

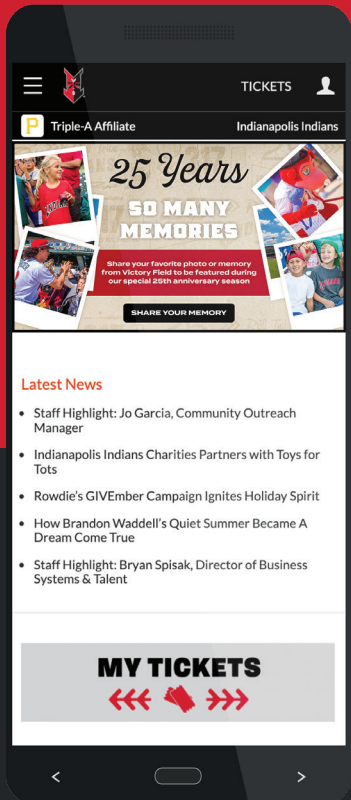


# INDIANAPOLIS INDIANS

## DIGITAL TICKETING GUIDE

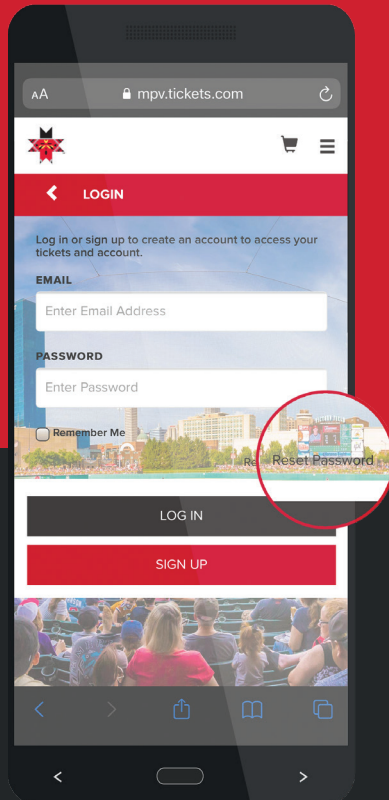
LEARN HOW TO ACCESS, FORWARD  
AND RECALL YOUR DIGITAL TICKETS

# ACCESSING YOUR TICKETS



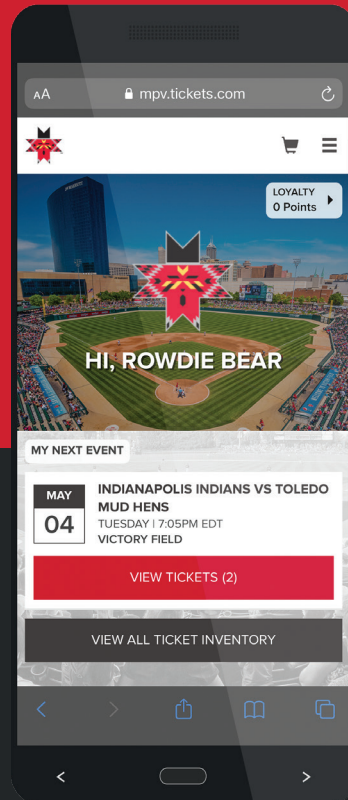
## Step 1

Go to [www.IndyIndians.com](http://www.IndyIndians.com) on your mobile device's web browser. Tap the 'My Tickets' button.



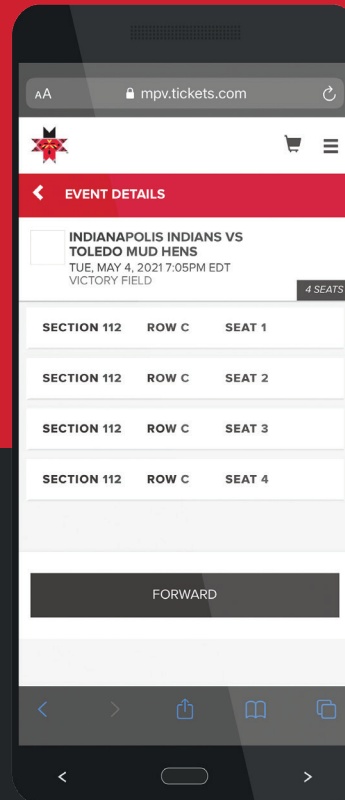
## Step 2

Enter the email address and password associated with your Indians account. Tap 'Reset Password' if you are unable to remember your password.



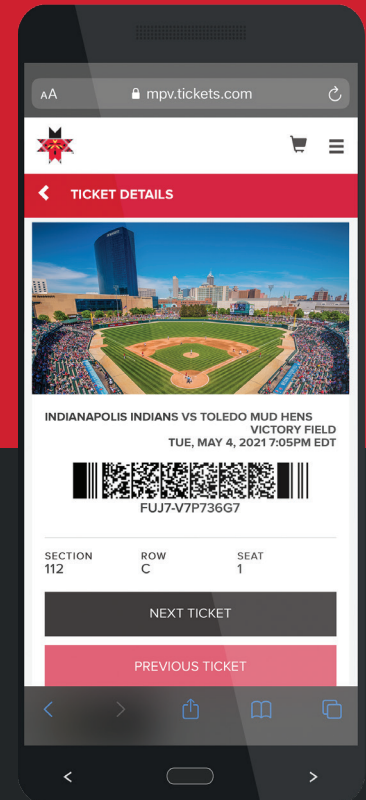
## Step 3

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

Once you have found and selected the date of the game you are attending, a list of your tickets will appear. Tap on a specific ticket to view the barcode.



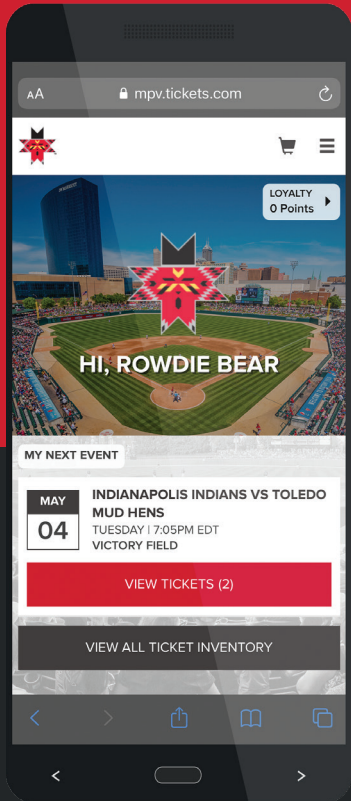
## Step 5

After selecting a specific ticket, a barcode will appear. Have this page up when you approach the entry gate.

You can swipe your screen or tap 'Next Ticket' to scan barcodes on any additional tickets you may have.

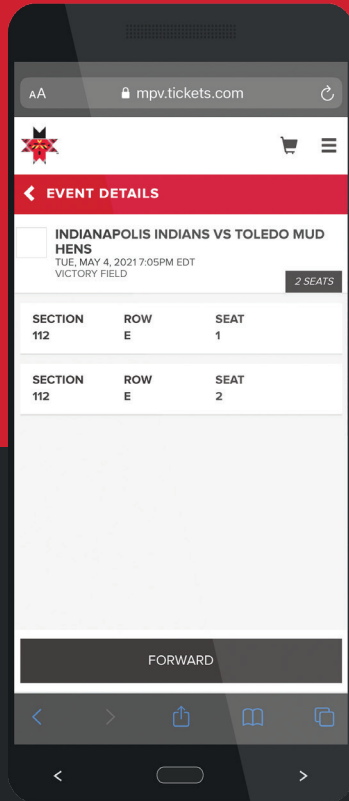
We highly recommend saving tickets to your Apple or Google wallet for quick retrieval on game day.

# FORWARDING YOUR TICKETS



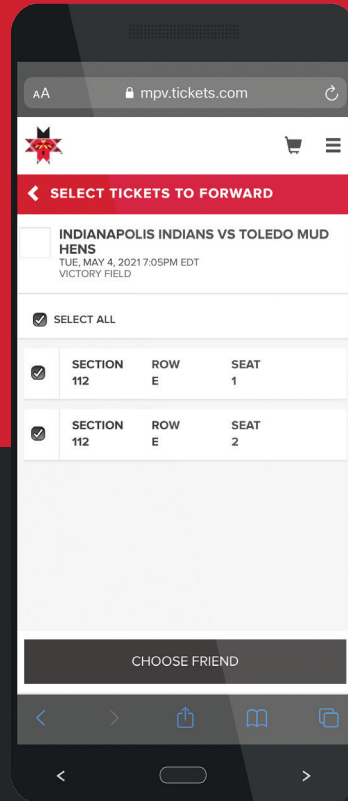
## Step 1

Once logged in to your account, tap **'View Tickets'** to view tickets for your next game, or **'View All Ticket Inventory'** to view future dates. Find and select the date of the game for which you want to forward tickets.



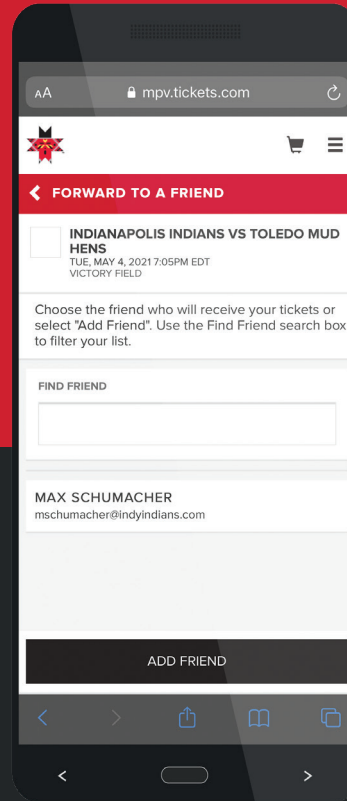
## Step 2

Once you have selected your desired game date a list of tickets will appear. Tap **'Forward'** at the bottom of your screen.



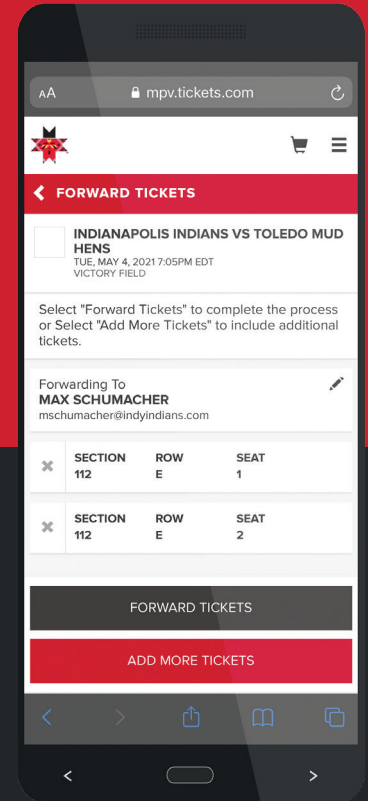
## Step 3

Select the tickets you would like to transfer. Then, tap **'Choose Friend'** at the bottom of your screen.



## Step 4

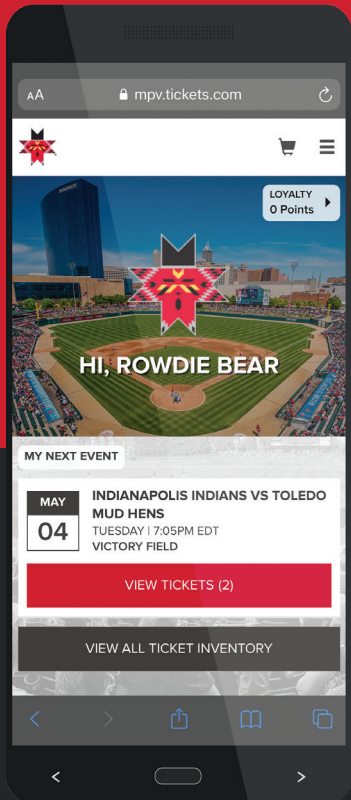
Tap on a recipient from your current list, or tap **'Add Friend'** to enter the person's name and email address if not previously added.



## Step 5

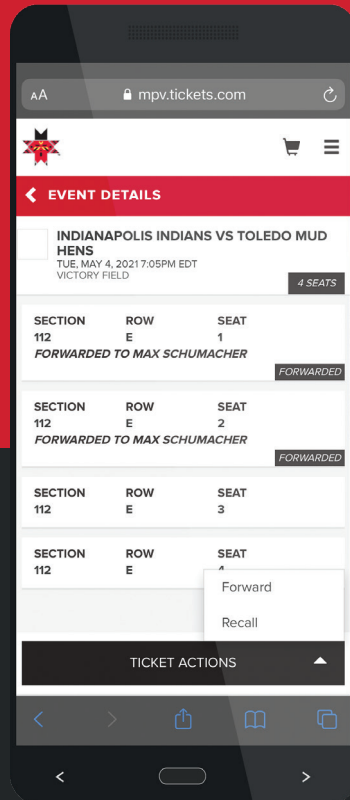
Confirm you have selected the appropriate tickets and then tap **'Forward Tickets.'** The recipient will be notified via the email address used that they now have tickets in their account.

# RECALLLING YOUR TICKETS



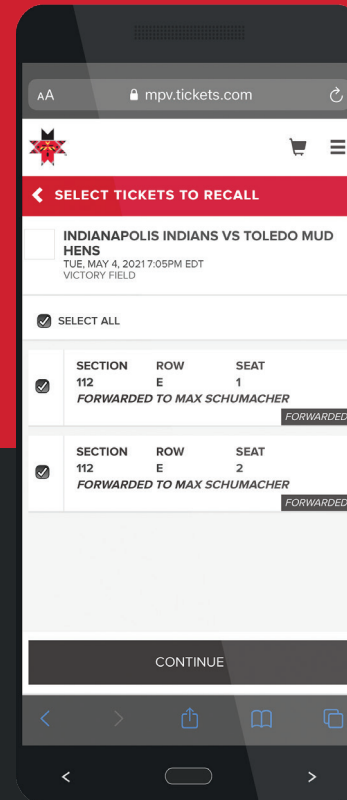
## Step 1

Once logged in to your account, tap **'View Tickets'** to view tickets for your next game, or **'View All Ticket Inventory'** to view future dates. Find and select the game for which you want to recall tickets.



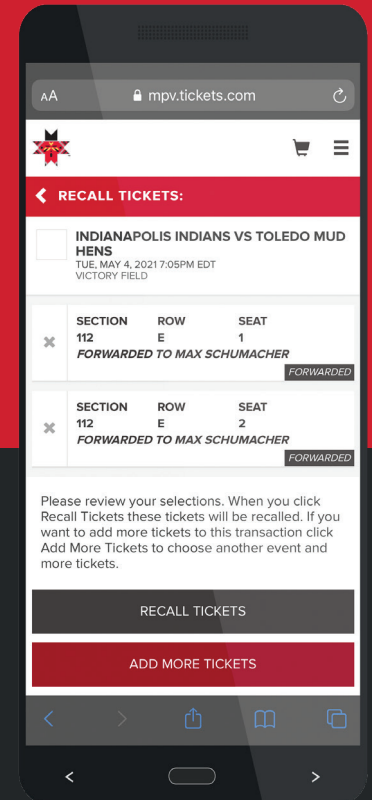
## Step 2

Once you have selected your desired game a list of tickets will appear. (There will be a notation under any previously forwarded ticket.) Tap **'Ticket Actions'** and then **'Recall'** at the bottom of your screen.



## Step 3

Select any previously forwarded ticket that you would like to recall and tap **'Continue'**.



## Step 4

Tap **'Recall Tickets'** to complete the transaction or **'Add More Tickets'** to select additional tickets to recall.

# DIGITAL TICKETING FAQs

## **What are the benefits of using digital ticketing?**

Digital ticketing provides a safe, convenient and secure way for Indians 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 Victory 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 an employee 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 individuals is walking into the game together, only one person would need to show the 4 tickets on his or her 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." You can also add tickets to your Apple Wallet by logging into your My Tickets account directly.

## **What if I don't have a smart phone?**

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





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**ELEMENTS FINANCIAL CLUB**

# UPGRADE YOUR TICKETS

Interested in learning how to upgrade your tickets to the Elements Financial Club or Yuengling Landing?

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**YUENGLING LANDING**





**Victory Field Box Office**

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