

LEGENDS

How to Transfer Legends Passes

Legends passes are originally loaded onto the primary account holder's Member ID Card. You must transfer passes in order for secondary account users or other users to redeem them.

The screenshot displays the TD Garden Account Manager interface. At the top, there is a header with the TD Garden logo on the left and the Legends logo on the right, which includes the text 'LEGENDS', 'PRESENTED BY', and the DraftKings logo. A black button with white text reads 'CLICK HERE TO MAKE A RESERVATION'. Below the header, the page title is 'TD Garden Account Manager' with a 'powered by ticketmaster' logo and 'faq | contact us' links. The main content area is titled 'Manage Your Account' and contains text about account management, a list of features (forward tickets via email, manage tickets online, purchase tickets for TD Garden Events), and contact information. Below this is a 'TD Garden Account Log In' section with two options: 'I have an account.' and 'I don't have a TD Garden Account account.' The 'I have an account.' section includes input fields for 'Account ID or E-mail Address' and 'Password', a 'continue' button, and a 'Remember me' checkbox. The 'I don't have a TD Garden Account account.' section includes an 'E-mail Address' input field and a 'continue' button. A grey arrow points from a box on the right to the 'continue' button in the 'I have an account.' section.

TD Garden Account Manager

powered by **ticketmaster**
faq | contact us

Manage Your Account

Account Manager lets you manage your tickets quickly and easily.

To access VIP tickets, create your account to subscribe and receive special ticket offers. If you already have an account, login and click "view/edit settings" to manage your email preferences.

Features:

- Forward tickets via email
- Manage tickets online
- Purchase tickets for TD Garden Events

Questions? Please contact 617.624.1VIP(1847)

TD Garden Account Log In

I have an account.

Account ID or E-mail Address:

Password: **continue**

Remember me:

If you do not have an Account ID or password, contact customer service at 617.624.1VIP(1847).

I don't have a TD Garden Account account.

E-mail Address: **continue**

Log in to Account Manager.

Questions?

Address Book

Eric Sikorski more

Manage My Tickets

Manage My Tickets

TRANSFER
Transfer tickets to friends.

GROUP ADMINISTRATION
To manage your group events click here

PRINT
Print your ticket

DIGITAL DELIVERY
Transfer your ticket to a credit card or other id

DONATE TICKETS
Donate your tickets to charity.

manage my tickets

My Upcoming Events

📱 This icon on an event means you can also get in with your smartphone. Simply log into My TD Garden AccountManager using your smartphone, select an event, and click 'view tickets'

JAN
06
WED

Celtics vs Detroit Pistons
7:30 PM || TD Garden

📱 Mobile Entry

manage this event

JAN
13
WED

Celtics vs. Indiana Pacers: Legends Passes
8:00 PM || Legends

manage this event

JAN
15
FRI

Celtics vs Phoenix Suns
7:30 PM || TD Garden

📱 Mobile Entry

manage this event

On the home screen, click on "Manage My Tickets." Often depending on how soon the event is, you may be able to click on the event in the "My Upcoming Events" section.

Transfer & Resale

📄 instructions
📅
☰
☰
Advanced Options

January 2016 ▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6 Celtics vs Detr... •	7	8	9
10	11	12	13 Celtics vs. Indi... •	14	15 Celtics vs Pho... • Celtics vs. Pho... •	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

If the event is in your "Upcoming Events," click on "Manage My Tickets." If not, click on the "Manage My Tickets" button under the "Manage My Tickets" section. The calendar below will appear. If multiple events are listed on one day, hovering over the "i" symbol will give the full description.

Manage My Tickets select an event

Transfer & Resale manage more tickets

← back to January

JAN 15 FRI **Celtics vs. Phoenix Suns: Legends Passes**
Legends - 7:30 PM

[ticket detail](#) [ticket history](#)

Select an action below to manage your seats. ⓘ

LDG04 You have 2 seat(s)

seat details	current entry method to event	ticket status
<input type="checkbox"/> Pass 1-00001	Action required	
<input type="checkbox"/> Pass 1-00002	Action required	

Click on the event to manage. Select an action: "Print" to generate a PDF for you to print, or "Transfer" to send the passes to another guest via email.

Manage My Tickets select an event

Transfer & Resale manage more tickets **transfer (2)**

← back to January

JAN 15 FRI **Celtics vs. Phoenix Suns: Legends Passes**
Legends - 7:30 PM

[ticket detail](#) [ticket history](#)

Select an action below to manage your seats. ⓘ

LDG04 You have 2 seat(s) Select All

seat details	current entry method to event	ticket status
<input checked="" type="checkbox"/> Pass 1-00001	Action required	
<input checked="" type="checkbox"/> Pass 1-00002	Action required	

Click on the "Transfer Tickets" button, and then select the pass(es) to transfer to a friend/guest. Then press the "Transfer" button in the top right.

Below are your selected seats to transfer. Close

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox.

Selected Tickets (1 events; 2 tickets)

Celtics vs. Phoenix Suns: Legends Passes
Fri, Jan 15, 2016 7:30 PM || Legends

LDG04

- Pass 1-00001
- Pass 1-00002

A box will appear prompting you to confirm the pass(es) selected for transfer.

view all quick links

Transfer Your Tickets

step 1: define recipient step 2: review & submit

Below is a summary of the 2 item(s) you have selected to transfer.

Items You Are Transferring

item	details	number of items	fee	fee total	edit items
 Celtics vs. Phoenix Suns: Legends Passes Fri, Jan 15, 2016 7:30 PM Legends	Pass 1 00001 - 00002	2	2 x \$0.00	\$0.00	
			Transfer Fee Total	\$0.00	
			Total Due	\$0.00	

Choose Transfer Recipient

Enter a New Contact

**** Required**

Recipient's First Name *

Recipient's Last Name *

Recipient's Email Address *

Confirm Recipient's Email Address *

add

Begin the transfer process. The top will display the items you are transferring. Next, select a pre-entered contact, or create a new contact by pressing the "Enter a New Contact" link. Enter the recipient's information, and press "Add."

Choose Transfer Recipient

Name	Email Address	
<input checked="" type="radio"/> John Smith	johnsmith@email.com	edit delete
Enter a New Contact		

Once you add the recipient, it will now be saved in your address book and appear as seen here. To use this contact, select the toggle to the left of their name.

Optional Message

Enter an optional message for the transfer recipient.

Email Reminder

Define how many hours or days prior to the event a reminder email is sent to you. This reminder email is only sent if the recipient hasn't accepted your offer.

Notify me if my ticket(s) are unclaimed prior to the event start time.

Please Note: All ticket(s) must be claimed prior to the event start time. An email reminder will be sent to the recipient 24 hours prior to the event cut off time if ticket(s) are unclaimed.

Item Price

Display original item price on Transfer offer. ?

Do not display original item price on Transfer offer. ?

Total Amount
\$0.00

next step

Continue to the next steps:

- 1) Optional message - This will appear in the email sent to the recipient.
- 2) Email Reminder - To remind you if your guest has not claimed the tickets. If they do, no reminder will be sent.
- 3) Item Price - This will determine if the price of the pass shows when the recipient prints it. If you select "Do Not Display," the price will print "\$0.00." Click "Next Step" when ready.

Transfer Your Tickets

step 1: define recipient step 2: review & submit

Below is a summary of the 2 item(s) you have selected to transfer.

Items You Are Transferring

item	details	number of items	fee	fee total
 Celtics vs. Phoenix Suns: Legends Passes Fri, Jan 15, 2016 7:30 PM Legends	Pass 1 00001 - 00002	2	2 x \$0.00	\$0.00
Transfer Fee Total				\$0.00
Total Due				\$0.00

[edit items](#)

Transfer Recipient

recipient name	email address	offer expiration	display price
		Fri, Jan 15, 2016 8:00 PM	No

[edit transfer recipient](#)

I agree to the **terms of use**. By using this Transfer service you agree that your personal information will be used and disclosed as permitted by the My TD Garden **Privacy Policy**, which allows the TD Garden, Ticketmaster and others to send you event-related information and other special offers. If you have any questions please contact 617-624-1847.

Total Amount
\$0.00

[« previous step](#) [complete transfer](#)

The final step is to confirm the event(s) and pass(es) you are transferring and the recipient's information. If the information is not correct, press "Previous Step" to edit the information. If it is, check to agree to the "Terms of Use," and click "Complete Transfer."

Transfer Summary

Financial Summary

Account Number	278700	Transfer Fee Total	\$0.00
		Total Amount	USD 0.00

Items You Are Transferring

item	details	number of items	fee	fee total
 Celtics vs. Phoenix Suns: Legends Passes Fri, Jan 15, 2016 7:30 PM Legends	Pass 1 00001 - 00002	2	2 x \$0.00	\$0.00
Transfer Fee Total				\$0.00
Total Due				\$0.00

Transfer Recipient

recipient name	email address	offer expiration	display price
		Fri, Jan 15, 2016 8:00 PM	No

[home](#) [manage more tickets](#)

You will receive a transfer confirmation, as well as an email confirming the transfer offer.

To Cancel a Transfer Offer

The screenshot shows the 'Manage My Tickets' page for the event 'Celtics vs. Phoenix Suns: Legends Passes' on January 15th. The 'Transfer & Resale' tab is selected. Below the event information, a message states: 'There are no actions available for the seats below.' A table lists two seats, LDG04, with the status 'Not Available for Action'.

seat details	current entry method to event	ticket status
<input type="checkbox"/> Pass 1-00001	Not Available for Action	Transfer offer sent to emsikorski@delawarenorth.com
<input type="checkbox"/> Pass 1-00002	Not Available for Action	Transfer offer sent to emsikorski@delawarenorth.com

Navigate to the "Manage My Tickets" section again, and locate the event you transferred. You will notice the event has "No Actions Available" as there is a pending offer to another guest.

The screenshot shows the 'Manage My Tickets' page with the 'Pending Transfer Offer' section expanded. It displays details for a transfer offer for Pass 1-00001-00002, including the recipient ('To:'), the offer start time ('On: 01/06/16 11:38 AM'), and an expiration notice ('offer expires in 9 day(s)'). A 'cancel offer' button is visible at the bottom of the offer details.

Select the "Transfer & Resale" option on the left side of the window. This will display the full offer information for the transfer. To cancel, press the "Cancel Offer" button at the bottom.

Cancel Transfer

You have elected to cancel the below ticket(s) offered to . To cancel the offered ticket(s), click on the 'cancel offer' button.

Personal Message to :

Review Items To Cancel

item	details	fee	fee total
 Celtics vs. Phoenix Suns: Legends Passes Fri, Jan 15, 2016 7:30 PM Legends	Pass 1 00001 - 00002	2 x \$0.00	\$0.00

Total Items To Be Canceled
2 Items

Enter a personal message for (optional)

By selecting the 'cancel offer' button, will no longer have access to these ticket(s). An email will be sent to the recipient notifying the cancellation.

I agree to the Terms of Use

cancel **cancel offer**

There is an optional message box which will be included in the email sent to the recipient notifying them of the cancellation. Check the box to agree to the "Terms of Use," and click "Cancel Offer" again.

Cancel Transfer Summary

You have canceled the below ticket(s) offered to . Please note that your original ticket(s) are still valid for entry.

Canceled Date: 2016-01-06 2:48 pm

Canceled Items

item	details	fee	fee total
 Celtics vs. Phoenix Suns: Legends Passes Fri, Jan 15, 2016 7:30 PM Legends	Pass 1 00001 - 00002	2 x \$0.00	\$0.00

Recipient Details (cancel email sent to)

Recipient Name	email address

A summary of the cancellation will appear. You and the recipients will both receive emails notifying each party of the cancellation.

Manage My Tickets

select an event

Transfer & Resale manage more tickets

back to January

JAN 15 Celtics vs. Phoenix Suns: Legends Passes
Legends - 7:30 PM

ticket detail ticket history

Select an action below to manage your seats. ⓘ

Print-at-Home Transfer tickets

LDG04 You have 2 seat(s)

seat details	current entry method to event	ticket status
<input type="checkbox"/> Pass 1-00001	Action required	
<input type="checkbox"/> Pass 1-00002	Action required	

The recipient will now no longer have access to the passes, and a quick check back at the "Manage My Tickets" section now shows those tickets available to transfer or print by you, the original owner. You can also click on "Ticket History" to view all past activity on the passes.

Common Issues with Transfer

1) I am unable to cancel the transfer offer.

In most cases, this occurs due to multiple users/admins for an account. If a user does not have the ability to cancel, it is likely because it was posted by another user/admin on the account. If the same user is the one who sent the offer, it could also be how the user logged in. For example, if the transfer offer was posted by an account user logging in with the account number vs. email address, the account number should be used again to login and cancel.

2) I forwarded tickets/passes to a friend and they couldn't attend. They forwarded them back to me, but now I cannot act on them.

If tickets are forwarded to another guest, the tickets move to that guest's account and are now considered secondary to that guest (the original owner being primary). Once this occurs, the tickets can never become primary again. Often guests will transfer tickets back to the original owner; however, when they move back to that account, the original owner's actions may be limited for those tickets. If this occurs, reach out to your service representative who can assist in sending the tickets, should the owner be unable.

3) I see a message that says I cannot manage my tickets until a certain date and time. What do I do?

In some cases, delays or restrictions may be placed on an event based on a request from, a tour, team, league, etc. In this case, you may see these restrictions appear from time to time. If you are unsure whether an event should have this restriction or not, contact your service representative who can assist you further.

4) My guest is not receiving the email to accept this transfer offer.

Emails for transfer offers will come from **teamexchange@ticketmaster.com** which often will be directed to guests SPAM or JUNK folders. Have your guest first check these locations to make sure the email did not accidentally go there. If not there, double check your transfer: did you make a mistake in your recipient's email address? If so, cancel the offer. Then transfer them again, updating the recipient's information. If neither of these processes correct the problem, reach out to your service representative to help troubleshoot further.

If you experience any other issues with the transfer process, reach out to your service representative who can assist in resolving the issue or escalate it further if needed.