

# NC OPERA ACCOUNT MANAGER GUIDE FOR SUBSCRIBERS

[am.ticketmaster.com/ncopera/](https://am.ticketmaster.com/ncopera/)

## THE BASICS

### WHAT IS ACCOUNT MANAGER?

**Account Manager is your dedicated platform for purchasing, renewing, and managing your NC Opera season tickets.** With Account Manager you will be able to take care of all your ticketing needs yourself, without having to wait on hold or take a trip to the Box Office.

Each Account Manager site is specific to an organization or team. Your NC Opera Account Manager, for example, is different from your DPAC or Carolina Hurricanes Account Manager. You will, however, use the SAME LOG IN credentials across each platform, as well as on Ticketmaster.com and the Ticketmaster App.

### HOW DO I USE TICKETMASTER CREDENTIALS TO SIGN IN TO ACCOUNT MANAGER?

When you sign in to an Account Manager site, use the same email address you have always used with that organization or team. The system should recognize your email and may prompt you to reset your password. Once you have successfully signed in, you will be able to use **the same username and password for other Account Manager sites AND on Ticketmaster.com or the Ticketmaster App.**

### Sign In to Account Manager

Powered by *ticketmaster*

**i** **It's Time to Update Your Password**

As part of the Ticketmaster account system, we periodically ask fans to reset their Ticketmaster password, preferably to a new password that you haven't already used with this account. [Let's get you a new password.](#)

Email Address

Password

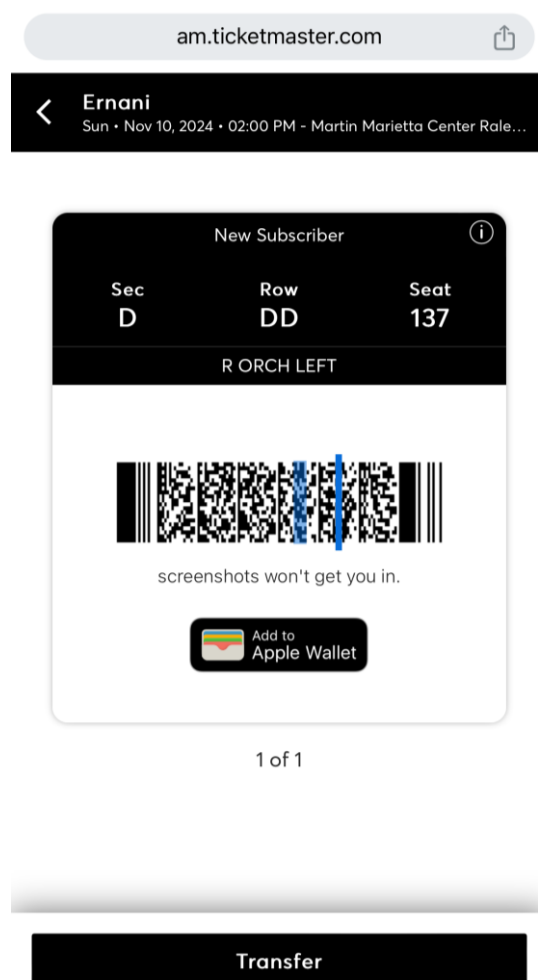
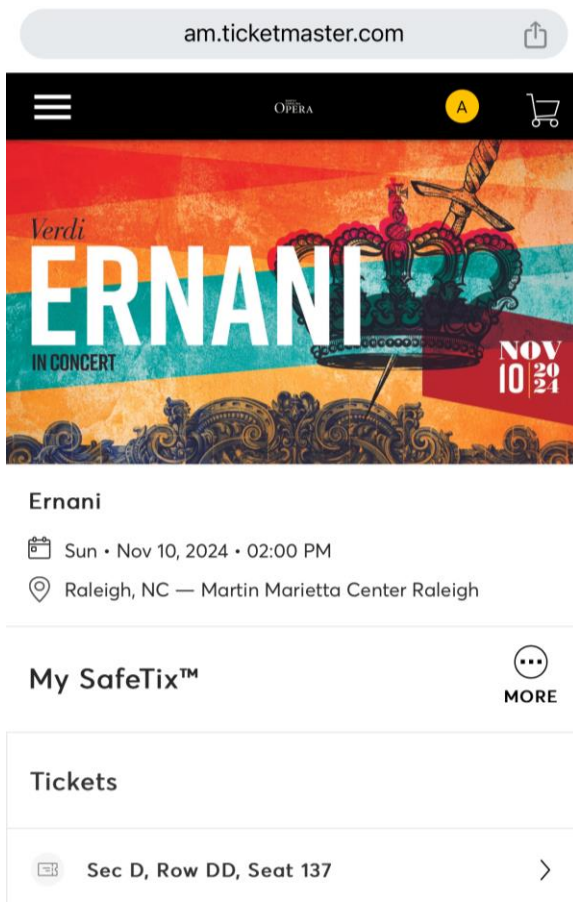
Remember Email [Forgot Password?](#)

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New to Ticketmaster? [Sign Up](#)

## HOW DO I ACCESS MY MOBILE TICKETS? [SUBSCRIBERS]

- Use your mobile phone to log in to your [NC Opera Account Manager](#). Click the log in icon (it looks like a person's head inside a circle in the upper right corner) and enter your email and password.
- Click on 'Manage My Tickets' to see a list of events for which you have tickets.
- Select "View Event Details" beneath your event.
- Select your seats. This will bring up your SafeTix, a digital ticket with a constantly updating barcode. Do not screenshot this digital ticket. Instead, download your tickets to your phone by tapping 'Add to Wallet' (iPhone) or 'Save to Phone' (Android) for each ticket.  
*NOTE: Some web browser security settings may block this download. We see this most often with Chrome, so we recommend using the **Safari** browser to download your tickets.*
- You're all set! When you arrive, open your Apple Wallet (iPhone) or Google Pay (Android) to present your digital ticket.



## HELPFUL TIPS AND TRICKS

- To easily find your NC Opera Account Manager, visit [ncopera.org](http://ncopera.org) and click on “My Account”.
  - Desktop: “My Account” is located in the upper right hand corner of the NC Opera homepage.
  - Mobile Phone: Click the “hamburger” (three horizontal lines) to activate the drop down menu in the upper right corner of the NC Opera homepage. “My Account” will be at the bottom of the menu.
- Download your tickets to your phone at a location where you have strong internet service before leaving for your performance. Spotty coverage and large crowds can make accessing and downloading tickets difficult once you’ve already arrived to the event.
- Do not screenshot your digital ticket! For your safety, digital tickets continue to update their codes leading up to the event. You must have an active digital ticket to scan at entry. You can transfer tickets securely to other guests through your Account Manager.
- If you are having trouble with digital tickets, we are always happy to print paper tickets for you. Please contact the Box Office or visit us ahead of the show and we can print tickets for you at that time.

## MORE DETAILS

### HOW CAN I RESET MY PASSWORD?

You can click “Forgot Password?” at sign-in to receive an email or a text message with a one-time code to reset your password.

## Sign In to Account Manager



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Email Address

Password

Remember Email

[Forgot Password?](#)

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[Sign In](#)

## WHY ARE MY TICKETMASTER CREDENTIALS BEING USED TO ACCESS MY ACCOUNT MANAGER ACCOUNT?

With a secure, unified credential system, you can sign in to your Ticketmaster.com and Account Manager sites using a single sign-in (username/password). With this new sign-in, not only is your account more secure, **you no longer have to remember several username/passwords and can access your tickets faster.**

## HOW CAN I CHANGE MY ACCOUNT INFORMATION?

Account information including your name, email address, phone number and password can be updated in the My Profile section of your Ticketmaster.com account. You can access My Profile from the profile section of Account Manager or by signing in to Ticketmaster.com.

Your mailing address can only be updated in the profile section of Account Manager.

## WHY AM I BEING ASKED TO ADD A PHONE NUMBER WHEN I SIGN IN?

To ensure it is you, each account is required to have a phone number associated with it. This phone number can be updated via your Ticketmaster.com account profile.

Step 1 of 2

## Enter Your Phone Number



Confirming your phone number is an extra layer of verification that helps us confirm you're not a bot. We'll send you a one-time code to complete the sign up process.

Please enter your phone number for your account:  
unmatched@email.com

Standard data and messaging rates may apply.

Phone Number

[This is a custom SMS opt-in message coming from CMS] Applies to mobile numbers only.

Next

## HOW WILL THIS MAKE ACCOUNTS MORE SECURE?

This upgraded and unified sign-in experience protects accounts against account takeovers by identifying suspicious sign-ins and locking the accounts before bad actors can use stolen credentials.


## HOW DO I KNOW IF I HAVE A TICKETMASTER ACCOUNT?

Enter your email address in the email field and the system will check to see if you have an existing Ticketmaster account. If you see a message that says "Email Not Found", you will need to sign up with a new Ticketmaster account.

## Sign In to Account Manager



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 **Email Not Found**  
Sorry, we don't see a Ticketmaster account with that email. Please double-check your entry and try again. Don't have an account?  
[Sign up.](#)

Email Address

Password

Remember Email

[Forgot Password?](#)

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Sign In

## **MY ACCOUNT IS ASSOCIATED WITH AN EMAIL ADDRESS I CAN NO LONGER ACCESS. HOW CAN I CHANGE MY SIGN-IN CREDENTIALS?**

Contact the NCO Box Office (919.792.3853 or [boxoffice@ncopera.org](mailto:boxoffice@ncopera.org)) and ask to unlink the old email from your Ticketmaster account. We will then change the email on your account to a new email of your choice. When you sign in again, you will use the new email address.

## **I HAVE MULTIPLE ACCOUNTS FOR DIFFERENT VENUES OR TEAMS. DO I NEED TO HAVE A TICKETMASTER ACCOUNT FOR ALL OF THEM?**

Each individual email address that you use to sign in to Account Manager will have a Ticketmaster account. If you use the same email address for all your accounts, you will only have one account that can access each venue or team.

## **CAN I MANAGE ALL MY TICKETS IN ONE PLACE?**

No. Your Account Manager tickets and your Ticketmaster.com tickets are still in separate systems. **Your credentials are the same, but the accounts are separate.**

## **HOW CAN I PURCHASE ADDITIONAL TICKETS FOR FRIENDS AND FAMILY WITH MY SUBSCRIBER DISCOUNT USING ACCOUNT MANAGER?**

Continue to enjoy waived fees by purchasing additional tickets for friends and family directly through the NC Opera Box Office by calling 919.792.3853 or emailing [boxoffice@ncopera.org](mailto:boxoffice@ncopera.org).

For your convenience, you can also purchase additional tickets online, though a small service charge may apply.

Once you have logged in to your Account Manager, navigate to “Buy Additional Tickets.” From there you will be able to select from any available performances and choose seats using the Interactive Seat Map. If you are signed in, the event details should reflect that you are eligible for a special offer, making the seats you choose available for purchase at the subscriber discount price.