**How do I accept transferred tickets?**

How do I accept transferred tickets?

Accepting tickets is easy! Follow these steps and you’ll have your tickets in no time. It’s always a good idea that you know and trust the person transferring tickets to you.

**Accept Tickets via Email**

1. Tap the **Accept Tickets** link in your email.
2. **Log in or create a new account in TM.** Be sure to use the email address that the tickets were sent to. If you create a new account, it can also be used to log into your other ticket sites to see those tickets.
3. View your tickets by tapping **View Tickets** or by going to **My Events**.

Learn more about adding your tickets to your [mobile wallet](https://help.ticketmaster.com/s/article/How-to-add-tickets-to-a-digital-wallet). – see below

**Accept Tickets via Text**

1. Tap the **Login** link in your text messages.
2. **Log in or create a new account in TM**.
**NOTE:** Accepting season tickets or a ticket series? You may be directed to the team or venue’s Account Manager site.
3. View your tickets by tapping **View Tickets** or by going to **My Events**.

Learn more about adding your tickets to your [mobile wallet](https://help.ticketmaster.com/s/article/How-to-add-tickets-to-a-digital-wallet) – see below

**How to add tickets to a digital wallet**

Adding tickets to a digital wallet is not available for Android users at this time. Fans with the latest version of iOS can follow the steps below:

1. In the Ticketmaster app, sign in to your account.
2. Tap My Events to view your order.
3. Tap on Add to Apple Wallet

**Please Note:** Adding tickets to a digital wallet is optional. It is not necessary to gain entry. You can access your tickets from the Ticketmaster App or by going to [www.ticketmaster.com](http://www.ticketmaster.com/) on your mobile browser if you are experiencing issues adding tickets to a digital wallet.

**Commonly Asked Questions**

**Will the person sending the tickets know I accepted them?**

Once you accept the ticket, the sender will receive a notification that the tickets have been successfully transferred.

**Will the person I transfer tickets to need a Ticketmaster account?**

**Yes**, and it takes just a few seconds to create one. If they already have an account, be sure to use the email address associated with their Ticketmaster account, so it's even easier for them to accept their tickets.

Learn more about [Create a Ticketmaster Account](https://help.ticketmaster.com/s/article/Create-a-Ticketmaster-Account).

**I lost the email/text for my transferred tickets. What do I do?**

Ask the sender to [cancel](https://help.ticketmaster.com/s/article/How-do-I-cancel-transferred-tickets) the original transfer and to transfer the tickets again. Still not finding them? Try searching your email using the term “transfer” or by searching for the artist or event.

**I accepted tickets but can't find them.**

Do you have another Ticketmaster account? Were you using a device that was logged into another account? Or did you accept tickets from a team or venue’s official site? If you accepted tickets on a different site, log in to that site and [transfer](https://help.ticketmaster.com/s/article/How-do-I-transfer-tickets) them to the account you want them in.

It is also possible that they are located in the team or venue's official site or app, which is separate from your Ticketmaster account. Locate your tickets by logging into your account associated with the team or venue.

**NOTE:** Try referencing your purchase confirmation email or ticket transfer email.

**How to add tickets to a digital wallet**

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# Create a Ticketmaster Account

Create a Ticketmaster Account

You can create an account through the Ticketmaster app, [ticketmaster.com](http://ticketmaster.com/), or on a venue or team site/app. Once created, this username and password can be used to login to multiple sites to access tickets.

Beyond buying tickets, what else can you do with an account? Your account allows you to see upcoming events. Get notifications of when your favorite artists, teams, or venues are in town. And allows friends and family to transfer you your ticket.

## Create an Account on Mobile

To create an account through your mobile device, follow the following steps:

1. Download and open the **Ticketmaster App**.
2. Tap **My Account**.
3. Tap **Sign In**.

4. Tap **New to Ticketmaster? Sign Up**.
5. Enter your name, email address, phone number, password, zip/postal code, and country of residence. Tap **Next**.
6. Select either **Text** or **Call** to get your One-Time Code. Tap **Next**.

7. Enter your One-Time Code, and tap **Continue**.
**NOTE:** Standard data and messaging rates may apply.

## Create an Account on Desktop

To create an account through your desktop web browser, follow the following steps:

1. Go to [my.ticketmaster.com/account](http://my.ticketmaster.com/account) and select **New to Ticketmaster? Sign Up**.
2. Enter your email address, password, name, country of residence, and zip/postal code. Select **Next**.
3. Enter your phone number to get your One-Time Code. Select **Next**.
4. We will send your One-Time Code to your phone via SMS. Confirm your code and select **Confirm**.
**NOTE:** Standard data and messaging rates may apply.

# Commonly Asked Questions

## It says I already have an account.

If you are getting a message that you already have an account, select **Sign in**. If you cannot remember your password, follow the link to **reset it**.


## I have not received my One-Time Code.

If you have not received your One-Time Code, select **Request a New Code**.



## I forgot my password.

To reset your password, find the instructions [here](https://help.ticketmaster.com/s/article/How-do-I-reset-my-password-from-my-desktop-or-laptop?language=en_US).

## I don’t have a mobile device/SMS messaging. How do I verify my account?

A landline phone can also be used to verify your account. You will not need to indicate that the number is a landline. If your number is recognized as a landline, we will call and provide you with a code to verify your account.

## Is it free to create an account?

Yes! It is free to create a Ticketmaster account.

## Someone in my household has an account, should I create one?

By having your own account, you can have [tickets sent](https://help.ticketmaster.com/s/article/How-do-I-transfer-tickets?language=en_US) to you by your friends and family. Eliminating any worry of sharing account login details, and you can have your own ticket in-hand!