

RockHounds On-Line-Mobile Ticketing FAQs

What is MyProVenue/Midland MyTickets?

MyProVenue/Midland MyTickets is the Tickets.com web platform where you can set up your own account to handle all of your ticketing needs. Once you set up your account, you can use MyProVenue/Midland My Tickets to view your ticket inventory, forward tickets electronically to friends, family, co-workers, etc., or donate your tickets to a local charity or load to your mobile phone for you to enter the park.

How Do I Set up my on-line ticket account?

Please see the attached information that includes the step by step process (web screen shots) to set up your on-line account. [Please also view our on-line video at midlandrockhounds.org.](https://midlandrockhounds.org)

What is New for 2021?

- All 2021 RockHounds tickets will be distributed via mobile delivery
- There will be no need to print physical season ticket books or print paper tickets at home.

Why are we moving to mobile ticketing?

- **Safety**
 - This will provide the ability to receive, transfer, and use tickets in a contactless manner
 - Adds security measures for tickets if they were lost, stolen, or possibly counterfeit. Mobile ticketing removes that uncertainty.
- **Flexibility**
 - The ticket delivery process is much faster for mobile tickets than for physical tickets
 - Event dates and time changes are updated live for mobile tickets
- **Ease of Use**
 - Allows for easy access and transferring of your tickets
 - You never have to worry about leaving your tickets at home

How do I access my mobile tickets?

You can access your mobile tickets either via the email that you received shortly after purchasing or by logging into your MyProVenue account and clicking on the “My Ticket Inventory” tab. You can also go to this link to login to your account.

https://mpv.tickets.com/?agency=MIDM_MYTIXX&orgid=44329#/auth/login

Can I use mobile tickets if I do not have a smartphone?

A smartphone is required to use mobile tickets. However, you will still have the option to print your tickets at home should you choose to do so. When checking out, make sure to choose “Tickets@Home” as the ticket delivery method, and you can print the tickets off on your printer.

When will tickets be available on MyProVenue/Midland MyTickets?

Your season ticket representative will inform you in March when your tickets will be available on-line. If you are purchasing these tickets for one single event, your tickets should appear immediately, and your confirmation email should appear within the hour after purchase.

When will mobile season tickets be emailed?

Tickets will be sent out once the 2021 baseball season gets closer, at the latest you will receive your tickets two weeks prior to the first event at the ballpark.

What if I lose or delete my ticket delivery email?

The ticket email is a step to add ease of use to your tickets. If you accidentally delete the tickets email, you can simply log on to your MyProVenue account and download your tickets from your account.

What if my guest(s) and I are showing up to the event at different times?

This is a great opportunity to use the transfer feature on MyProVenue, if some of the members of your party will be showing up later you can transfer them their ticket to their email and they can use that to get into the venue when they arrive. This will avoid waiting in line at the Will Call Window. When you add them to your “Friends”, they will get an email with their account information and they will need to login and reset their password and they will have an account for future games.

Can I have multiple tickets on the same device?

We do offer the ability for multiple tickets to be on one device, however, using a single device for tickets for multiple people will create a longer wait time when getting into the venue. We suggest that you transfer the tickets to your party ahead of time to ensure the fastest entry into the venue.

What if I have connectivity issues on game day?

Before arriving at the game, download your tickets to Apple Wallet or Google Pay. Once the tickets are downloaded, connectivity or Wi-Fi is not required to access your tickets. We

strongly encourage that everyone uses the download feature for their tickets to ensure the easiest entry into the ballpark and to avoid any technical issues that might arise. If you forget to download your tickets and have trouble pulling up your tickets on your phone, we will have an exclusive ticket window to print your tickets. You will always be allowed access to the park despite any problems.

What if I lose my smartphone or my battery dies on gameday?

We suggest that everyone charges their phone before coming to the ballpark or having someone in your party that has a fully charged phone. We also provide charging stations around the concourse during the game.

How will my reserved parking pass work?

Our season ticket reserved parking passes will still be printed in booklet form and will need to be displayed on your dash. If you purchased a season parking pass, you will receive them two weeks before the season begins.

How do I transfer my tickets to someone else?

This is an easy process through your MyProVenue ticket account. Simply choose “Forward Tickets” from the ticket action dropdown menu, select the tickets that you would like to forward, enter the person’s full name and email address, and add a personal message if you choose. Once you click “Forward Tickets”, the person will receive an email along with your personal message and instructions on accessing the forwarded tickets.

I believe that I should have received my tickets but haven’t yet. Why?

If you do not receive your digital tickets within an hour, please try the following:

1. Make sure you have used the correct email address.
2. Check your junk or spam mail folder.
3. Add mytickets.tickets.com and midlandrockhounds.org to your list of trusted email addresses.
4. Allow at least 1 hour after your purchase for your email to arrive.
5. Contact the RockHounds tickets office

How do I use my Bonus Book?

For the 2021 season, bonus books will remain physical and will need to be exchanged at the box office for a ticket prior to the game that you are wanting to attend.

What if I have additional questions on mobile ticketing?

If you have any additional questions about your on-line ticket account and mobile tickets, please reach out to your ticket representative or call the RockHounds box office during normal business hours at 432-520-2255.

