

Digital Ticketing



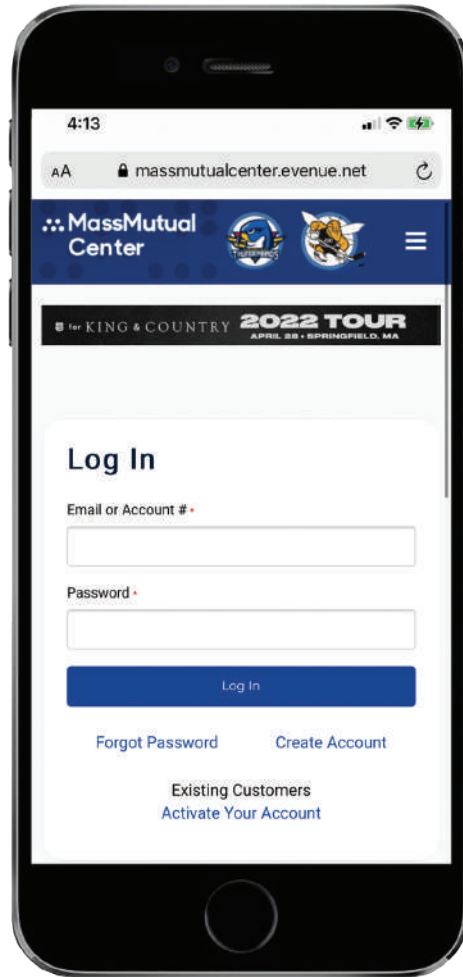
GUIDE

Log in to your ACCOUNT

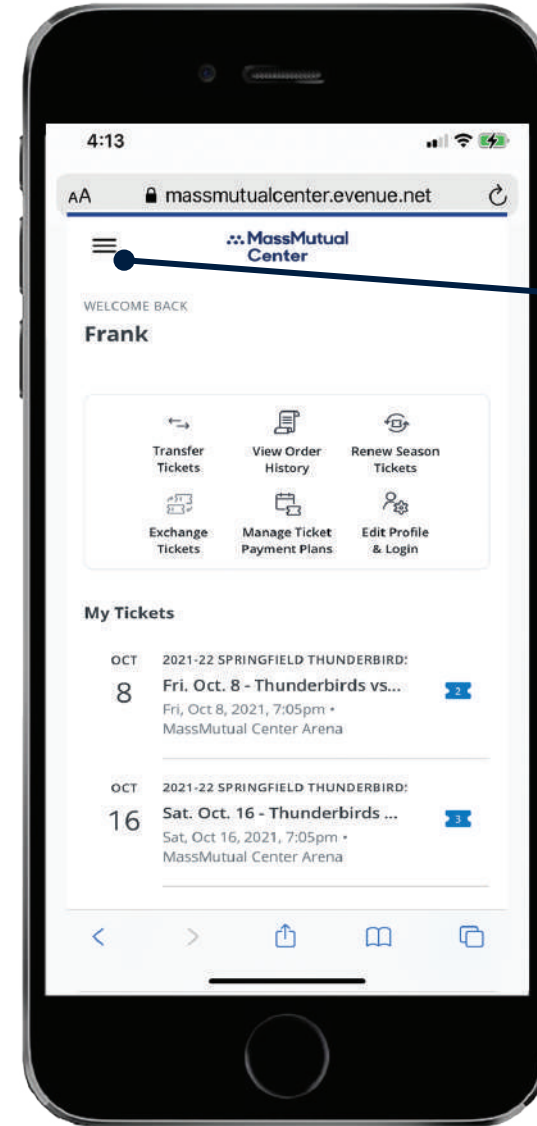
MANAGING YOUR TICKETS THROUGH MYACCOUNT IS SIMPLE, CONVENIENT AND SECURE
ALLOWING YOU THE ULTIMATE FLEXIBILITY IN USING YOUR SEATS

Visit

WWW.MASSMUTUALCENTER.COM/MYACCOUNT



ENTER YOUR
E-MAIL AND PASSWORD
INTO THE 'LOG IN' AREA



ACCESS THE MAIN MENU
HERE OR MANAGE YOUR
TICKETS BY SELECTING A
GAME FROM THE LIST.

ARE YOU ATTENDING THE
GAME?

ADD THE TICKETS
TO YOUR MOBILE WALLET.

NOT ATTENDING THE GAME?
SELECT THE 'TRANSFER'
OPTION.

ATTENTION:

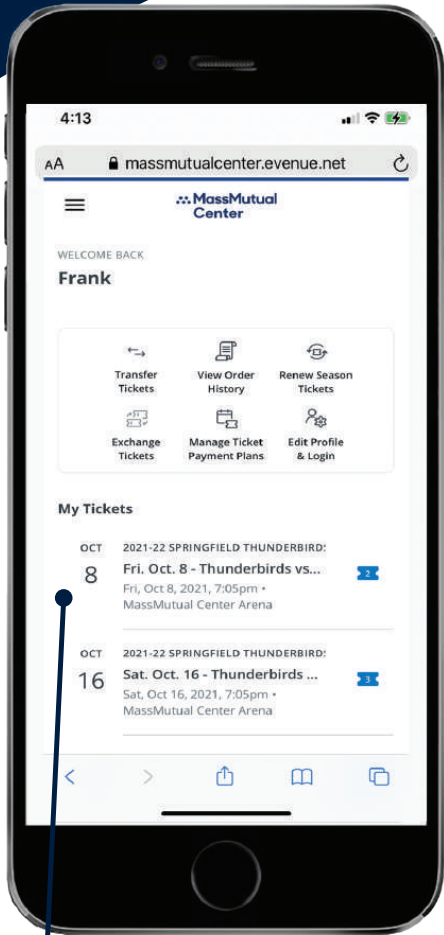
YOUR "SPRINGFIELD THUNDERBIRDS ACCOUNT" HAS BEEN
ALREADY CREATED FOR YOU. IF YOU ARE HAVING TROUBLE
LOGGING IN, PLEASE SELECT
'FORGOT PASSWORD' OR CONTACT THE T-BIRDS FRONT OFFICE
FOR ASSISTANCE

DONE! FROM HERE YOU CAN UPDATE YOUR CONTACT INFO & ACCOUNT SETTINGS,
AS WELL AS TRANSFER AND ADD TICKETS TO YOUR MOBILE WALLET!

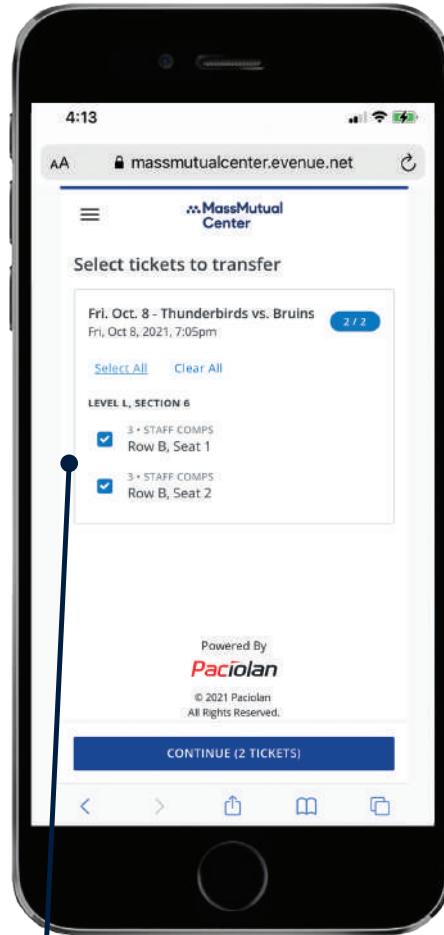
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How to Transfer a TICKET

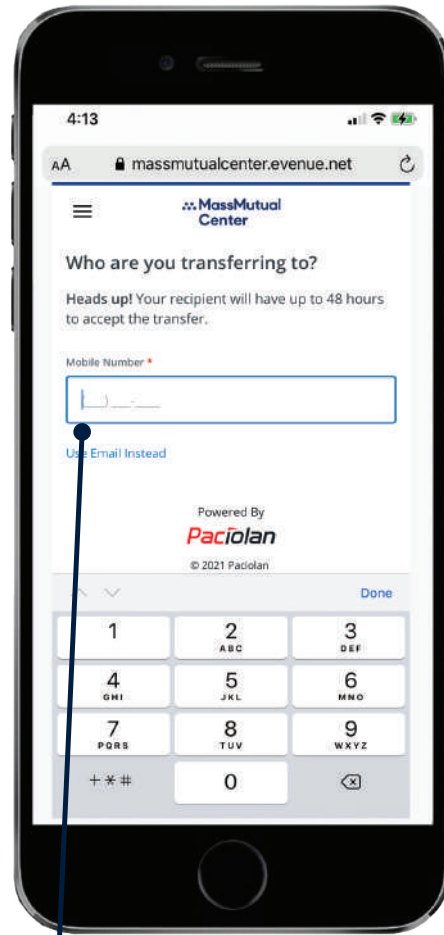
LOG IN TO YOUR ACCOUNT AT WWW.MASSMUTUALCENTER.COM/MYACCOUNT
USING YOUR E-MAIL AND PASSWORD



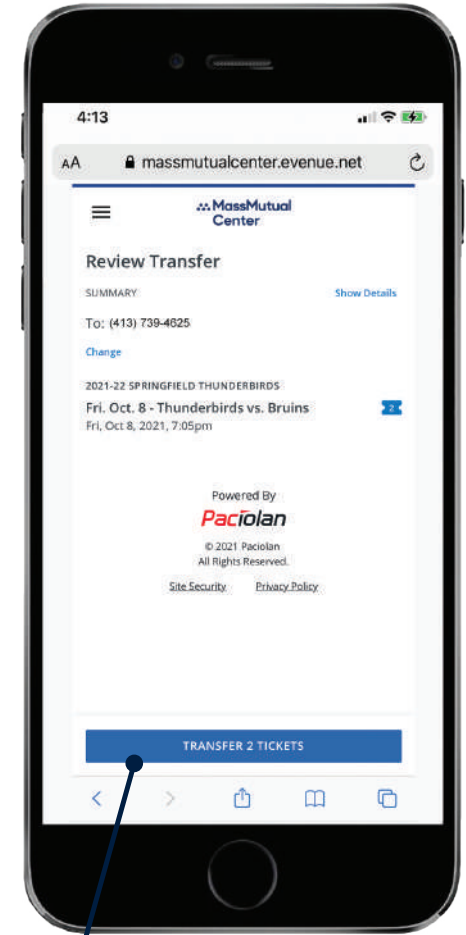
SELECT A TICKET FROM THE DESIRED GAME AND CLICK 'TRANSFER'
(ADDITIONAL TICKETS MAY BE ADDED ON THE NEXT SCREEN.)



SELECT ALL SEATS YOU WISH TO TRANSFER AND CLICK 'CONTINUE'



TYPE IN THE MOBILE NUMBER OR E-MAIL OF THE PERSON YOU WOULD LIKE TO TRANSFER THE TICKETS TO



REVIEW TRANSFER AND CLICK 'TRANSFER TICKETS' TO COMPLETE THE TRANSACTION

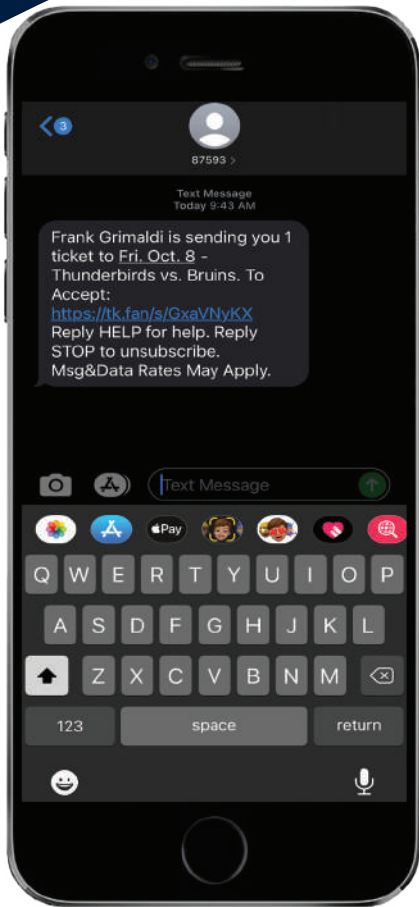
DONE! THE RECIPIENT RECEIVES A TEXT NOTIFICATION OR E-MAIL WITH A LINK TO DOWNLOAD THE TICKETS. YOUR ACCOUNT PAGE (AS THE SENDER) WILL SHOW THE TICKETS HAVE BEEN TRANSFERRED AND ARE AWAITING ACCEPTANCE.

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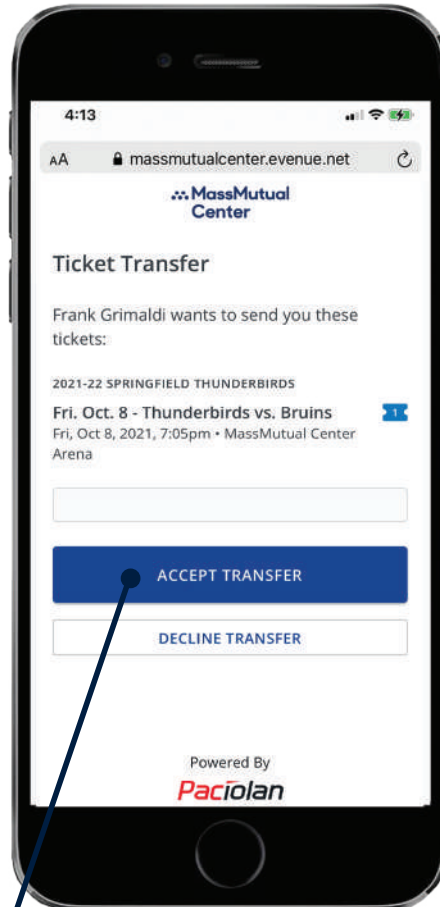
How to Accept a TRANSFERRED TICKET

ATTENTION:
ANYONE ACCEPTING A TRANSFERRED TICKET
WILL NEED TO CREATE AN ACCOUNT AT:
WWW.MASSMUTUALCENTER.COM/MYACCOUNT
PLEASE CONTACT US IF ASSISTANCE IS NEEDED

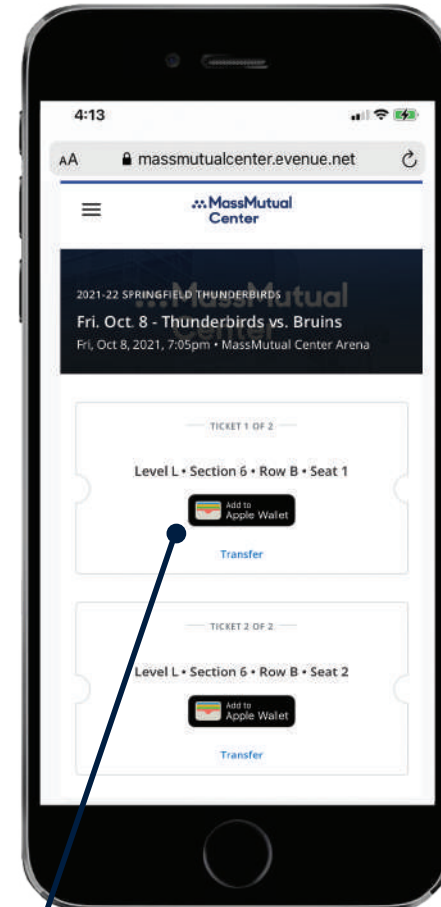
- YOU WILL RECEIVE A TEXT OR E-MAIL SAYING SOMEONE IS SENDING YOU TICKETS
- LOG IN TO YOUR MASSMUTUALCENTER.COM/MYACCOUNT USING YOUR E-MAIL ADDRESS AND PASSWORD



CLICK LINK IN TEXT SAYING SOMEONE IS SENDING YOU TICKETS



**CLICK 'ACCEPT TRANSFER',
BUTTON TO ACCEPT THE TICKETS**

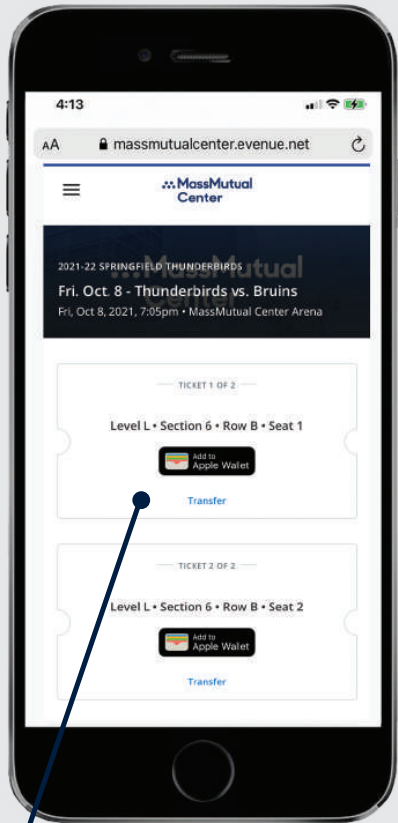


**PRIOR TO THE EVENT, ADD
YOUR TICKET(S) TO YOUR APPLE
WALLET OR GOOGLE PAY WALLET**

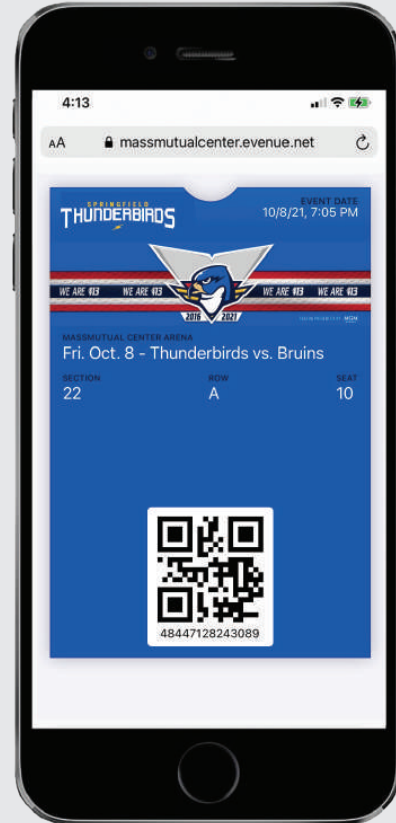
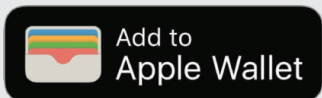
**DONE! YOUR TICKETS (AS THE RECIPIENT) ARE NOW VISIBLE IN YOUR APPLE WALLET OR GOOGLE PAY WALLET.
THE SENDER'S ACCOUNT PAGE WILL NOW SHOW THAT THE TICKETS HAVE BEEN ACCEPTED.**

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IPHONE USERS PLEASE DOWNLOAD YOUR TICKETS TO YOUR APPLE WALLET



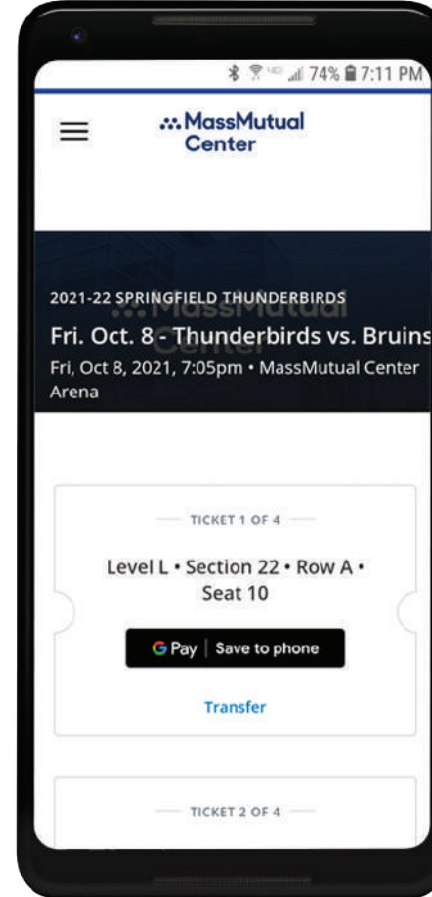
**STEP 1: PRIOR TO THE EVENT,
ADD YOUR TICKET(S) TO YOUR MOBILE
WALLET BY CLICKING THE 'ADD TO
APPLE WALLET' BUTTON**



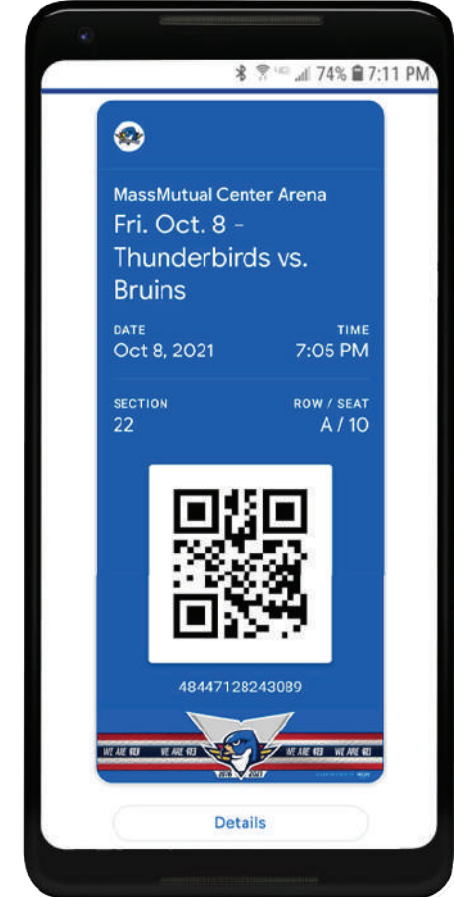
**STEP 2: AT THE ENTRANCE, OPEN
YOUR MOBILE WALLET AND PRESENT
YOUR TICKET TO THE ATTENDANT
BY HOLDING YOUR PHONE CLOSE TO
THE SCANNER**

IF YOU HAVE MULTIPLE TICKETS FOR THE EVENT,
SWIPE LEFT OR RIGHT TO VIEW EACH TICKET.

ANDROID USERS PLEASE DOWNLOAD YOUR TICKETS TO YOUR GOOGLE PAY WALLET



**STEP 1: PRIOR TO THE EVENT,
ADD YOUR TICKET(S) TO YOUR MOBILE
WALLET BY CLICKING THE 'ADD TO
GOOGLE PAY WALLET' BUTTON**



**STEP 2: AT THE ENTRANCE, OPEN
YOUR MOBILE WALLET AND PRESENT
YOUR TICKET TO THE ATTENDANT
BY HOLDING YOUR PHONE CLOSE TO
THE SCANNER**

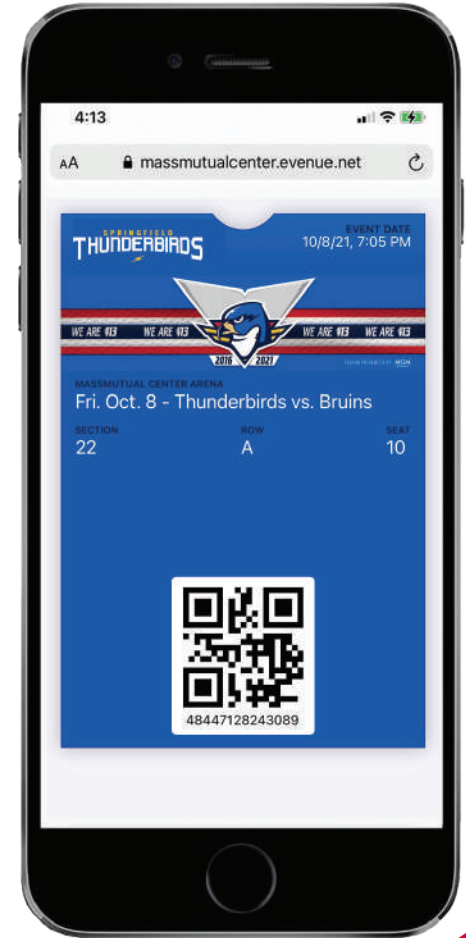
IF YOU HAVE MULTIPLE TICKETS FOR THE EVENT,
SWIPE LEFT OR RIGHT TO VIEW EACH TICKET.

Accessing THE GAME

WHEN YOU ARRIVE AT THE MASSMUTUAL CENTER

1. PRESENT YOUR MOBILE TICKET TO THE TICKET ATTENDANT AT ENTRY POINT
2. THE TICKET ATTENDANT WILL SCAN YOUR QR CODE ON YOUR SMARTPHONE
3. REFERENCE THE SEAT LOCATION ON YOUR MOBILE DEVICE
(KEEP IT ACCESSIBLE TO SHOW THE USHER WHEN YOU ARRIVE AT YOUR SEAT)

TIP: FOR EASIER ACCESS, ADD YOUR TICKET TO YOUR APPLE WALLET OR GOOGLE PAY WALLET PRIOR TO THE GAME.



**YOU WILL RECEIVE TICKETS IN A DIGITAL QR CODE FORMAT TO DISPLAY ON YOUR MOBILE PHONE.
FOLLOW THESE STEPS TO MAKE GETTING TO THE GAME A BREEZE.**

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