

Summerfest Digital Ticketing – Claiming Your Tickets

1.) Summerfest has recently launched a digital ticketing platform that allows for tickets to be transferred electronically. If you have been sent a ticket, you will receive an email from the Summerfest Store that will include the name of the sender, the tickets/passes they are offering, and a link to claim your tickets. To claim your tickets, simply click on “Click here”. You can decline the ticket offer by clicking on the “clicking here” link towards the bottom of the email. Note the expiration date of the ticket offer in the email. You will need to claim your tickets prior to that expiration date, or they will no longer be available.



Congratulations [REDACTED]

[REDACTED] just sent you Summerfest General Admission Tickets valid for Summerfest 2021. [Click here](#) to complete the ticket transfer and accept your tickets.

The Ticket Transfer includes:

Summerfest General Admission Ticket (2)

This offer will expire on 2/25/2021.

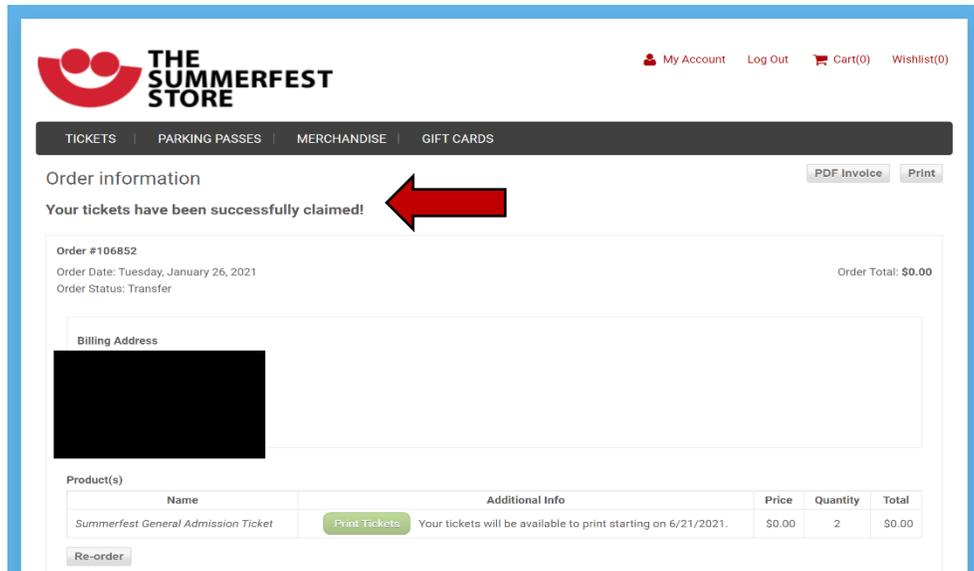
If for some reason you wish to *decline* this ticket transfer, you may do so by [clicking here](#).

[The Summerfest Store](#)

2.) The link will bring you to the Summerfest Store home page. If you have an existing account, log in, and skip to step 4. If you do not have an existing account, you will need to register. To register, click on the “Register” button. You will need to enter your name, email, zip code and select a password.

The screenshot shows the Summerfest Store website interface. At the top left is the logo. On the right, there are links for 'Register', 'Log In', 'Cart(0)', and 'Wishlist(0)'. Below the logo is a navigation bar with 'TICKETS', 'PARKING PASSES', 'MERCHANDISE', and 'GIFT CARDS'. The main content area is titled 'Welcome, Please Sign In!'. It features two columns: 'New Customer' and 'Returning Customer'. The 'New Customer' section includes a 'Register' button. The 'Returning Customer' section has input fields for 'Email:' and 'Password:', a 'Log In' button, and a 'Forgot password?' link. A red arrow points to the 'Register' button.

3.) Once you've completed the registration, you will be sent an email with a link to activate your account. Once you click on that link, it will take you back to the Summerfest Store. You will automatically be logged in, directed to the "Manage My Tickets" page, and your tickets will be officially claimed. You will have the option to print your tickets at home, download the ticket (barcode) to your mobile device, or transfer the tickets to another individual. *(Important – Read note below regarding redemption of your ticket and barcode.)*



4.) Once you are logged in, you will automatically be directed to the "Manage My Tickets" page pictured above. At this point, your tickets are officially claimed, and you will receive a confirmation email. **Please note that you will not be able print your 'print at home' ticket, or screen shot or download your bar code to your mobile device for scanning at the gates until a few days before the festival begins.** We will send a communication when you are able to take those steps. At that point, the green print button will be active if you choose to print and bring in a paper ticket. For a touchless experience, you can screen shot the digital barcode when it's available, or simply log back into the store when in line to enter the event. The gate attendee will scan the barcode either from the paper or your device at the entrance. To navigate back to the "Manage My Tickets" page after you've logged out, you will need to log in, click on "My Account," then "Tickets and Passes," then "Manage My Tickets".

5.) Once you've received tickets, you do have the option to transfer one or more of those tickets to another guest. On the "Manage My Tickets" page, you simply click on "Transfer Tickets". You will be brought to the "Transfer Tickets" page where you will need to enter in the name and email address of the person you're sending tickets to, and the ticket quantity and click transfer.

The Summerfest Store

My Account Log Out Cart(0) Wishlist(0)

TICKETS | PARKING PASSES | MERCHANDISE | GIFT CARDS

Transfer Tickets

Recipient Email Address: *

Recipient Name: *

Ticket	Available Qty	Transfer Qty
Summerfest General Admission Ticket	2	<input type="text" value="0"/>

6.) Once you have clicked transfer, the recipient of your tickets will receive the email shown in step 1 of these instructions and will follow the process outlined in this document to claim their tickets. As the sender, you can monitor the status of your ticket transfer at the bottom of the "Transfer Tickets" page. The status will be listed as "pending" if the recipient has not claimed their tickets yet. Once the recipient has claimed their tickets, the status will be listed as "claimed". If the user declines the tickets, the status will be listed as "declined", and the tickets will be returned to your "Available Qty".

Transfer Tickets

Recipient Email Address: *

Recipient Name: *

Ticket	Available Qty	Transfer Qty
Summerfest General Admission Ticket	0	<input type="text" value="0"/>

Previous Ticket Transfers

Sent Date	Recipient	Tickets	Status
1/27/2021 07:37 AM	Kevin Canady (kcanady@summerfest.com)	Summerfest General Admission Ticket (2)	Pending <input type="button" value="Cancel"/>

For questions or technical issues related to the Summerfest digital ticketing system, you can email your Summerfest Representative at cjones@summerfest.com/ jshake@summerfest.com or Summerfest Support at mobileticketingsupport@summerfest.com.