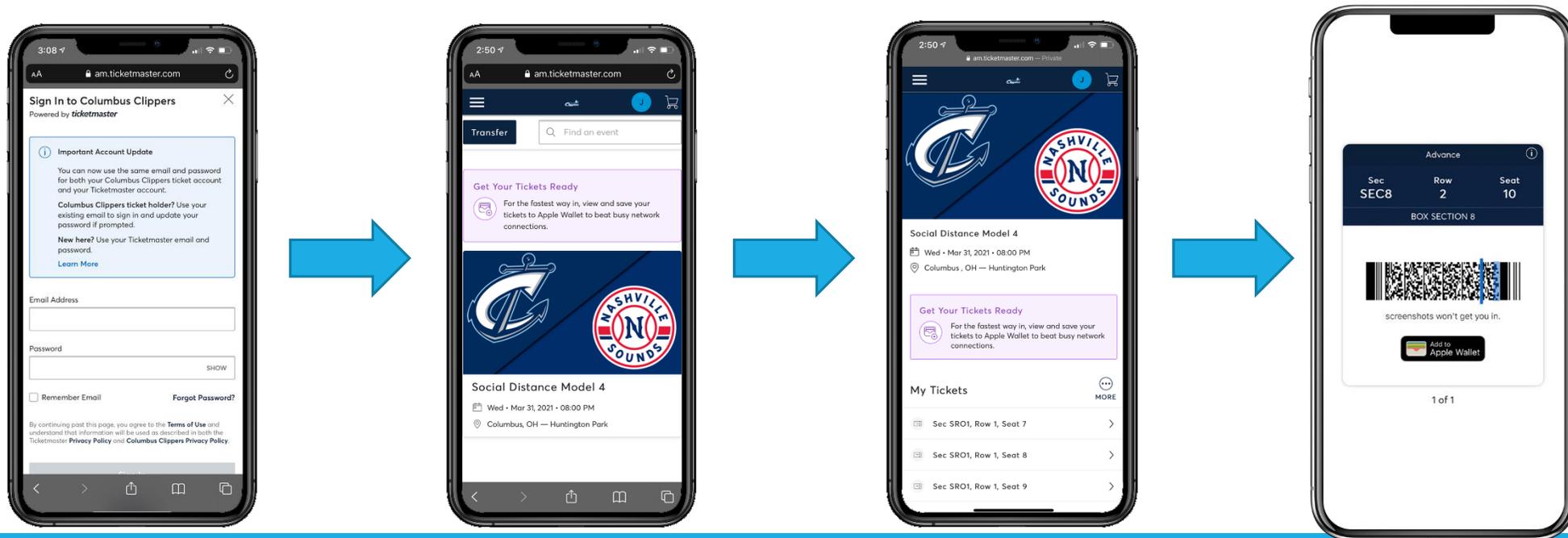
Saving Tickets To Your Digital Wallet

- Step #1: Log into [MY CLIPPERS ACCOUNT MANAGER](#) and select MANAGE TICKETS.
- Step #2: Select the Event. Tap on your seat(s) listing to view the QR Code.
- Step #3: Add digital tickets to Apple Wallet or Google Pay. A valid mobile ticket will display a moving barcode. Screenshots won't get you in!



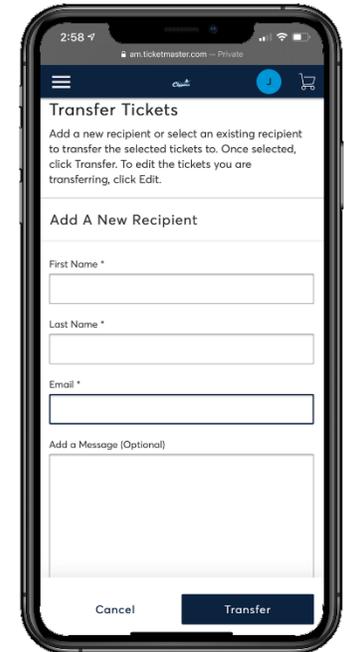
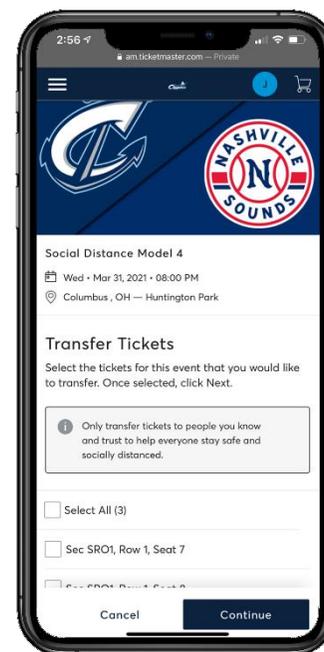
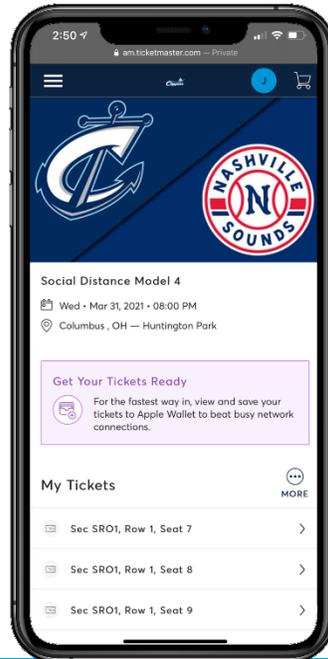
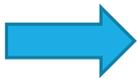
Game Entry

- Step #1: If tickets have already been saved to your Apple Wallet or Google Pay, please pull up tickets to be scanned upon entry. **OR** log into [MY CLIPPERS ACCOUNT MANAGER](#) and select MANAGE TICKETS.
- Step #2: Select the Event. Tap on your seat(s) listing to view the QR Code.
- Step #3: Turn brightness up on your mobile device, allow Clippers Game Day Staff to scan the QR Code to enter Huntington Park.



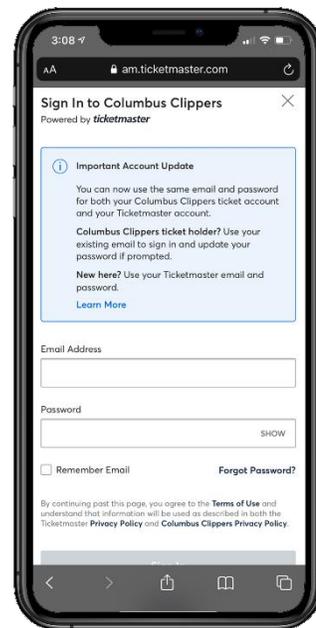
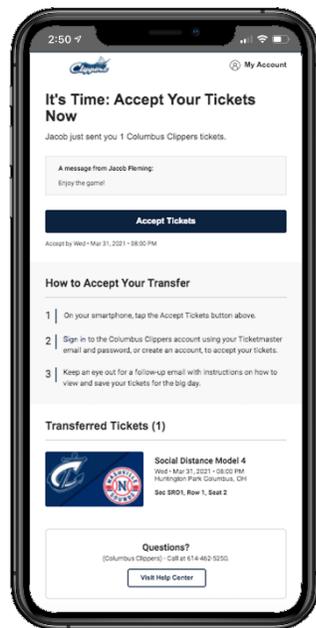
Transfer Tickets

- Step #1: Log into [MY CLIPPERS ACCOUNT MANAGER](#) and select MANAGE TICKETS.
- Step #2: Select the Event. Tap on the MORE option next to your tickets.
- Step #3: Select TRANSFER. Then select the seats you would like to transfer. Tickets can be transferred from a mobile phone web browser or on a desktop computer. Barcodes will only be available on your mobile device.
- Step #4: Enter the recipient details. Tap TRANSFER to complete. In order to transfer tickets already in your phone's wallet, first remove them from the wallet.



Accepting Digital Tickets

- Step #1: The recipient will receive an email to claim tickets.
- Step #2: If receipt already has a My Clippers Account Manager, sign in with your email address and password. This must be the same email address tickets were transferred to. If you do NOT have a My Clippers Ticket Account associated with the email address tickets were transferred to, click “CREATE ACCOUNT” to log in.
- Step #3: After signing in, view tickets and save to Apple Wallet or Google Pay.



Get Ready for Game Day

Before arriving at Huntington Park, here are some tips to expedite the entry process.

- ❖ Access your tickets through your Clippers Ticket Account prior to arriving at the Huntington Park Gates. We recommend doing so at least 24 hours in advance of the game.
- ❖ Add your tickets to Apple Wallet or Google Pay. Screenshots won't get you in.
- ❖ Make sure your phone is sufficiently charged.
- ❖ Have your ticket out and ready to be scanned as you arrive at the gates. It is recommended you send each guest their own individual ticket if the party is arriving separately.
- ❖ Reference the seat location on your ticket to access your seat.



Game Day Ticket Issues

Fans that have questions or experience any ticket issues within 3 hours of the scheduled start time can visit the Huntington Park Box Offices for assistance.

Please note the game day Box Office hours:

- Center Field Box Office- Open at least 3 hours prior to the scheduled start time of the game until the 7th inning of the game
- Right Field Box Office- Open 2 hours prior to the scheduled start time of the game until 1 hour after scheduled start time.

The Clippers Administrative Office is available on most game days, including weekends, beginning at 10 AM to assist with your digital tickets. Please call 614-462-5250 or email tickets@clippersbaseball.com.



Ticket Security

- Cover the barcodes when sharing pictures on social media.
- The only authorized sources for Clippers tickets are:
 - Clippersbaseball.com
 - Huntington Park Box Office including the ticket phone lines (614-462-5250; 614-462-2757)
 - Ticketmaster
 - Clippers Ticket Exchange is the official resale marketplace for Clippers tickets. When you buy tickets on Clippers Ticket Exchange, the original ticket barcodes are canceled and new tickets are reissued with your name on them. This guarantees the authenticity of the tickets. Using Clippers Ticket Exchange has many benefits. You receive secure payment, never have to deal with ticket delivery and you are protected from ticket fraud.
- Please be aware that tickets purchased on the resale marketplaces (including StubHub, SeatGeek, Vivid Seats, or other ticket brokers) are not guaranteed as valid for entry into the venue. Fans purchasing tickets from unauthorized sources assume the risk that tickets purchased are counterfeit or the barcodes have been invalidated. Counterfeit or invalid tickets will be denied entry.

Frequently Asked Questions

- What is the difference between Clippers Account Manager and my Ticketmaster Account?
 - Ticketmaster is the official ticket provider of the Columbus Clippers but Season Tickets and single-game ticket purchases are different. Season Tickets will be managed using Clippers Account Manager and single-game tickets bought on Ticketmaster.com or the Ticketmaster app should be managed using the Ticketmaster app.
- Why use digital tickets?
 - Digital tickets are the most convenient way to manage your tickets for Columbus Clippers baseball events. You can easily and safely save your tickets, transfer tickets, and even sell tickets through [My Clippers Account Manager](#) at any time.
- How do I access my digital tickets through my smartphone?
 - Please visit the [Mobile Ticket Management page](#) on our website for comprehensive details.
- How do I access my digital tickets through my desktop?
 - Please visit <https://am.ticketmaster.com/columbusclippers/> to sign into My Clippers Account Manager. Barcodes will not be available on a desktop.
- If I do not have a smartphone, how do I access my digital tickets?
 - Please contact the Columbus Clippers Ticket Department at 614-462-5250 or by email at tickets@clippersbaseball.com.
- When should I download my digital ticket?
 - We recommend downloading and saving your digital tickets to your smartphone as soon as you purchase your tickets or at least 24 hours in advance of the event.

Frequently Asked Questions

- Can I have multiple tickets on a single smartphone?
 - Yes, we do recommend transferring tickets to individuals attending the event with you. If your entire party is entering together, you can have all the tickets on one smartphone.
- What if my guests are not entering the ballpark with me?
 - You can easily transfer tickets to individuals, please visit our [Mobile Ticket Management page](#) for a step by step guide on how to transfer tickets.
- Does the recipient of my tickets need a Clippers Account?
 - Yes, if they do not have one already, they will have to sign up with the email address you transferred the tickets to. The recipient will then be able to access the digital tickets.
- What if I forward the tickets to the wrong person?
 - You can reclaim the tickets if the recipient has not already accepted the ticket transfer. If you forward tickets to a guest and they have accepted but later can not attend the event, the guest will have to transfer the ticket back to you or the new recipient.

Frequently Asked Questions

- What if I lose service at Huntington Park upon entry or my phone is broken/stolen?
 - We recommend saving your digital tickets to your Apple Wallet or Google Pay to avoid any service issues. Please reach out to the Clippers Ticket Department to confirm your information with our records. You can also stop by the Center Field Box office with a photo ID to have your tickets texted to you or printed out (only available in certain circumstances).
- If I need further assistance with my digital tickets, who can I contact for help?
 - Please contact the Columbus Clippers Ticket Department at 614-462-5250 or by email at tickets@clippersbaseball.com.



