



LMA Ticket Change Guide for Mobile Devices

Click here for a video that shows how to navigate these steps: <https://vimeo.com/435139707>

Step 1 - Guest Login

When you purchased your tickets online, you were prompted to enter your email address and create a password. Enter the email address you used and your password, then click the “Login” button.

If you did not create a password, you will need to enter the email address you used to purchase your tickets in the Login ID and select “forgot password.” This will send a temporary password to your email.

Step 2 - Full Site Option

You will *not* be able to change your ticket time from the mobile view. SO, after logging in, you will need to scroll down to the hyperlink: “Click Here for Full Site.”

Step 3- Lookout Mountain Ticket Center

You will be able to see the full site now. Select “My Reservations” under the BUY NOW button near the top right.

Step 4 - My Reservations

You will be able to view your Res ID, date/time of visit, how many tickets you have and what attraction you are visiting.

Select “view” on the left column to change/update your tickets.

Step 5 - Reservation Details

Under “reservation details” you can update your date, time, and add other guests to your reservation.

Click “Edit” by either the date, the time, or the quantity of tickets. (Depending on what you want to update/change.)

Step 6 - Date of Rock City Tickets

If you select “edit” next to date, it will bring you to the date screen. You will need to select what date you would like to visit on. Once selected, it will automatically take you to the next page.

Keep in mind that if you change your visit to a Premium Day, you will need to purchase those tickets now - and send in a refund request for your General Admission tickets to tickets@seerockcity.com for your previously purchased tickets that you are not using.

Step 7 - Time of Rock City Tickets

Once you select a date, it will take you to choose your time.

On the right-hand side, it shows how many spots are available at that time. You will need to make sure you select a time with enough spots for the number of tickets in the reservation you are editing.

Step 8 - Pop up

A pop-up window will come up, informing the you how long a visit to each attraction will take. Make a note of how long each visit will take and click “ok” to proceed.

Step 9 - Rock City Tickets

Once you click “ok”, it will take you to the page where you can add tickets to your basket.

If everything looks correct and the check mark is showing, you can click the “next” button.

Step 10 - Contact Information

Here we ask that you double-check your information. If everything looks correct, click the “next” button.

Step 11 - Reservation Details

If you only changed the date or time, and not the number or kind of tickets, it will NOT re-charge your card. (You will see the total amount due at the bottom of \$0.00.)

Step 12 - Thank you

Once the “accept” button is clicked, it will take you to our thank you message. This means that we have sent your updated tickets to your email address. Hooray! We are so excited you are coming to visit!