Account Manager Step-By-Step Buying Guide

Step 1: Log into your account with your email and password to go to the home page.

Link to AccountManager: https://am.ticketmaster.com/fwembassytheatre/

If you are a current member, and have never logged into your AccountManager account, click “Forgot Your Password,” enter your email associated with your account and a link will be sent to your inbox. Click the link and change your password. Go back to the log-in page and sign in. Do NOT use, “Don’t have an Account.”

If you are still having trouble logging in, call the Star Bank Box Office at the Embassy Theatre at 260.424.5665.
Step 2: On the home screen, there will be a “Buy Tickets” button. Click on the image. This will bring up the “Upcoming Events” window. This will display a list of shows and upcoming events.
Step 3: Select a show from the list you wish to attend. Click “continue.” This will populate an interactive map of the theater seating chart.

Step 4: Use the interactive seat map to select your desired seats. You can zoom in to see the row and seat numbers in each section of the theater. Hovering over a seat will show the price, section, row and seat number. Open seats are colored blue. Unavailable seats are gray. Click the seat to add it to your cart and begin the checkout process.
Please note for general admission events, there will be no seat map. Select how many tickets you want in the drop down. Search for tickets, then add to cart.

Note: Tickets may not be available in all price levels and sections.

Note: Please ignore row and seat numbers for general admission events. Feel free to sit wherever you would like.
Step 5: Now the tickets are in your cart. You will need to click the drop-down arrow and select delivery type. You will choose between mailing or picking them up at Will Call.

Note there is a timer on the left side of the screen. It will appear when viewing the tickets in your cart. It will reappear during checkout. If the timer ever runs out, the seats will be released and made available again.
Step 6: You are almost done! Now you will enter your credit or debit card information. All text boxes must be filled in order to review and submit payment. Click “next step” to review your order. Click “submit order” and then the purchase is complete.

Note: if you check the box at the very bottom, your card information will be stored in your account. This will speed-up the process on your next purchase, if you chose to do so.

The tickets are now in your account. Your tickets will be available for pick-up at the Box Office, or they will be mailed to you in a few days. Remember, you can always call the box office for tickets Monday through Friday from 10 a.m. to 6 p.m. if you are unable to complete the transaction.