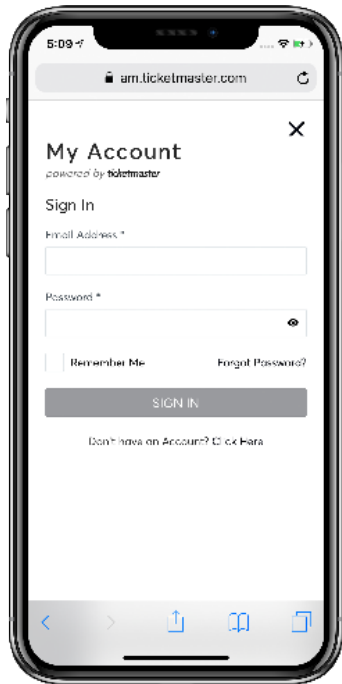


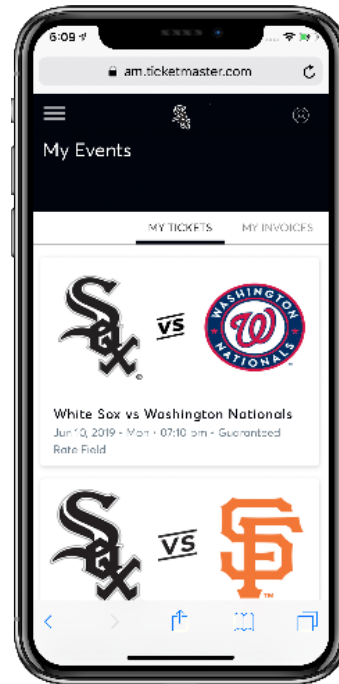
Accessing your season tickets on your mobile device is as easy as ever. Pay invoices, view and manage your season tickets with the upgraded Chicago White Sox Account Manager. Visit Whitesox.com. Click TICKETS. Scroll to the bottom of the page, and click the Account Manager button.

Access Your Mobile Tickets



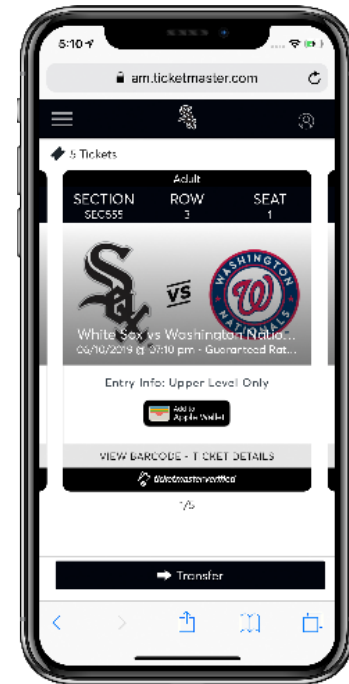
Step 1

Log into am.ticketmaster.com/whitesox by clicking on Sign In or Sign Up for a new account.



Step 2

Select the menu icon at the top left, tap My Tickets and select the event you'd like to manage.

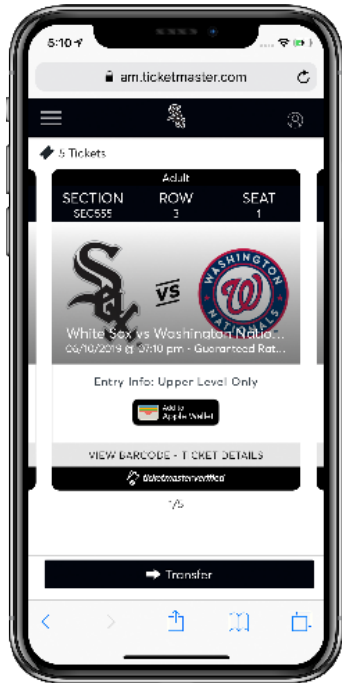


Step 3

View barcode or save ticket to your mobile device. Swipe left to view more than one ticket.

Pro tip: Add your ticket(s) to your phone's "wallet" and have a fully charged battery.

Transfer Your Tickets - Single Event



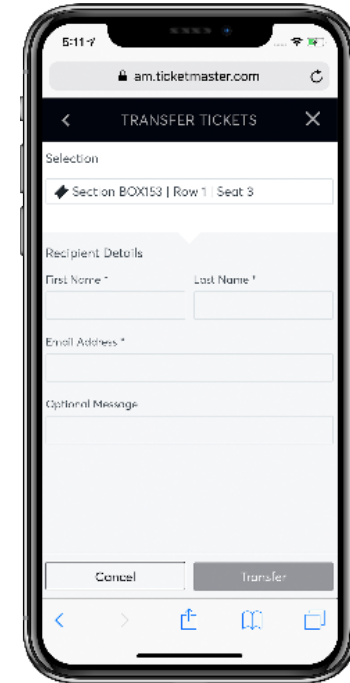
Step 1

Select the event you'd like to manage and click Transfer.



Step 2

Tap the seats you'd like to transfer and click Transfer.



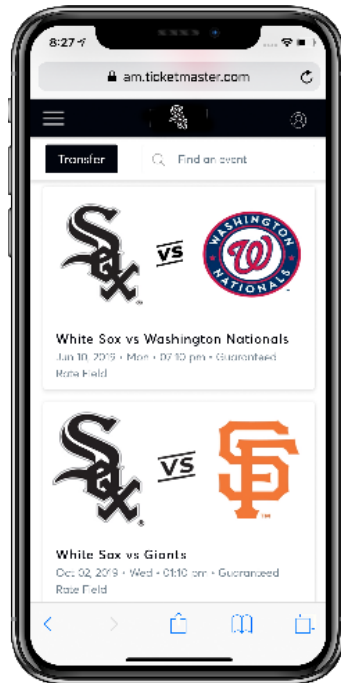
Step 3

Enter your recipient's information and click Transfer to finalize.

When transferring tickets, you will receive two (2) emails: one confirming your ticket(s) have been sent and another when your recipient accepts the tickets you sent. Your recipient will also receive an email prompting them to accept your tickets.

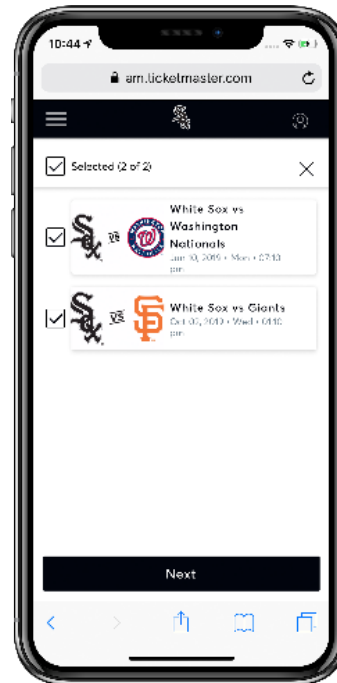
Once the ticket transfer has been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets. You may not cancel the transfer if the tickets have been accepted.

Transfer Your Tickets - Multiple Events



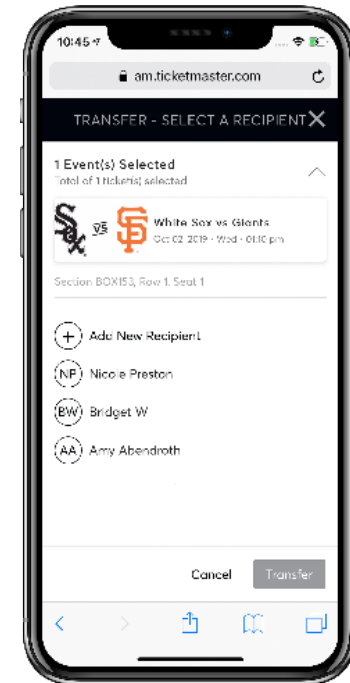
Step 1

From My Events, select the Transfer button at the top left.



Step 2

Tap the events you'd like to transfer tickets from and click Next.



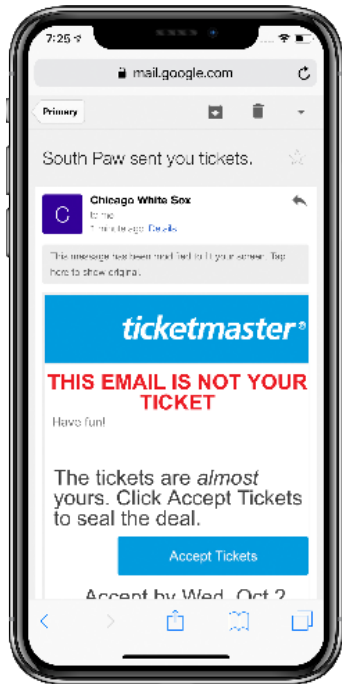
Step 3

Review your selection, enter your recipient's information and click Transfer to finalize.

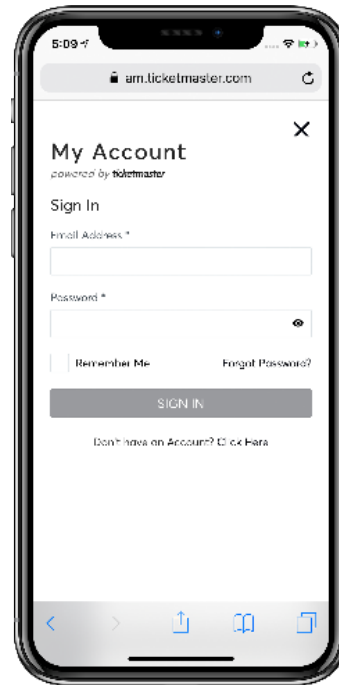
When transferring tickets, you will receive two (2) emails: one confirming your ticket(s) have been sent and another when your recipient accepts the tickets you sent. Your recipient will also receive an email prompting them to accept your tickets.

Once the ticket transfer has been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets. You may not cancel the transfer if the tickets have been accepted.

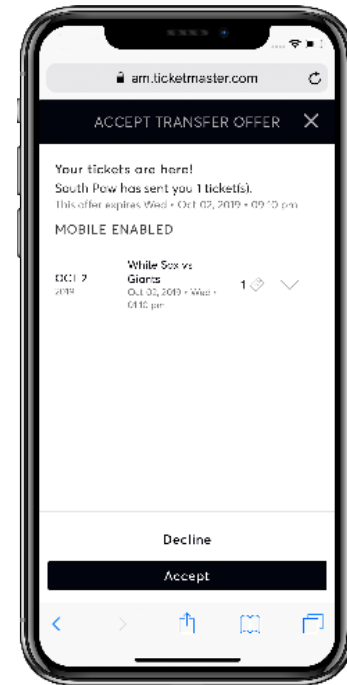
Accept Your Ticket Transfer



Step 1
Click on Accept Tickets in the email received.



Step 2
Sign in to your Account Manager account via mobile web to accept your tickets.



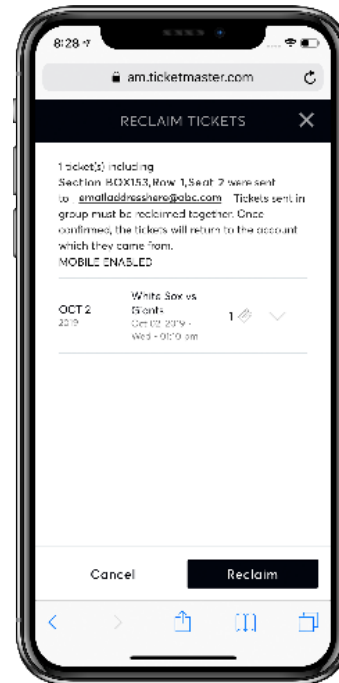
Step 3
Select Accept, then view and save tickets to your mobile wallet.

Please note: You must login with the same account your tickets were emailed to. If you need to create an account use the same email address you received your tickets at.

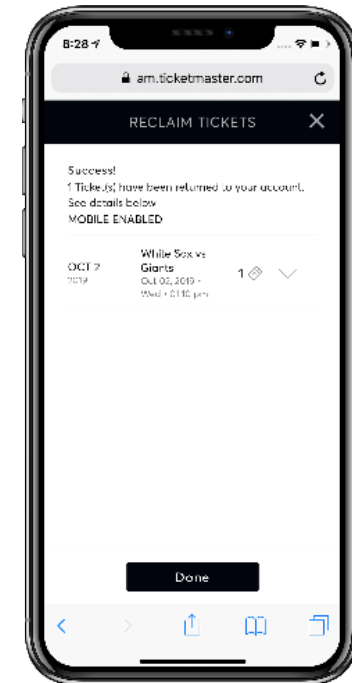
Cancel Your Ticket Transfer



Step 1
Select the event you'd like to manage and click Cancel Transfer.



Step 2
Review the transfer you'd like to cancel and select Reclaim.

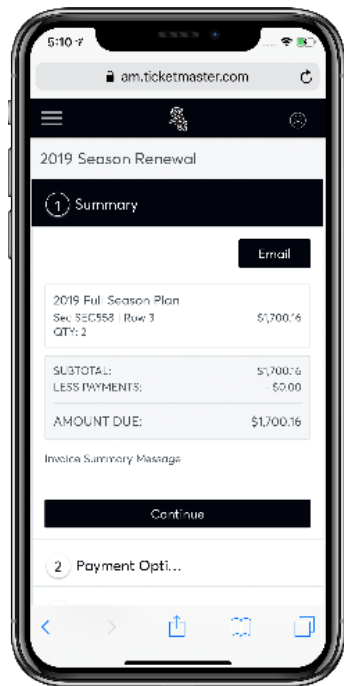


Step 3
Once reclaimed, your tickets are placed back in your account for use. Click Done.

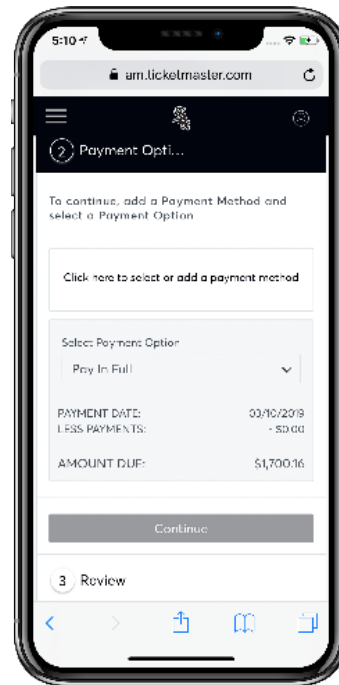
Please note: If the recipient accepted the transfer, you cannot cancel the tickets. You must cancel all tickets within that transfer at the same time.

Pay your invoices at home or on the go!

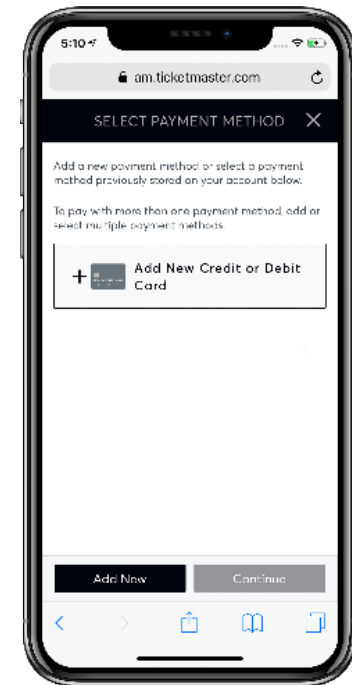
Pay Your Invoice



Step 1
Select the menu icon at the top left, tap Invoices and select the invoice you'd like to pay.



Step 2
Continue to Payment Options.



Step 3
Enter your method of payment, review summary and Submit.

Q: What is Account Manager?

A: Easily manage your tickets through Account Manager. It gives you the ability to view, send, resell or donate your tickets.

Q: How do I access Account Manager?

A: You can access Account Manager via am.ticketmaster.com/whitesox through the mobile web. You can also visit Whitesox.com, and then click on TICKETS. Scroll to the bottom of the page, and click on the Account Manager button.

Q: What is the difference between new and previous version of Account Manager?

A: Account Manager has been completely redesigned, making it easier than ever to manage your tickets. Now you can quickly navigate the homepage, manage your tickets and pay your invoices both online and from any mobile device.

Q: How do I log in?

A: Use the same email address and password that you used to log in to the previous version. You can log in from your mobile device or desktop.

Q: Can I log into Account Manager with my account number?

A: You can no longer log into Account Manager with your account number.

Q: My mobile ticket didn't work at the gate. What do I do?

A: Visit the White Sox Ticket Office Customer Service to troubleshoot any issues you may be having.

Q: I bought single game tickets through Ticketmaster.com. How do I access these tickets?

A: Single game tickets purchased through Ticketmaster can be viewed through the mobile Ticketmaster site, Ticketmaster app or your MLB Ballpark app on either iOS or Android devices.