

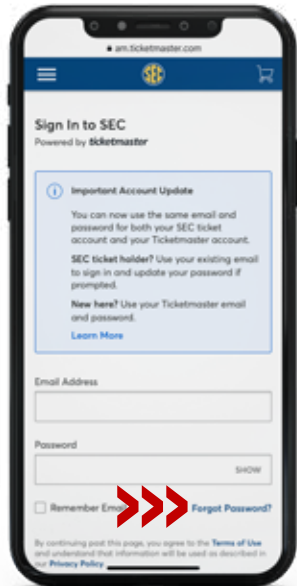


# MOBILE TICKETING

THE 2021 SEC MEN'S BASKETBALL TOURNAMENT IS A MOBILE TICKETS ONLY EVENT. ALL FANS WILL NEED A MOBILE TICKET TO ENTER THE ARENA. FANS ARE ENCOURAGED TO SAVE THEIR TICKET TO THEIR MOBILE WALLET PRIOR TO ARRIVING. SCREENSHOTS OR RECORDINGS OF TICKETS ARE NOT VALID FOR ENTRY. IF YOU ARE COMING TO THE GAME WITH FRIENDS OR FAMILY, TRANSFER THEIR TICKETS BEFORE THE DAY OF THE GAME/SESSION.

## HOW TO ACCESS TICKETS: TO ACCESS LOGIN PAGE VISIT SECSPORTS.COM/TICKETS

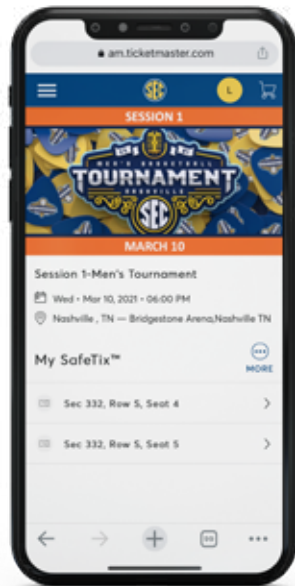
### STEP ONE



Enter your email that was used to purchase or accept the tickets on the sign-in page. If this is your first time logging in or you have forgotten your password, please select "Forgot Password?" and follow the provided instructions. You will need immediate access to your email inbox as the reset password link will expire within fifteen minutes. Once you have entered the proper credentials, click "Sign In".

To access login page visit [secsports.com/tickets](https://secsports.com/tickets)

### STEP TWO



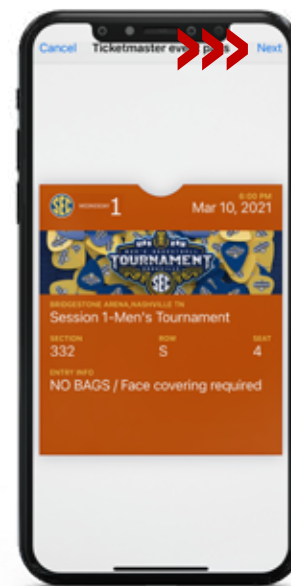
These are your mobile tickets! Click on each ticket to view the ticket.

### STEP THREE



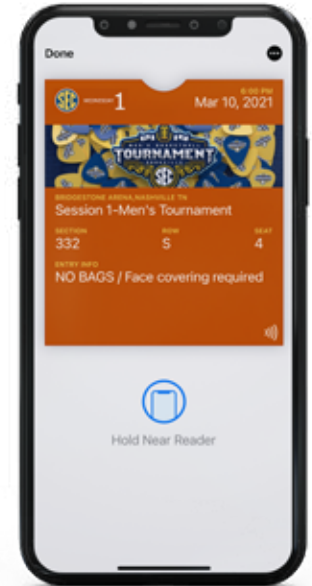
For easy access on game day, add your mobile tickets to your phone's digital wallet by clicking the black box that says "Add to wallet" for Apple users or "G PAY - Save to phone" for Android users.

### STEP FOUR



Finish adding your mobile ticket to your phone's digital wallet by clicking "add", "next" or "save".

### STEP FIVE



When you arrive at the gate on gameday, simply launch your phone's wallet app and select your session game ticket. Each session ticket features a different color and the session number listed at the top. Please have that session ticket ready for smooth entry.



# MOBILE TICKETING FAQ

## WHAT IS MOBILE TICKETING?

Mobile Ticketing grants entry into the arena without the need for a physical ticket. Mobile tickets are accessed via the SEC Ticketmaster webpage (secsports.com/tickets) on the browser on your smartphone. You will scan your mobile ticket as if it was a physical ticket, and you're in!

## CAN I PRINT MY TICKETS?

No. Tickets cannot be printed via PDF. On game day it works just like scanning your boarding pass at the airport – you'll scan your phone at the turnstiles. Screenshots or recordings of tickets are not valid for entry.

## WHAT IF I LOSE CONNECTIVITY / CAN'T CONNECT MY ACCOUNT?

We encourage you to download your tickets to your smartphone before heading to the game and store them in the wallet on your smartphone. If your tickets are on the mobile web browser, avoid clearing out your browser history until after the event.

## WHAT IS THE ALTERNATIVE OPTION IF I DON'T HAVE A SMART PHONE OR MY PHONE BREAKS, DIES, IS LOST OR STOLEN ON GAME DAY OR PRIOR TO ARRIVING?

If you do not have a smartphone for any reason, you'll need to visit the Bridgestone Arena Ticket Office on gameday, located at 501 Broadway inside the right most glass doors. Please have a valid ID for the name of the account.

## WHAT IF WI-FI AND/OR CELLULAR SERVICE IS LIMITED AT THE VENUE? I CAN'T ACCESS MY TICKET AT THE ARENA?

Visit the Bridgestone Arena Ticket Office, located at 501 Broadway inside the right most glass doors.

## HOW DO I TRANSFER A TICKET?

Follow all "Accessing and Downloading Tickets" instructions above, instead of adding the ticket to your wallet, click "Transfer".

- Select the seat(s) you wish to transfer and click "Continue".
- Add a New Recipient" including name and email address and click "Transfer".
- Once you transfer, you will receive an email confirming the initiation of the electronic transfer of mobile tickets.
- Finally, once the recipient has claimed your mobile tickets as their own, you will receive further communication alerting you.

## HOW DO I ACCEPT A TRANSFERRED TICKET(S)?

You will receive a link to accept your mobile ticket(s) by email. In the email, start by clicking the "Accept Tickets" button. Then follow the instructions listed in the email.

## WHAT IF I SEND THE TICKETS TO THE WRONG PERSON. CAN I RECALL THE TICKETS?

Yes, you can cancel your transfer as long as they haven't already been accepted by the recipient. Access your tickets, scroll to the desired seat(s), tap Transfer Pending and tap Cancel.

## WHERE IS THE TICKET OFFICE LOCATED?

The Bridgestone Arena Ticket Office is located at 501 Broadway inside the right most glass doors.

## WHAT IF MY ENTIRE PARTY ISN'T WITH ME WHEN I ENTER THE ARENA?

You'll need to transfer each member their ticket individually if they are not entering with you. Each person entering the arena will need a ticket at the time of entry.

## CAN I HAVE MULTIPLE TICKETS ON A SINGLE PHONE?

Yes. However, we encourage you to send a ticket to each person in your group so that they may easily travel throughout the arena on game day.

## WHO CAN I CONTACT IF I NEED ASSISTANCE WITH MOBILE TICKET DELIVERY?

Please contact the Bridgestone Arena Ticket Office with any questions via email [SECTournament@nashvillepredators.com](mailto:SECTournament@nashvillepredators.com), by phone 615-744-6601, Monday & Tuesday 9 a.m. – 5 p.m., Wednesday-Saturday 9am – 9pm, On gameday, visit the Bridgestone Arena Ticket Office, located at 501 Broadway inside the right most glass doors.