



# DIGITAL TICKETING GUIDE



## LOGGING INTO YOUR MYTICKETS ACCOUNT



RENO  
ACES

MiLB

GREATEROVADA Field

Go to [RenoAces.com](http://RenoAces.com) and click on the **MyTicket Account Login** button under the Tickets & Promotions tab.

Enter your **email address** and **password** and click the **Log In** button.

For new users, click the **Sign Up** button and enter your information into the designated fields to create an account.

The screenshot shows a mobile browser displaying the Reno Aces website at [milb.com](http://milb.com). The top navigation bar includes the Reno Aces logo, a search icon, and a user profile icon. Below the bar is a dark blue header with the letter 'A' and a magnifying glass icon. The main menu is organized into several categories: **TICKETS & PROMOTIONS** (selected), **SCHEDULE**, **TEAM**, **FANS & COMMUNITY**, **GREATER NEVADA FIELD**, **TEAM SHOP**, and **NEWS**. Each category has a corresponding sub-menu or link. At the bottom of the menu, there are social media icons for Twitter, Facebook, and Instagram, along with a 'Chat' button. A navigation bar at the very bottom includes icons for back, forward, search, and other functions.

The screenshot shows a mobile browser displaying the MyTicket Account Login page at [mlb.tickets.com](http://mlb.tickets.com). The top navigation bar includes the Greater Nevada Field logo, a shopping cart icon, and a menu icon. Below the bar is a red header with the word 'LOGIN'. The main form area has fields for 'EMAIL' (containing 'archie@renoaces.com') and 'PASSWORD' (containing a series of dots). There is also a 'Remember Me' checkbox and a 'Reset Password' link. Below the form are two large buttons: a red 'LOG IN' button and a blue 'SIGN UP' button. A small image of a baseball stadium is visible at the bottom of the page.



Tickets sent via email will come from **ordertracking@tickets.com**

Check your **spam folder** if you don't see the email in your inbox.

In the email click the **Click Here to Access Your Tickets** link.

Confirm the date and seating location, then select and **add them to your mobile wallet**.

The email contains the following information:

**From:** [ordertracking@tickets.com](mailto:ordertracking@tickets.com)  
**Date:** Saturday, September 3, 2022 at 1:16 PM  
**To:** Archie <[archie@renoaces.com](mailto:archie@renoaces.com)>  
**Subject:** Thank you for your order, Confirmation Number: RENV - [629558 - 16906924](#)

The following is your online ticket purchase summary.  
Thank you for your purchase of Reno Aces tickets.

[Click here to access your tickets.](#)

Add Tickets to Apple Wallet:  
If you have not already done so, [Click here](#) to Add to Wallet.

All sales are final - no refunds or exchanges. Game time subject to change.

Below is your order summary:  
-----  
Bill To:  
Aces Archie

Reply to All

Mail Search Calendar

The mobile browser displays the following ticket information:

**TICKET DETAILS**

**ACES VS SACRAMENTO RIVERCATS**  
GREATER NEVADA FIELD  
FRI, APR 14, 2023 6:05PM PDT

**47Y7-3GXEGBS**

**SECTION** 102    **ROW** 22    **SEAT** 20

Renew 8 Game Red

**NEXT TICKET**

**PREVIOUS TICKET**

**Add to Apple Wallet**

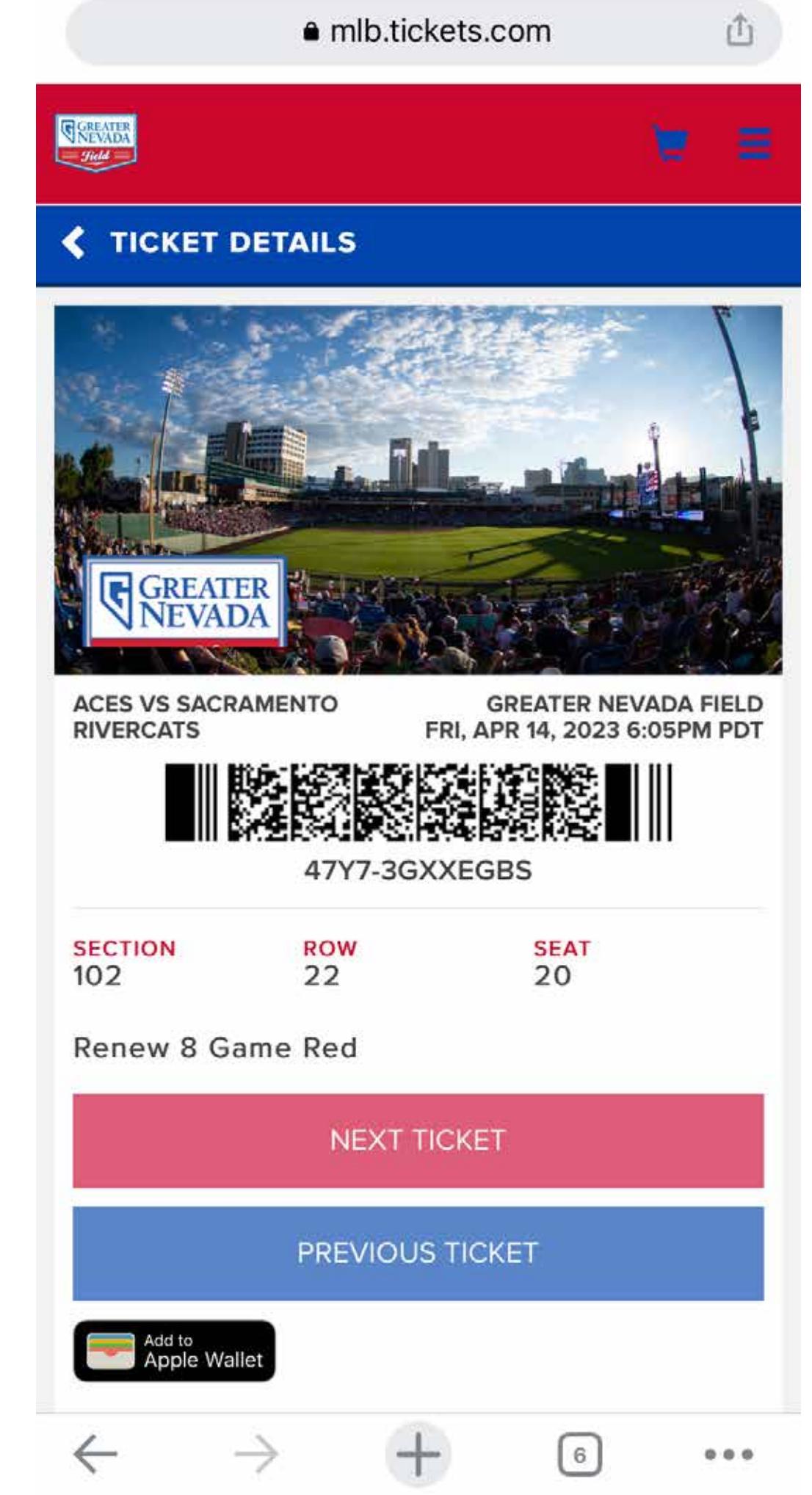
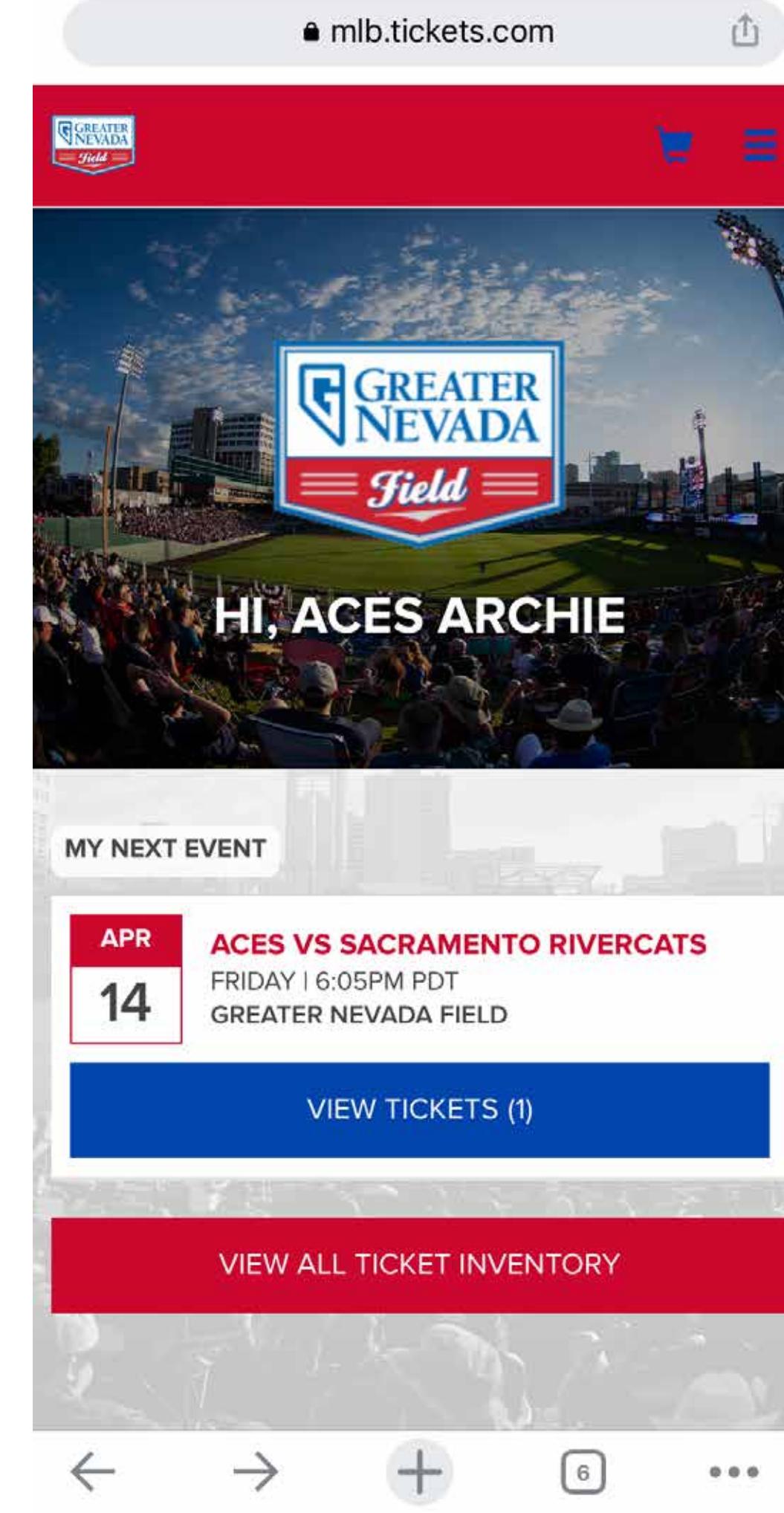
Navigation icons: back, forward, search, calendar, etc.

## VIEWING TICKETS

Once logged in to your MyTickets account, click the **View Tickets** button under **My Next Event**.

Select the tickets for the event that you would like to view. You will then see your **ticket barcode**.

You can switch between seats by hitting the **Next Ticket** and **Previous Ticket** buttons.





Once logged in, click the **Print Tickets** button on the left side of the screen.

Click the drop-down arrow for the event and **select the seats** you'd like to print or click the **Select All** button.

Press **continue** and confirm the date and seats are correct.

Select the **Print Tickets** button and continue to the final confirmation page. Click the **View & Print Tickets** button to complete the process.

The screenshot shows the Reno Aces ticketing website. At the top, there's a banner with the stadium image and the text "HI, ACES ARCHIE". Below the banner, there's a section for "MY UPCOMING EVENTS" with three entries: "ACES VS SACRAMENTO RIVERCATS" on April 14, "ACES VS ROUND ROCK EXPRESS" on May 06, and "ACES VS TACOMA RAINIERS" on June 09. On the left sidebar, there are links for "BUY TICKETS", "FORWARD", "EXCHANGE", "VOUCHERS", and "PRINT TICKETS". A "MY NEXT EVENT" section shows the same April 14 game. A "VIEW TICKETS" button is at the bottom right of this section. A "VIEW ALL TICKET INVENTORY" link is also present.

This screenshot shows the "Events and Seats: Print Tickets" page. It has a dropdown for "Event" set to "ACES vs Sacramento Rivercats Friday 04/14/23 @ 6:05PM PDT". There are checkboxes for "Select All" and "102 | Row 22 | Seat 20". A "Details" link is next to the seat selection. On the right, a "Selected Tickets" panel shows the selected item: "ACES vs Sacramento Rivercats Friday 04/14/23 @ 6:05PM PDT 102 | Row 22 | Seat 20". Below the selection area, there are "CONTINUE" and "CANCEL" buttons. A "Total Selected: 1" message is at the bottom.

This screenshot shows the final confirmation page for printing tickets. It displays the selected event details: "Friday, 4/14/23 - 6:05PM PDT - ACES vs Sacramento Rivercats". The "Print Ticket Charges" section shows "Ticket Fulfillment (Tickets@Home): \$0.00" and "Total Amount Charged: \$0.00". A "PRINT TICKETS" button is at the bottom right. A "RETURN TO HOME" link is at the top left.

## FORWARDING TICKETS



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Once logged in, click the ticket you would like to forward and select **Ticket Actions**.

Click on the **Forward** button and select the seats you would like to forward.

Next, click **Choose Friend**. Select the friend you'd like to forward to or add a new friend.

mlb.tickets.com

GREATER NEVADA FIELD

EVENT DETAILS

ACES VS SACRAMENTO RIVERCATS  
FRI, APR 14, 2023 6:05PM PDT  
GREATER NEVADA FIELD

TO ACCESS YOUR TICKET(S), PLEASE SELECT A SEAT BELOW.

SECTION	ROW	SEAT
102	22	20

1 Seat

Exchange

Forward

TICKET ACTIONS

← → + 6 ...

mlb.tickets.com

GREATER NEVADA FIELD

FORWARD TO A FRIEND

ACES VS SACRAMENTO RIVERCATS  
FRI, APR 14, 2023 6:05PM PDT  
GREATER NEVADA FIELD

Choose the friend who will receive your tickets or select "Add Friend". Use the Find Friend search box to filter your list.

FIND FRIEND

TRUCKEE  
truckee@renoaces.com

ADD FRIEND

← → + 6 ...

## PURCHASING TICKETS



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ACES

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GREATER NEVADA FIELD

Once logged in, click the hamburger menu in the top right corner and select **Buy Tickets**.

Select the event you would like to purchase tickets to and **a pop-up will appear**.

Click **Add to Cart** and complete the purchase process.

The screenshots illustrate the steps to purchase a Reno Aces season ticket deposit:

- Screenshot 1:** Shows the mobile menu (hamburger icon) open, displaying options like "BUY TICKETS", "MY GREATER NEVADA FIELD TICKETS", and "MY ACCOUNT".
- Screenshot 2:** Shows the "SCHEDULE" page for September 2023. A modal overlay is displayed for the "2023 RENO ACES SEASON TICKET DEPOSIT" at "GREATER NEVADA FIELD, RENO, NV". The date "30" is highlighted in red with a red dot.
- Screenshot 3:** Shows the "2023 RENO ACES SEASON TICKET DEPOSIT" page. It lists "1 ACES DEPOSIT" for "Reno Aces Season Ticket Deposit" at "\$50.00". A large red "ADD TO CART" button is visible.

# EXCHANGING TICKETS

Select the tickets you would like to exchange and click **Ticket Actions** and select **Exchange**.

On the next page, click **Find Eligible Events** and select the event that you would like to exchange tickets into.

Click on the section you would like to sit and **select the seats** you would like, then press **Continue**. Click **Place Order** to complete.

The screenshots illustrate the steps for exchanging tickets:

- Screenshot 1: Event Details**  
Shows a ticket for "ACES VS SACRAMENTO RIVERCATS" on FRI, APR 14, 2023 at 6:05PM PDT at GREATER NEVADA FIELD. It displays a seat selection grid for Section 102, Row 22, Seat 20. A "TICKET ACTIONS" button is visible at the bottom.
- Screenshot 2: Tickets Selected to Exchange**  
Shows the selected ticket information: "1X RENEW 8 GAME RED" for Section 102, Row 22, Seats 20. The price is listed as -\$21.00. A "FIND ELIGIBLE EVENTS" button is visible at the bottom.
- Screenshot 3: Seating Selection**  
Shows a seating chart for Section 104. A red box highlights a specific seat in the lower-left area. A "1 SEAT SELECTED" message is displayed at the bottom.