

TICKET MANAGEMENT

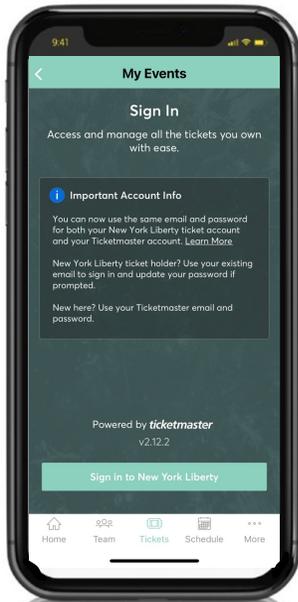


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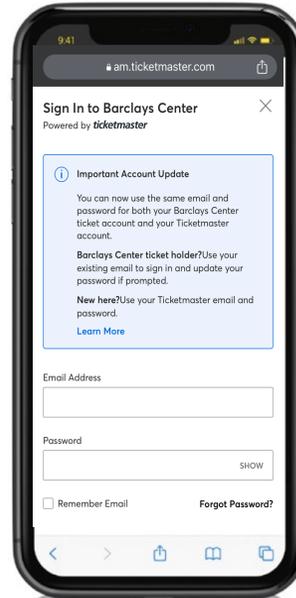
1 Managing Tickets | 2 Sending Tickets | 3 Receiving Tickets | 4 Entry into the Event



To get started on managing your tickets, download the [NY LIBERTY APP](#) on your mobile device.



1. Open the NY Liberty app and select [TICKETS](#), then click on [VIEW MY TICKETS](#) to log in.



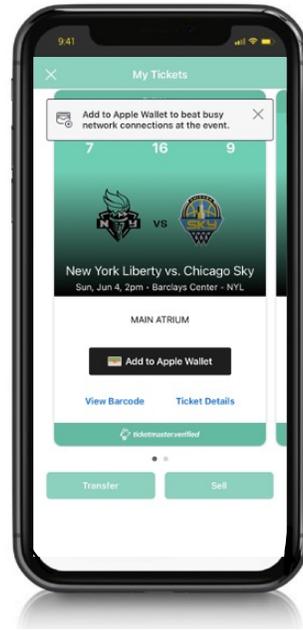
2. Log in to [ACCOUNT MANAGER](#) using your email address and password.

Please note: You can now use the same email and password for both your NY Liberty ticket account and your Ticketmaster account. If you already have a Ticketmaster account under the email address associated with your NY Liberty account, use your existing email to sign in. Click [FORGOT PASSWORD?](#) to reset your password if needed.

If you don't have an existing account, click [SIGN UP](#) to create an account. You must use the email address associated with your NY Liberty account.



3. Manage your tickets by clicking one of the [UPCOMING EVENTS](#).



4. Once you select an event, you will see all available tickets to manage.

Here, you will also [SEE THE STATUS OF EACH TICKET](#) – which ones are active, have been sent or claimed.

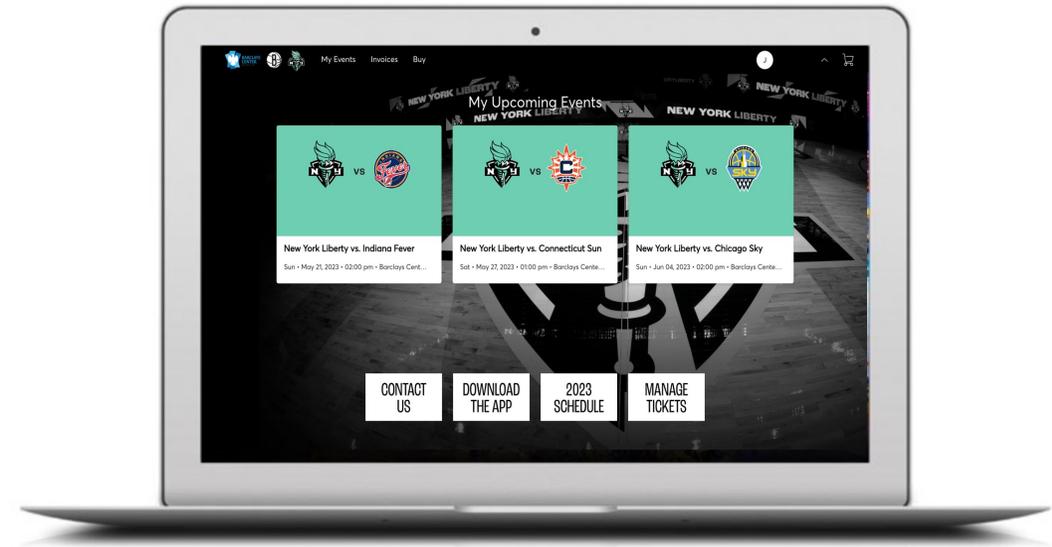
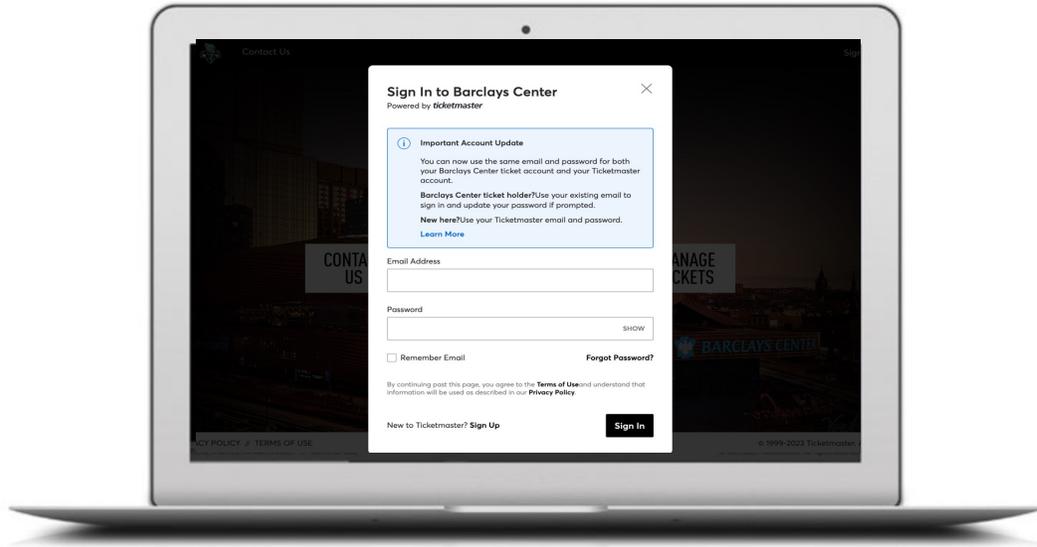


5. If you're using the tickets yourself, select [VIEW BARCODE](#) to access the barcode to be scanned upon entry.

Save your ticket(s) to your phone's wallet before you arrive to ensure smooth entry into the building.



To get started on managing your tickets, visit liberty.wnba.com/mytix on your mobile device or desktop. Click the icon on the top right corner of your screen to get started.



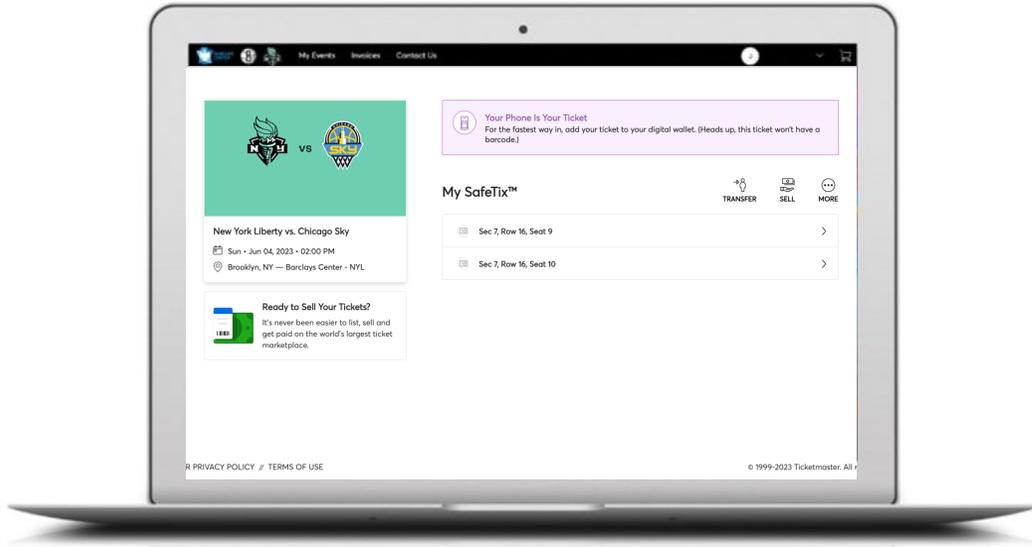
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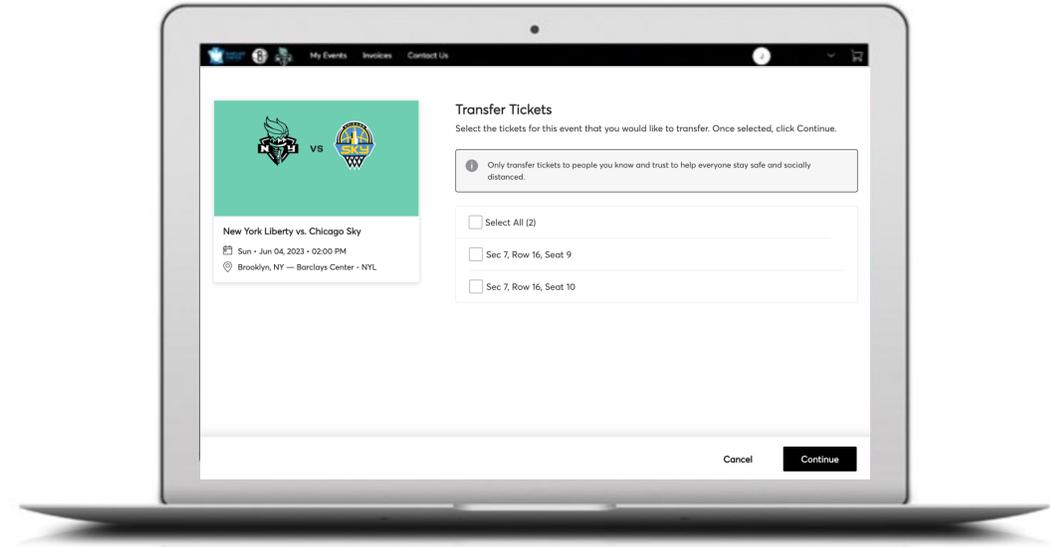
2. Manage your tickets by clicking one of the [UPCOMING EVENTS](#) or by clicking [MANAGE TICKETS](#) to see all events. Then select the event. You can also click [TRANSFER](#) on the top right to transfer multiple events at once.

TIP: We strongly encourage you to tell your guests to accept and download the tickets as early as possible, and not wait until the last minute.



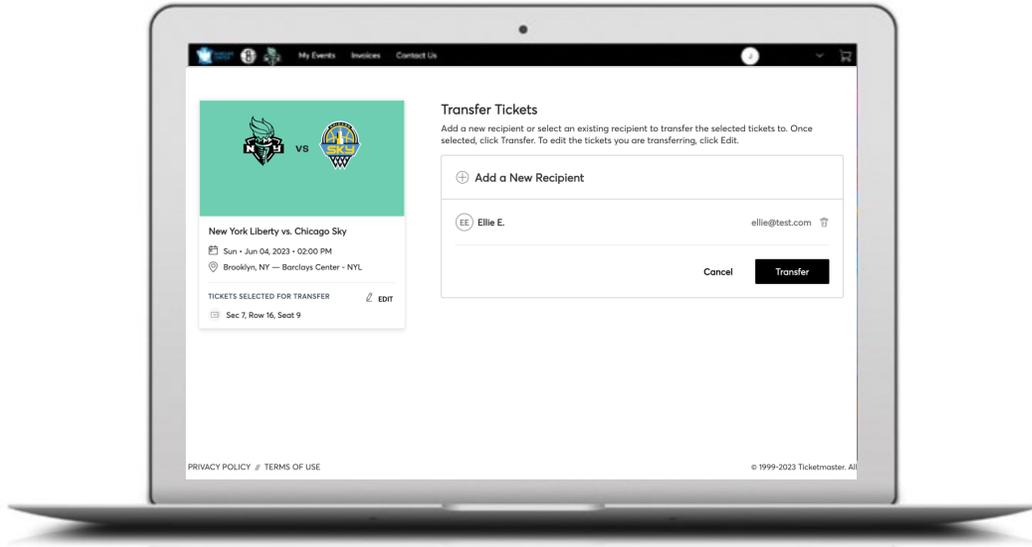
3. Once you select an event, you will see all available tickets to manage.

Here you will also see the status of each ticket – which ones are active, have been sent or claimed. Select [TRANSFER](#) to send tickets to a guest.

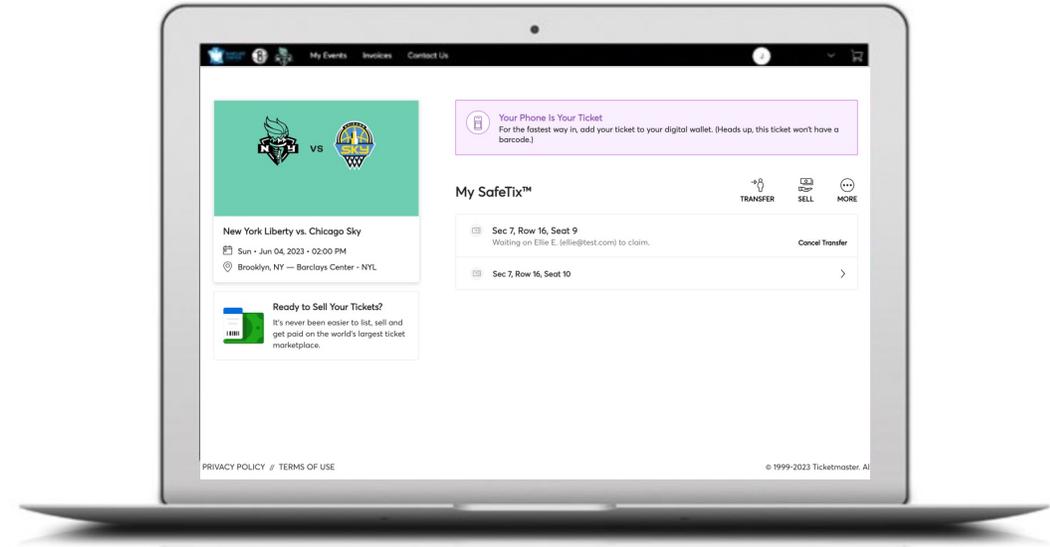


4. Select the specific seat or seats you would like to transfer, then click [CONTINUE](#).

TIP: We strongly encourage you to tell your guests to accept and download the tickets as early as possible, and not wait until the last minute.



5. Type in your recipient's information or select a saved recipient and click [TRANSFER](#). This will trigger an automated email to the recipient that contains information about the event and the seats.

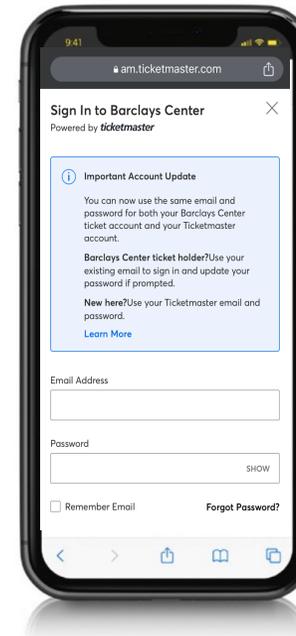
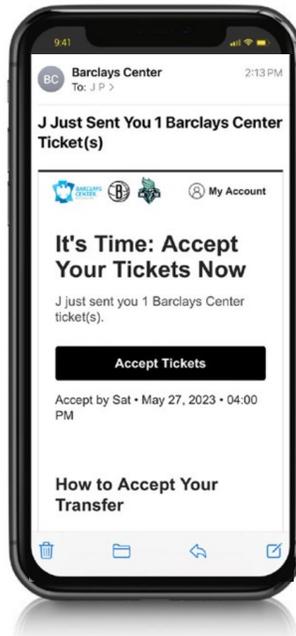


6. The status of sent tickets shows the name of the recipient along with the option to edit or manage the tickets. Once the tickets are accepted, you can no longer manage them. You can reclaim the tickets at any point before the recipient accepts by selecting [CANCEL TRANSFER](#).

TIP: We strongly encourage you to tell your guests to accept and download the tickets as early as possible, and not wait until the last minute.



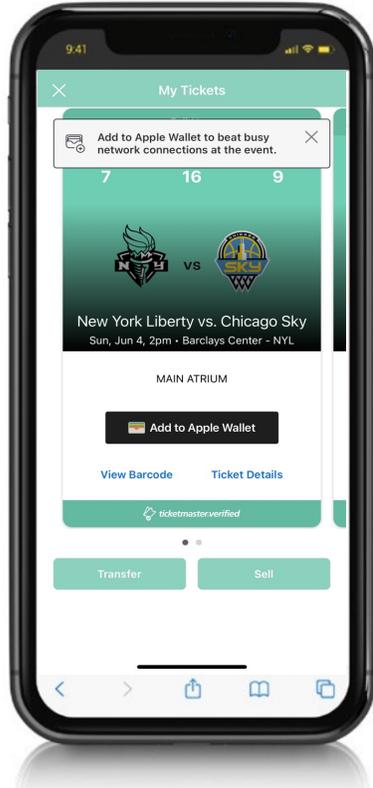
On your mobile device, click [ACCEPT](#) to accept your ticket.



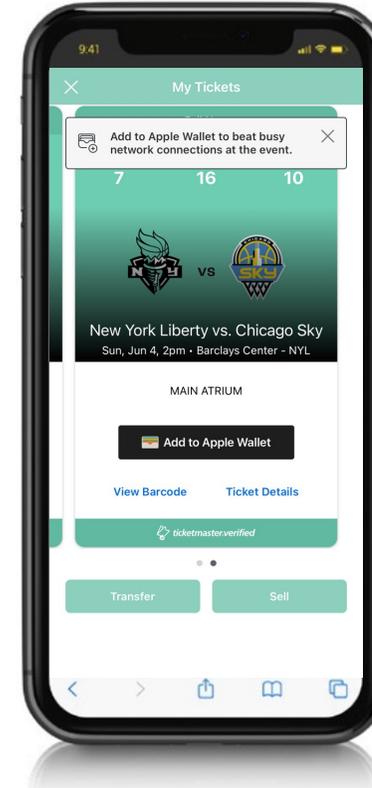
1. If someone sends you a ticket, you will receive an email from the NY Liberty, which will prompt you to accept the tickets. Clicking on the link directs you to the login page and identifies how many tickets have been sent.

2. If you don't have an account, you will have to create one. Once logged in, you can claim the ticket and view it on your phone.

TIP: We strongly encourage you to do this from a mobile device.



1. In order to gain entry into an event, have your tickets ready on your mobile device before you get to the arena. Save your ticket to your phone's wallet before you arrive to ensure smooth entry into the building.



2. If you have multiple tickets, swipe right to view each barcode.

TIP: If you have previously accepted your tickets and are trying to access them, [visit liberty.wnba.com/mytix](https://liberty.wnba.com/mytix).



Q: DO I HAVE TO USE AN APP TO ACCESS MY TICKETS?

A: No. You can access your tickets at liberty.wnba.com/mytix

Q: CAN I STILL PRINT MY TICKETS?

A: The print at home option is no longer available for any events at Barclays Center.

Q: I ALREADY HAVE A TICKETMASTER ACCOUNT WITH THIS EMAIL, CAN I USE THE TICKETMASTER APP?

A: No. At this time, you must log-in to the NY Liberty Account Manager site to access your tickets. You should use the same email address that is associated with your NY Liberty account.

Q: WHY CAN'T I VIEW MY TICKET ON A DESKTOP COMPUTER?

A: The mobile barcode used for entry is only accessible on your mobile device.

Q: MY EMAIL ADDRESS IS USED AS A LOGIN FOR THE COMPANY ACCOUNT. IF I AM ATTENDING AN EVENT, DO I NEED TO SEND TICKETS TO MYSELF?

A: You should either send the tickets to a different email address or log in to the company account and access your tickets there.

Q: WHAT HAPPENS IF MY GUEST ACCEPTS TICKETS AND CAN NO LONGER GO?

A: Once your guest has accepted the tickets, you cannot reclaim them. Your guest can transfer them back to you.

Q: I TRIED TO ACCESS MY TICKETS VIA THE LINK IN MY EMAIL BUT I GOT AN ERROR MESSAGE. WHAT SHOULD I DO?

A: Please visit the NY Liberty mobile app or liberty.wnba.com/mytix and log in to your account.