

bankwest CLUB

Ticket Management

- How to access digital tickets
- How to Transfer a digital ticket
- How to Accept a ticket

1. To access your tickets from your computer, go to this website:

 <https://am.ticketmaster.com/perthstadium/#/>

Click here to log in:

 Sign In



OPTUS
STADIUM

[Home](#) [What's On](#) [Contact Us](#)

Welcome to Account Manager,

Account Manager is your dedicated platform for purchasing, upgrading and managing tickets.

To access your tickets, pay an invoice or purchase tickets, log into your account by selecting "Sign In/Sign Up" in the upper right corner and entering your email address and password.

For first time users, please click "Sign In/Sign Up" in the upper right corner. Create your account by selecting "Click Here" at the bottom of the screen.



Manage Tickets



Pay Invoice



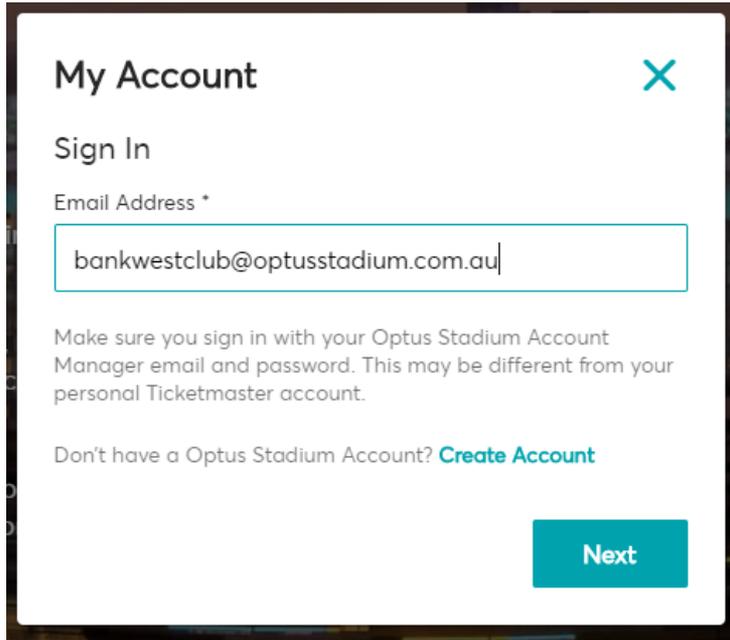
Buy Tickets



Contact Us

Enter the email address associated with your Account Manager login & Click “Next”

- If you are an existing Bankwest Club member, your Account has been automatically created using your supplied email address.
- If you have been transferred a ticket from a Bankwest Club member, the account is automatically created by the member when they enter your email address to transfer your tickets.
- You do not need to hit the “Create Account” button.



My Account ✕

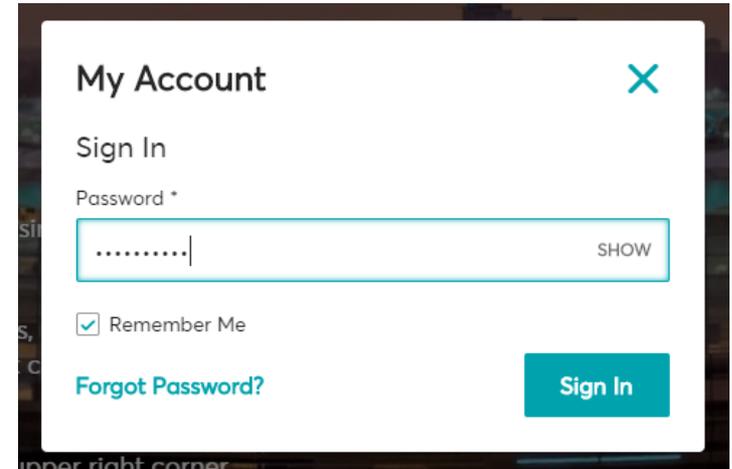
Sign In

Email Address *

Make sure you sign in with your Optus Stadium Account Manager email and password. This may be different from your personal Ticketmaster account.

Don't have a Optus Stadium Account? [Create Account](#)

Next



My Account ✕

Sign In

Password *

 SHOW

Remember Me

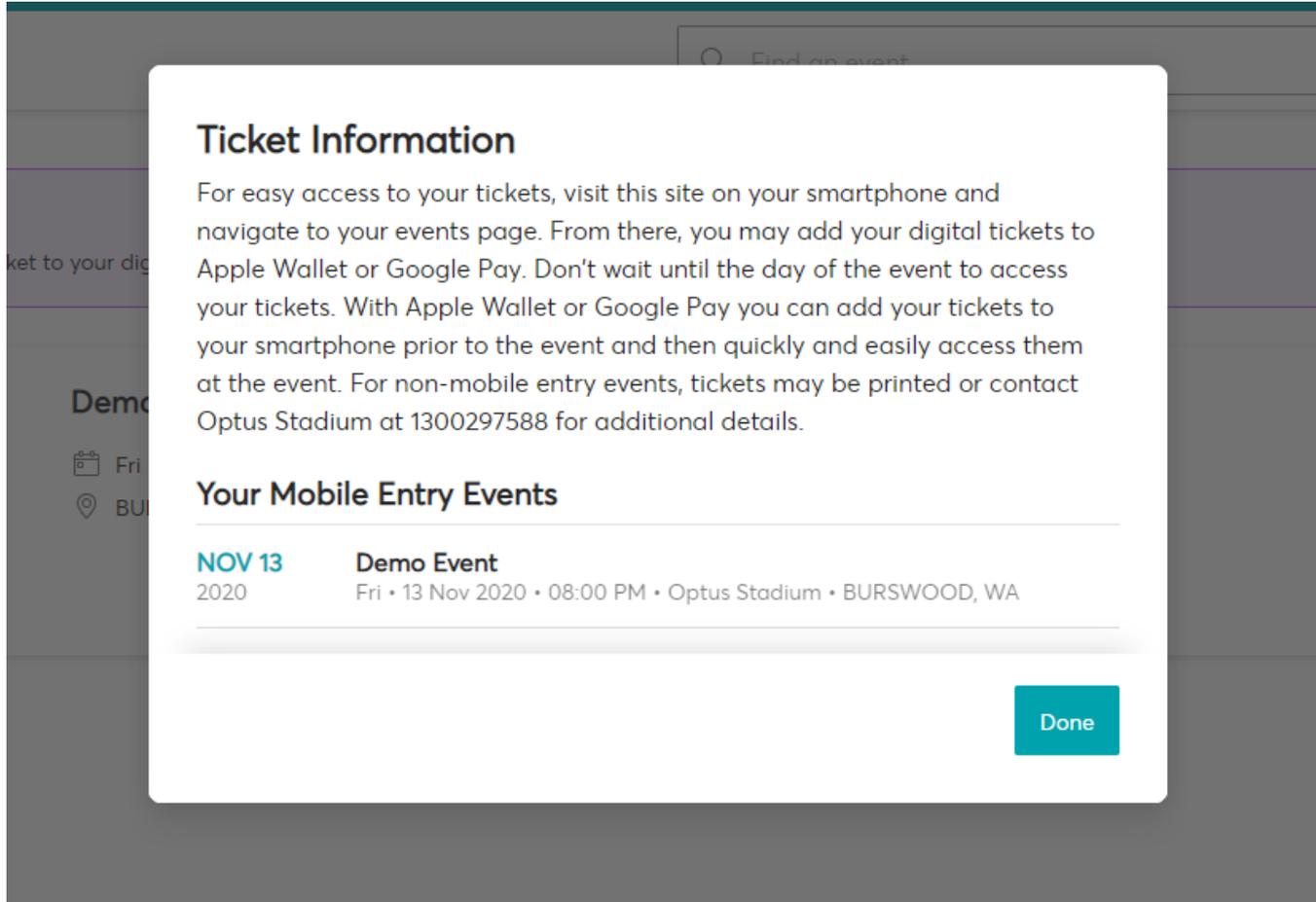
[Forgot Password?](#)

Sign In

- Enter your password & Click “Sign In”
- For new accounts, select “Forgot Password” and follow the prompts to create a new password.

You may get a pop up such as this:

- You can just hit “Done” to cancel this screen and go to your Event page, or click on it to be taken to this event



Once logged in, you can Select “Manage Tickets in the bottom tiles or “My Events” in the dashboard to get to the ticket page:



or



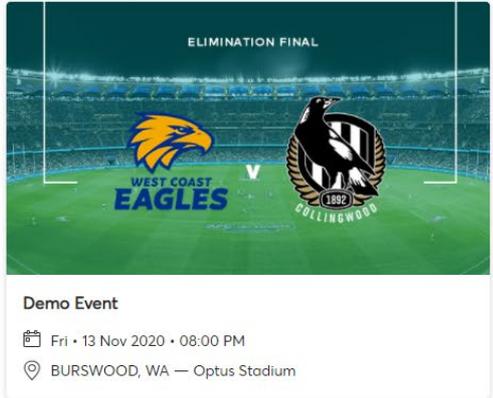
All events with be shown as per below. Click on the event you are wanting to access tickets for.

Transfer

 **Your phone is your ticket.**
For the fastest way in, add your ticket to your digital wallet.

Demo Event
Fri • 13 Nov 2020 • 08:00 PM
BURSWOOD, WA — Optus Stadium

All tickets available will now be visible and can be transferred if required.
To transfer tickets, select the "Transfer button"



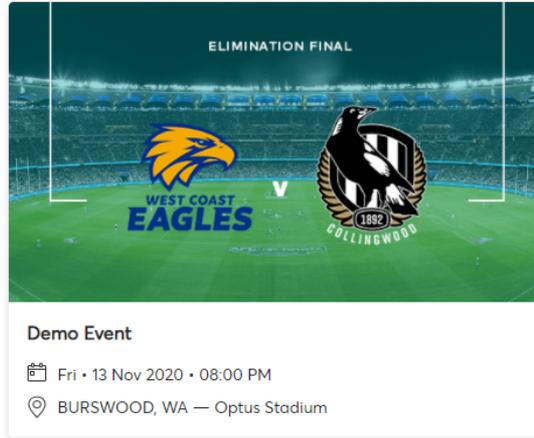
Your Phone Is Your Ticket
For the fastest way in, add your ticket to your digital wallet.

My Tickets

TRANSFER SELL MORE

- Sec 335, Row 14, Seat 48 >
- Sec 344, Row 14, Seat 24 >
- Sec 350, Row 14, Seat 11 >
- Sec TST340, Row 2, Seat 1 >
- Sec TST340, Row 2, Seat 2 >
- Sec TST340, Row 2, Seat 3 >
- Sec TST340, Row 2, Seat 4 >
- Sec TST340, Row 2, Seat 5 >
- Sec TST340, Row 2, Seat 6 >
- Sec TST340, Row 2, Seat 7 >

Select the tickets you wish to transfer and hit "Continue"



Transfer Tickets

Select the tickets for this event that you would like to transfer. Once selected, click Next.

 Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.

Selected (2 of 15)

Sec 335 (1)

Sec 335, Row 14, Seat 48

Sec 344 (1)

Sec 344, Row 14, Seat 24

Sec 350 (1)

Sec 350, Row 14, Seat 11

Sec TST340 (12)

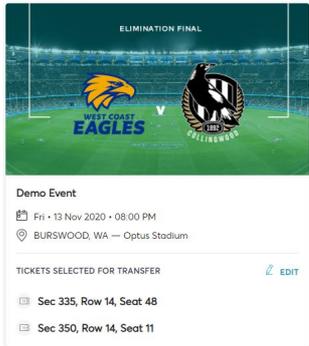
Sec TST340, Row 2, Seat 1

Sec TST340, Row 2, Seat 2

Cancel

Continue

Select "Add a New Recipient" to send tickets to someone new, or select from previously added contacts who may regularly receive ticket transfers (such as colleagues or family members)
Then hit "Transfer"



Transfer Tickets

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.

+ Add A New Recipient

TH Tyler Hutchinson tylerh@wa.venueslive.com.au

BC Bankwest Club bankwestclub@optustadium.com.au

Cancel Transfer



Enter the recipients details and hit "Transfer"

Transfer Tickets

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.

Add A New Recipient

First Name *

Last Name *

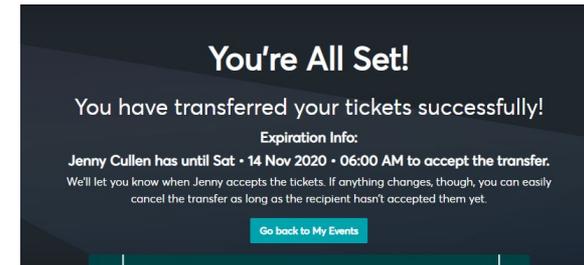
Email *

Add a Message (Optional)

240 Character(s) Remaining

Cancel Transfer

Now you are done! Transferred tickets can no longer be accessed, therefore reducing any possible errors is sending the same tickets twice



If the recipient doesn't accept the tickets, and no longer is attending, you can **Cancel the Transfer**, to bring the tickets back to your Account Manager.

My Tickets



	Sec 335, Row 14, Seat 48 Transfer Pending: Waiting on Tyler Hutchinson (tylerh@wa.venueslive.com.au) to claim.	Cancel Transfer
	Sec 344, Row 14, Seat 24 Transfer Pending: Waiting on Tyler Hutchinson (tylerh@wa.venueslive.com.au) to claim.	Cancel Transfer



Cancel Transfer?

Will cancel all 2 tickets

These tickets are pending transfer to **Tyler Hutchinson** (tylerh@wa.venueslive.com.au). Changed your mind? Tap "Yes" below to cancel the transfer.



Demo Event

Fri • 13 Nov 2020 • 08:00 PM
 BURSWOOD, WA — Optus Stadium
 Sec 335, Row 14, Seat 48
Sec 344, Row 14, Seat 24



You're All Set

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

Ok

No

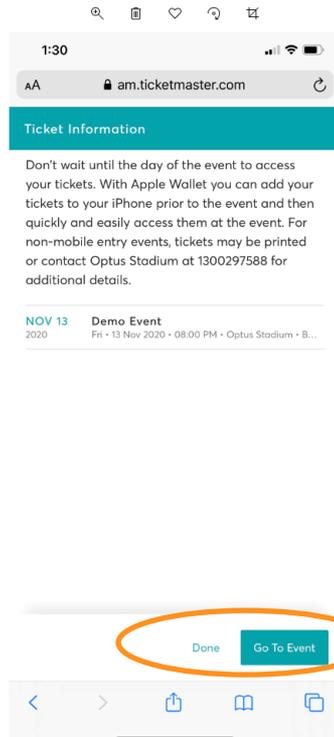
Yes

2. To access tickets via a mobile device:

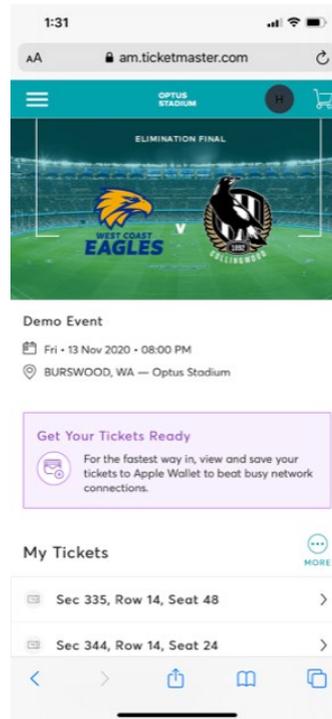
- Follow the steps above to Log onto the Account Manager website from your phone Internet browser, then follow all the same steps as shown above.

 <https://am.ticketmaster.com/perthstadium/#/>

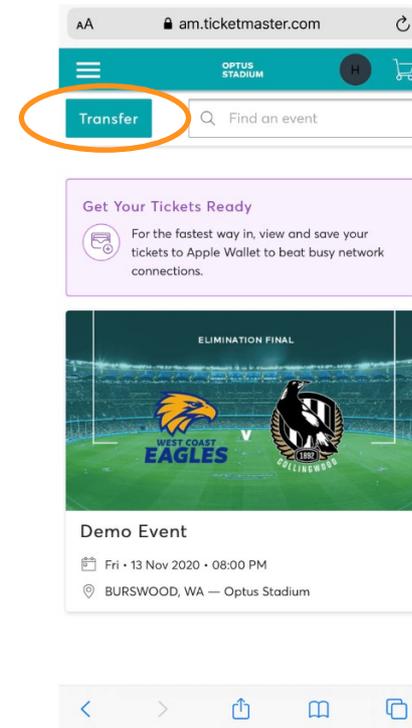
If this message appears, you can select Done to go to your main Events screen, or “Go To Event” to see tickets for this event.



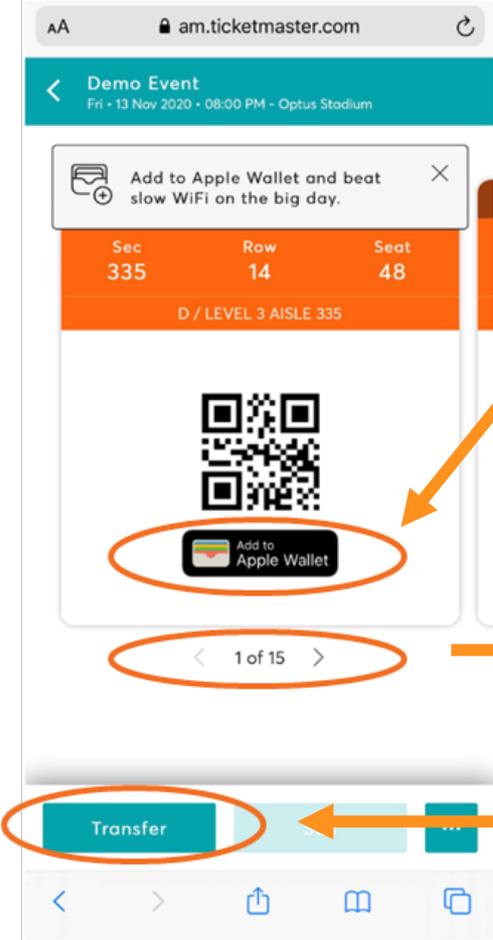
Tickets can be accessed as per below



You can transfer also from this screen



By selecting a ticket the below screen will show – you can show this screen at the gate for entry and scroll through tickets for scanning:



From here you can add the tickets to your phone Apple Wallet – allowing for easy access at the gate for entry without the need to go to the website Account Manager page. You then just open Apple Wallet at the gate to scan tickets

Scroll to the right to view all available tickets

Tickets can also be transferred from here