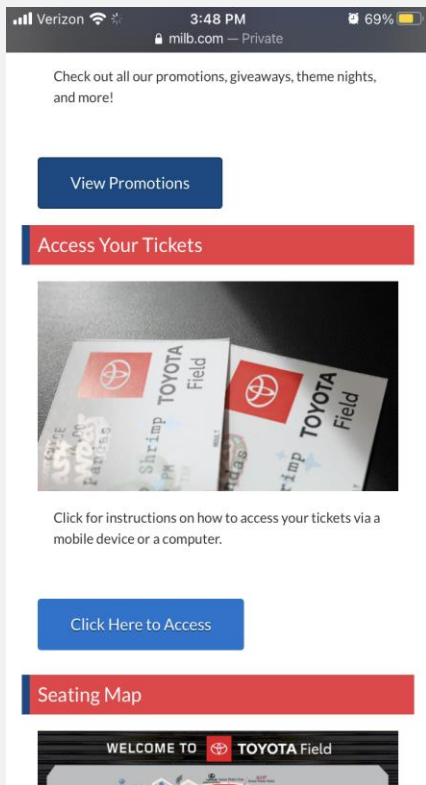


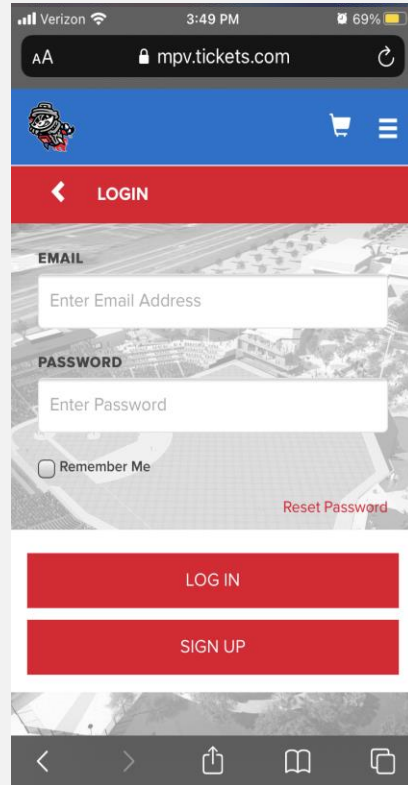


Rocket City Trash Pandas MyProVenue Guide

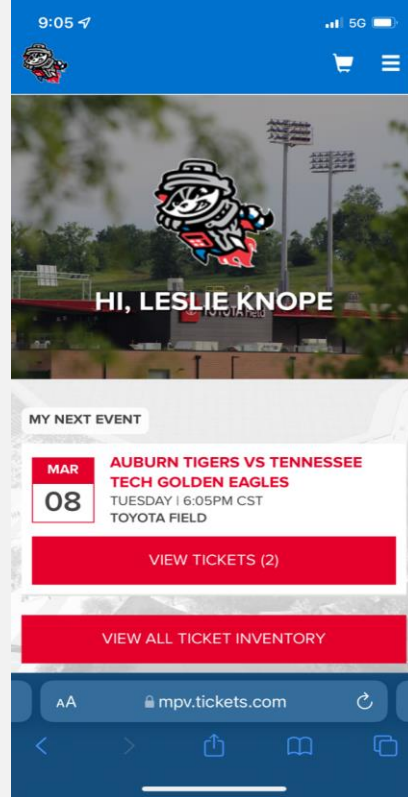
Access Your Tickets



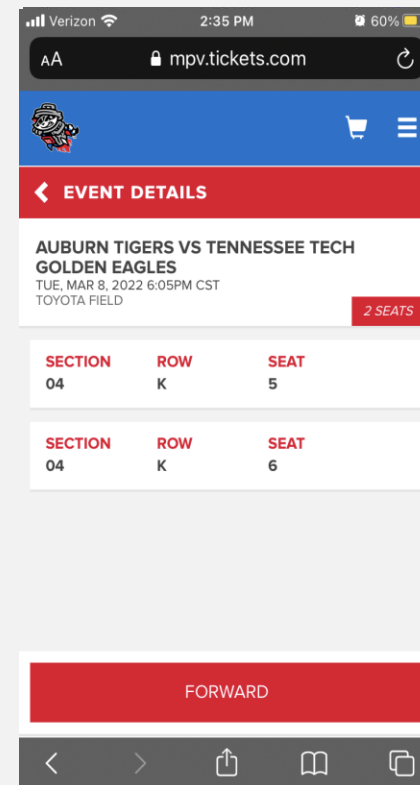
Step 1:
Tap on the “Click Here to Access” button under the Tickets and Groups area on the Rocket City Trash Pandas website.



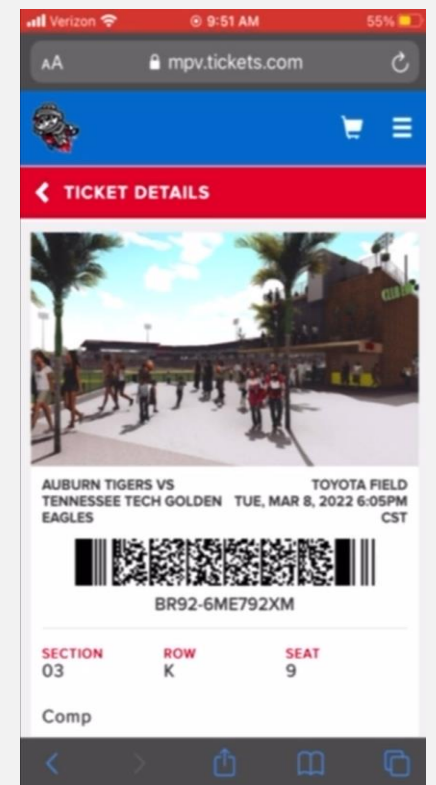
Step 2:
On the next page, tap “My ProVenue Log-In”. Log into My ProVenue using your email and password.



Step 3:
Once logged in to your account, tap “View Tickets” to view tickets for your next game or tap “View All Ticket Inventory” to view future dates.

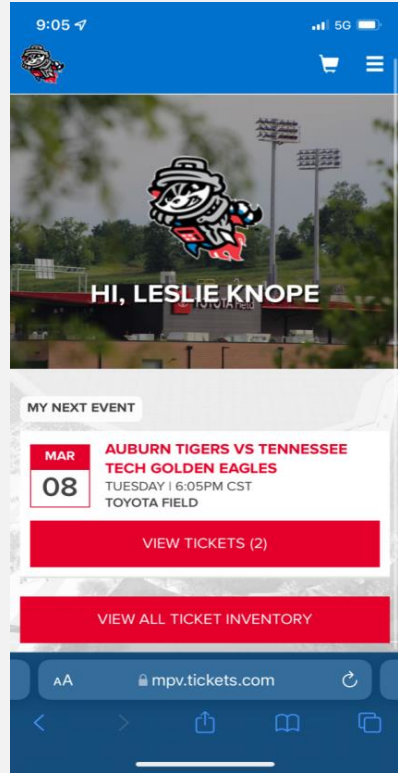


Step 4:
Tap on a specific ticket to view the barcode.

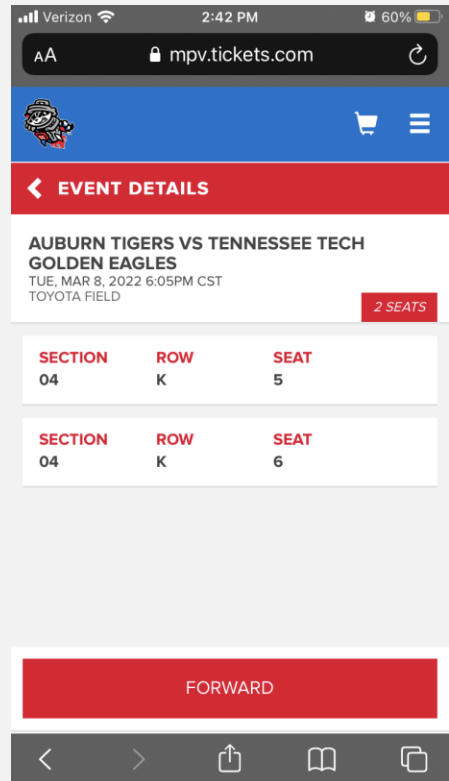


Step 5:
Get the barcode scanned at the gate and have a blast!
Note: You can swipe your screen to view your next ticket.

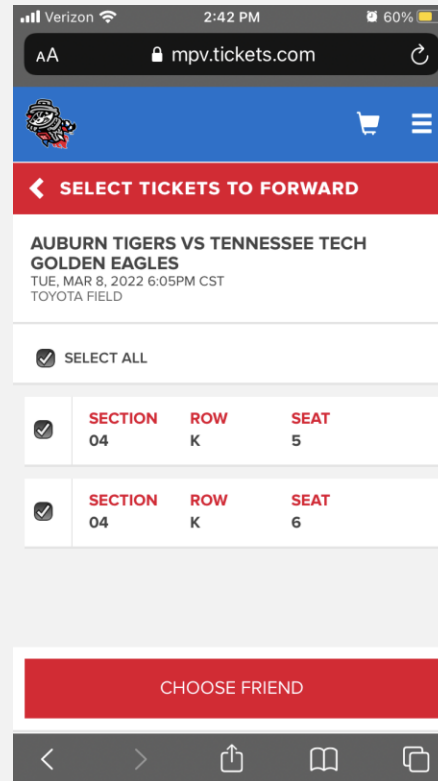
Forwarding Your Tickets



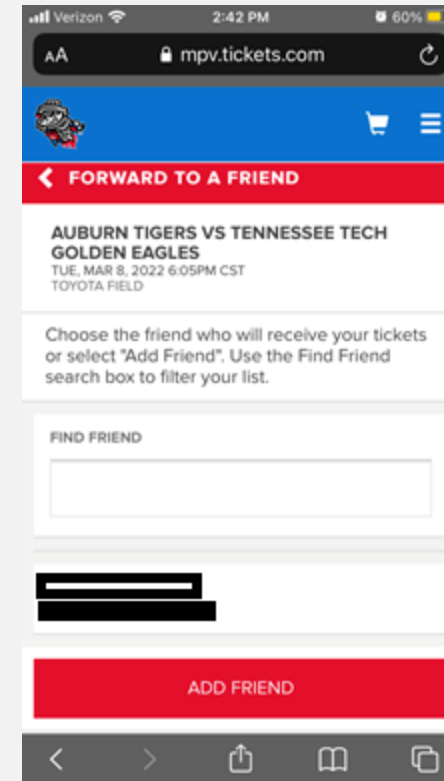
Step 1:
Log in to My ProVenue and go to your ticket inventory.



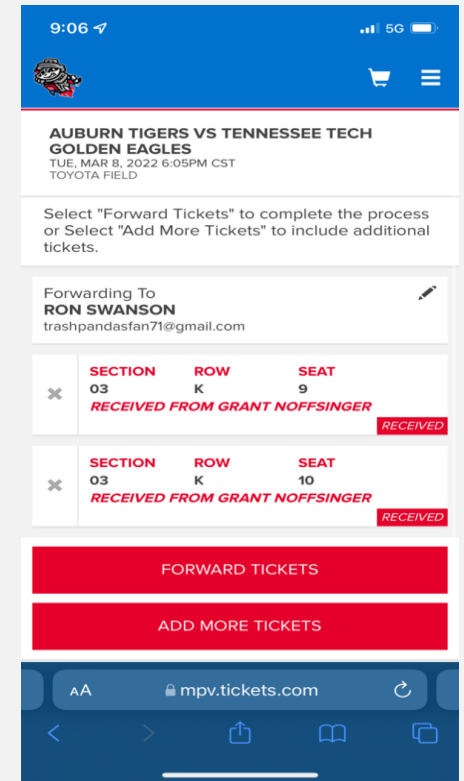
Step 2:
Once you are viewing your ticket inventory, select "Forward".



Step 3:
Select the tickets you would like to forward.

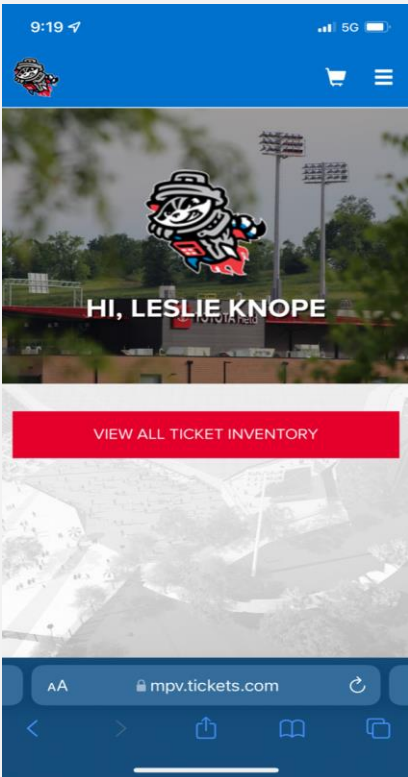


Step 4:
Tap Add Friend to choose the person who will be receiving your tickets. If the recipient is already listed, select them and go to step 5.

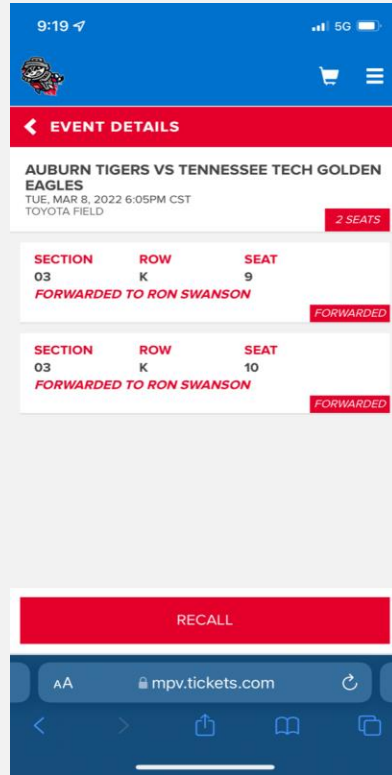


Step 5:
Select "Forward Tickets". Your tickets will then be forwarded.

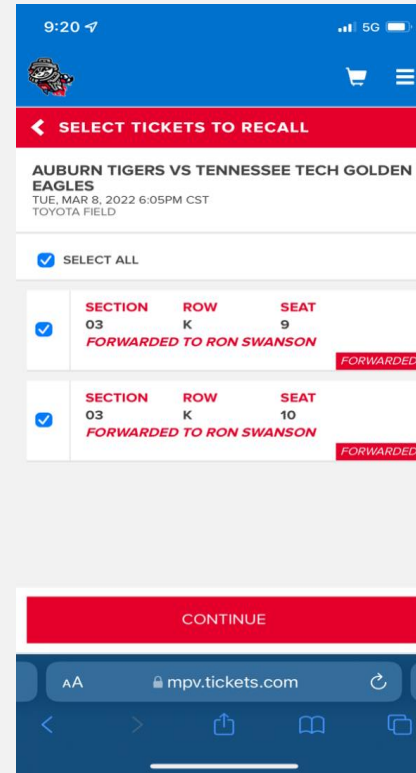
Recalling Your Tickets



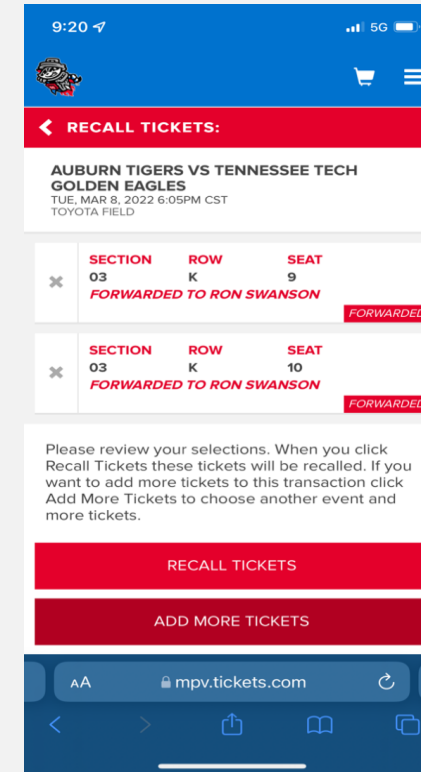
Step 1:
Go to your ticket inventory
in My ProVenue.



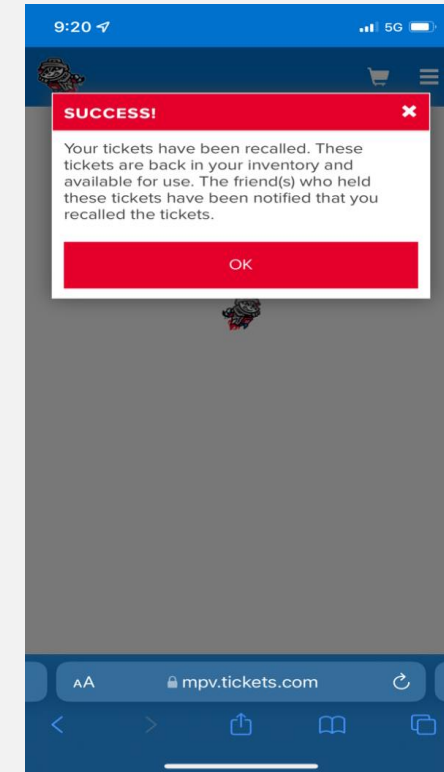
Step 2:
Select the event for the
tickets you would like to
recall and select recall.



Step 3:
Select the tickets you
would like to recall.



Step 4:
Select "Recall Tickets".



Step 5:
Your tickets have been
recalled.

Digital Ticketing FAQs

What are the benefits of using digital ticketing?

Digital ticketing provides a safe, convenient and secure way for Trash Pandas fans to use and share game tickets. It also helps prevent lost, forgotten and fraudulent tickets and provides a contactless entry solution for all fans coming through the gates at Toyota Field.

How do I access digital tickets I've purchased?

Digital tickets can be accessed in one of two ways. After purchasing tickets, you will receive a confirmation email with a link that says, "Click here to access your tickets." Tickets can be viewed and scanned on a mobile device or printed off at home. If you are unable to locate that confirmation email, you can also access your digital tickets by logging into your My Tickets account directly.

What do I show at the ballpark gates for entry?

A QR code or barcode (depending on the type of digital ticket used) will be shown on the screen of your mobile device at the gates and scanned by one of our ticket takers for entry.

Can I have multiple tickets on a single phone?

Yes, you can swipe to view and scan multiple tickets on a single phone. For example, if a family of 4 people are walking into the game together, only one person would need to show the 4 tickets on their phone.

Can I add digital tickets to my Apple Wallet or Google Wallet?

Yes! To save tickets to your Apple or Google Wallet, view your confirmation email on your mobile device and select either "Click here to add your tickets to Apple Wallet now" or "Click here to add your tickets to Google Wallet now."

What if I don't have a smartphone?

You are still able to purchase, use, print and share Trash Pandas tickets without a mobile device. All necessary ticket actions can be completed by logging in to your My Tickets account on a computer and printing the selected tickets.



500 Trash Panda Way Madison, AL 35758 • (256) 325-1403 Ext. 1 • tickets@trashpandasbaseball.com