

APPLE ACCOUNT BINDING

EDUCATION AND OVERVIEW

WHAT IS APPLE ACCOUNT BINDING?

Account binding is an Apple security feature that links your 12th Man Foundation account to your Apple ID, helping prevent unauthorized sharing or duplication of tickets. It applies to the following ticket types on Apple devices with iOS 16.4 or later:

- **Single game or event tickets**
- **Transferred tickets**
- **Gig 'em Pass tickets**
- **Student tickets**

Note: Season tickets are excluded because they are delivered as an ALL-IN-1 pass. However, once transferred, they convert to single event tickets and are subject to account binding.

FIRST TIME SETUP

When adding a ticket to Apple Wallet, you may be prompted to complete a one-time action to link your 12th Man Foundation account with your Apple ID using Face ID, Touch ID or your password. Each 12th Man Foundation account can only be linked to one Apple ID.

ONGOING EXPERIENCE

Once setup is complete, future tickets added to your Apple Wallet will automatically link — as long as you use the same 12th Man Foundation account and Apple ID.

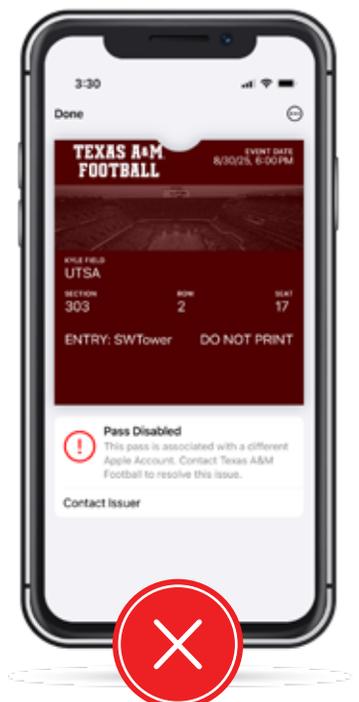
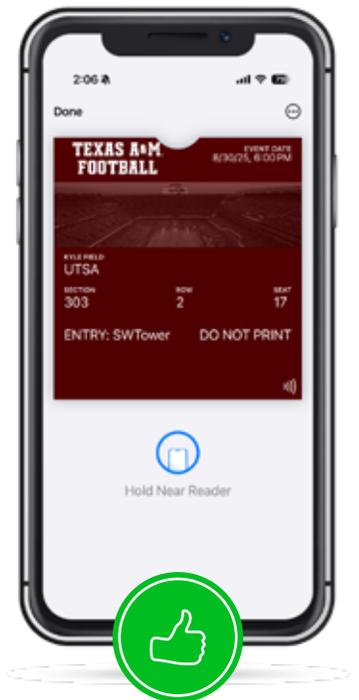
HOW TO SHARE TICKETS

Always use the transfer feature in your 12th Man Foundation account to share tickets. Do not share screenshots or your login credentials, as this will invalidate your tickets. Each ticket holder should use their own 12th Man Foundation account to add tickets to their wallet.

HOW TO KNOW IT'S WORKING

Look for the “Hold Near Reader” icon on your ticket in Apple Wallet — this confirms your ticket is ready to scan. If you don't see this icon:

- Make sure you're signed in with the correct Apple ID
- Try removing and re-adding the ticket
- Ensure your device has internet access
- If issues persist, contact the 12th Man Foundation at 888-992-4443



APPLE ACCOUNT BINDING

QUICK GUIDE FOR TICKET HOLDERS

1. PICK AN ACCOUNT MANAGER

Before anyone adds a ticket to their Apple Wallet, choose one person to manage the account. This person will:

- Purchase tickets using their 12th Man Foundation account
- Be the first to add tickets to their Apple Wallet
- Link their 12th Man Foundation account to their Apple ID
- Transfer tickets if others are entering separately

IMPORTANT:

- **Only the first person to add a ticket can manage that account's tickets in Apple Wallet.**
- **Always transfer tickets through your 12th Man Foundation account — never share login credentials or screenshots**

2. IDENTIFY YOUR GROUP

Solo

- You buy your own ticket and add it to your Apple Wallet

Pair (You + One)

- One person buys the tickets and adds them to their Apple Wallet
- If entering separately, transfer one ticket using your 12th Man Foundation account
- The second person must have their own 12th Man Foundation account to accept a transfer and add the ticket to their Apple Wallet

Family

- Pick one family member to manage all tickets
- That person adds the first ticket to their Apple Wallet
- If entering separately, others need their own 12th Man Foundation account to receive and manage tickets

Larger Groups

- Choose the most tech-savvy person to manage the tickets
- They make the purchase and add the first ticket to their Apple Wallet
- If entering separately, other group members need their own 12th Man Foundation account to receive and manage their ticket

APPLE ACCOUNT BINDING SUCCESSFUL INDICATORS

Step 1. Verify Apple ID



Step 2. Add to Wallet

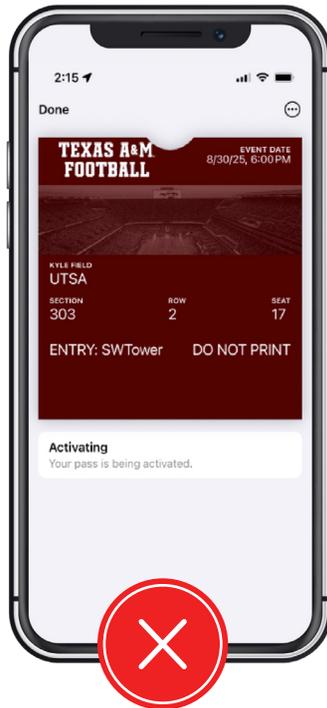


Step 3. Ready to Scan

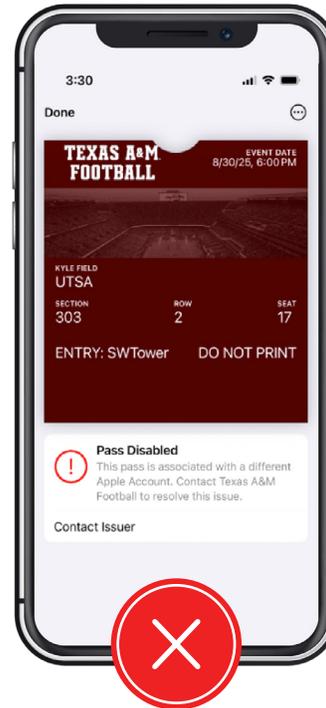


APPLE ACCOUNT BINDING UNSUCCESSFUL INDICATORS

Activating Stage



Disabled Stage



If your ticket says “Activating” or “Pass Disabled” after adding to your mobile wallet, the ticket is already bound to a different Apple ID and cannot be added to your device. If you think this is an error, please contact the 12th Man Foundation at 888-992-4443 or email tickets@12thmanfoundation.com.