



ROCKET CITY TRASH PANDAS
MYPROVENUE
SYSTEMS HANDBOOK

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If you have any further questions, please contact the Ticket Office at: (256)325-1403



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Creating an Account

- In order to create an account with MPV, click on the **SIGN UP** box located on the left of the Log In box
- The site will prompt you to input your **First Name, Last Name, Email, and Password**
- Fill in the required fields and make sure to check the **Terms and Conditions** prior to clicking **Sign UP**

SIGN UP **LOG IN**

FIRST NAME
Sprocket

LAST NAME
Trash Panda

EMAIL
ticketoffice@trashpandasbaseball.com

PASSWORD
.....

CONFIRM PASSWORD
.....

Passwords must be between 8 to 15 characters and contain at least one uppercase letter, one lowercase letter and one number. Passwords are case sensitive.

I agree to the [Terms and Conditions](#) [Already have an account?](#)

SIGN UP



Accessing Your Existing Account

- If you have a pre-existing account, make sure to use the appropriate login credentials to access your account and click on **LOG IN**.
- It is your responsibility to remember your login credentials, the Trash Pandas will not be able to help you if you have forgotten your email or password.

A screenshot of a web login form. It features two input fields: 'EMAIL' containing 'ticketoffice@trashpandasbaseball.com' and 'PASSWORD' containing a series of dots. Below the password field is a 'Remember Me' checkbox which is checked. A 'Reset Password' link is located to the right of the 'Remember Me' checkbox. At the bottom, there are two red buttons: 'SIGN UP' and 'LOG IN'. The 'LOG IN' button is circled with a black hand-drawn oval.

 **Sprocket's Tip:** Click in the **Remember Me** box to save your login information to your computer for an easier login next time!



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Forgot Your Password?

- The Trash Pandas do not have access to account passwords, in the case you forget your password, click on **Reset Password**.
- You will be prompted to enter your **Email**, hit **SUBMIT** after entering.
- You will receive a notification confirming that you are resetting your password.
- An email will be sent to you containing a temporary password by **ordertracking@tickets.com**, make sure to check your Spam folder if it does not show up.

PASSWORD

Enter Password

Remember Me

Reset Password

RESET PASSWORD

Please enter your email and click submit to receive a temporary password.

Email

ticketoffice@trashpandasbaseball.com

CANCEL SUBMIT

INFO

Your password has been reset. Check your email for your temporary password.

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Forgot Your Password? (cont.)

- Make sure to copy the temporary password* and click on the link provided in the email.
- The page will prompt you to enter the temporary password along with your new password (enter twice).
- Click on **SAVE CHANGES**, and a notification will pop up stating: *"Your password has been changed"*.
- You will be brought back to the Login screen in order for you to login to your account with the new password.

****Do not copy the period (.)***

After changing your password you will be logged out and returned to the login page.

TEMPORARY PASSWORD
Temporary Password

NEW PASSWORD
Enter New Password

CONFIRM PASSWORD
Enter Confirm Password

Passwords must be letters and numbers (no special characters or symbols), between 8 and 15 characters and include at least one uppercase letter, one lowercase letter, and one number. Passwords are case sensitive.

CANCEL SAVE CHANGES

After changing your password you will be logged out and returned to the login page.

TEMPORARY PASSWORD
.....

NEW PASSWORD
.....

CONFIRM PASSWORD
.....

Passwords must be letters and numbers (no special characters or symbols), between 8 and 15 characters and include at least one uppercase letter, one lowercase letter, and one number. Passwords are case sensitive.

CANCEL SAVE CHANGES

INFO X

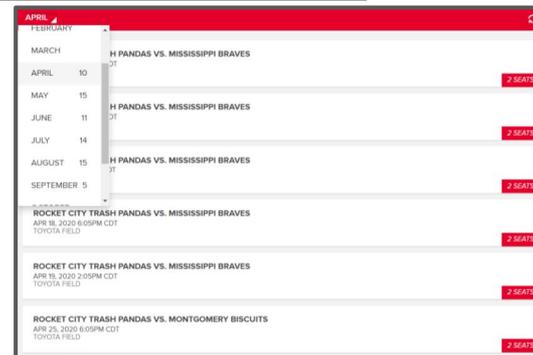
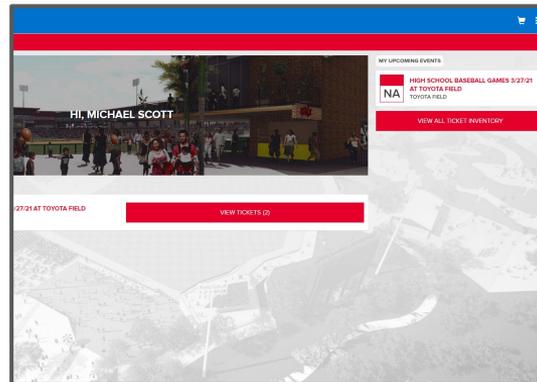
Your password has been changed



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MyTicket Inventory

- To manage your ticket inventory on MPV, click on tab labeled **VIEW ALL TICKET INVENTORY** on the right of your screen.
- You will be able to see all your selected events along with the number of tickets connected to that event.
- Use the *Drop-Down* tab to navigate through different months.



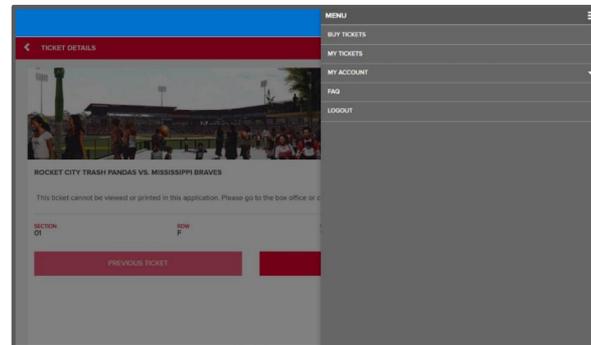
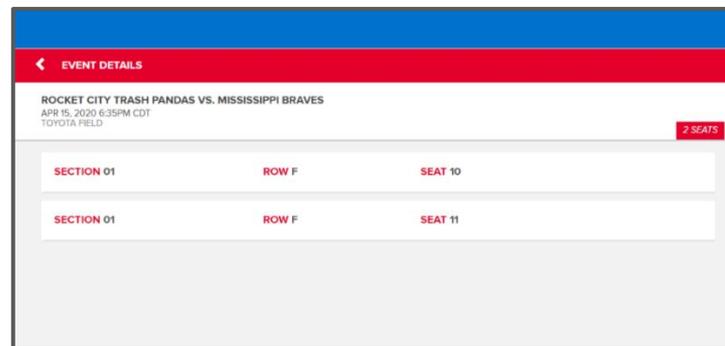
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MyTicket Inventory (cont.)

- When you click on a specific event, it will show you your tickets including the selected **Section**, **Row**, and **Seat**.



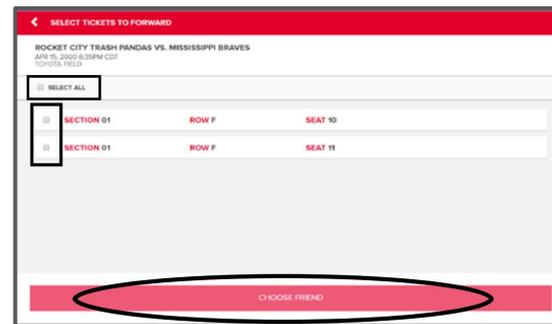
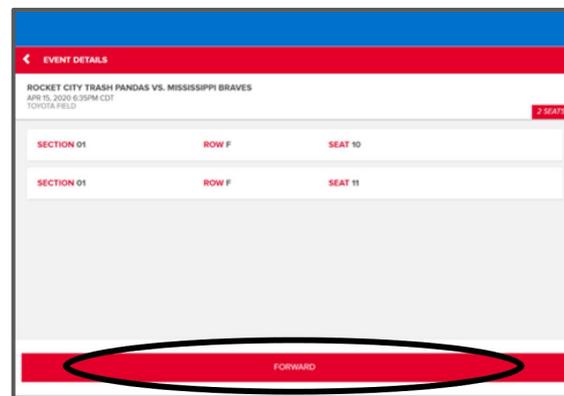
Sprocket's Tip: Use the “Hamburger Menu” (☰) to help guide you through MPV.



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Forwarding Tickets

- You can digitally send tickets to friends, family or colleagues using MPV and your MyTickets inventory.
- Click on the event, you wish to forward, on your ticket inventory page and click on the **FORWARD** tab at the bottom of the screen.
- Select the seats you wish to forward, or click **Select All** if you would like to forward all tickets to that event.
- Click on the **CHOOSE FRIEND** tab at the bottom of the screen.





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Forwarding Tickets (cont.)

- Select the friend in which you would like to send the tickets to.
- Names will appear if you had friends assigned to your account before-hand. (In order to send tickets to a new friend, click on **ADD FRIEND** and fill out the required information.)
- Select the name of the friend you would like to forward tickets to (make sure the information including the amount of tickets and seat numbers are correct), and click **FORWARD TICKETS** (If you wish to add more tickets you can click **ADD MORE TICKETS**).
- You will receive a confirmation notice and email once the forwarding is completed. Click on **My Tickets** drop down through the hamburger menu and select **Home** to return to the home screen.

ROCKET CITY TRASH PANDAS VS. MISSISSIPPI BRAVES
APR 15, 2024 6:05PM CDT
TOYOTA FIELD

FIND FRIEND

NATE LEASER
nleas@msn.com

ADD FRIEND

Forwarding To
NATE LEASER
nleas@msn.com

X	SECTION 01	ROW F	SEAT 10
X	SECTION 01	ROW F	SEAT 11

ADD MORE TICKETS

FORWARD TICKETS

INFO X

Your tickets have been forwarded. To recall these tickets go to the event list and select recall to choose tickets to recall. Tickets can be recalled at any time unless the tickets have been listed for resale or resold.

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Receiving Forwarded Tickets

- When someone forwards tickets to you from their My Tickets account, you will receive an email notifying you that tickets have been forwarded to you.
- Beneath this ticket information will be links enabling you to access the tickets, return the tickets or send a thank you message.



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Recalling Tickets

- You can recall active tickets from a forward at any time **Unless** they have been **Scanned**, are on **Offer**, or have been **Re-Sold** or **Donated**.
- To recall tickets, return to your **My Ticket Inventory**, and you will see the ticket that has been forwarded.
- Select the ticket(s) that had been forwarded and click on **RECALL**.
- You will be given the option if you would like to send a message to the friend you recalled tickets from.
- Once you are done, click **Recall Tickets** to complete the action.
- You will receive a confirmation pop-up and email, and an email will be sent to the person of whom you recalled the tickets from.

