How to Manage My Tickets

Churchill Downs Racetrack

V21.1

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MY CHURCHILL DOWNS
Account Manager

Through your My Churchill Downs Account Manager, you will have 24-hour access to manage your tickets free of charge! It's convenient, simple, secure, and allows you the ultimate flexibility. Using your My Churchill Downs Account, you can:

- Renew and purchase tickets to your favorite race days and events
- Transfer your tickets to friends
- Safely and securely sell your tickets through Ticket Exchange
- View and scan your tickets on your mobile device
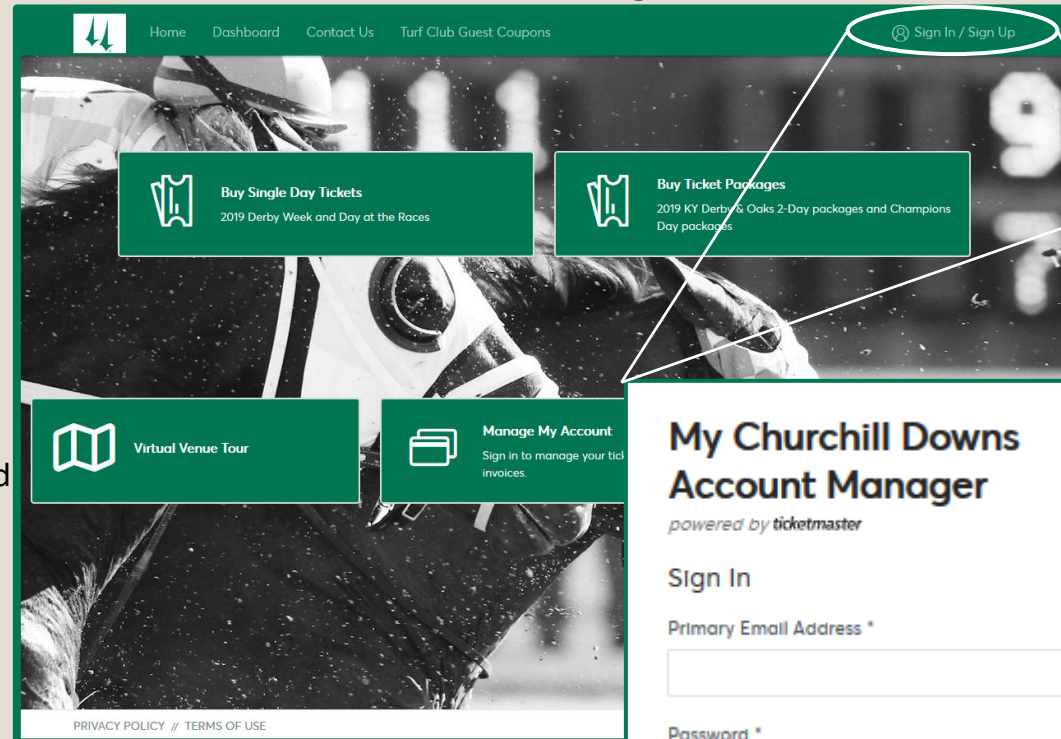- View and pay invoices

To sign in to your My Churchill Downs Account via mobile or desktop internet browser, visit **https://am.ticketmaster.com/churchill**. Click on the **Sign In / Sign Up** link in the top right corner of your screen. Enter the primary email address on your account for your username and the password associated with your account.

If you do not know or remember your password, tap or click **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or associated with a different email address.
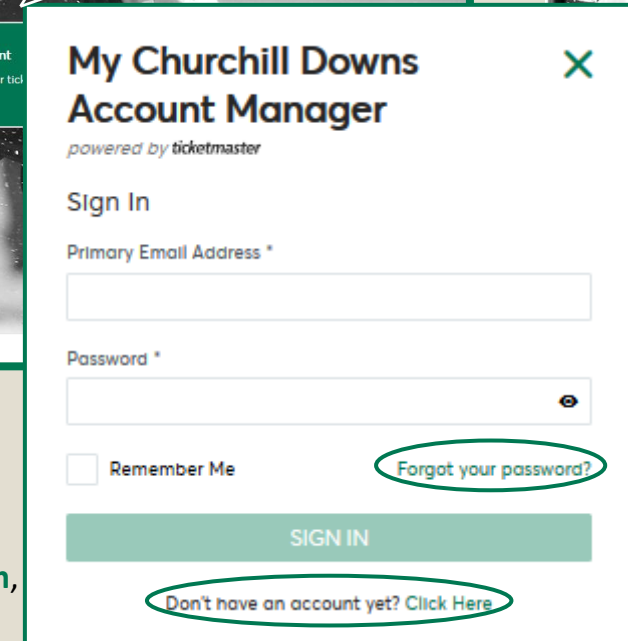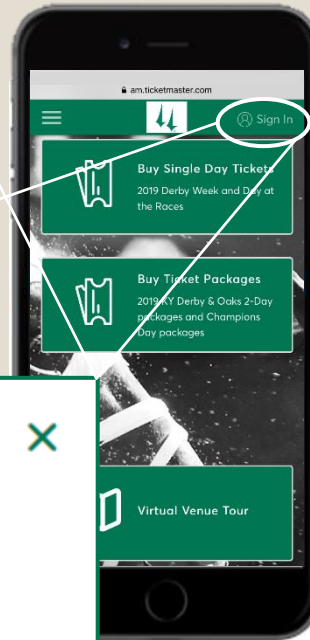
Once signed in, you may change your password by tapping or clicking on the dropdown menu in the top right-hand corner where your profile name is displayed. Select **Change Password** to change your sign in password.

If you have any questions or difficulties, please contact your account representative, email **onlinetickets@kyderby.com**, or call 502-636-4400 for customer service.

Desktop

Mobile

My Churchill Downs Account Manager
powered by ticketmaster

Sign In

Primary Email Address *

Password *

Remember Me   Forgot your password?

SIGN IN

Don't have an account yet? Click Here

MY CHURCHILL DOWNS ACCOUNT

**My Churchill Downs Account Manager has a new look!**

Manage your tickets and invoices easily from your dashboard.

At the top of your screen, find helpful links to pages with contact information and Turf Club Guest Coupons.

At the bottom of your screen, find external links to purchase ticket packages, view or pay invoices, and explore help guides.

Manage your account information at the top right of your screen where you see your profile name displayed.

Get lost? You can always return to the main home screen by clicking **Home**, or back to your dashboard for ticket and invoice management by clicking **My Dashboard** at the top of your screen.
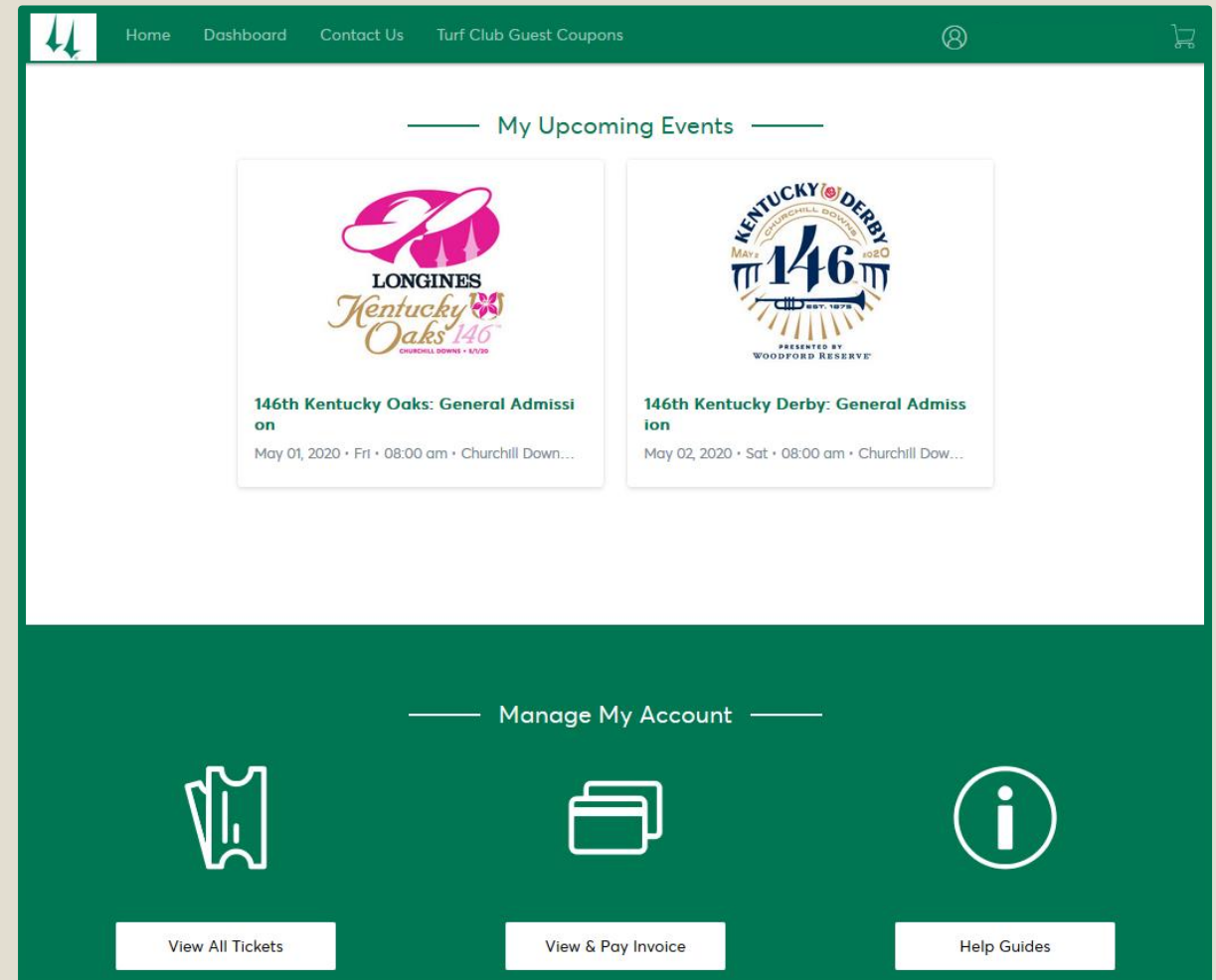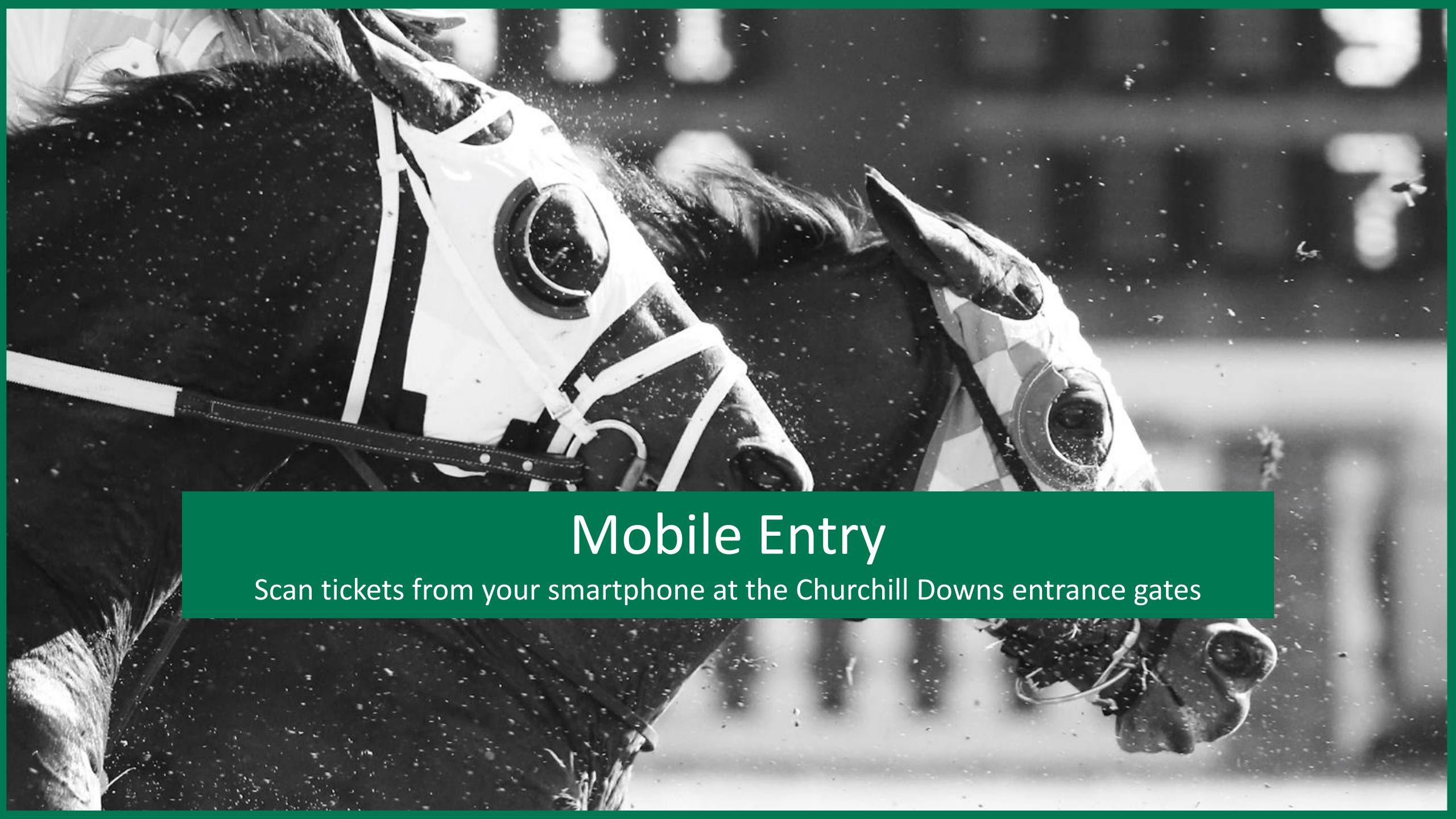
Mobile Entry

Scan tickets from your smartphone at the Churchill Downs entrance gates

MOBILE ENTRY
via the Churchill Downs Racetrack App

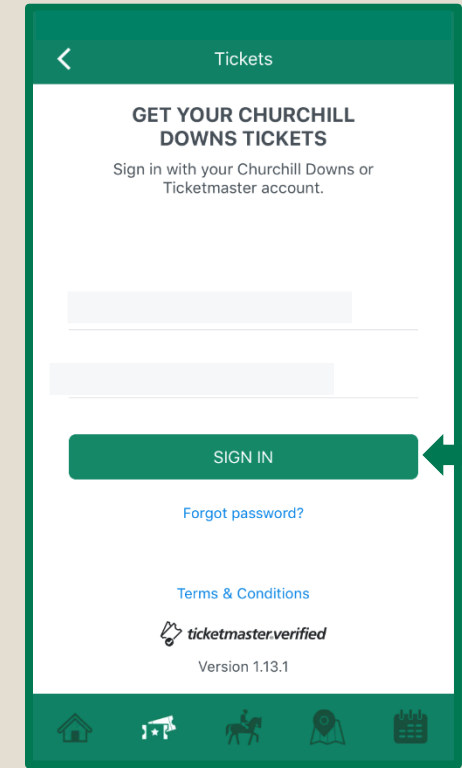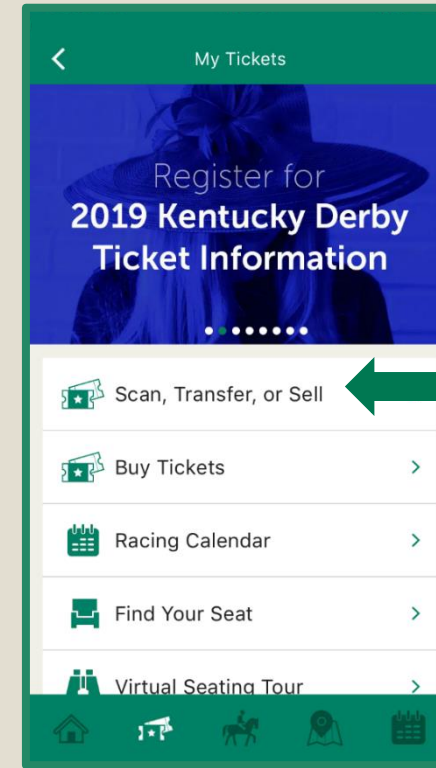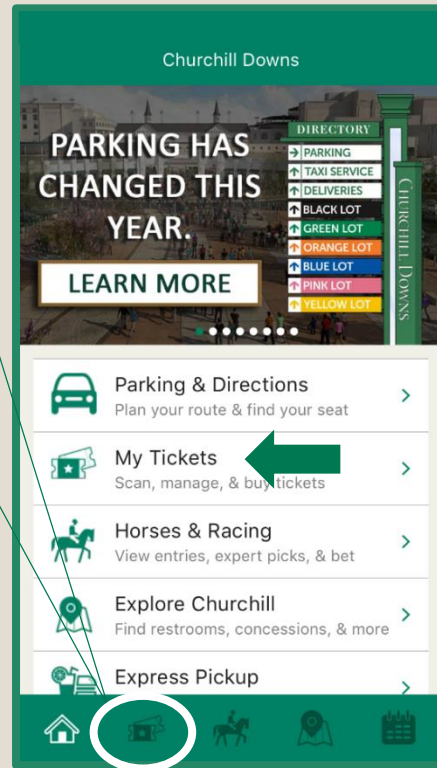**STEP 1:** Download and open the **Churchill Downs Racetrack App** on your mobile device. Tap on the **My Tickets** banner on the home screen or ticket icon on the bottom tool bar.

If you already have the Churchill Downs Racetrack mobile app, please update the app to the most recent version.

If you have difficulties signing in, sometimes deleting the app and re-downloading assures that your device has the most up-to-date version.

STEP 2: Tap the **Scan, Transfer, or Sell** banner to manage tickets that have already been purchased.

STEP 3: Enter the email address and password associated with your **My Churchill Downs Account** and tap **Sign In**.

STEP 4: If there is also a Ticketmaster.com account associated with that email address, a prompt will appear that allows you to link the accounts.

If you would like to see all of your Churchill Downs tickets in one place, enter the password associated with your Ticketmaster.com account and tap **Link Accounts**.

Once signed in, you will see all upcoming Churchill Downs events you have tickets to that may be managed. *This step is only required to access your Ticketmaster.com tickets through the Churchill Downs Racetrack app.
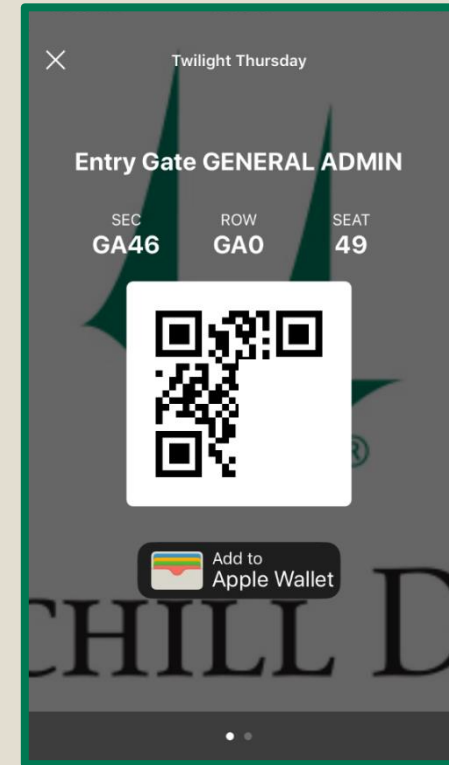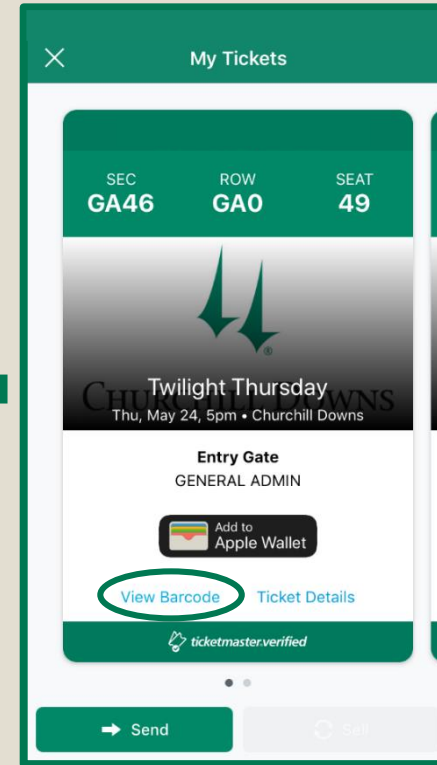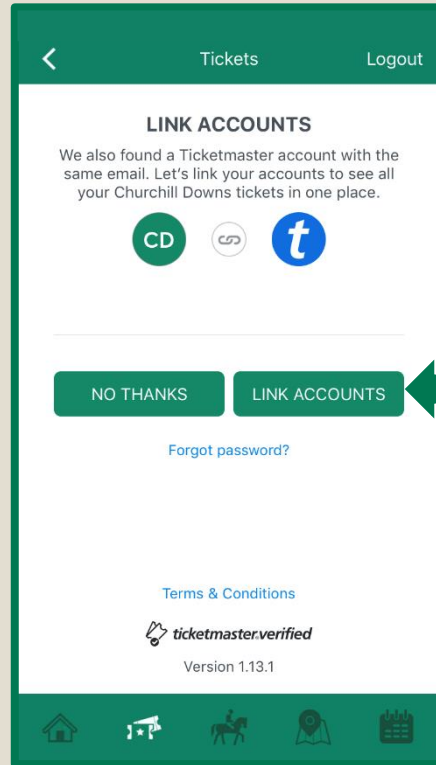
STEP 5: To view mobile barcodes, tap on the event you are attending. When the ticket(s) populate, tap **View Barcode** toward the bottom left. Your first seat will be displayed and ready to scan for entry.

To view additional tickets for present members of your party, swipe left. You may scroll through all active barcodes at the entrance gates.

It is recommended that you save your tickets to your smartphone's wallet for ease of entry on race day. Please note that not all events are eligible for mobile device ticket viewing.

Tap the **X** in the top left corner to exit barcode view.

MOBILE ENTRY
via mobile Internet browser

STEP 1: To sign in to your My Churchill Downs account via the mobile website, visit **https://am.ticketmaster.com/churchill** on your smartphone's Internet browser and sign in to your account with the associated email address and password.

STEP 2: Your next few events at Churchill Downs will populate first. Find the event you are attending from the tile list or tap **View All Tickets** at the bottom of your screen to search from a complete list of active events on your account.
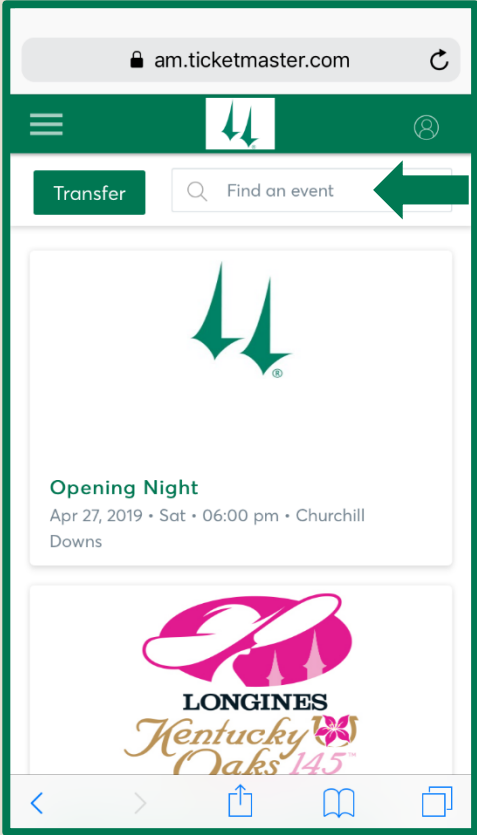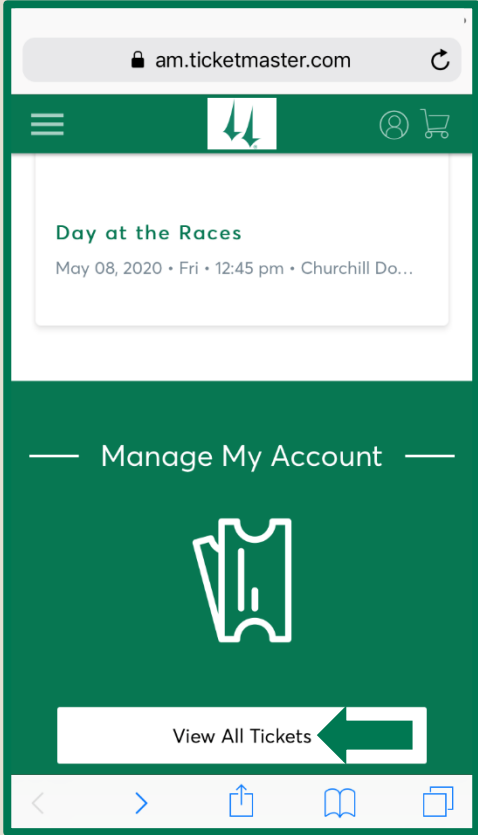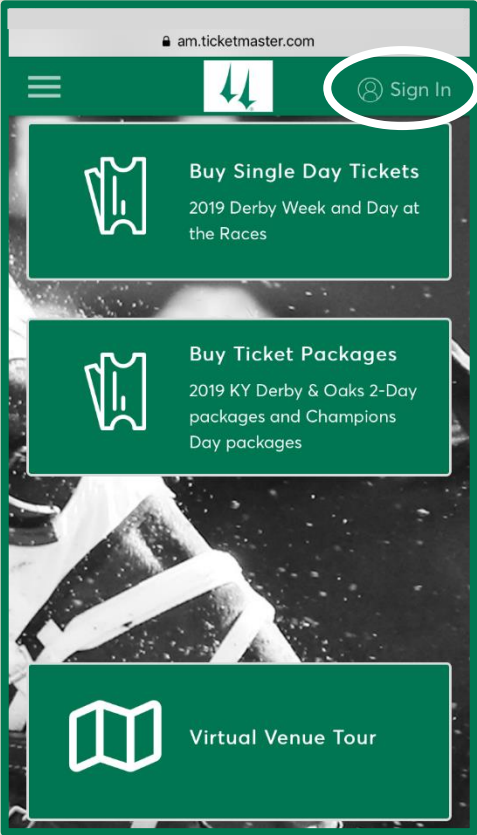
MOBILE ENTRY
via mobile Internet browser

STEP 3: All manageable tickets for the selected event will appear from left to right on your screen. To view your barcodes, tap **VIEW BARCODE** towards the bottom left. Your first seat will be displayed and ready to scan for entry.

To view additional tickets for present members of your party, swipe left. You may scroll through all active barcodes at the entrance gates.

To view ticket details, tap **TICKET DETAILS** towards the bottom right.

It is recommended that you save your tickets to your smartphone's wallet for ease of entry on race day. Please note that not all events are eligible for mobile device ticket viewing.

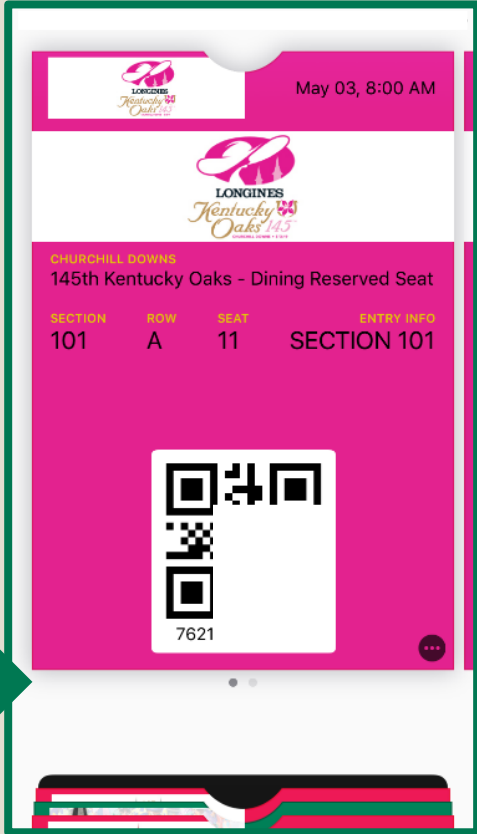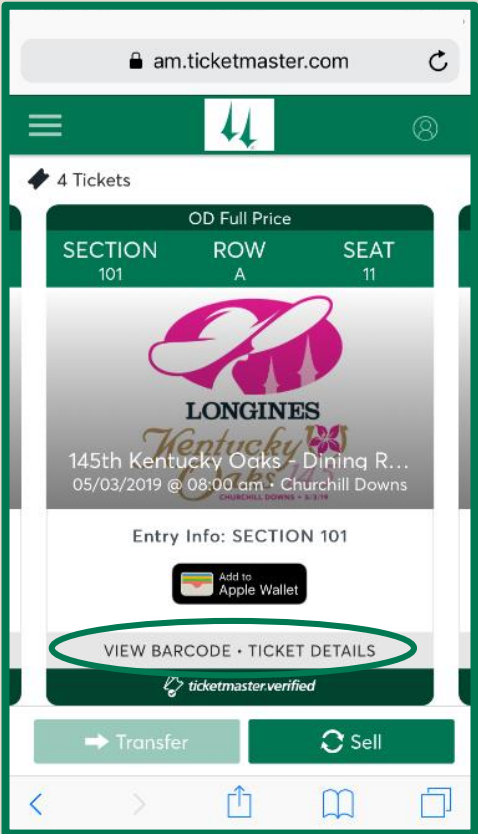Tap the **X** in the top left-hand corner to exit barcode view.

How to transfer your tickets

via mobile app, desktop, and mobile Internet browser

If you are arriving separately from your guests or cannot attend a race, you have 24-hour access to transfer your tickets by completing the following steps.
Please note that by transferring your tickets, your previously printed or issued tickets will no longer be valid.

TRANSFER SINGLE EVENT TICKETS
via Churchill Downs Racetrack Mobile App

STEP 1: Download and open the **Churchill Downs Racetrack App** on your mobile device and tap the **My Tickets** banner on the home screen.
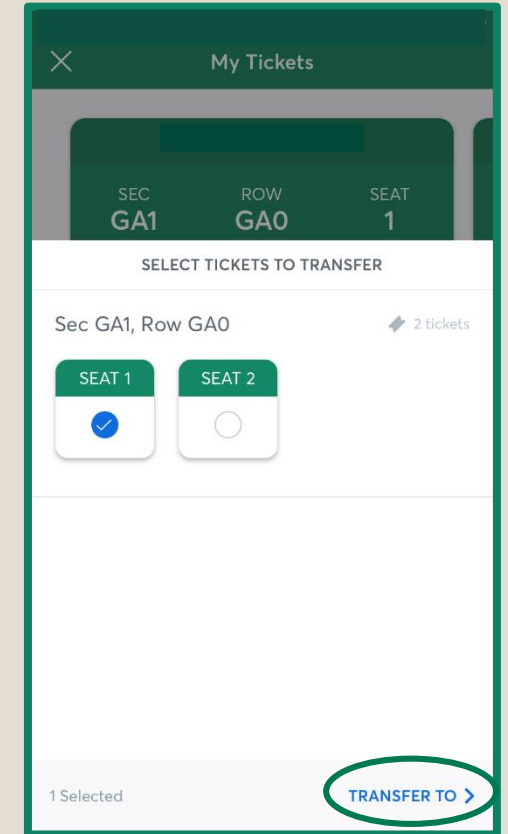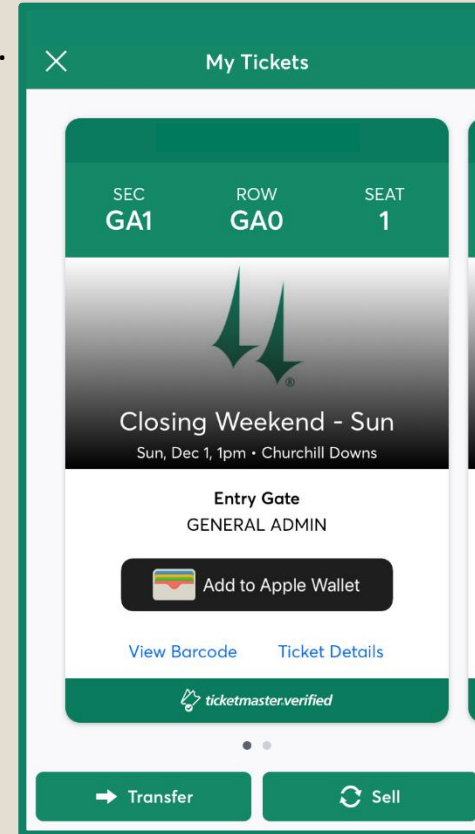
If you already have the Churchill Downs Racetrack mobile app, please update the app to the most recent version.
If you have difficulties signing in, sometimes deleting the app and re-downloading assures that your device has the most up-to-date version.

STEP 2: Tap the **Scan, Transfer, or Sell** banner. Enter the email address and password associated with your **My Churchill Downs Account** and tap **Sign In**.

STEP 3: Tap on the event for the tickets you wish to transfer.

STEP 4: Tap the ➡ **Transfer** button in the bottom left of your screen. In the pop-up window, select each seat you would like to transfer. Once you are finished, tap **Transfer to >** in the bottom right corner of your screen.

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STEP 5: You may transfer your tickets via SMS text message or email. Tap **Select From Contacts** or **Manually Enter A Recipient** to identify the guest you would like to transfer your tickets to.

STEP 6: Review the seats you are transferring and recipient details for accuracy. Once all the required information is entered and verified, tap **Transfer (#) Ticket(s)** at the bottom right.

If you chose to text the link, your text message app will open with an auto populated message to the recipient. Simply send the message but do not alter the link.

The recipient will receive a link to accept or decline your ticket offer via SMS text message or email.

All transfer offers have an expiration date depending on the date and time of the ticketed event.

You will receive an email notification that tickets have been transferred from your account.

Please note that all recipients must have a My Churchill Downs Account Manager log in to accept tickets. If the recipient does not have an account, the recipient will be provided the ability to create an account while accepting the ticket offer.
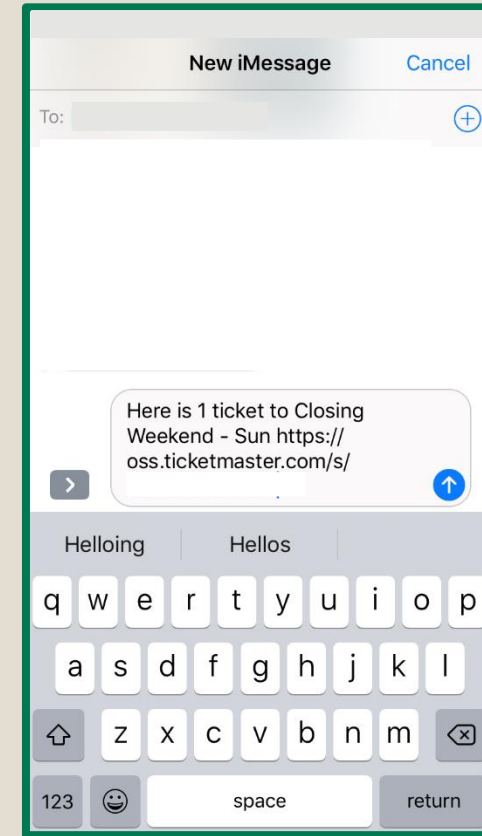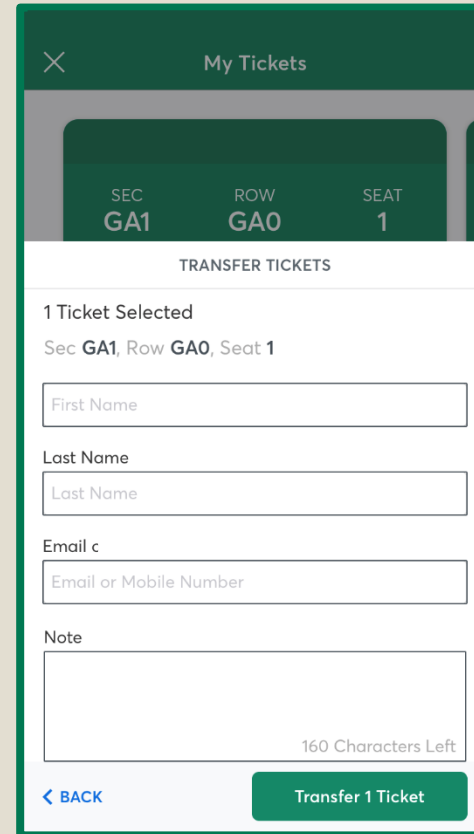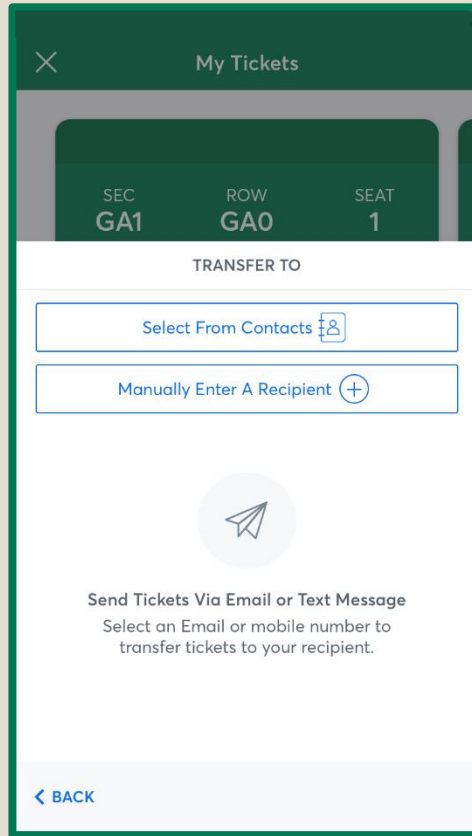
CANCEL TRANSFER
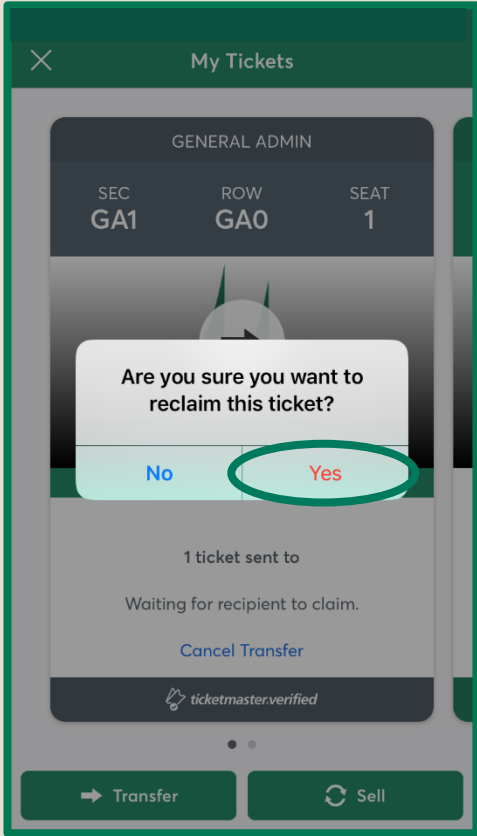## via Churchill Downs Racetrack Mobile App

STEP 1: While signed in to the **Churchill Downs Racetrack App**, select the event for the transfer you would like to cancel.

STEP 2: Tap on **Cancel Transfer** beneath any of the tickets you would like to reclaim (transferred tickets will be grouped together in one grey tile). Tap **Yes** when asked **are you sure you want to reclaim this ticket?**

All tickets that were transferred in a group will be reclaimed together.

You will receive an email notification after a transfer is cancelled.

TRANSFER SINGLE EVENT TICKETS
via desktop or mobile Internet browser
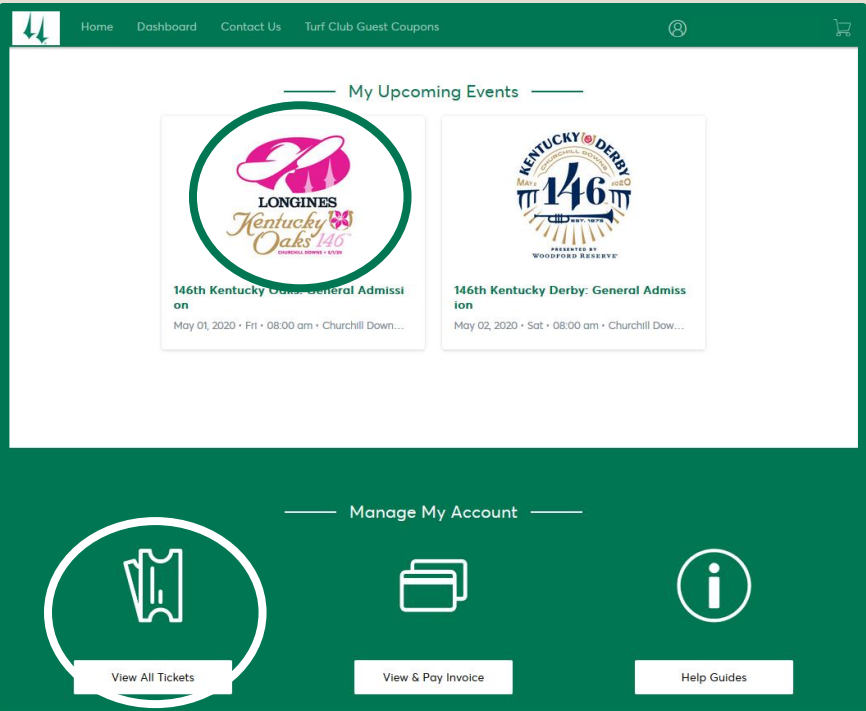
Desktop

Mobile

STEP 1: On your desktop internet browser or mobile device, visit **https://am.ticketmaster.com/churchill** and sign in to your account with the primary email address and associated password.

STEP 2: Find the event you would like to transfer by either tapping or clicking on the event tile from your dashboard or selecting the **View All Tickets** option to see all manageable events on your account. The **View All Tickets** link will be towards the bottom of your screen on either a desktop computer or your mobile device.

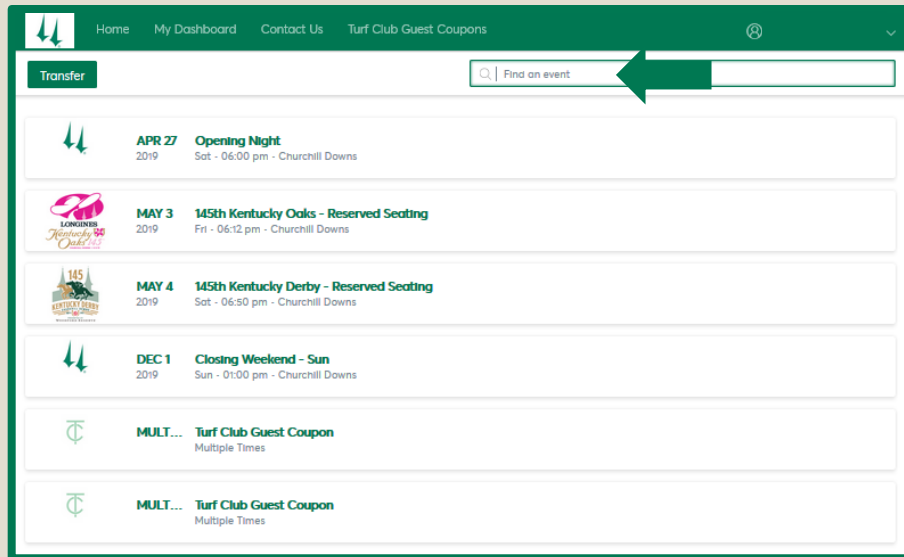# TRANSFER SINGLE EVENT TICKETS
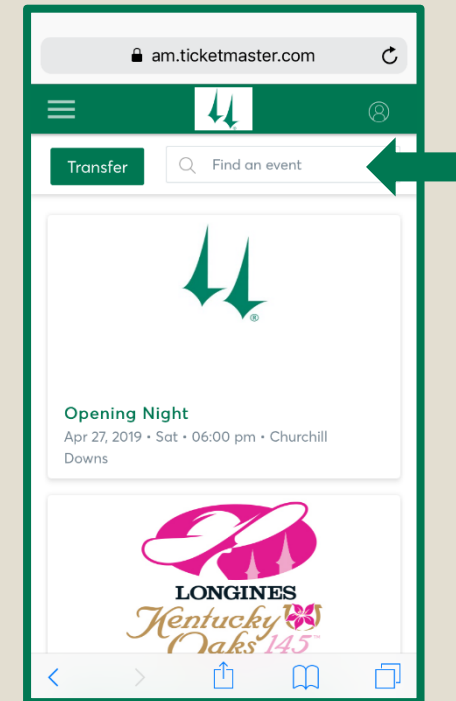## via desktop or mobile Internet browser

Desktop

Mobile

STEP 3: If you selected the **View All** option, you may search for the event using the search bar in the top right corner of your screen. You may type in the event name, month, or day (for example, Derby, May, or Saturday). Tap or click on the event you would like to transfer.

TRANSFER SINGLE EVENT TICKETS
via desktop or mobile Internet browser

Desktop

Mobile

STEP 4: Tap or click on the **Transfer** action button. This will be at the top right if you are using a desktop computer or the bottom left if you are using a mobile device.

STEP 5: In the next pop-up window, check the box beneath each seat you wish to transfer to your guest. Once seats have been selected, the **Transfer** button will populate and allow you to continue.

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TRANSFER SINGLE EVENT TICKETS
via desktop or mobile Internet browser

Desktop

Mobile
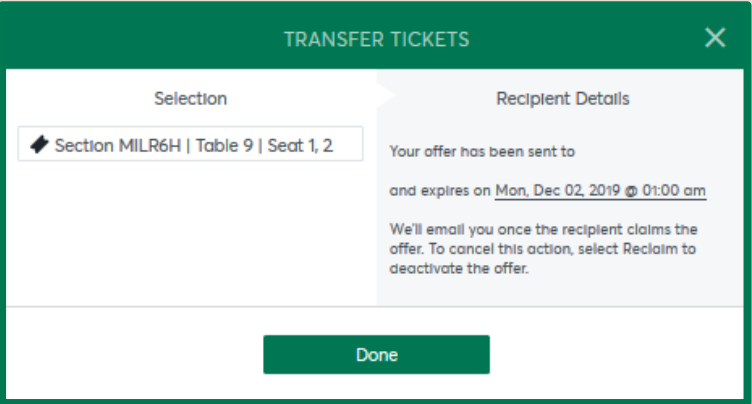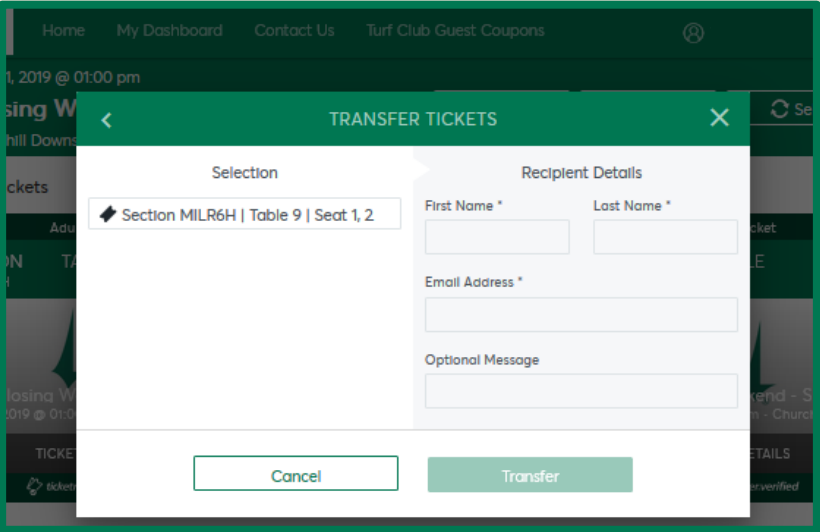
STEP 6: Type in the recipient's first and last name, email address, and optional message for them to see.

Review the seats you are transferring and recipient details for accuracy. Once all the required information is entered and verified, tap or click **Transfer** at the bottom right.

The next screen displays information about the transfer you just completed. A confirmation email will also be sent to the primary email address on your account regarding details of the ticket transfer.
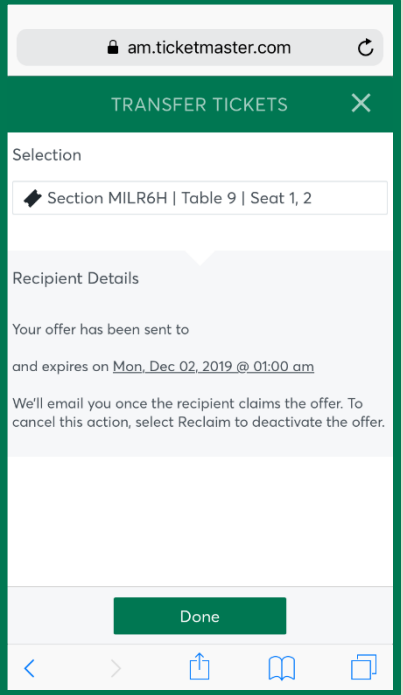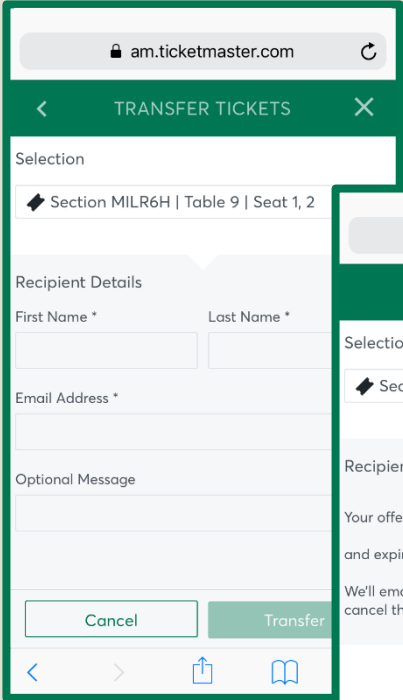
Desktop

Mobile
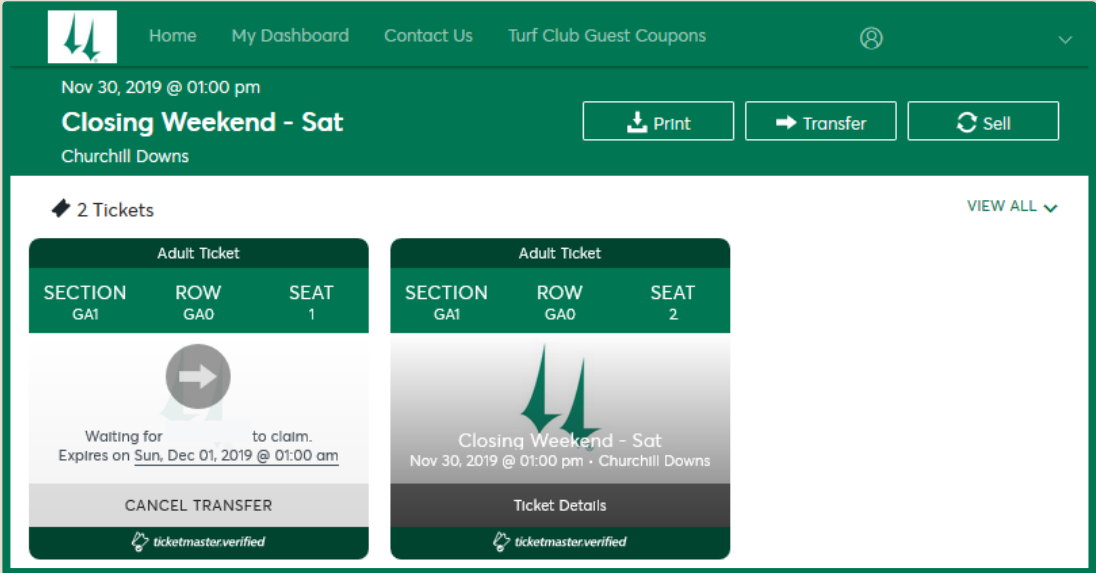
The transferred tickets will now appear in a different color than those that are still active on your account.

Your guest will receive an email with directions on accepting or declining the offer.

Please note that not all events are eligible for ticket transfer.

TRANSFER MULTIPLE EVENT TICKETS
via desktop or mobile Internet browser

Desktop

Mobile

STEP 1: On your desktop internet browser or mobile device, visit **https://am.ticketmaster.com/churchill** and sign in to your account with the primary email address and associated password.

STEP 2: Find the event you would like to transfer by either tapping or clicking on the event tile from your dashboard or selecting the **View All Tickets** option to see all manageable events on your account. The **View All Tickets** link will be towards the bottom of your screen on either a desktop computer or your mobile device.

TRANSFER MULTIPLE EVENT TICKETS
via desktop or mobile Internet browser

Desktop

Mobile

STEP 3: Tap or click the **Transfer** action button at the top left of your screen.

STEP 4: Tap or click the box to the left of each event you would like to send in a transfer to one guest. You may also check the **Select All** box at the top to select all events shown. Once event(s) have been selected, the **Next** button will populate and allow you to continue.
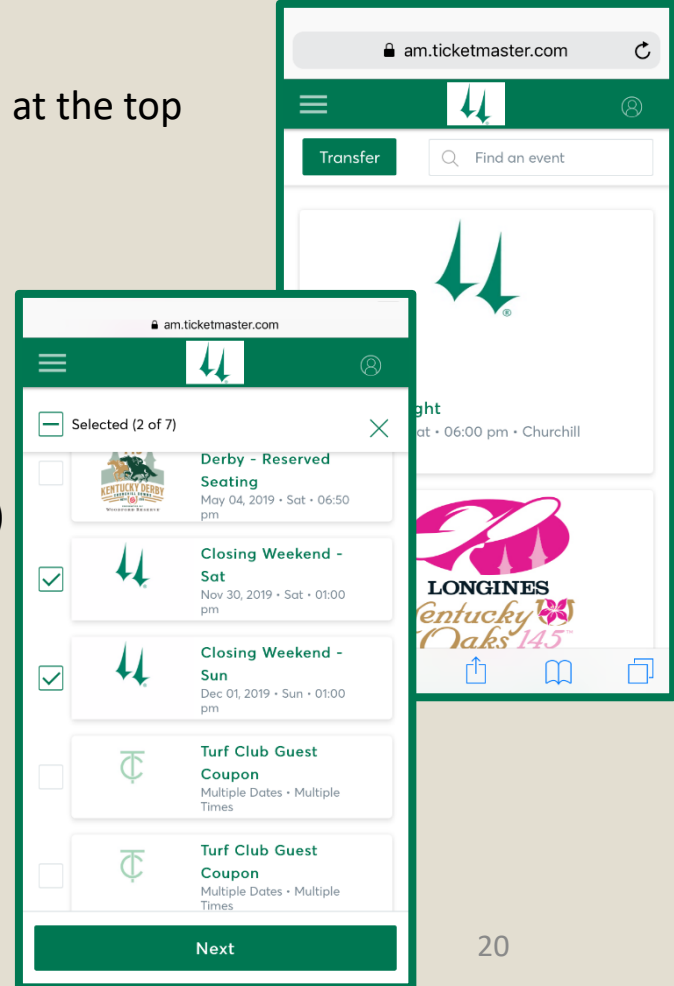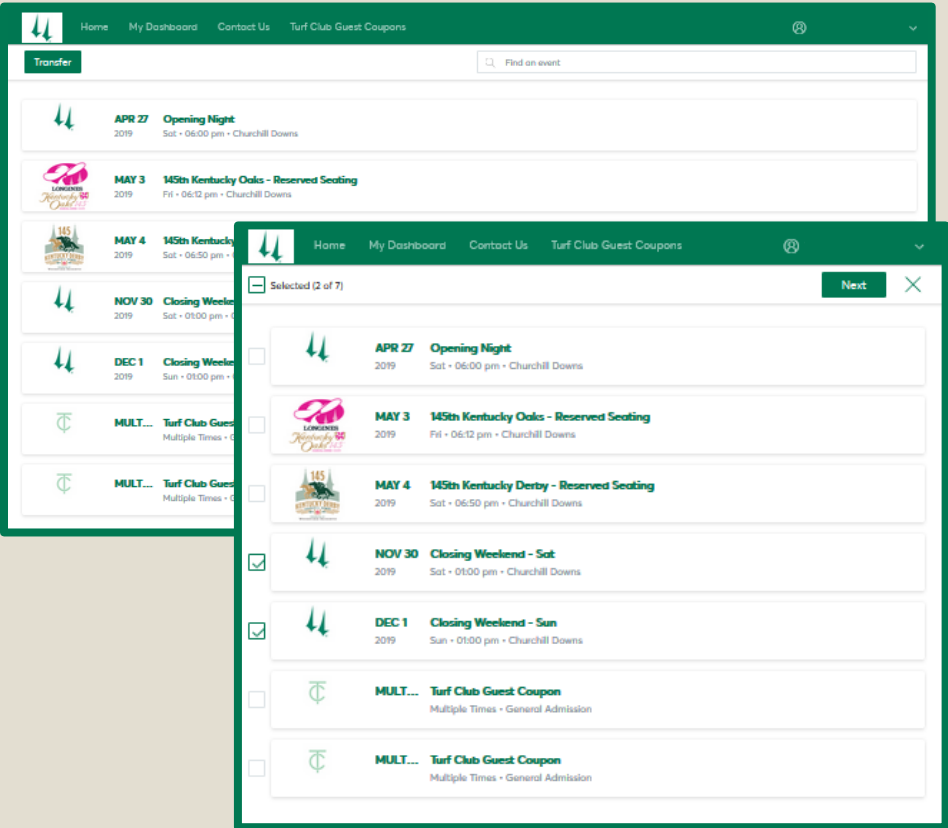
Desktop

Mobile
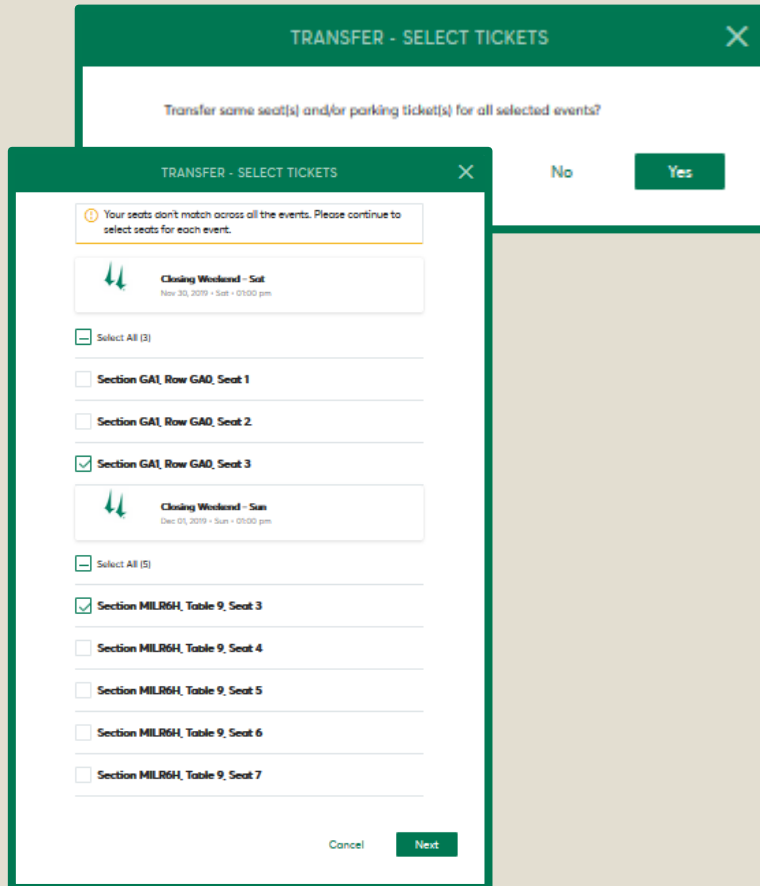
STEP 5: A pop-up window may appear asking if you would like to transfer seats that offer the exact same location for all of the selected events. You may select either option **Yes** or **No**, depending on the seats that you hold in your account. If you select **Yes** and the same locations do not exist for each selected event, you will be taken to a page that breaks down each different seat location for each selected event. Here, you may manually choose the seats to include in your transfer.

STEP 6: Once you have selected the appropriate seats across each event, the **Next** button will populate and allow you to continue.
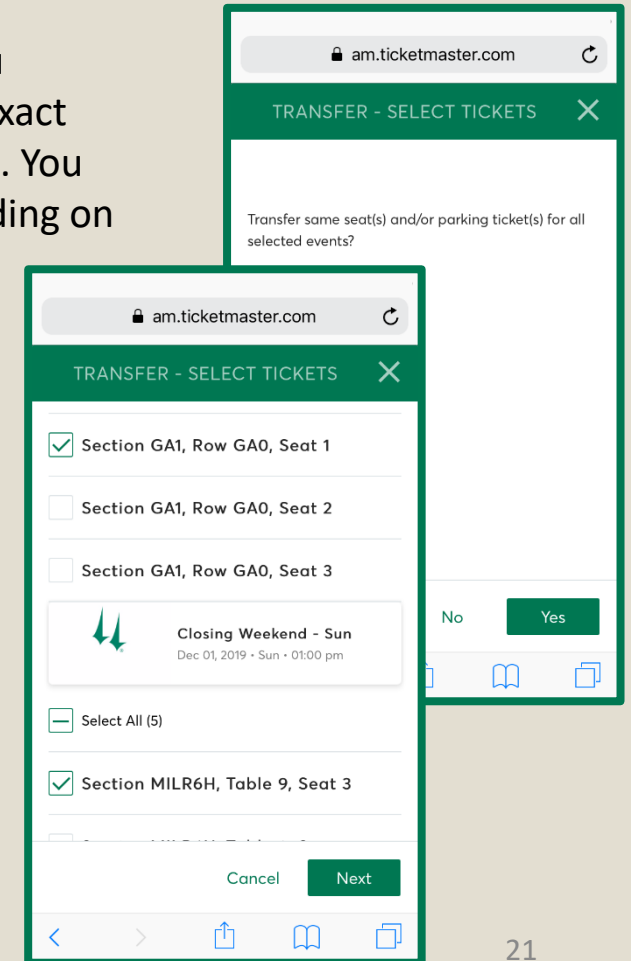
CHURCHILL DOWNS

Desktop

Mobile
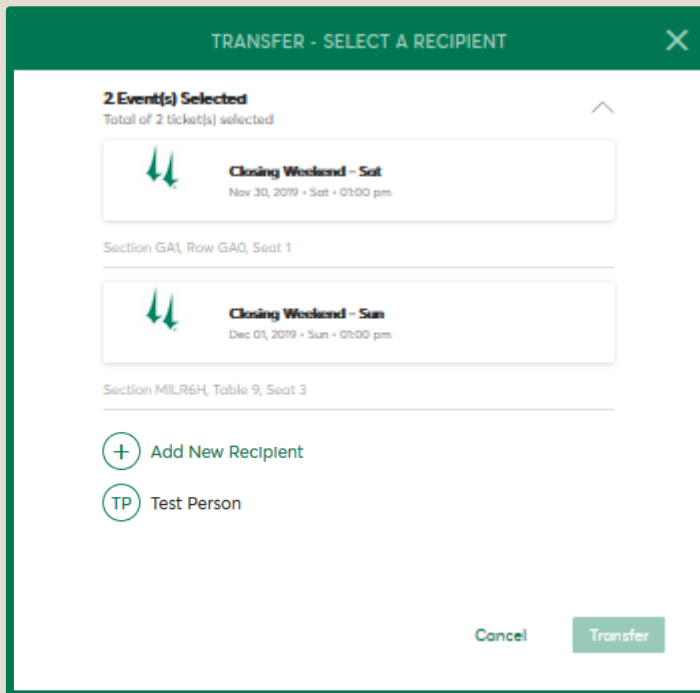
STEP 7: The next pop-up window will display a summary of the seats you have selected for transfer. Verify the summary for accuracy.

STEP 8: If you have transferred seats from your account before, you may have those recipients saved and available for you to select as recipients again. If not or if some of the information has changed, select **Add New Recipient** and fill in the required fields with the contact information.

STEP 9: Once you have verified the event and seat information as well as the recipient's information, tap or click **Transfer** to send the multiple event offer to your guest.

A confirmation email will be sent to the primary email address on your account regarding details of the ticket transfer.

Your guest will receive an email with directions on accepting or declining the offer.

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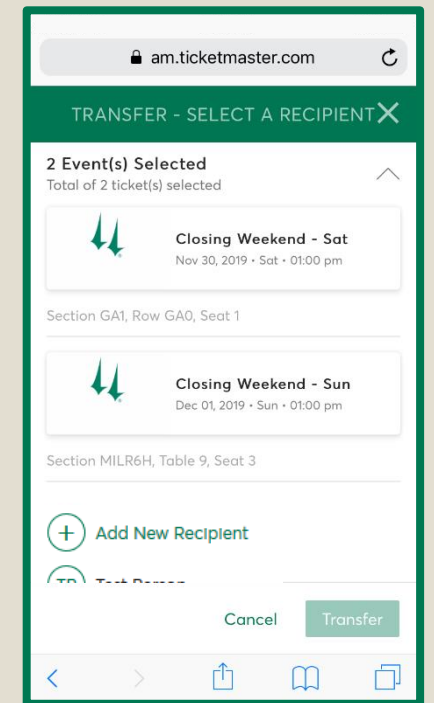
CANCEL TRANSFER
via desktop or mobile Internet browser

Desktop

Mobile
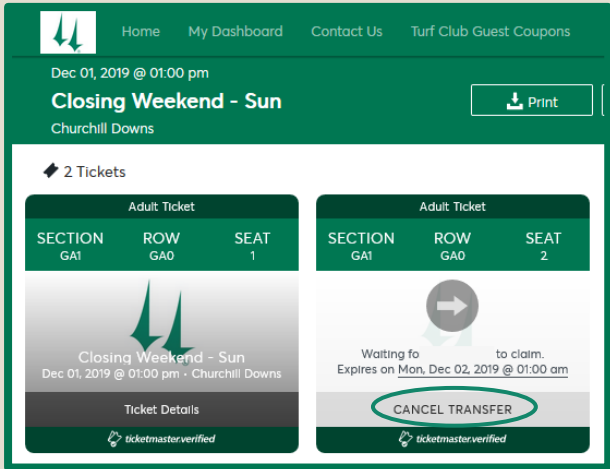
STEP 1: To cancel a transfer, find the transferred tickets and tap or click on **Cancel Transfer**.

STEP 2: To reclaim the offer, tap or click the **Reclaim** button.

Any tickets transferred in a group will be reclaimed together.

You and your guest will receive an email notification that the transfer was cancelled.
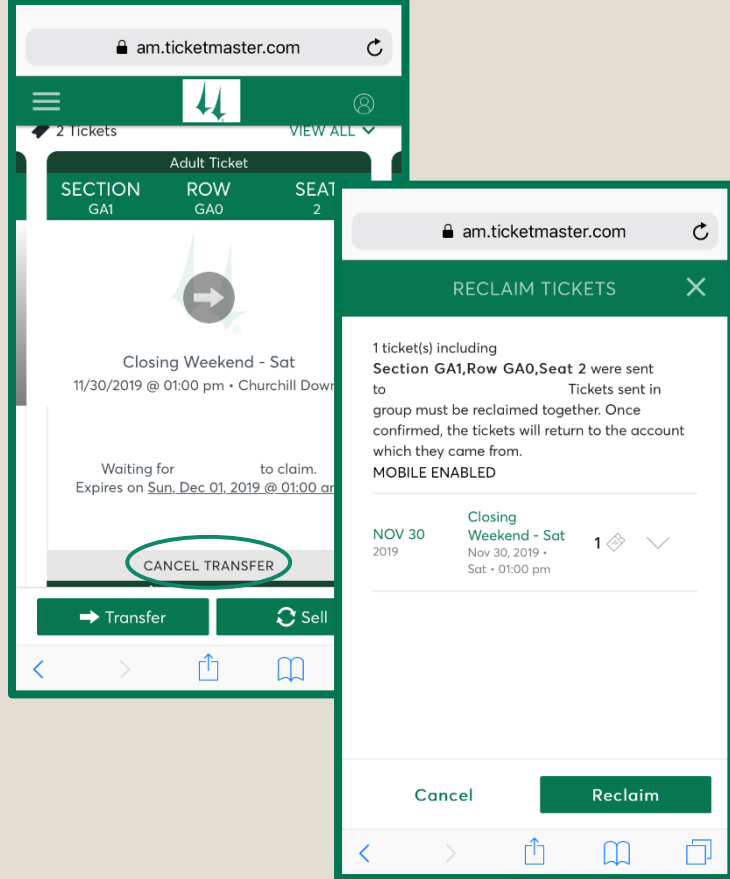
CANCEL TRANSFER
via desktop or mobile Internet browser

Desktop
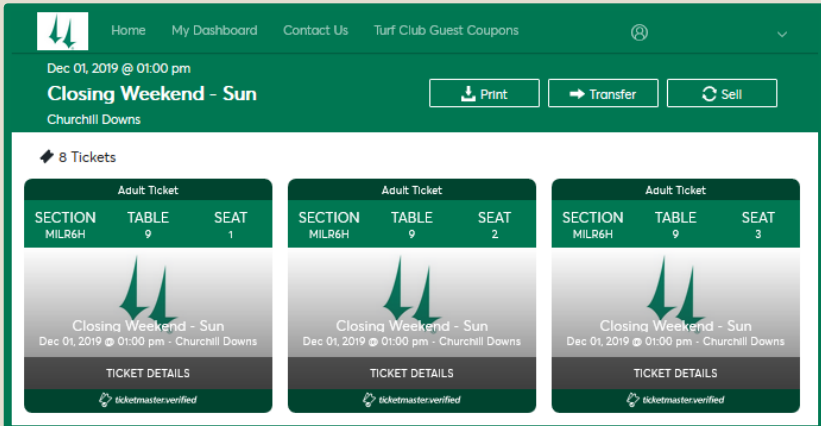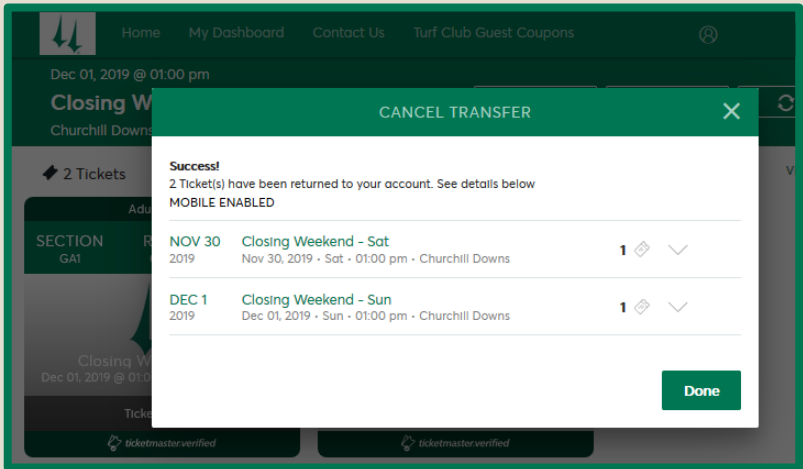
Mobile

STEP 3: Once the transfer is cancelled, a summary will appear. Tap or click **Done** to return to your active ticket display.

Note the tickets have returned to your account and will be able to be managed again.
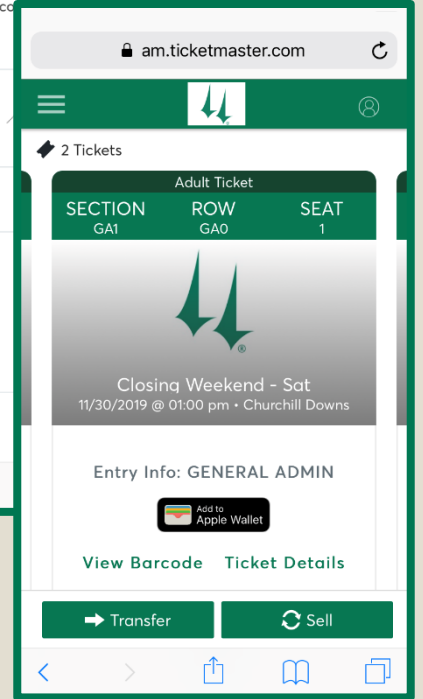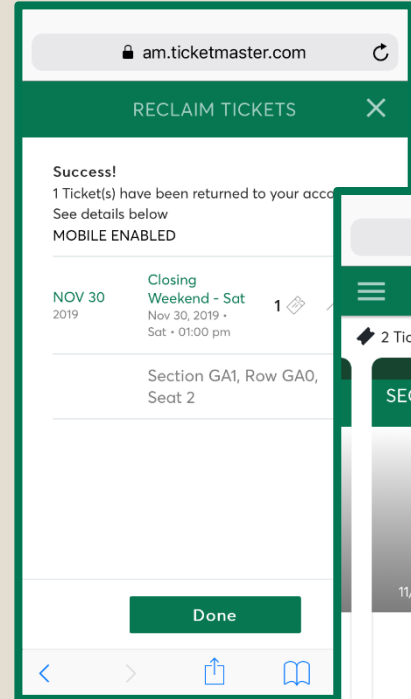
ACCEPT OR DECLINE A TRANSFER
via desktop or mobile Internet browser

Desktop

Mobile

STEP 1: You may follow the link sent to you via SMS text message or email or visit **https://am.ticketmaster.com/churchill** on your desktop or mobile Internet browser. Sign in to your My Churchill Downs Account Manager.

STEP 2: From your dashboard, select the **View All Tickets** option towards the bottom of your screen.

STEP 3: You will see the offer notification at the top of your screen. Tap or click **Accept** to accept the ticket offer. The tickets will now be available to manage on your My Churchill Downs Account Manager via Internet browser or mobile app.
Alternatively, tap or click **Decline** to decline the offer.

Both actions will send a notification email to both parties.

Please note that all recipients must have a My Churchill Downs Account Manager log in to accept tickets. If the recipient does not have an account, the recipient will be provided the ability to create an account before accepting the ticket offer.

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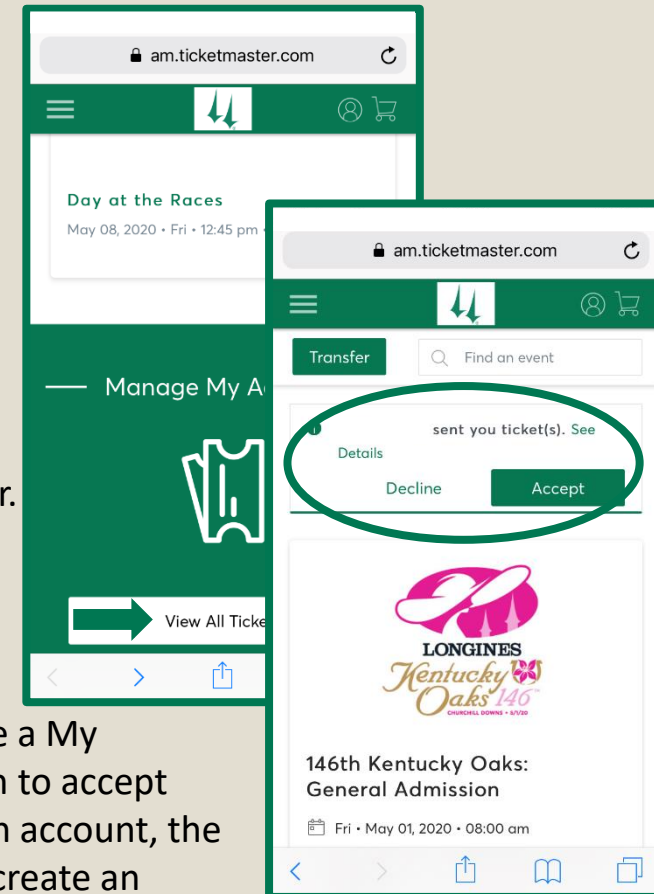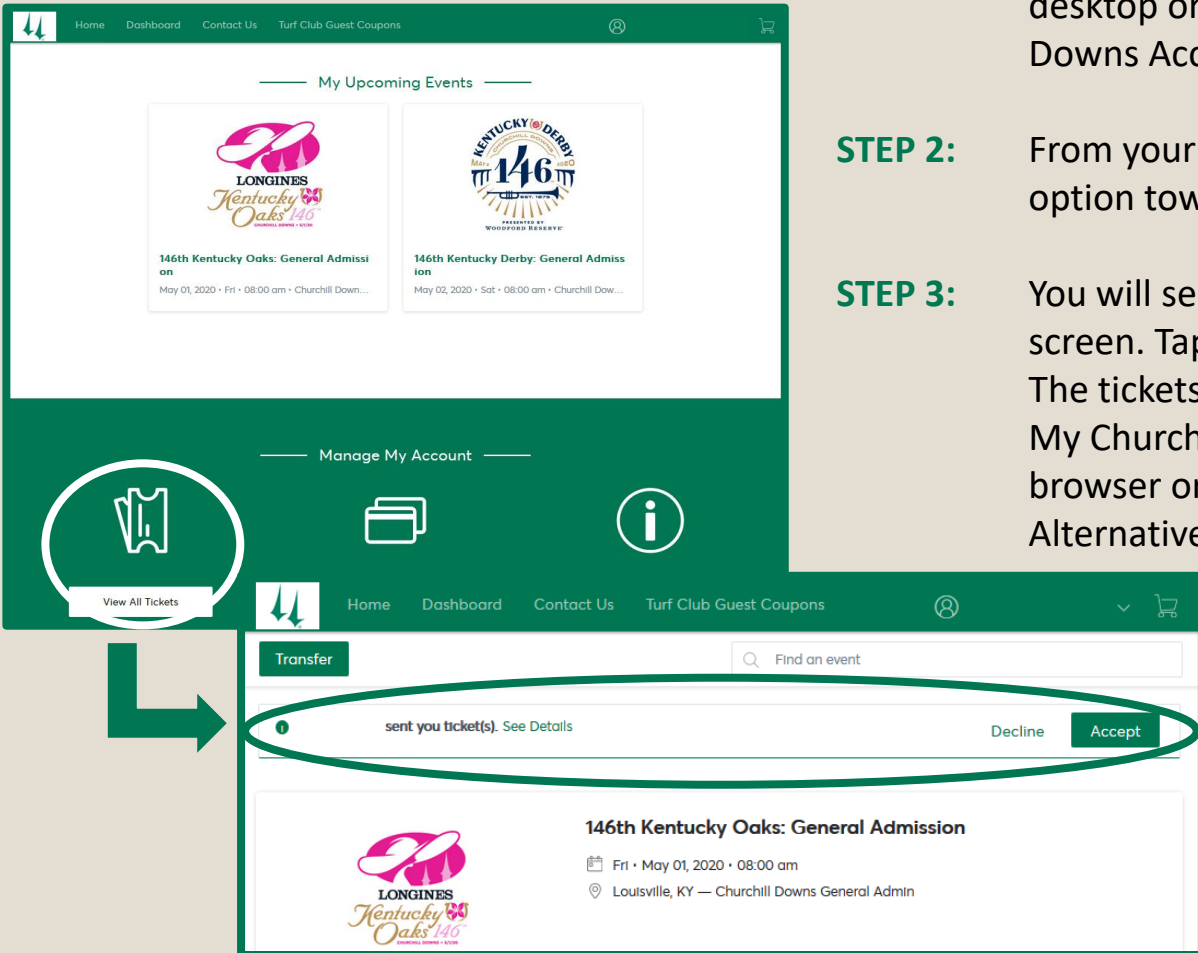
Frequently Asked Questions and Contact Information

FREQUENTLY ASKED QUESTIONS

Where do I find the log in link to My Churchill Downs Account on the churchilldowns.com website?

- Visit **https://churchilldowns.com/tickets** and click on the **Log In** link directly below the Tickets button.
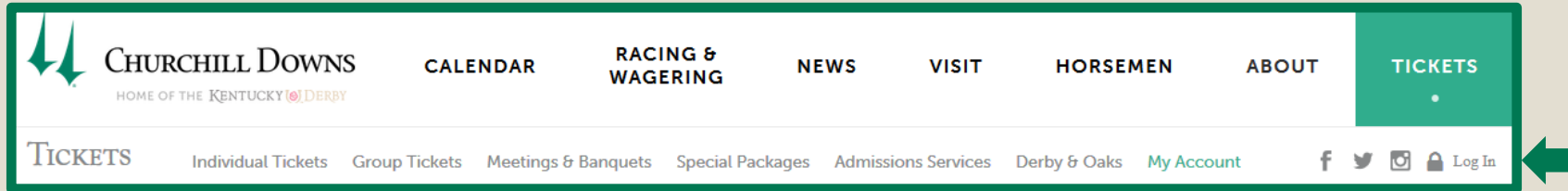
I'm having difficulty signing in to the My Churchill Downs desktop/mobile website or the Churchill Downs Racetrack App to manage my tickets.

- You must use the primary email address on your account as your username (not your account number or secondary email address on file).
- If you do not know your password, click on **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or too many invalid password attempts.
- Your password could be expired or account locked.
- If you are attempting to sign in with a Ticketmaster.com email address, select the **Forgot your password?** option and enter your Ticketmaster.com email address. If the email address is unrecognized, email **onlinetickets@kyderby.com** to retrieve your primary account email address.
- If you have any questions or difficulties, please contact your account representative, call 502-636-4400 for customer service, or email **onlinetickets@kyderby.com**.
- Make sure you have updated your app to the most recent version.
- The mobile app is compatible with:
  - Android version 5.0 and up.
  - iOS 11.0 or later on iPhones, iPads, and iPod touches.
- If you have difficulties signing into the app, sometimes deleting it and re-downloading assures that you have the most up-to-date version.

Why are certain tickets not available for printing?

Possible reasons include:

- The tickets or the season ticket package has not yet been paid in full.
- The event has passed or racing has already begun for the day's event.
- The event or type of ticket is not eligible for print-at-home or mobile viewing.
- The barcodes for the event have not yet been established by the box office.
- There may be a print delay on the event. If so, the event will have a print ready date.

Why will my print-at-home tickets not open on the computer after download?

Possible reasons include:

- Your computer must have Adobe Acrobat Reader 4.0 or higher or another PDF reader application to view the tickets.
- Your PDF reader is out of date and must be updated (visit Adobe's website for a PDF reader free download).
- Your computer may not have enough memory.
- Your computer software may be out of date to support Adobe or other PDF reader applications.
- Ensure your printer also has enough memory and is up to date on software patches to be able to print the PDF.

Why don't I see my print-at-home tickets after I click the "print" button on my desktop computer?

Possible reasons include:

- Navigate to your computer's download folder to find the pdf file of the tickets.
- Your internet browser could have pop-up window blocks turned on or the security level is too high.

FREQUENTLY ASKED QUESTIONS

I printed my ticket more than once. Each ticket has the same barcode. Will all tickets be allowed into the venue?
- If all tickets have the same barcode and seat location, the first ticket scanned with that barcode will be the only ticket allowed into the venue.
- If you lose your ticket, it is recommended that you reprint your ticket and check the box to generate a new barcode.
- You can change your barcode up to 5 times.
- You may view the mobile ticket on your phone an unlimited amount of times.
- If you change the barcode on your ticket and have downloaded the mobile ticket to Apple Wallet/Passbook, you must re-download the ticket to establish the new mobile barcode.

I did not receive a confirmation email after transferring tickets.
Save these email addresses to your safe senders list to keep them from being blocked by your spam filters:
- onlinetickets@kyderby.com
- noreply.ticketing@kyderby.com
- teamexchange@ticketmaster.com

I cannot log into the Ticketmaster app.
- You must use your Ticketmaster.com email address and password to access the Ticketmaster app.
- Visit Ticketmaster.com for information on resetting your password and account access for Ticketmaster.com purchases.

Why are certain tickets not available for forwarding?

Possible reasons include:

- The tickets for that event have not yet been printed. Tickets must have a barcode to be forwarded. Simply print your ticket via print-at-home or view on your mobile device to establish a barcode. Then you will be able to forward.
- The tickets or the season ticket package has not yet been paid in full.
- The event has passed or racing has already begun for the day's event.
- The event or type of ticket is not eligible for ticket forwarding.
- The barcodes for the event have not yet been established by the box office.
- There may be a print/forward delay on the event. If so, the event will have a print ready date.

I transferred my ticket to the wrong email address. How do I cancel the transfer?

- You may cancel a pending transfer if the recipient has not accepted the tickets yet.
- Find the event for the tickets you transferred and tap or click **Cancel Transfer**. Follow the instructions on pages 18 (Churchill Downs Racetrack App version) or 28 (desktop or mobile Internet browser version) for a complete list of steps.

I transferred tickets and my recipient is having trouble accepting the ticket transfer.

- The recipient must have or create a **My Churchill Downs Account** in order to log in and accept a ticket transfer.

CONTACT INFORMATION

Additional Customer Service Links and Contact Information:

Copy and paste the web link into your browser.

- **Ticketmaster Customer Service**
  - Phone Number: 800-653-8000

- **Ticket Exchange**
  - Email support: ticketexchangesupport@ticketmaster.com
  - FAQ Site: https://help.ticketmaster.com/s/topic/0TO0a000000kUniGAE/ticketmaster-resale?tabset-3dd97=2&language=en_US
  - Phone Number: 800-842-7112

- **Ticketmaster TM Plus**
  - Resale Help site: http://help.ticketmaster.com/ticketmaster-resale/
  - TM Plus FAQ Site: http://www.ticketmaster.com/verified?tm_link=tm_homeA_header_verified

- **Churchill Downs Links**
  - My Churchill Downs Account Manager: https://am.ticketmaster.com/churchill
  - Additional Help Guides: https://www.churchilldowns.com/howtoguide
  - KY Derby Resale Information: https://www.kentuckyderby.com/resale
  - Ticket Exchange Marketplace: https://www.ticketsnow.com/churchill-downs
  - Online Ticket Customer Service email: onlinetickets@kyderby.com