

Frequently Asked Questions/Troubleshooting:

- **What if I don't get a confirmation email?**
 - After tickets have been purchased it can take up to 15 minutes for your confirmation email to arrive. If it has been longer than 15 minutes, we suggest checking your 'spam/junk folder' for an email from **tickets@timberrattlers.com**. If you are using a Gmail account, please check the social and promotions tabs of your inbox as well. If you still cannot locate your confirmation email, please call the Timber Rattlers Box Office at (920)-733-4152.
- **What if I don't have a smart phone?**
 - You are still able to purchase, print, and use Timber Rattlers tickets without a mobile device. All necessary ticket actions can be completed by logging in to your [ticket account](#) on a computer and printing the tickets off at home.
- **What if I lose internet connectivity while waiting in line?**
 - Fox Cities Stadium provides fans with free Wi-Fi throughout the ballpark, but we also recommend viewing your digital tickets on your mobile device prior to arriving to the stadium. If connection is not regained, visit our box office and we can assist from there.
- **What if my phone battery dies before I enter?**
 - Visit the nearest ticket window for assistance
- **What if I cannot find tickets I purchased?**
 - Log in to your [ticket account](#) with the same login information that was used to purchase the tickets. If you still are having difficulty locating the tickets you believe should be there, check for a confirmation email. If there is still troubles call or visit our box office at (920)-733-4152
- **What are the benefits of digital ticketing?**
 - Digital ticketing provides a safe, convenient, and secure way for Timber Rattlers 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 Fox Cities Stadium
- **How do I access my digital tickets that I 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 [ticket account](#) directly.
- **What do I show at the ballpark gates for entry?**
 - A barcode will be shown on the screen of your mobile device at the gates and scanned by an employee for entry. If you printed the ticket at home, you will still just show the barcode at the bottom of the ticket.
- **Can I print my tickets from home?**
 - Yes, tickets can be printed by logging into your online [ticket account](#) and selecting the "print tickets" button.

- **Can I have multiple tickets on a single device?**
 - Yes, you can swipe to view and scan multiple tickets on a single device. For example, if a family of 4 individuals is walking into the game together, only one person would need to show the 4 tickets on their phone.
- **What if I want to buy a ticket for someone else?**
 - You are allowed to purchase tickets for someone else, however if you are not walking into the stadium with them, you will need to forward them their tickets via email. This can be done by logging into your online [ticket account](#) and selecting the “Forward” button.
- **Will someone see if I forward a ticket to them?**
 - Yes, they will receive an email. If they do not already have an account associated with the email address you forwarded the ticket to, they will be prompted to create an account upon receiving the ticket.
- **If I receive a forwarded ticket, can I then forward that ticket on to another person?**
 - Yes, a ticket you receive can be forwarded to another individual. You (as the new sender) and the new recipient will both receive confirmation emails once the action is complete. There is no limit to the number of times a ticket can be forwarded
- **Can I add digital tickets to my Apple or Google Wallet?**
 - Yes! To save tickets to your Apple or Google Wallet, view your confirmation email on your mobile device and select “Click here to add your tickets to Apple Wallet/Google Wallet”. You can also add tickets to your Apple or Google Wallet by logging into your [online ticket account](#) on your mobile device and selecting the “Add to Apple/Google Wallet” button located next to your tickets. This is the most fast and efficient way to enter the ballpark.
- **Can I screenshot tickets and have them scanned?**
 - No. Unfortunately screenshotting tickets will not get you into Fox Cities Stadium. This is to avoid any fraudulent tickets. Tickets must be either pulled up via your [online ticket account](#), shown in your Apple/Google Wallet, or printed off at home prior to arriving.
- **What’s my account login?**
 - Your account login is always your email address. Any orders that have been placed with us are all linked to your email address. If you forgot your password, click the “reset password” button on the login page and you will be sent a temporary password. If that does not work, try selecting the “sign up” button on the login page and follow those steps. If you continue to get errors, call our box office at (920)-733-4152.