



2023-24 COLORADO AVALANCHE

# TICKETING HOW TO GUIDE

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**ALTITUDE PRESENTS APP**

**ALTITUDE**  
*PRESENTS*

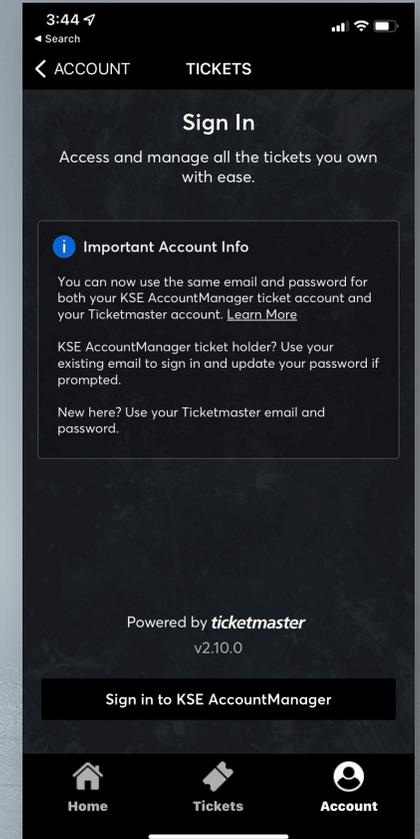
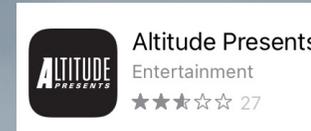
POWERED BY

**POINTSBET**

A  Fanatics Experience

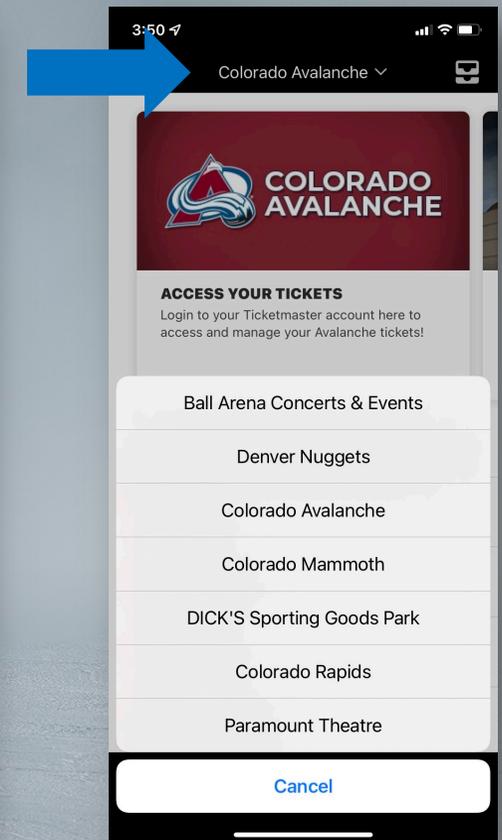
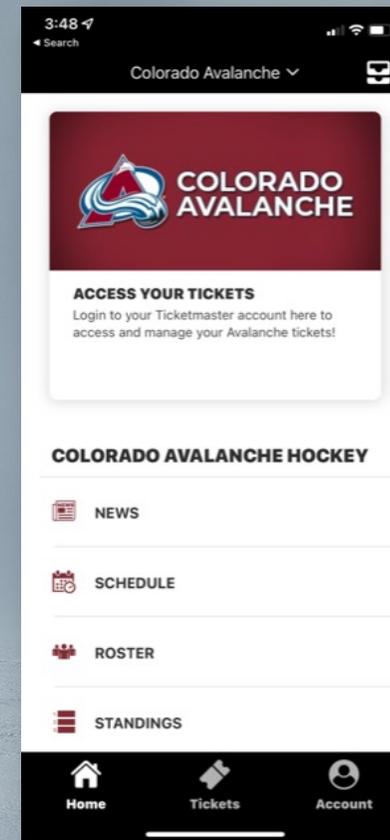
# DOWNLOAD APP/LOGIN

1. Go to the App Store or Google Play Store
2. Search “Altitude Presents” and click Download
3. Open app and click “Sign in to KSE AccountManager”
  - Please use your email and login information associated with your KSE Account



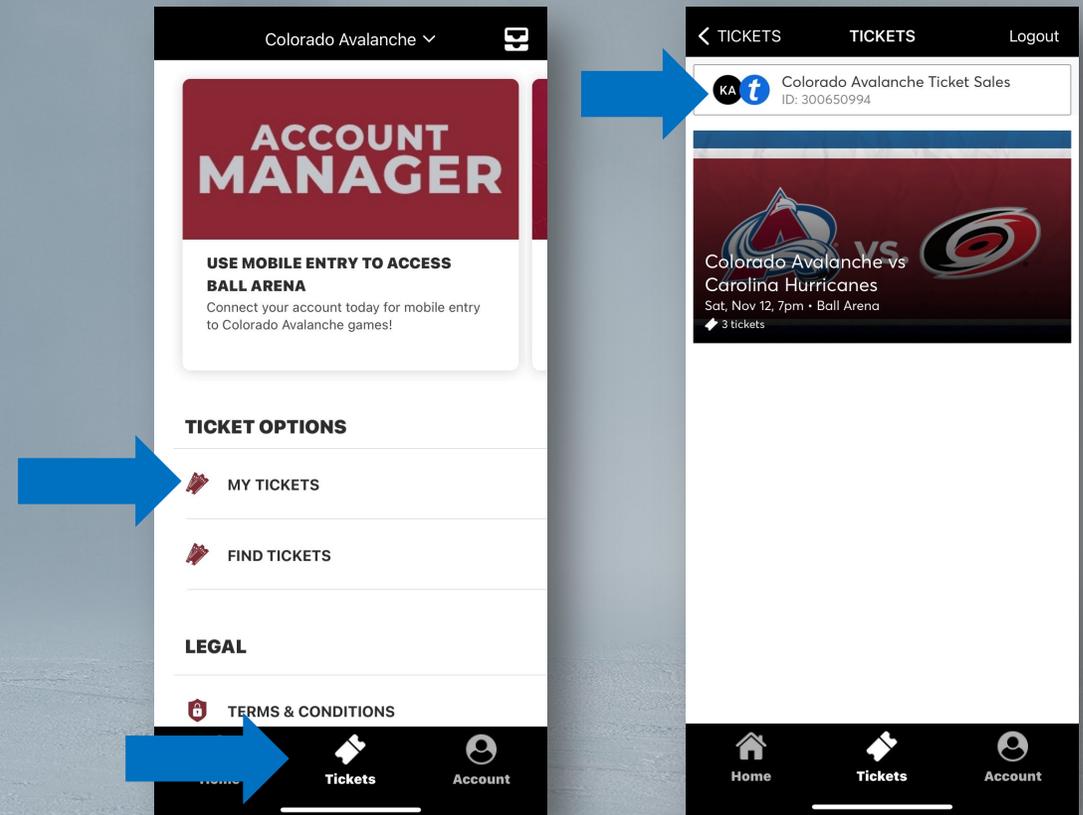
# DOWNLOAD APP/LOGIN

1. Once logged in home screen will be displayed
  - If another KSE Property is displayed at the top, please select the drop down and pick your desired team/venue



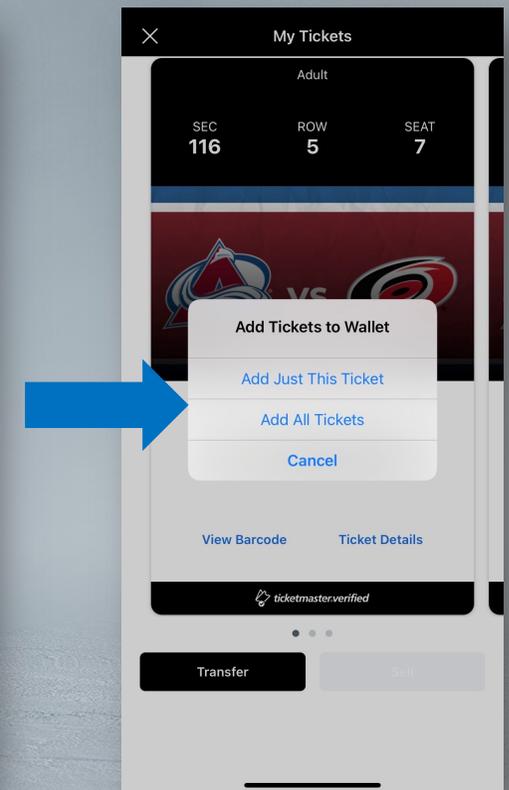
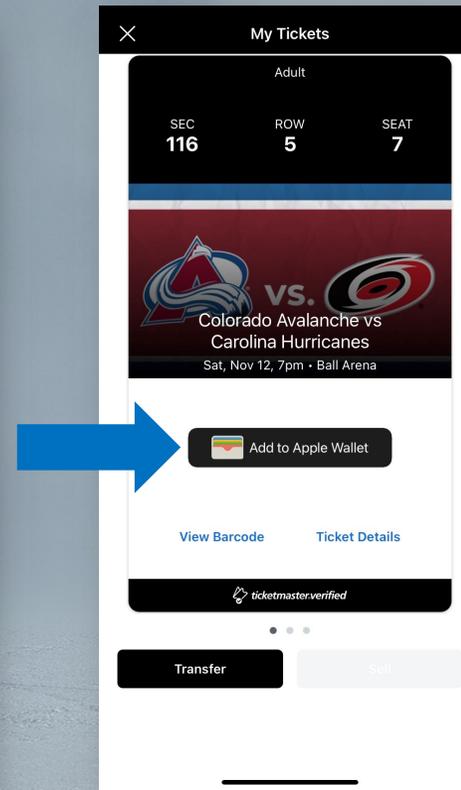
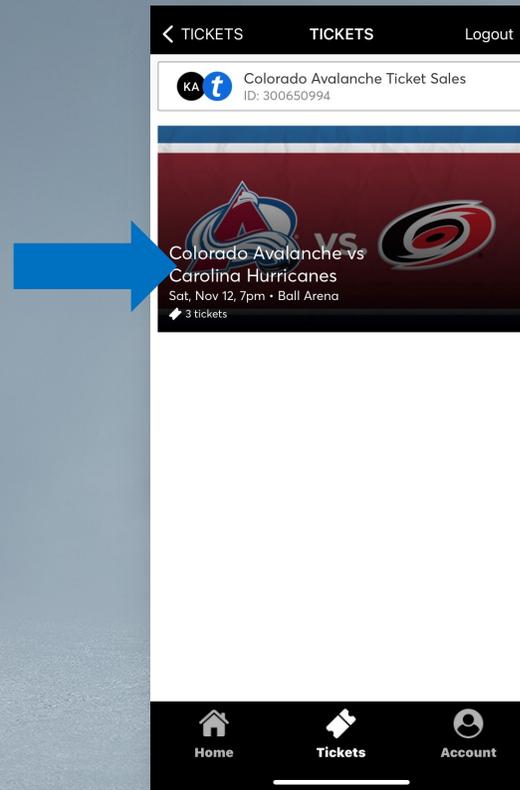
# ACCESS TICKETS AND ADD TO MOBILE WALLET

1. From the home page, click “Tickets” at the bottom of the screen, then click “My Tickets”
  - If you are not seeing the correct event displayed, please make sure your name and account number are displayed at the top of the screen.



# ACCESS TICKETS AND ADD TO MOBILE WALLET

1. Select desired game
2. Select “Add to Apple Wallet”
3. Add desired number of tickets to your wallet



# TRANSFER AND RECALL TICKETS

1. From the “My Tickets” page, select the desired game you are looking to transfer and select “Transfer”

2. Select desired seat or seats, and choose method to transfer:

Select from Contacts – Will be able to select a saved contact and text the tickets to them. The text will contain a link to Account Manager, and prompt them to login or create an account to accept the tickets.

Manually Enter A Recipient – Will allow you to enter first name, last name, and email/phone number. Please note, if tickets are sent via email, the recipient will need to accept the tickets from the automated email they receive. As these emails are automated, they do sometimes end up in junk mail. If the recipient isn't seeing them in their inbox, double check that the email was spelled correctly and that the automated email didn't end up in the recipient's spam folder.

3. If tickets have been accepted the second party that they have been transferred to, you are unable to recall the tickets. They will need to be transferred back to your account.

The image illustrates the process of transferring and accepting tickets through four sequential screenshots:

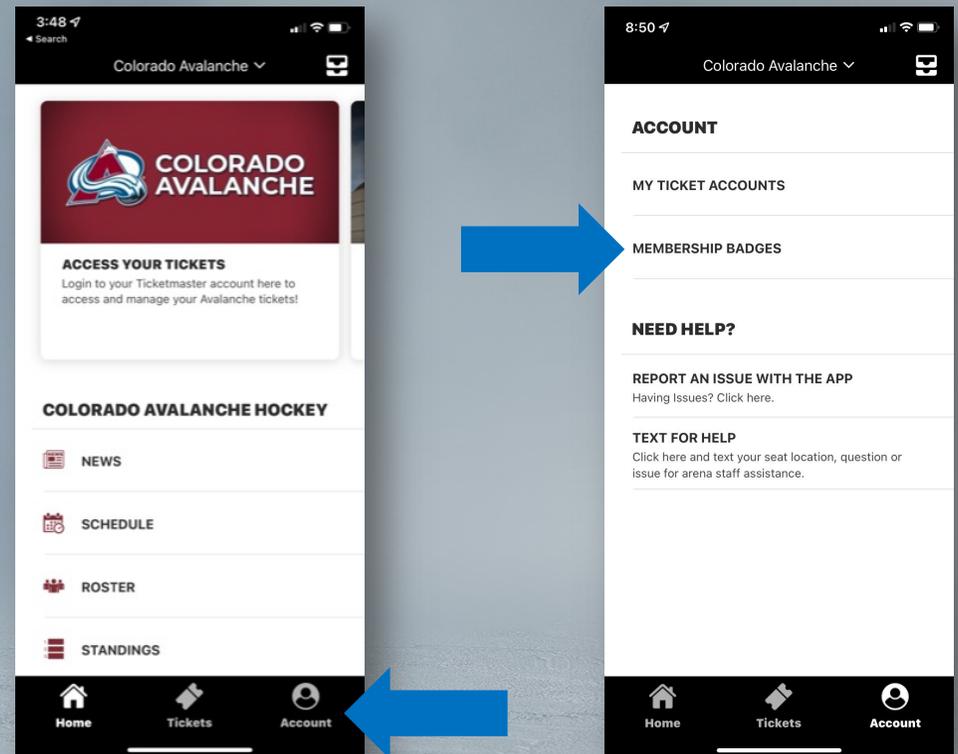
- My Tickets:** Shows the ticket details for Colorado Avalanche vs. Carolina Hurricanes on Saturday, Nov 12, 7pm at Ball Arena. The selected seat is SEC 116, ROW 5, SEAT 7. A "Transfer" button is visible at the bottom.
- TRANSFER TO:** Shows the transfer options: "Select From Contacts" and "Manually Enter A Recipient".
- New iMessage:** Shows a text message being sent with the ticket details and a link to the ticket: <https://oss.ticketmaster.com/s/427dcadd>.
- Accept Tickets:** Shows an email notification from Ticketmaster with the subject "It's Time: Accept Your Tickets Now" and a button to "Accept Tickets". The email also includes the deadline: "Accept by Sat • Nov 12, 2022 • 09:00 PM".

Below the email notification, there are instructions on how to accept the tickets:

- 1 | On your smartphone, tap the Accept Tickets button above.
- 2 | Sign in to the KSE account using your Ticketmaster email and password, or create an account, to accept your tickets.

# ACCESSING STM ID

1. Select the “Account” button from the navigation bar at the bottom on the screen.
2. Select “Membership Badges”
  - This is where you will find your team store discount



**KSE ACCOUNT MANAGER**

# LOGGING INTO KSE ACCOUNT MANAGER

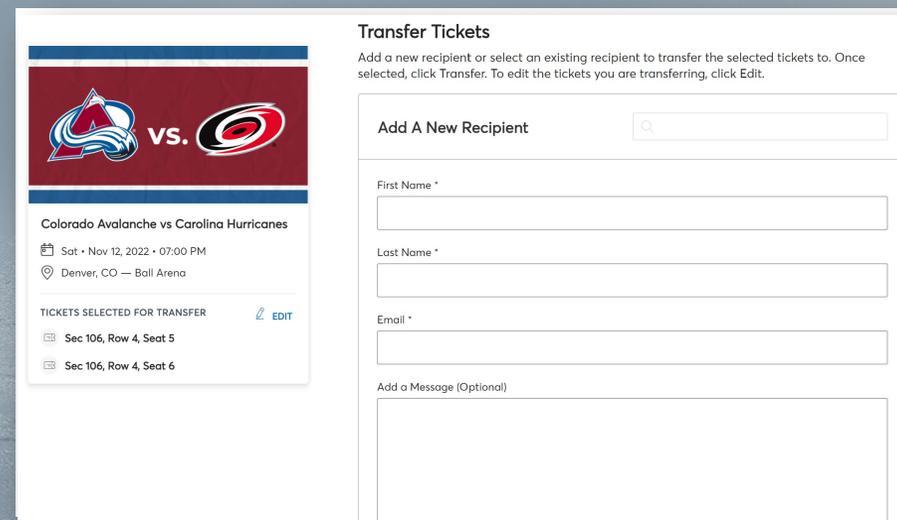
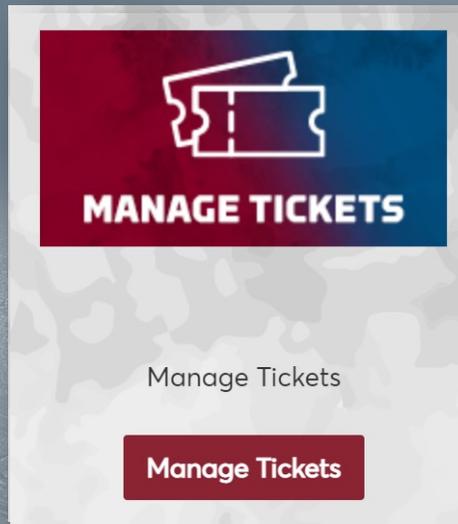
1. Go to <https://am.ticketmaster.com/kse/>
2. Click “Sign In” in the upper right-hand corner
3. Sign in using the email listed on your account or the email used to purchase your tickets.
  - If you do not remember your password, please go through the ‘Forgot Password’ prompt
  - If you do not have an account set up, click ‘Sign Up’ and set up your account

# FORWARD TICKETS

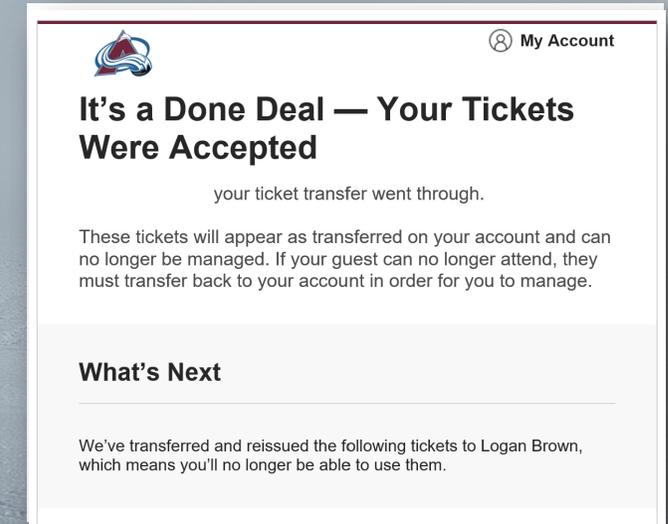
1. From the home page, click the “Manage Tickets” button listed under “Ticket Information” or “Manage My Events” from the navigation bar at the top of the screen.
2. Once selected, all active events will be listed. Select the event you are looking to transfer.
  - If you are on a payment plan, the only tickets that are active are tickets that have been paid for. You will be unable to manage any tickets that have a balance due.
3. Select the Transfer icon  and select the seats that you are looking to transfer.
4. Once seats are selected, you can select a saved contact, or enter a new contact. All tickets forwarded via KSE Account Manager will be sent via email.

The recipient will receive a confirmation email asking them to accept the tickets and login/create an account.

5. The sender will receive an email once the tickets have been accepted.
  - Once the tickets have been accepted, the sender will no longer have access to manage the tickets. If the tickets need to be recalled, the recipient will need to send them back to the account holder.



A screenshot of the "Transfer Tickets" form. The form is titled "Transfer Tickets" and includes a sub-header: "Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit." The form contains a search bar labeled "Add A New Recipient" with a magnifying glass icon. Below the search bar are input fields for "First Name \*", "Last Name \*", and "Email \*". There is also a text area labeled "Add a Message (Optional)".



# RECALLING TICKETS

1. If the tickets haven't been accepted by the recipient, you will see an option to "Cancel Transfer"
2. Select "Cancel Transfer" and you will get a notice saying the tickets have been returned to your account.
  - Please note, it may take a moment for the tickets to become active in your account. You will also not receive a confirmation email the transfer was successfully transferred.

My SafeTix™

TRANSFER SELL MORE

Sec 106, Row 4, Seat 5	Waiting on	to claim.	Cancel Transfer
Sec 106, Row 4, Seat 6	Waiting on	to claim.	Cancel Transfer

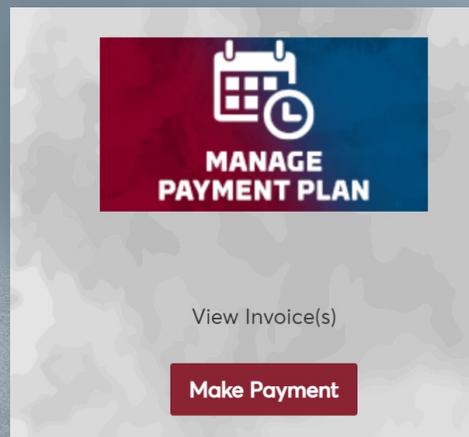
You're All Set

These tickets have been returned to your account.  
**Please note:** it may take a moment to become active.

Ok

# MANAGE PAYMENT PLAN

1. From the home page, select “Manage Payment Plan” under ticket information, or select “Manage Payment Plan” from the navigation bar at the top of the screen.
2. Once selected, you will be able to view any outstanding invoices along with current payment plans and payment schedules that are attached to your season ticket membership. You will also be able to view any invoices that have already been paid.
3. All Payment Plans will run automatically on the 15<sup>th</sup> of every month. There is no need to login and make a payment unless you would like to manage tickets that have not been paid for.
4. Please note, accounts with payments not made are subject to having their seats dropped.



A screenshot of the "Invoices" page for the "2022-2023 Avalanche Season". A red arrow points to the "Invoices" tab, which is active. The page shows a list of invoices, with one selected: "2022-2023 Avalanche Season" with a balance due of \$2,924.00 and a due date of Sep 29, 2022. The invoice number is #142289. The page also shows a "Summary" section with a table of charges and payments, and a "Continue" button.

2022-2023 Colorado Avalanc...	
Sec 356   Row 9   Seat 1 - 2 Quantity: 2	\$2,924.00
<b>SUBTOTAL</b>	<b>\$2,924.00</b>
LESS PAYMENTS	- \$0.00
<b>AMOUNT DUE</b>	<b>\$2,924.00</b>

*Note: Accounts that elect a payment plan greater than 5 months will be charged a \$5 transaction fee per charge. Payments plans 5 months or less or accounts that pay in full, are not subject to any transaction fees. Transaction fees are not reflected in the Amount Due above.*

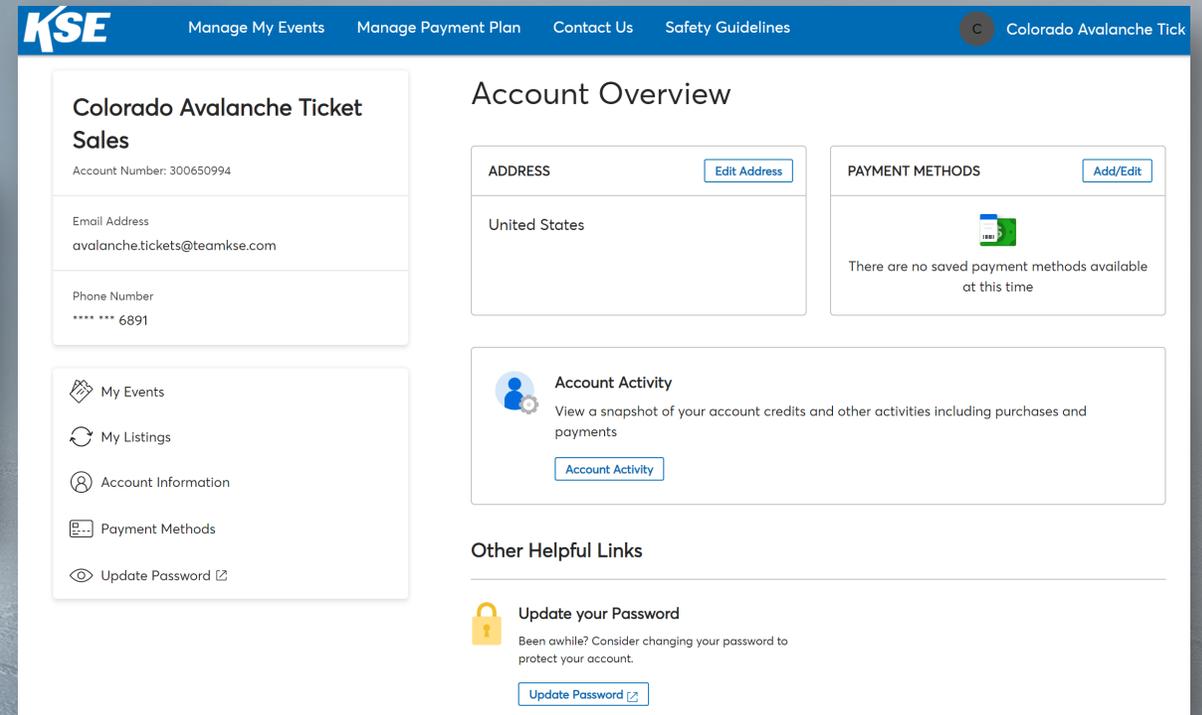
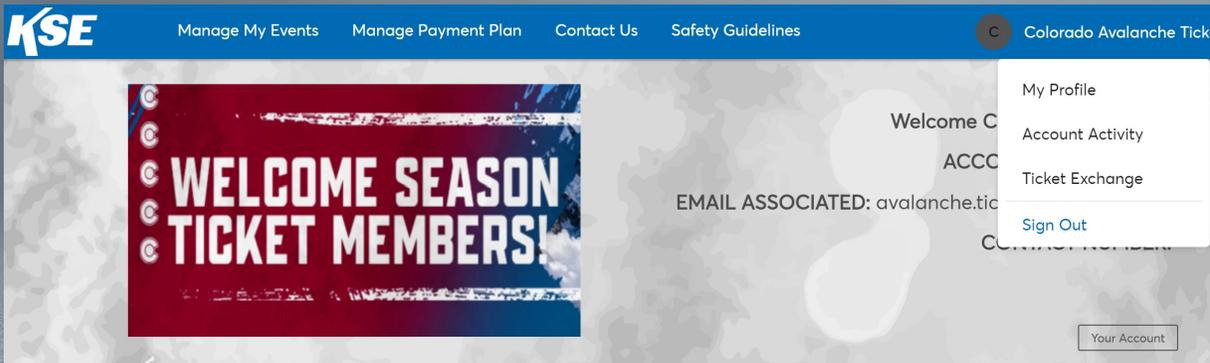
[Continue](#)

② Questions

③ Payment

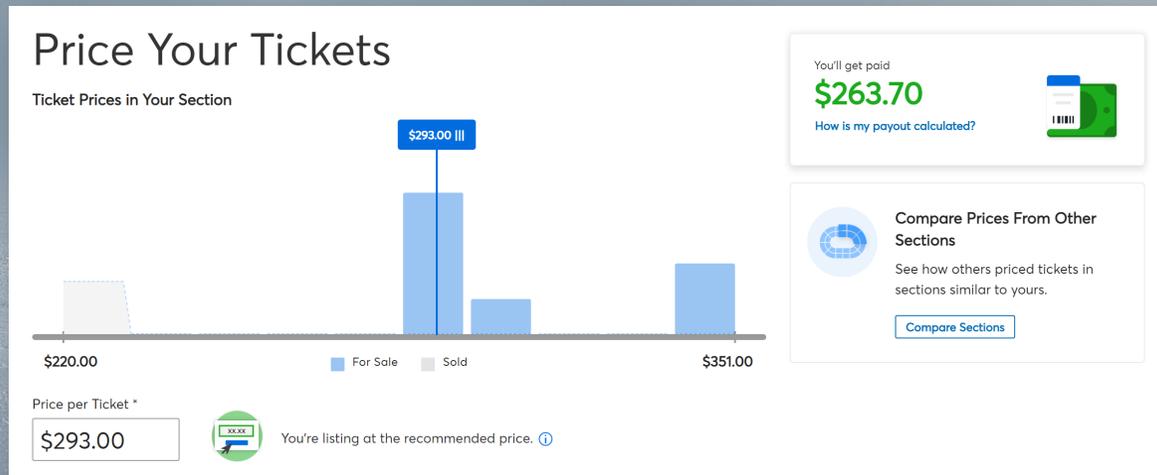
# ADD NEW CREDIT CARD & UPDATING PERSONAL INFORMATION

1. In the upper right-hand corner, click your name, then select “My Profile”
2. From this page, you can update your Payment Method, Address, Password, and view your Account Information.



# POST TICKETS FOR RESALE

1. Select “Manage My Events” then select the event you are wishing to post for resale.
2. Select the sell icon 
3. Create your seller profile (if you do not have an existing one)
4. Price your tickets
  - TicketMaster Resell will give you recommendations based on the tickets that are currently listed for sale. You will have the ability to adjust the price as you please once the tickets are posted for resale.
5. Link bank account to your seller profile. All funds will be directly deposited into your account.
  - Please note, for the funds to be released all sellers must fill out a 1099-K. This will be sent via email no later than January 31<sup>st</sup> of the following year.
  - For additional information, please visit [https://help.ticketmaster.com/s/article/1099-K-Form-Answers-to-Some-Common-Questions?language=en\\_US](https://help.ticketmaster.com/s/article/1099-K-Form-Answers-to-Some-Common-Questions?language=en_US)



**Price Your Tickets**

Ticket Prices in Your Section

You'll get paid **\$263.70**  
How is my payout calculated?

Compare Prices From Other Sections  
See how others priced tickets in sections similar to yours.  
[Compare Sections](#)

Price per Ticket \*

You're listing at the recommended price. ⓘ

The chart shows ticket prices in your section. The x-axis represents price per ticket, ranging from \$220.00 to \$351.00. The y-axis represents the number of tickets. The chart shows a distribution of ticket prices, with a peak at \$293.00. The legend indicates that blue bars represent 'For Sale' tickets and grey bars represent 'Sold' tickets.

Price per Ticket	For Sale	Sold
\$220.00	0	1
\$293.00	3	0
\$351.00	1	0

# PURCHASING SINGLE GAME TICKETS & PARKING



<https://am.ticketmaster.com/kse/buy>