

FAQs

What is changing?

- All 2021 RockHounds tickets will be distributed via mobile delivery
- No physical season ticket books or paper tickets
- No print-at-home tickets
- New improvements to MyProVenue/Midland MyTickets from Tickets.com, to manage your tickets

Why are we moving to mobile ticketing?

- **Safety**
 - This will provide the ability to receive, transfer, and use tickets in a contactless manner
- **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
 - Adds security measures for tickets, if they were lost, stolen, or possibly counterfeit. Mobile ticketing removes that uncertainty.

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.

What is MyProVenue/Midland MyTickets?

MyProVenue/Midland MyTickets is the Tickets.com web platform where your mobile tickets can be accessed. 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.

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

A smartphone is required to use mobile tickets. If you do not own a smartphone, but someone you are attending the game with does, you can use that person’s smartphone to access your tickets to enter the stadium. If you do not own a smartphone, nor does anyone in your party, please contact the RockHounds Ticket Sales and Services team at 432-520-2255 to discuss alternative options.



Can mobile tickets be downloaded onto a desktop and printed out on paper at home?

No, mobile tickets can only be scanned directly from the screen of a smartphone. This is due to security measures to ensure that your tickets are protected and secure.

When will tickets be available on MyProVenue/Midland MyTickets?

Similar to the email delivery, your tickets will become available on your account once you receive your email confirmation for the tickets. 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 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.

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. The Ticket Office is working on a plan to assist fans on game day. Updates will be made to this page, so please check back for more information.

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 parking work?

Our parking passes that go on your car dash will still be the same in 2020. If you purchased a season parking pass, you will receive them shortly before the season begins.



What if I have additional questions on mobile ticketing?

If you have any additional questions on your mobile tickets please reach out to the RockHounds box office during normal business hours at 432-520-2255.

How do I transfer my tickets to someone else?

This is an easy process through MyProVenue. 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?

A: If you believe you should've received your digital tickets by now, but have not, please follow the below steps to make sure they haven't been delivered:

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.

