DIGITAL TICKETS: FREQUENTLY ASKED QUESTIONS

How do I access my digital tickets?

1. Login to your Ticketmaster account.

2. Select “My Tickets: Upcoming Events”.

3. Select “2026 TIAA Big Ten Men’s Basketball Tournament” to view your tickets.

How do I accept tickets someone transfers to me?

To accept tickets via desktop or laptop computer

1. Locate the email with the details about the ticket transfer

2. Within the email, click “Accept Tickets”

3. To finalize the transfer, you’ll need to Login to your Ticketmaster account the tickets were transferred to. If you’re unsure, just use the same email address the email was sent to.

To accept tickets via mobile

1. Click on the link within the text message or email received

2. Login to your Ticketmaster Account

3. View tickets in your “My Account” by clicking the link “View Tickets”

How do I transfer tickets?

If you’re sending/transferring tickets:

1. Sign to My Account and click on your event to find your tickets

2. Click the “Transfer Tickets” button

3. Select the tickets you’d like to transfer

4. Enter your recipient's first and last name, email address and an optional note.

5. Click the “Send” button

When transferring tickets, you’ll be sent two (2) emails: one confirming your ticket(s) have been sent and another when your recipient accepts the tickets you sent. Your recipient will also receive an email prompting them to accept your tickets. Once the ticket transfer has

been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets.

*Those receiving a ticket transfer must have a Ticketmaster Account. If they do not have an account, they can easily create one when they accept the tickets.

What if my entire party isn't with me when I'm ready to enter the game and I have their digital tickets?

Transfer tickets in advance – so you don't have to wait to get your game on! Since each person entering the venue will need a ticket to get in, you can easily transfer each member their ticket individually and prior to arrival. You can have multiple tickets on a single phone, but we recommend transferring each attendee their individual ticket. Visit My Account to get started.

Can I transfer tickets that someone transferred to me?

Yes, you can transfer tickets an unlimited number of times.

Can I cancel a ticket transfer?

We know plans change, if you transferred tickets but need to cancel, you can do so in just a few steps. You may only cancel the ticket transfer if the tickets have not been accepted by the recipient. If they have been accepted, you will not be able to cancel, and the recipient must transfer the tickets back to you.

If the tickets have not been accepted:

1. Login to My Account and click on your event

2. Click the "Cancel Transfer" link next to the ticket you have sent

3. Complete your cancellation by clicking "Submit"

Both you and the recipient will receive emails stating the transfer has been canceled. You may now set-up a new ticket transfer or use them yourself.

Someone transferred tickets to me, but I lost the email. What do I do?

If this happens weeks or days before the event and you have not accepted the tickets yet, ask the provider to cancel the original transfer and transfer the tickets again. On the day of the event, provide the Ticket Office, located in the East Atrium, with your email address or name that the tickets were sent to. They will be able to assist and pull your tickets up through the account.

Can I print my ticket from home?

No, all tickets are fully digital and only accessible via your mobile device. Your phone is your ticket.

Can I use a screenshot of my ticket?

No, a secure digital ticket must be presented either within the app, the mobile website or within your phone's wallet to gain entry into the United Center. Screenshots will not be valid for entry.

What if I lose connectivity or cannot connect to my account?

To ensure entry into the event, we recommend downloading your tickets to your phone (Apple Wallet or Google Pay) before the day of the game. Once your tickets are stored there, you do not need any connectivity to access.

What if my phone breaks, dies, or is lost/stolen before I arrive?

Simply come to the box office on event day, present your photo ID, and verify either your email address or mobile phone number. At that point, we'll verify that you are the ticket holder of record and provide a ticket resolution.

Will the scanners at venues work through phone screen covers?

Yes - there should be no issue using a phone that has a clear screen protector.

Is there anything I need to do when I get to the venue to scan my mobile?

Make sure the backlight on the phone is set nice and bright. Scanners work much better with a bright screen, and it will save time at the venue entrance changing this if the ticket won't scan.