

AccountManager and Mobile Ticketing FAQ's

Q: What is AccountManager?

A: AccountManager is a ticket management tool. It is not the same as Ticketmaster.com. When you are logged in to AccountManager you can view and manage your event tickets.

Q: How do I access my AccountManager account?

A: On your computer or mobile web browser go to this address and log in:
go.wfu.edu/accountmanager

Q: How do I access and save my tickets on my smartphone?

A: Check out our instructions on how to access and save your tickets to your phone.

Q: What if I forget my login information?

A: You can reset your password from the AccountManager homepage. Go to the Sign In/Sign Up link in the upper right corner and enter your email address registered to your account and a password reset link will be emailed to you.

Q: Can I print my tickets?

A: No. All tickets are fully digital and must be saved to your mobile device. Your phone is your ticket.

Q: Can I use a screenshot of my ticket?

A: No. Screenshots are not accepted for entry.

Q: What happens if my ticket doesn't scan properly at the event?

A: We recommend turning your screen brightness to the highest setting. If that doesn't work, an admissions staff member will be able to manually enter your ticket number.

Q: What if I lose connectivity/can't connect to my account at the event?

A: Once the tickets have been added to your phone's digital wallet you will be able to access them regardless of internet connectivity. To ensure seamless entry, we highly recommend adding your tickets to your phone's digital wallet before arriving at the venue. If you have an iPhone, you will store your tickets in your Apple Wallet. If you're an Android user, you can save your tickets to your phone through Google Pay. Box Office staff will be on hand at the venue entrance ready to provide mobile assistance!

Q: What if my phone breaks, dies, or is lost/stolen before I arrive?

A: Simply come to the Box Office at the venue entrance with your ID.

Q: How do I transfer a ticket(s) to someone?

A: Check out our instructions on how to transfer mobile tickets to a friend.

Q: Can I have multiple tickets on a single phone?

A: Yes. However, we recommend transferring any tickets you're holding in advance to everyone attending. That way, everyone can enter on their own.

Q: What if my entire party isn't with me when I'm ready to enter?

A: AccountManager makes it easy to send tickets to everyone in your party in advance. You can easily transfer each member their own ticket in advance, allowing everyone to enter on their own.

Q: Does the person I send the tickets to need an AccountManager account?

A: Yes. If they don't have one already, they will easily create one in just a few minutes when they accept their tickets.

Q: How do I accept a ticket that's been transferred to me?

A: Check out our instructions on how to accept a ticket transfer

Q: What if I transfer tickets to the wrong person, can I recall the tickets?

A: Yes. You can cancel a transfer as long as the tickets have not been accepted by the recipient.

Q: Can ticket holders transfer tickets after the event has started?

A: Yes.

Q: How do I sell a ticket?

A: Reselling tickets to this event is not permitted.

Q: Is my personal information secure?

A: Yes! We are PCI compliant, giving you the highest available security to ensure that your credit card and account password are all well-protected.