**Account Manager Guide – How to Exchange Tickets**

To log into your account and update your information, follow these steps:

1. Sign in here: <https://am.ticketmaster.com/nccpac/>.



1. Note: an account has been created for you with the email you provided us. If you’ve forgotten your password, you can reset it here. Within a few minutes, you will receive an email with a link to create a new password. Set your password, then use this and your email address to log in to your account.



1. Select “Manage Tickets” in the top left hand corner to view the tickets you currently own. You can view your tickets by clicking on the individual seats. Note: Barcodes will only show on a mobile device, so to use your tickets you must either access your tickets via your phone, or add them to your Apple Wallet.



1. Select the event you’d like to exchange your tickets for.



1. Click “Exchange”.



1. Click “Select All” to exchange all your seats for that event. You can also select seats individually.



1. Follow the prompts to select your desired performance time and new seat location.