

Ticketmaster New Sign-In Experience

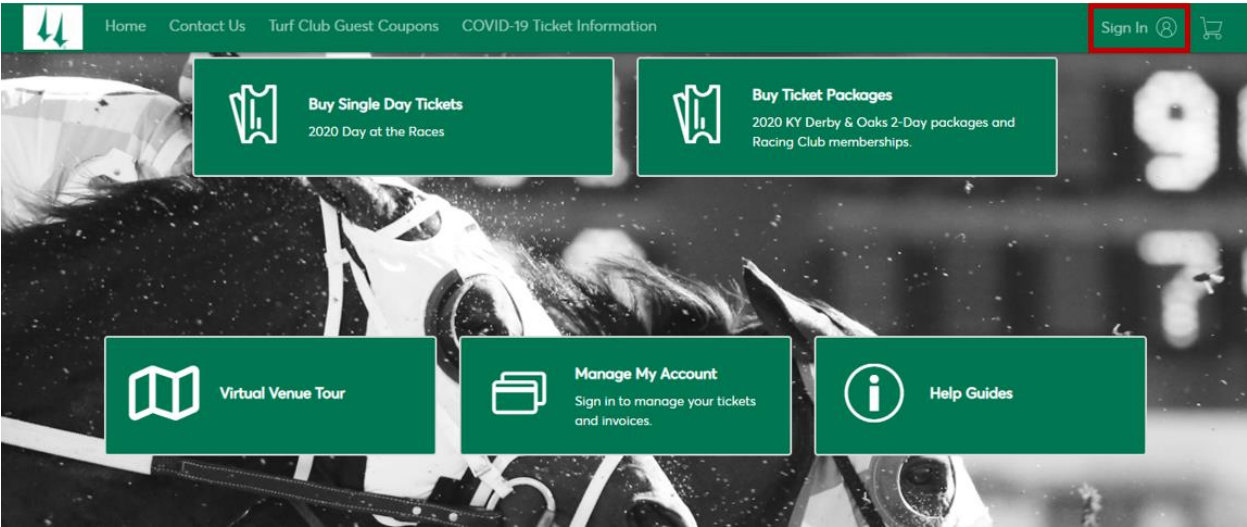
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Logging Into Your Account

When you sign into an Account Manager site, use the same email address you have always used. The system will recognize your email and may prompt to reset your password. Once you have successfully signed in, you will be able to use the same username and password combination for other Account Manager sites and Ticketmaster.com.

Account Manager

1. Go to Churchill Downs Account Manager: am.ticketmaster.com/Churchill
2. Sign In to your account



3. Input your log in credentials and click 'Sign In'.

Sign In to Account Manager

Powered by *ticketmaster*

It's Time to Update Your Password

As part of the Ticketmaster account system, we periodically ask fans to reset their Ticketmaster password, preferably to a new password that you haven't already used with this account. [Let's get you a new password.](#)

Email Address

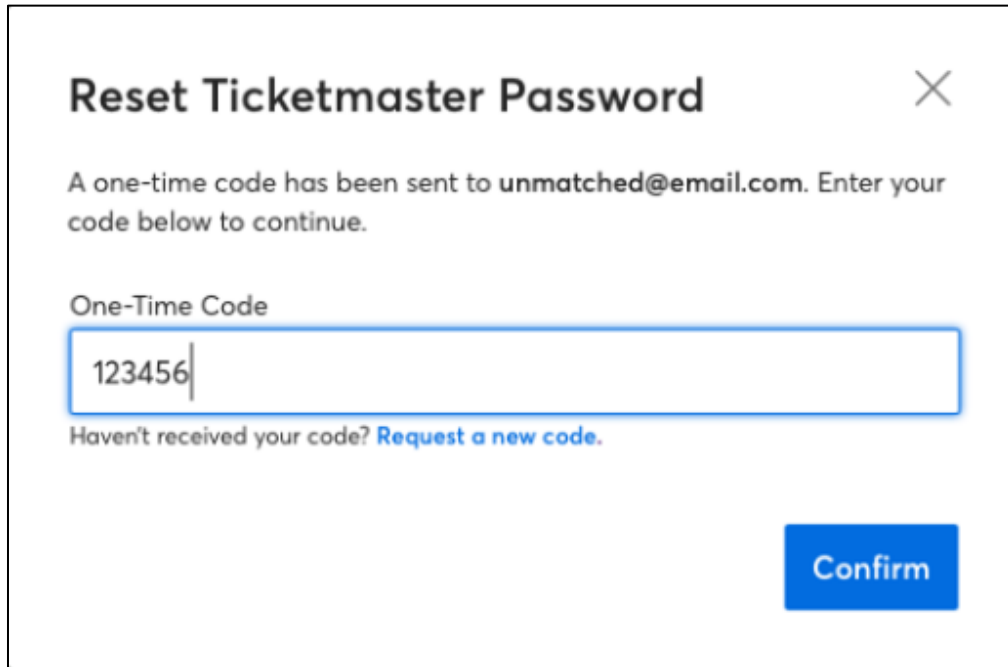
Password

Remember Email [Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in our [Privacy Policy](#).

New to Ticketmaster? [Sign Up](#) [Sign In](#)

4. Ticketmaster will email a one-time password. Log in to your email, input the One-Time Code, and click 'Confirm'.



Reset Ticketmaster Password ✕

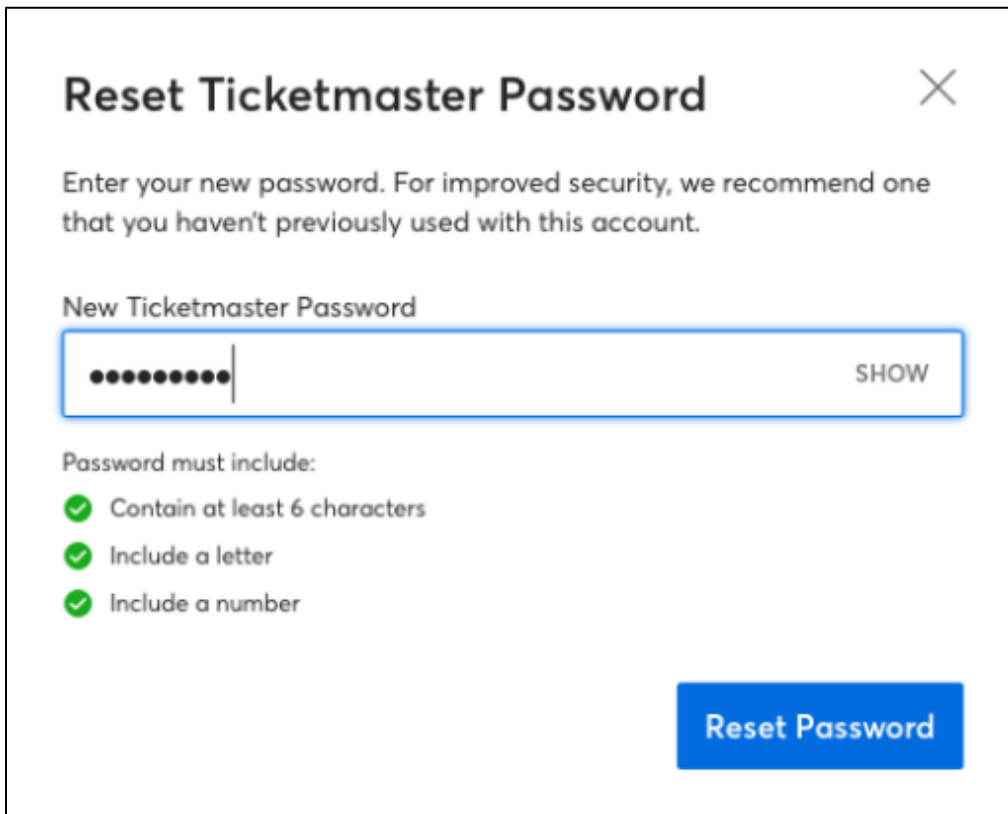
A one-time code has been sent to `unmatched@email.com`. Enter your code below to continue.

One-Time Code

Haven't received your code? [Request a new code.](#)

Confirm

5. Ticketmaster will ask you to reset your password, following their guidelines.



Reset Ticketmaster Password ✕

Enter your new password. For improved security, we recommend one that you haven't previously used with this account.

New Ticketmaster Password

 SHOW

- Password must include:
- ✓ Contain at least 6 characters
 - ✓ Include a letter
 - ✓ Include a number

Reset Password

6. Ticketmaster will ask to enter your phone number for an extra layer of verification. Click 'Next' and Ticketmaster will send a One-Time Code, similar to the email verification.

Step 1 of 2 ✕


Enter Your Phone Number

Confirming your phone number is an extra layer of verification that helps us confirm you're not a bot. We'll send you a one-time code to complete the sign up process.

Please enter your phone number for your account:
unmatched@email.com

Standard data and messaging rates may apply.

Phone Number

 ∨ +1 (555) 123-4567

[This is a custom SMS opt-in message coming from CMS] **Applies to mobile numbers only.**

Next

7. Enter the one-time code and click 'Confirm'.

Step 2 of 2 ✕

Confirm Your Code

A one-time code has been sent to (555) 123-4567. Enter your code below to continue.

One-Time Code

123456|

Haven't received your code? [Request a new code.](#)

Back **Confirm**

8. Ticketmaster will provide the opportunity to update any personal information.

Update Your Information ✕

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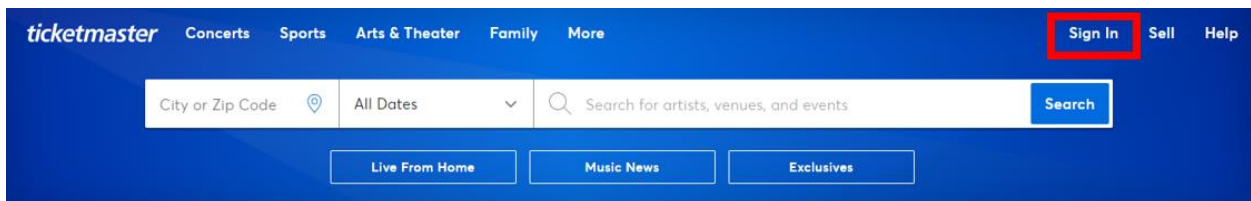
First Name	Last Name
<input type="text" value="Ignatius"/>	<input type="text" value="Reilly"/>
Country of Residence	Zip/Postal Code
<input style="border-bottom: 1px solid #ccc;" type="text" value="United States"/>	<input style="border: 2px solid #007bff;" type="text" value="70117"/>

Changing Account Information

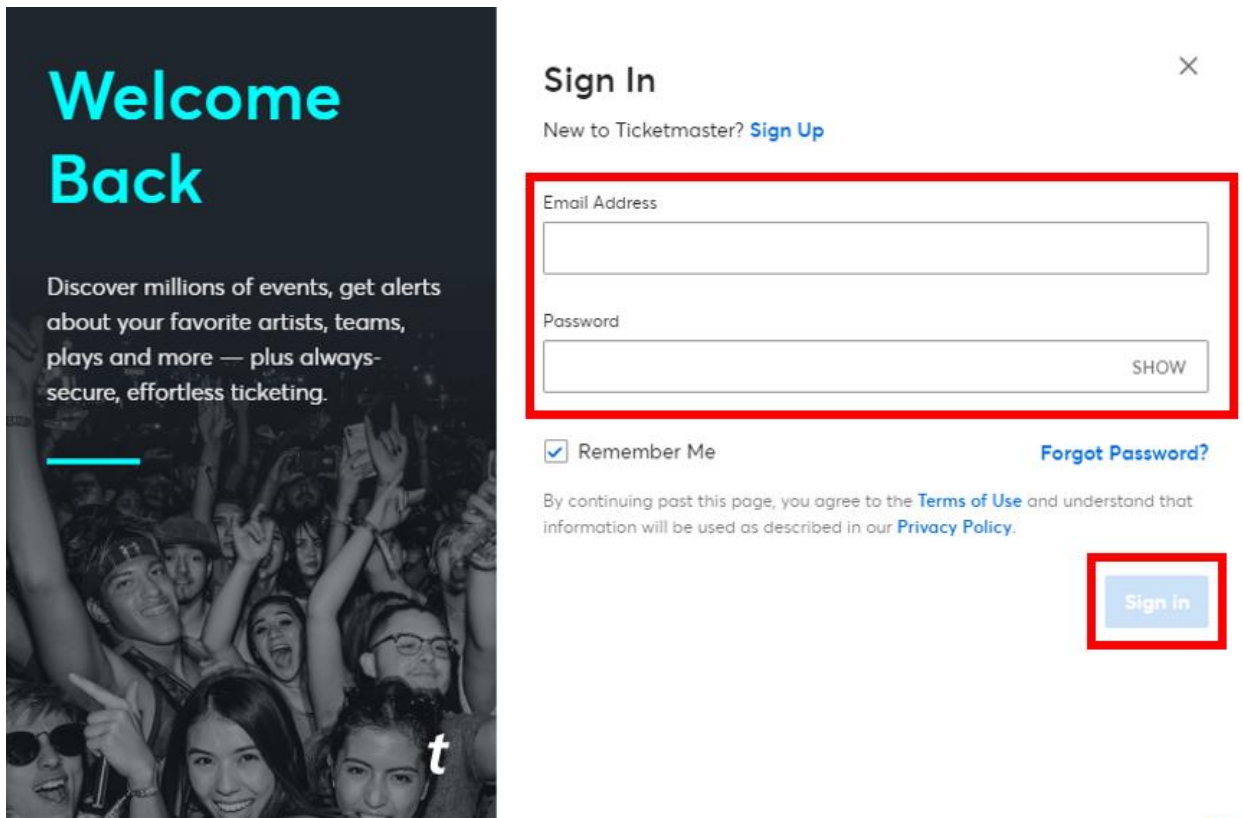
Account information including your name, email address, phone number and password can be updated in the My Profile section of your Ticketmaster account. My Profile can be accessed from either Ticketmaster.com or Account Manager.

My Profile on Ticketmaster.com

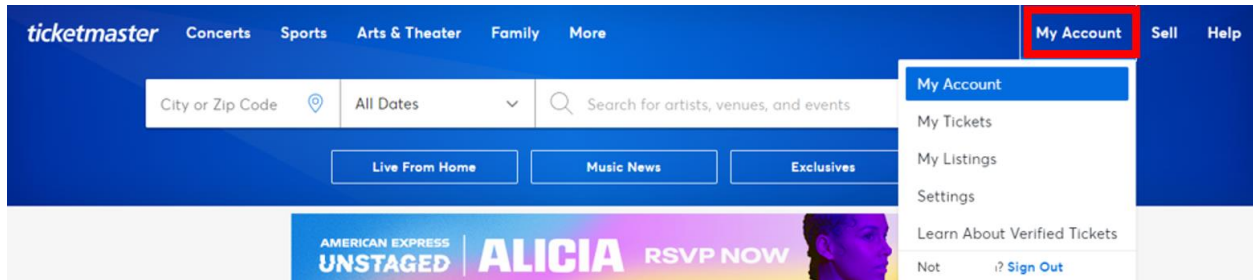
1. Go to Ticketmaster.com
2. Sign in to your account



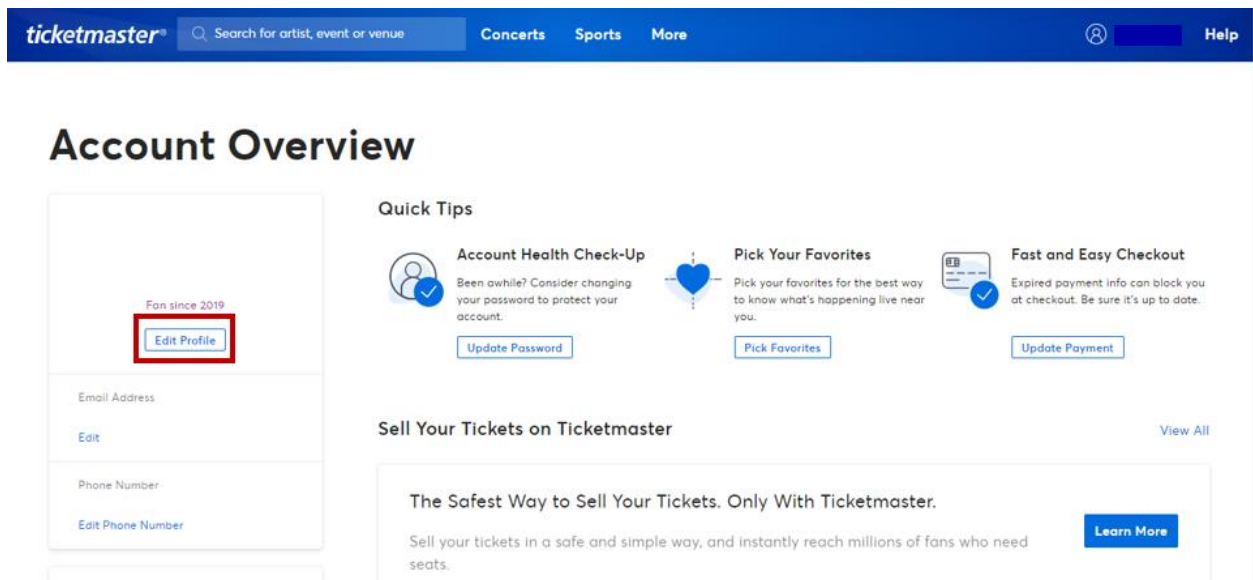
3. Enter your email and password combination and click Sign In



4. After signing in, you will be redirected back to the Ticketmaster.com homepage. Instead of selecting 'Sign In', you will select 'My Account' and then again 'My Account' from the drop down menu.



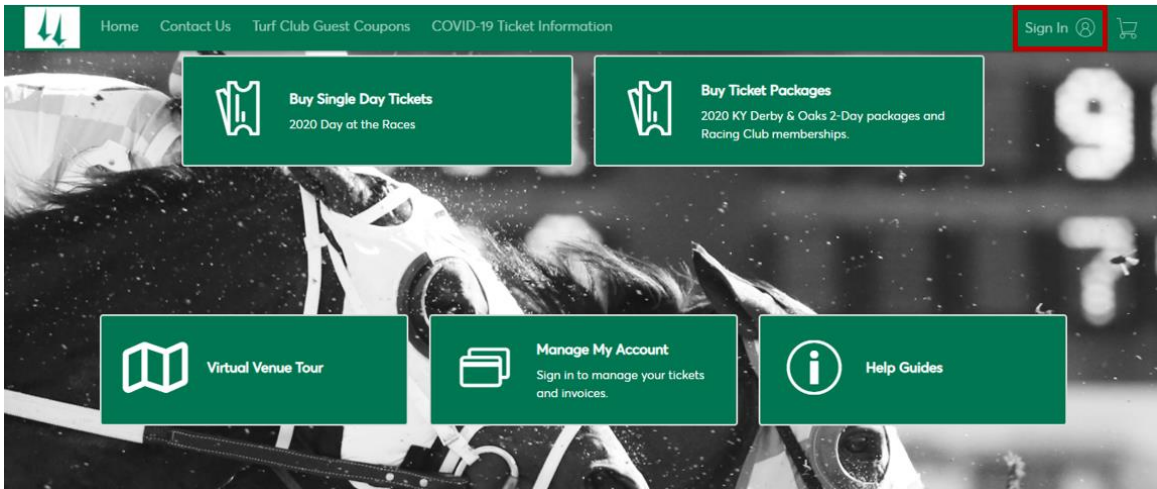
5. To view/make changes, go to edit profile



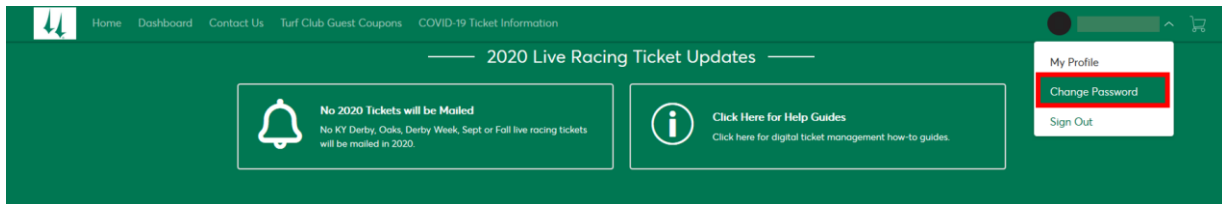
6. From here, you can make your necessary updates. After updating, remember to click the blue update button to save your changes.

Changing Password on Account Manager

1. Go to Churchill Downs Account Manager: am.ticketmaster.com/Churchill
2. Sign In to your account



3. After signing in, the name on the account should appear in the top right. Click the white drop down arrow and select 'Change Password'



4. From that point, enter your current password, new password and click 'Save'. You can also make any changes to your account information by contacting your Churchill Downs Sales Rep

My Churchill Downs Account Manager

Change My Password

Current Password *

New Password *

Confirm New Password

Save

Frequently Asked Questions

I am logged in to my Account Manager but cannot see my tickets.

- This issue can happen when you are logged in when the switch to Modern Account happened
- To fix, completely sign-out of your account and then log back in. When you log in, you should be asked to reset your password

I am having difficulties signing in to my account on the Churchill Downs Racetrack App.

- 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.

I have multiple accounts for different venues or teams. Do I need to have a Ticketmaster account for all of them?

- Each individual email address that you use to sign into Account Manager will have a Ticketmaster account. If you use the same email address for all your accounts, you will only have one account that can access each venue or team.

Can I manage all my tickets in one place?

- No. Your Account Manager tickets and your Ticketmaster tickets are still in separate systems. Your credentials are the same, but the accounts are separate.

Why am I being asked to add a phone number when I sign in?

- To ensure it is you, we are requiring each account have a phone number associated with it. This phone number can be updated via your Ticketmaster.com account profile

How will this make accounts more secure?

- This upgraded sign-in experience protects accounts against account takeovers by identifying suspicious sign-ins and locking the accounts before bad actors can use stolen credentials.

Can I still use my old credentials to sign into Account Manager?

- Unfortunately, no. All sign-ins use Ticketmaster credentials. You will still use the same email, but your password may be changed.