



How to accept Whitecaps FC tickets on desktop

1. Open the email with your ticket offer and tap **"Accept Tickets"**.

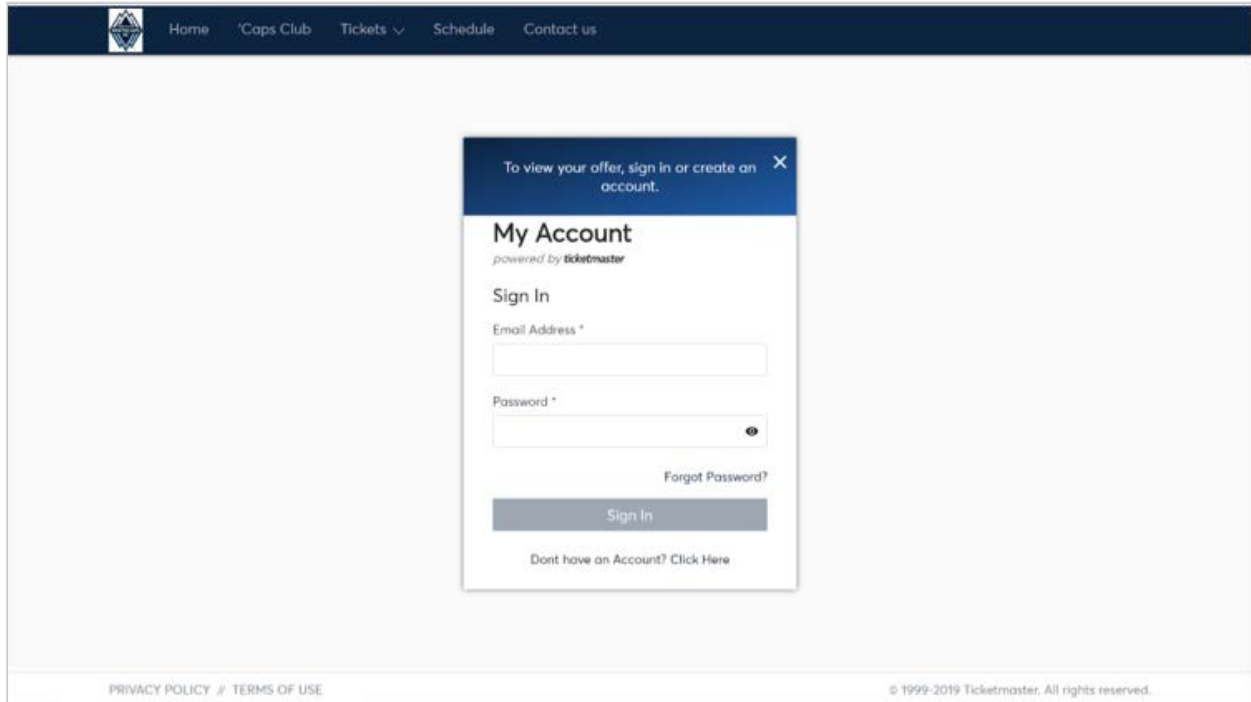
Please note: To access your tickets right away, we recommend that you open this email on your smartphone.

The screenshot shows an email interface with a blue header bar. The email is from "teamexchange@ticketmaster.com on behalf of Vancouver Whitecaps <fanservices@whitecapsfc.com>" and is addressed to "Ray Khan". The main content of the email is a ticket offer from Ticketmaster. It features the Ticketmaster logo at the top, followed by the text "THIS EMAIL IS NOT YOUR TICKET" in red. Below this, it says "Enjoy the match!" and "The tickets are *almost* yours. Click Accept Tickets to seal the deal." There is a prominent blue button labeled "Accept Tickets". Below the button, it states "Accept by Sat, Mar 30, 2019 8:00 PM". At the bottom, the match details are listed: "vs Seattle Sounders FC", "Sat, Mar 30, 2019 7:00 PM", "BC Place". A table below this lists the seating information:

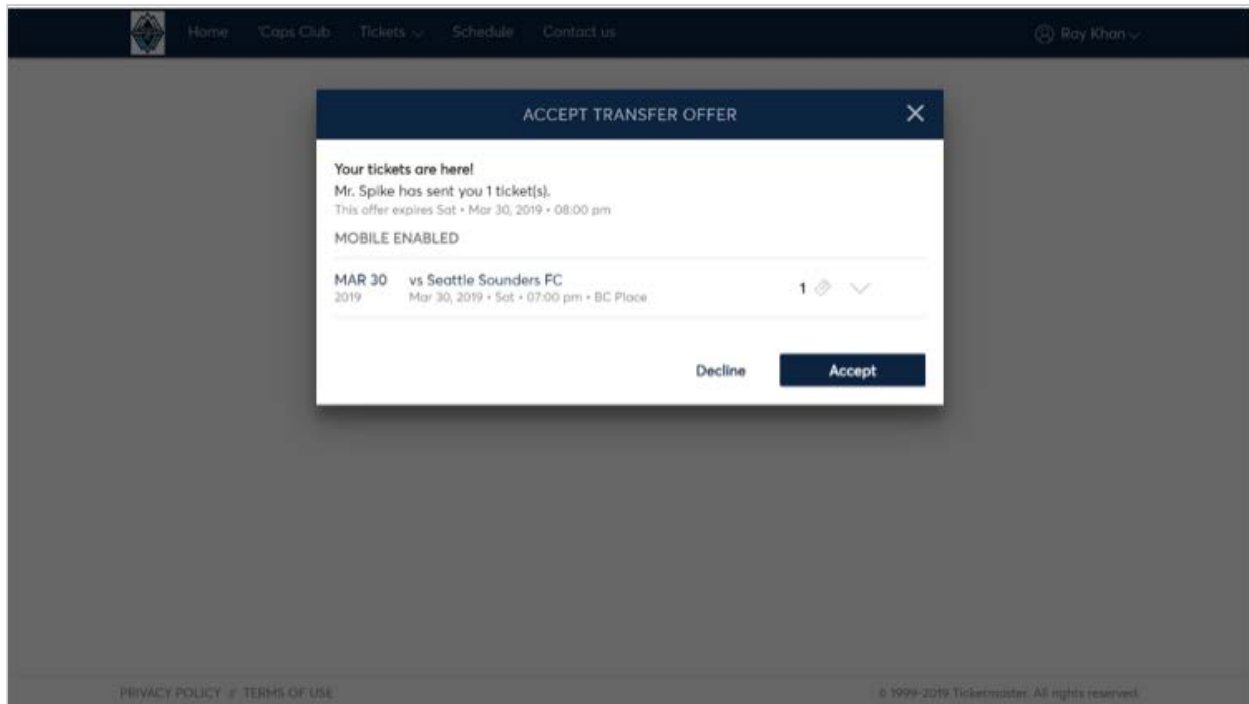
Section	Row	Seat
241	A	103

2. A window will open in your browser that will look like the image below. Please log in to your Whitecaps FC Ticketing Account using the email address associated with your Whitecaps FC account and your password.

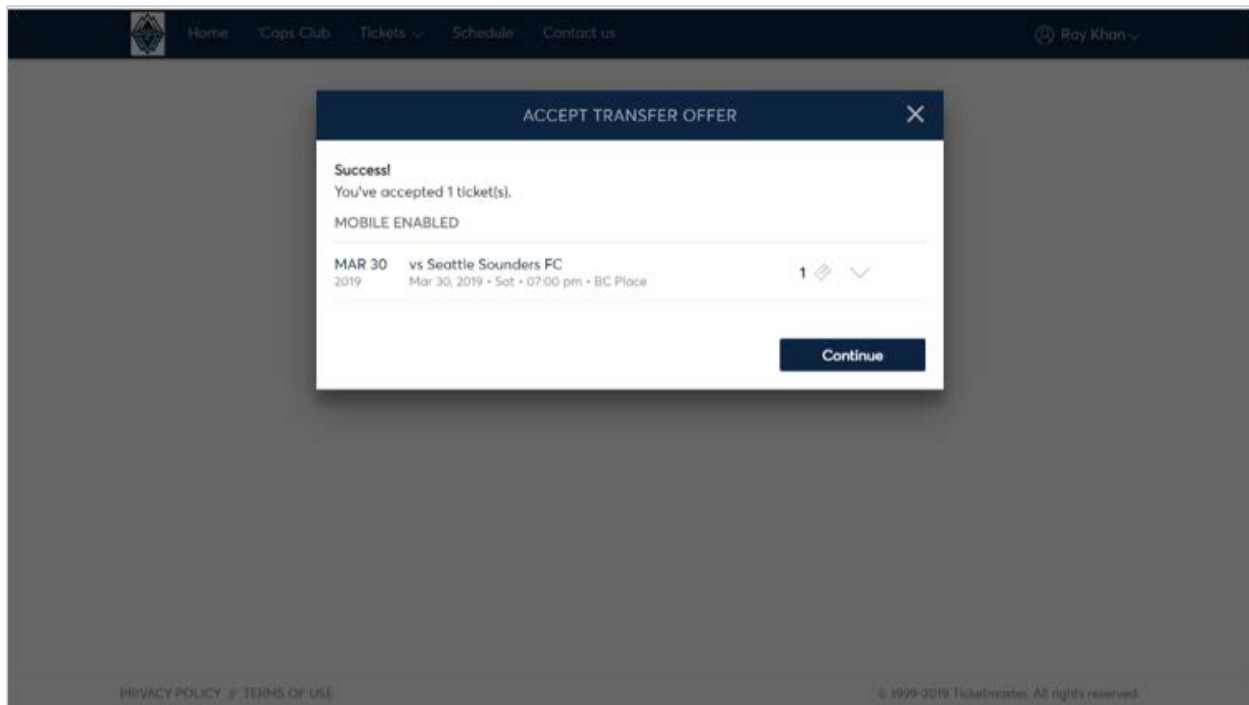
If you do not have an account, please click on **“Don’t have an account? Click Here”** at the bottom of the window.



3. Review the ticket offer and click **"Accept"**.

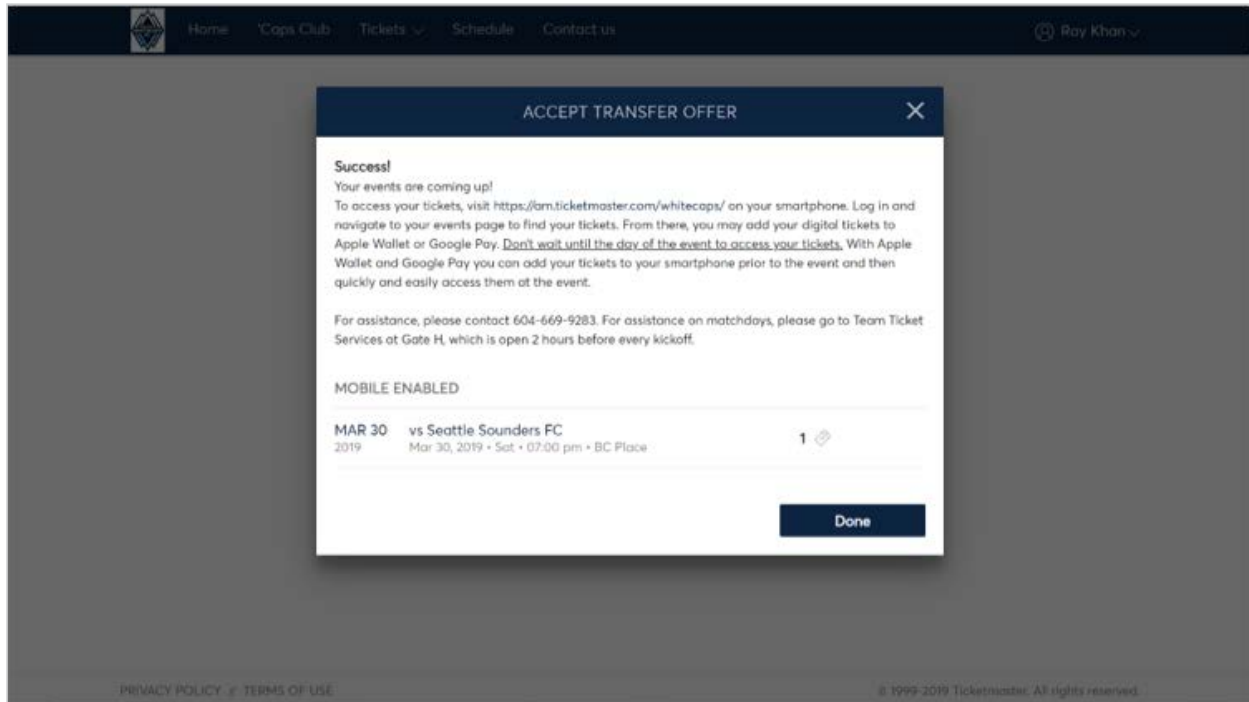


4. Click **"Continue"**.

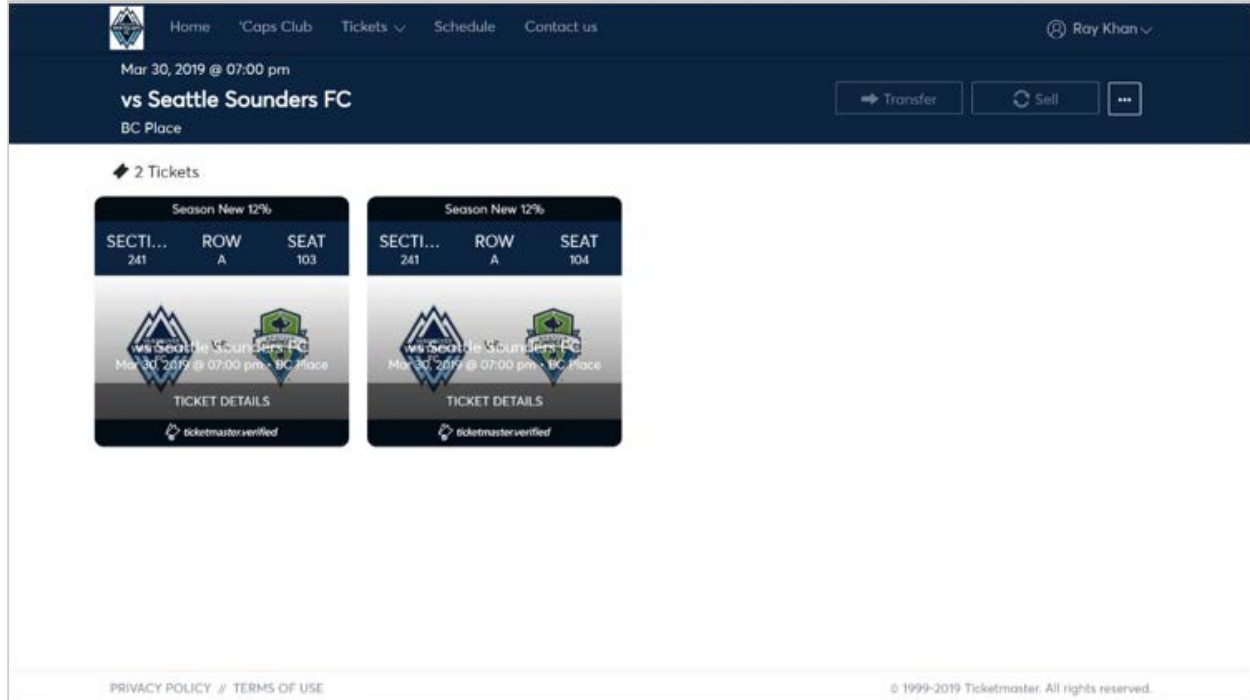


5. If you see the message below, you've successfully accepted the tickets into your account. Because our tickets are paperless, you'll need to log in to your Whitecaps FC Ticketing account on your smartphone to access your tickets. On your smartphone, open your browser and go to whitecapsfc.com/accountmanager.

Click **"Done"**.



6. You will now be able to see your tickets for the match in your Whitecaps FC Ticketing Account. Please log in to your Whitecaps FC Ticketing account on your smartphone to access the tickets that will be scanned as you enter BC Place.

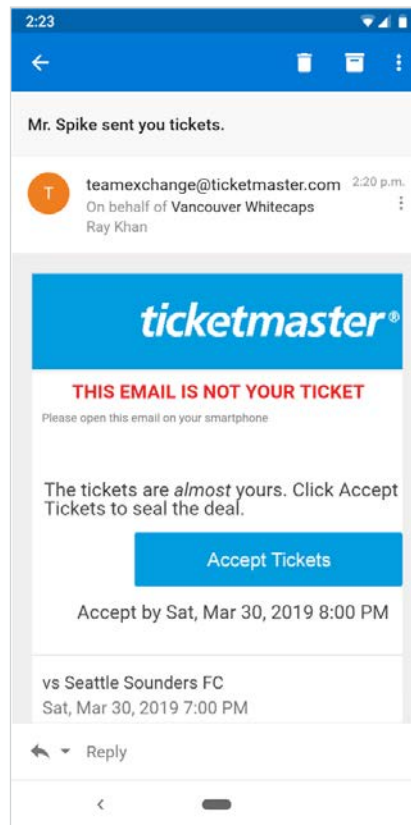


If you have any questions, please contact Fan Relations at fanrelations@whitecapsfc.com or 604.669.9283 ext. 1.



How to accept Whitecaps FC Tickets on a smartphone

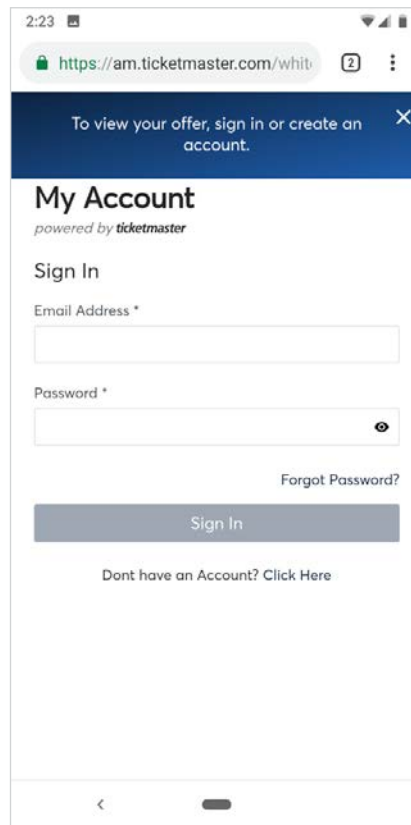
1. Open the email with your ticket offer and tap **"Accept Tickets"**.



2. A window will open on your smartphone that will look like the image below. Please log in to your Whitecaps FC Ticketing Account using the email address associated with your Whitecaps FC account and your password.

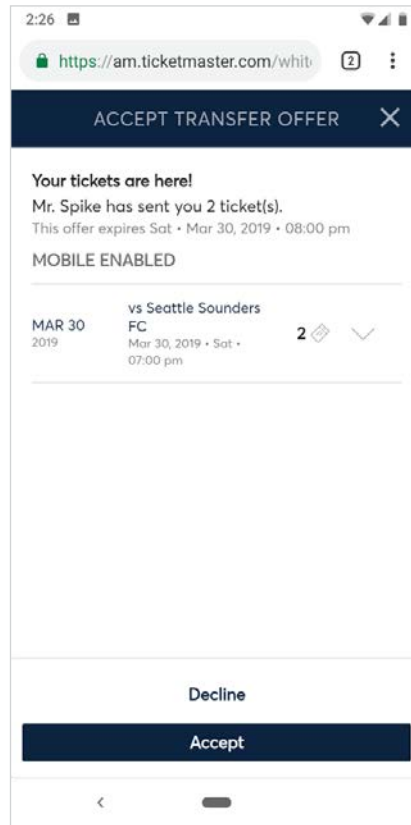
If you do not have an account, please tap on **“Don’t have an account? Click Here”** at the bottom of the window.

If you can’t remember your password, please tap on **“Forgot Password?”**

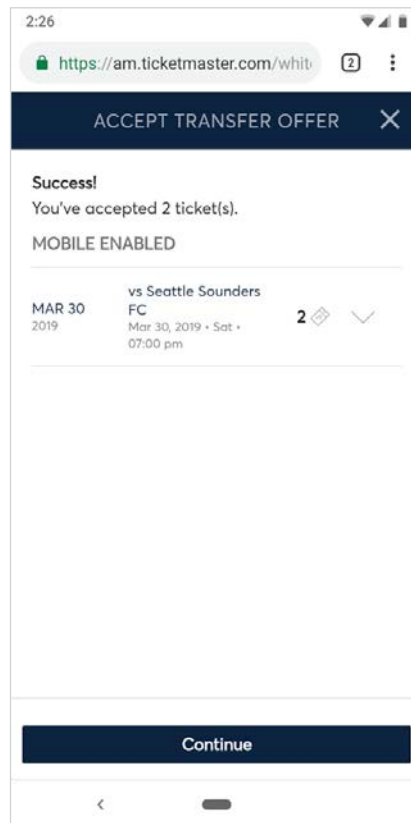


The image shows a mobile browser interface for a login page. At the top, the time is 2:23 and the URL is <https://am.ticketmaster.com/whit>. A blue banner at the top of the page reads "To view your offer, sign in or create an account." with a close button (X). Below the banner, the heading "My Account" is displayed, followed by "powered by ticketmaster". The "Sign In" section contains two input fields: "Email Address *" and "Password *". The password field has a toggle icon for visibility. Below the password field is a link for "Forgot Password?". A grey "Sign In" button is positioned below the "Forgot Password?" link. At the bottom of the form area, there is a link that says "Dont have an Account? Click Here". The mobile navigation bar at the very bottom shows a back arrow and a home indicator.

3. Review the ticket offer and tap **"Accept"**.

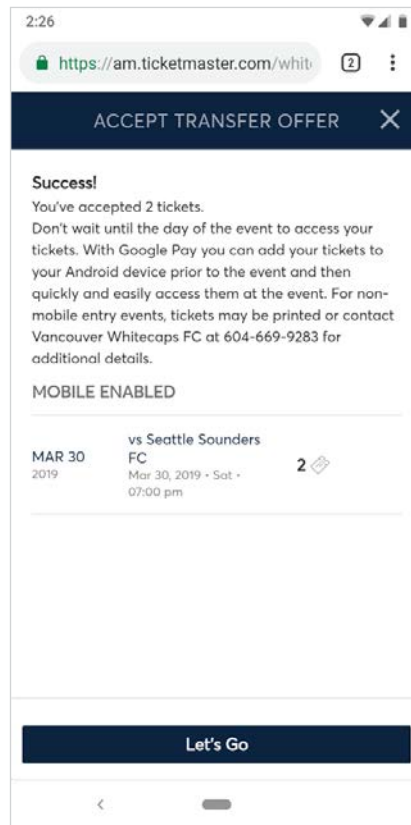


4. Tap **"Continue"**.

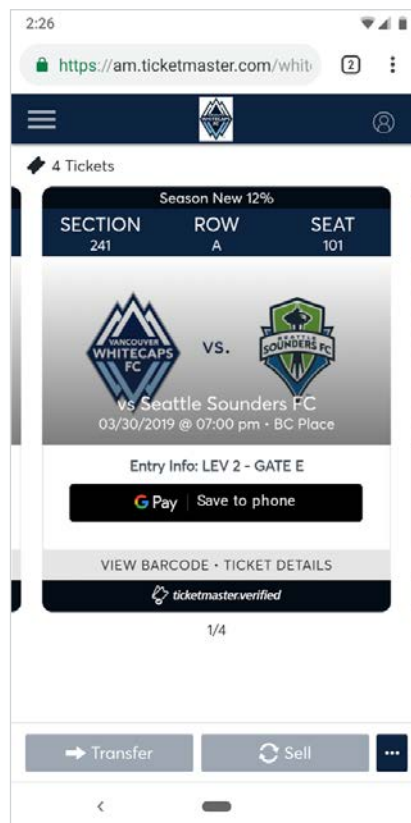


5. If you see the message below, you've successfully accepted the tickets into your account.

Tap **"Let's Go"**.

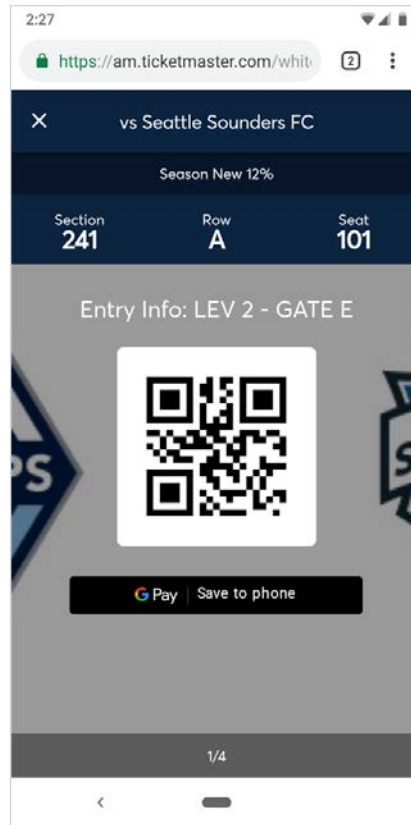


6. You will now be able to see your tickets for the match in your Whitecaps FC Ticketing Account. To access your tickets, tap **"View Barcode"**.



7. This code is what you'll need to scan in at BC Place.

OPTIONAL: To avoid last minute issues, we strongly recommend that you access your tickets well in advance and save them to your smartphone via Apple Wallet or Google Pay.



If you have any questions, please contact Fan Relations at fanrelations@whitecapsfc.com or 604.669.9283 ext. 1.