

Welcome to RockHounds Mobile Tickets

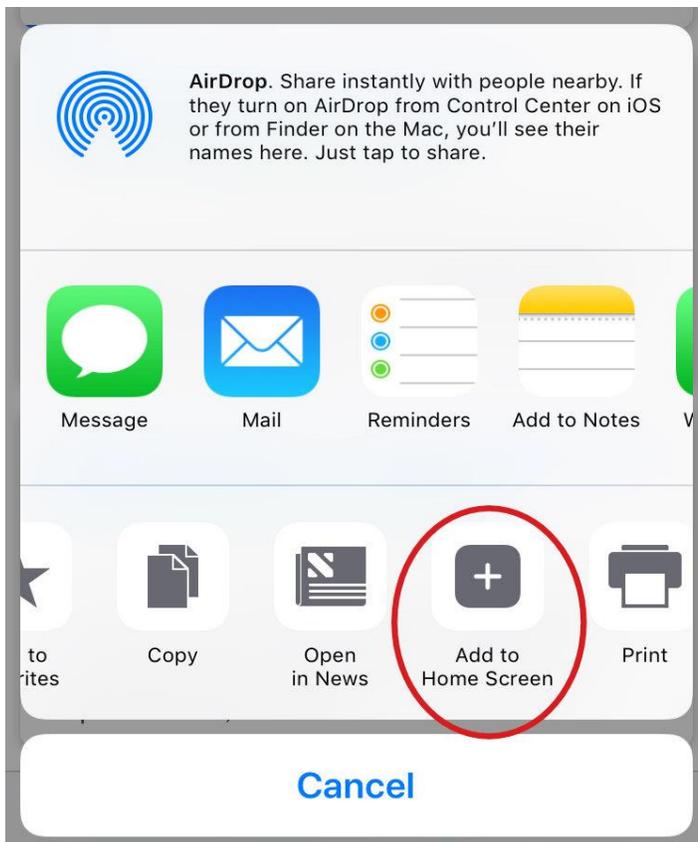
In order to access the proper site to sign up or update your Tickets.com account, you will need to click this link https://mpv.tickets.com/?agency=MIDM_MYTIXX&orgid=44329#/auth/login

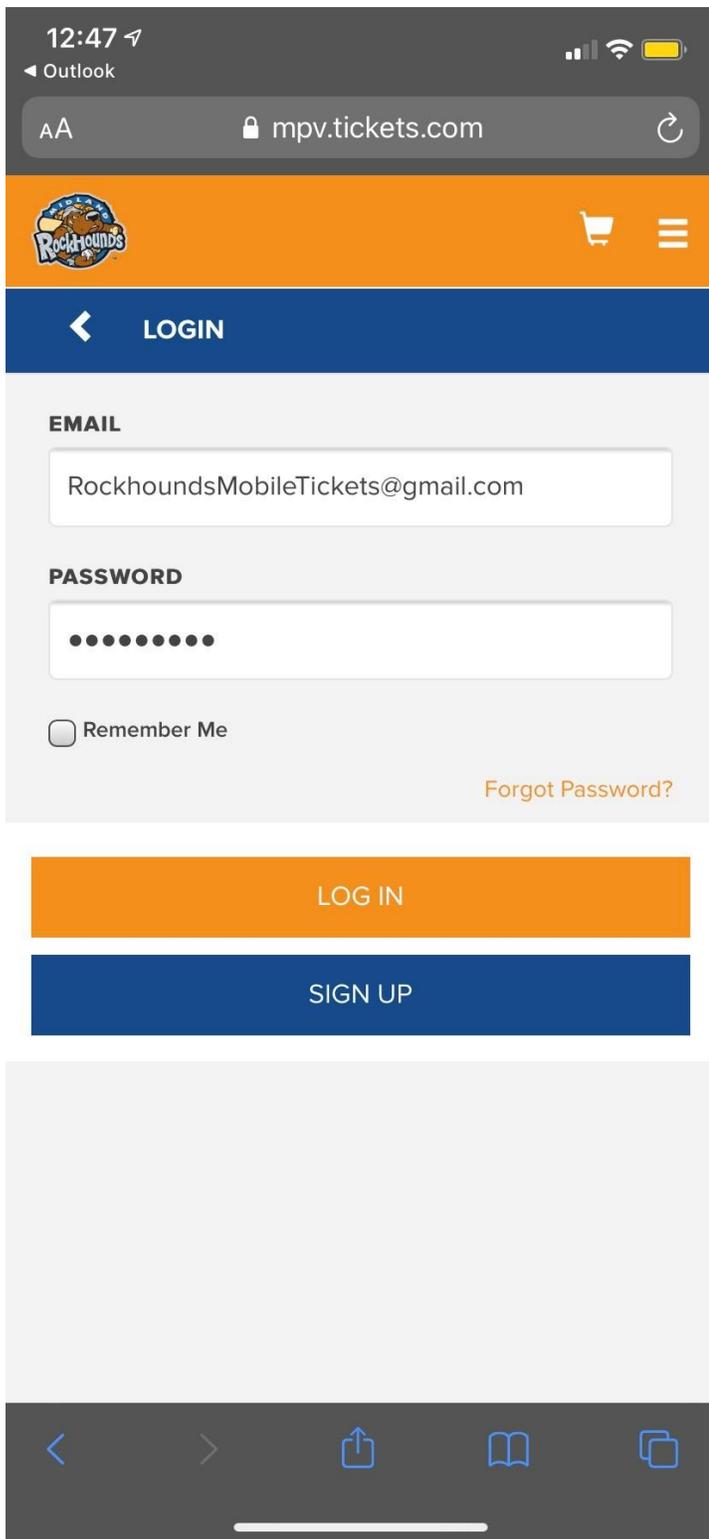
We suggest that if you have an Apple device, you utilize the “Save to Home screen” feature on the Safari Browser. This will allow you to have an icon on your home screen that links directly to your ticket login. This will make it easier to access your tickets on game day.

- All you need to do is press the upload button at the bottom middle of your browser pictured here.



- You will then press the “Add to Home Screen” button in the drop-down menu, as pictured here.





Mobile Tickets Login Page

- This is the main login screen, where you will sign-in to your mobile tickets account using your email address and the password that you set. If you do not have an account, you may press the sign-up button and create a Tickets.com account. You will also be prompted to create an account when purchasing tickets for the first time.

• If you have had season tickets with us in the past, and are signing in to manage your tickets for the first time, tap the sign-up button and enter the required information. Make sure to use the same email address that we have on file for you so that your new online tickets account can be linked to your existing account in our system.

- If you do not know which email address you used when you created the account or you need to update the email address associated with your account, please contact the Midland RockHounds Box Office.

If you are accessing your account for the first time, tap on “sign up” and fill out the required information. In the email field, enter the email address that we have on file for you so that this account will be linked with your existing season ticket holder account.*

9:45

mpv.tickets.com

FIRST NAME

Rocky

LAST NAME

Juice

EMAIL

Rockhoundsmobiletickets@gmail.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.

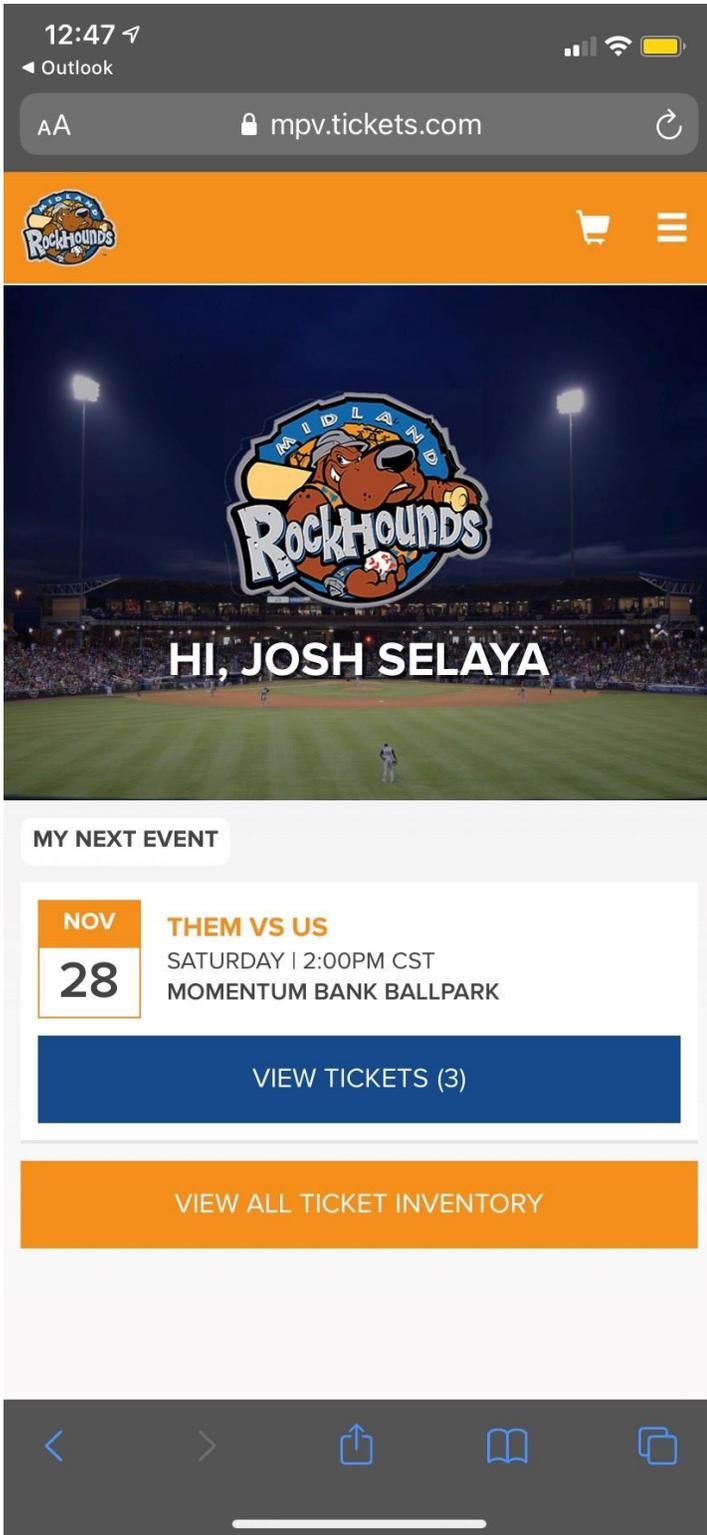
I agree to the [Terms and Conditions](#)

[Already have an account?](#)

SIGN UP

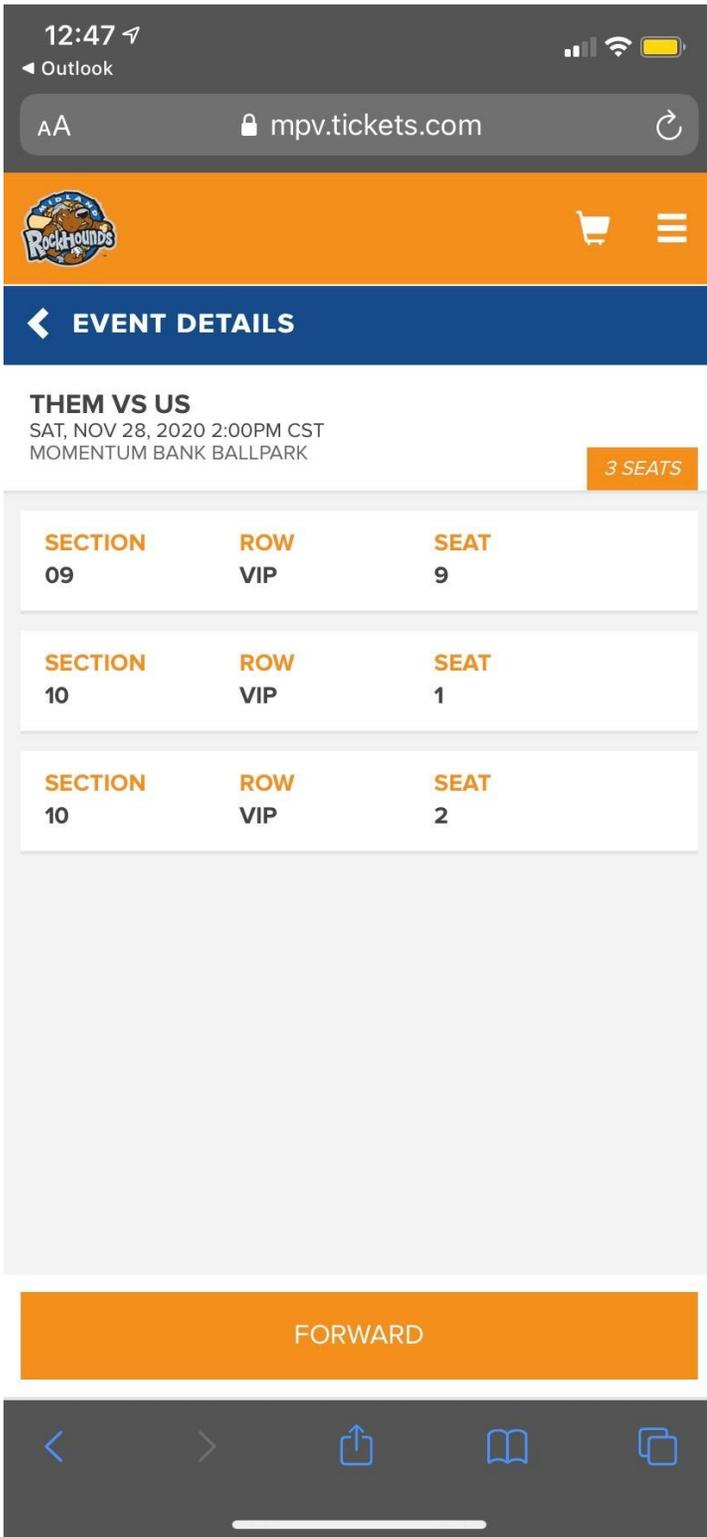
Create Account Page

- If you do not have an account set up with us, you will need to press the “sign up” button under “log in”. You will then be brought to this page to fill out the necessary information to create your account.
- Enter the required information (first name, last name, email address, and password) before reading the terms and conditions and tapping “sign up”.
- Reminder: If you are a season ticket holder with us and you are accessing your tickets online for the first time, sign up with the email that we have on file for you.



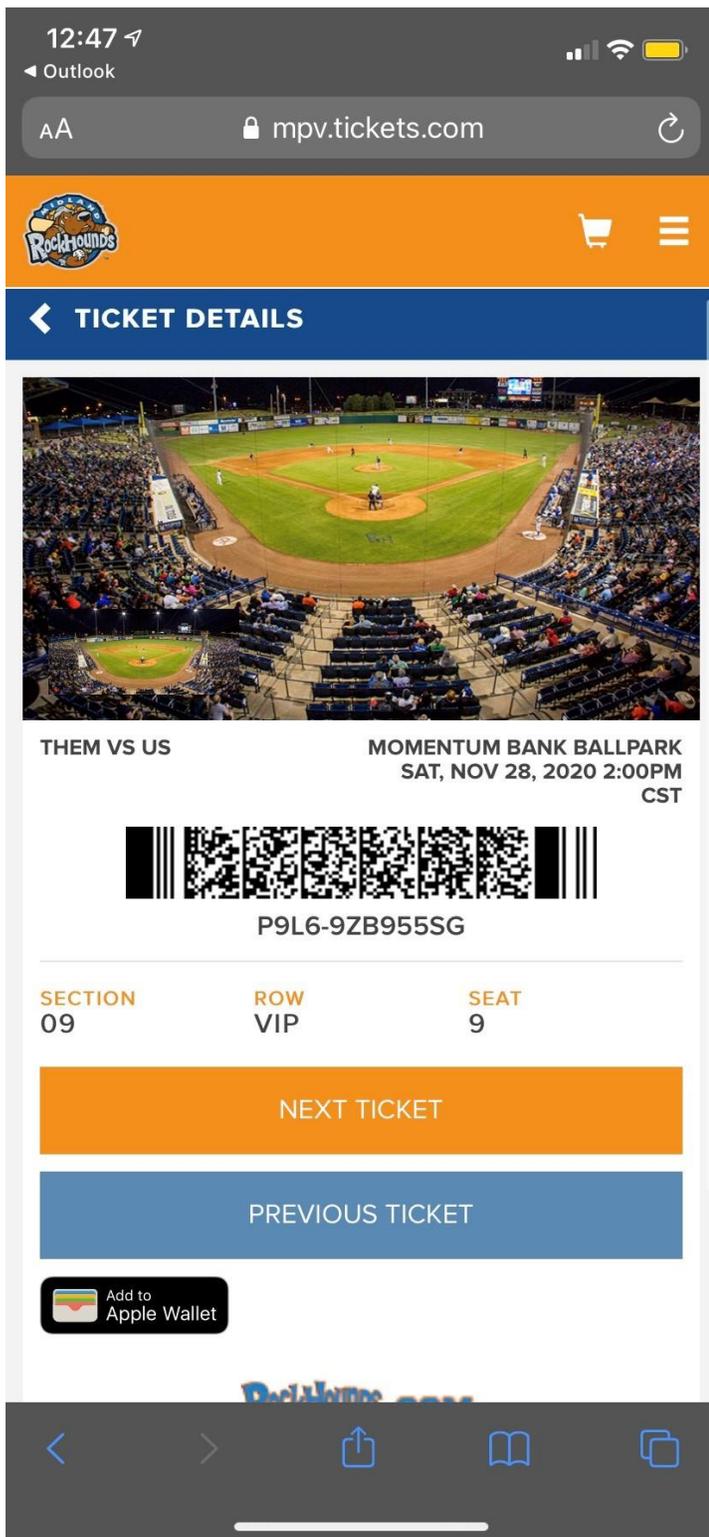
Mobile Tickets Welcome Page

- After logging into your account, this is the first page that you will see.
- The next RockHounds event is displayed on the screen first, along with an option to view your entire ticket inventory.
- If you would like to open your tickets to the next game, simply press the “View Tickets” button on your welcome page.



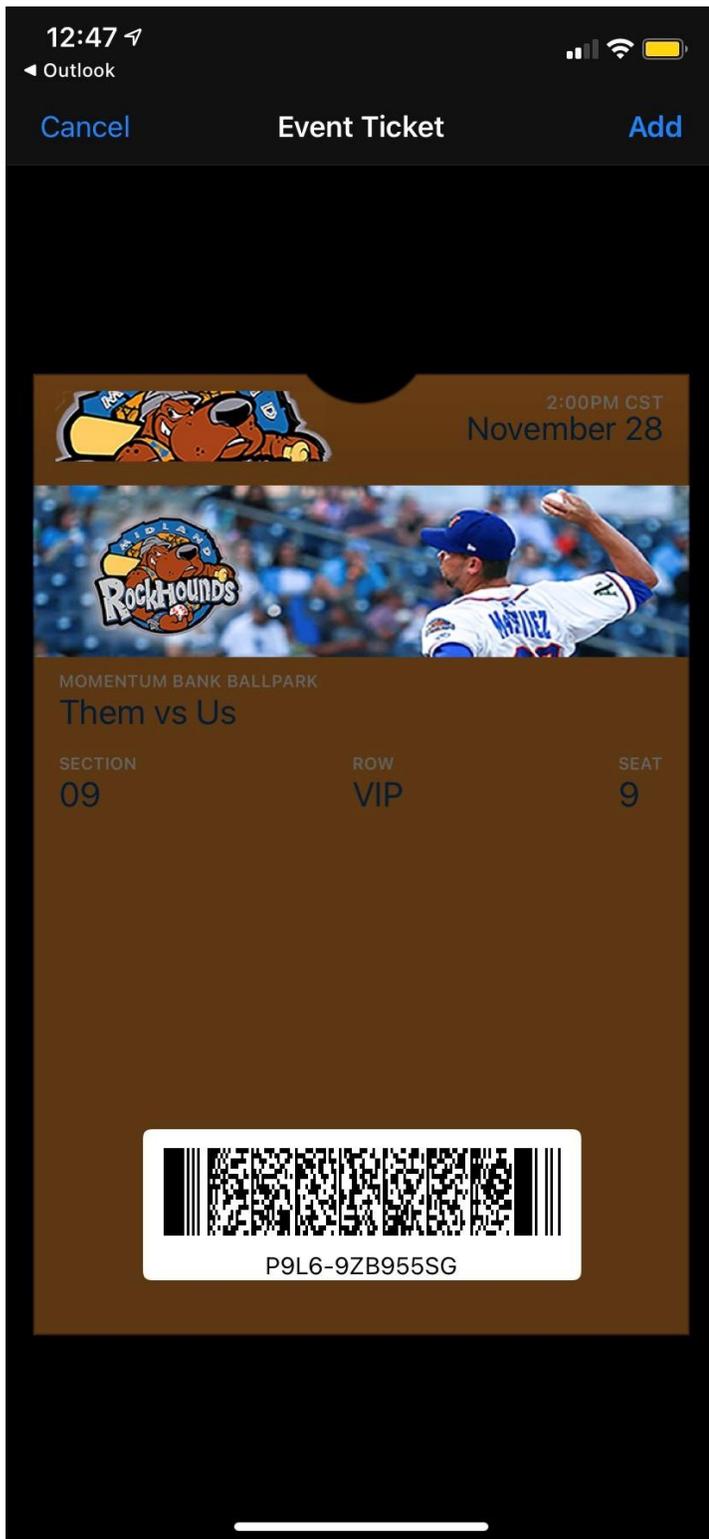
Mobile Ticket Inventory

- When you open your ticket inventory, it will display each seat that you have for the most recent RockHounds event.
- You can then tap each seat that you have for the event and they can be scanned for entry into the ballpark, or simply tap on the first seat, and select “next ticket” until all ticket barcodes have been scanned.



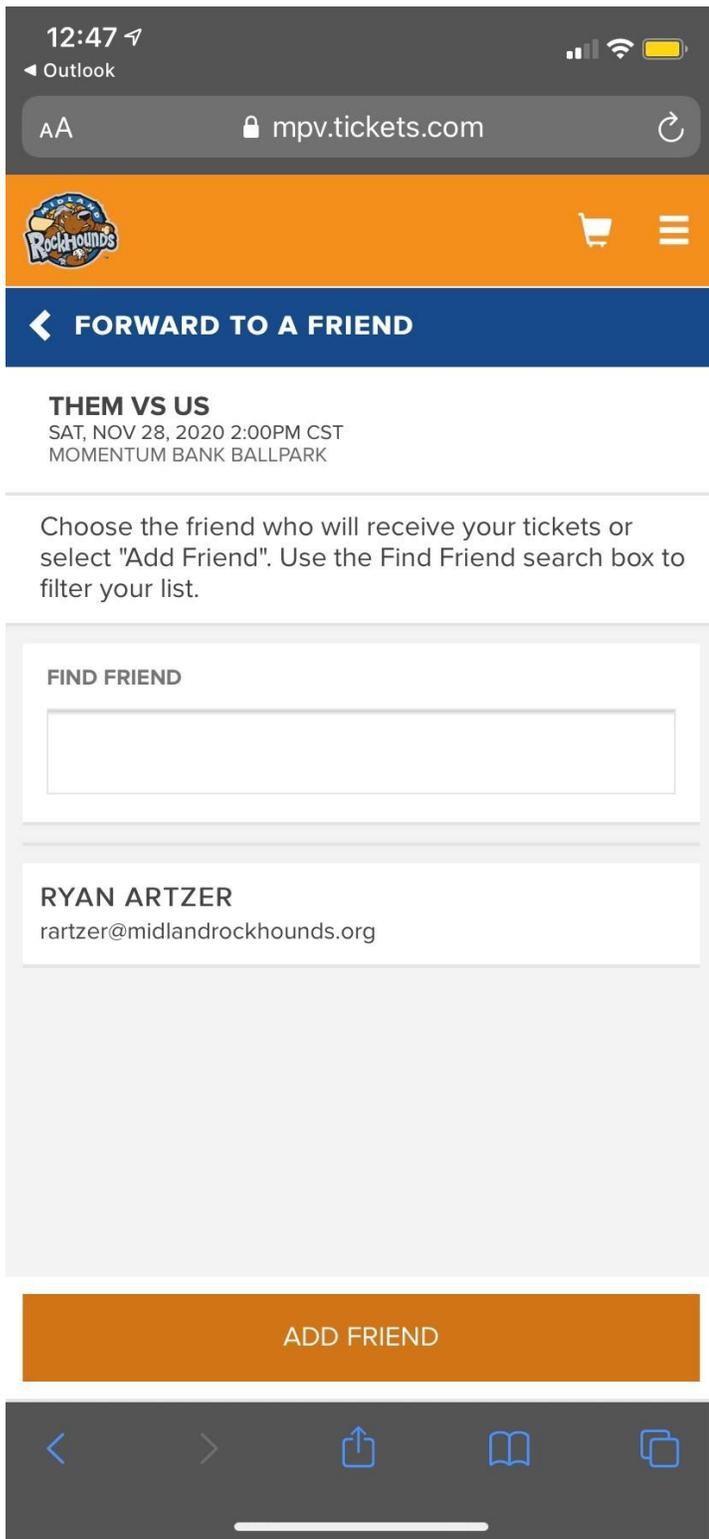
Mobile Ticket View

- This is what your ticket will look like.
- This ticket can be scanned directly from your phone screen by our scanners at the main gate.
- You can view each ticket in your party if you would like to scan everyone in on one device.
- You can also use the “Add to Apple Wallet/Google Pay” feature to access the tickets without a wifi connection/mobile data.



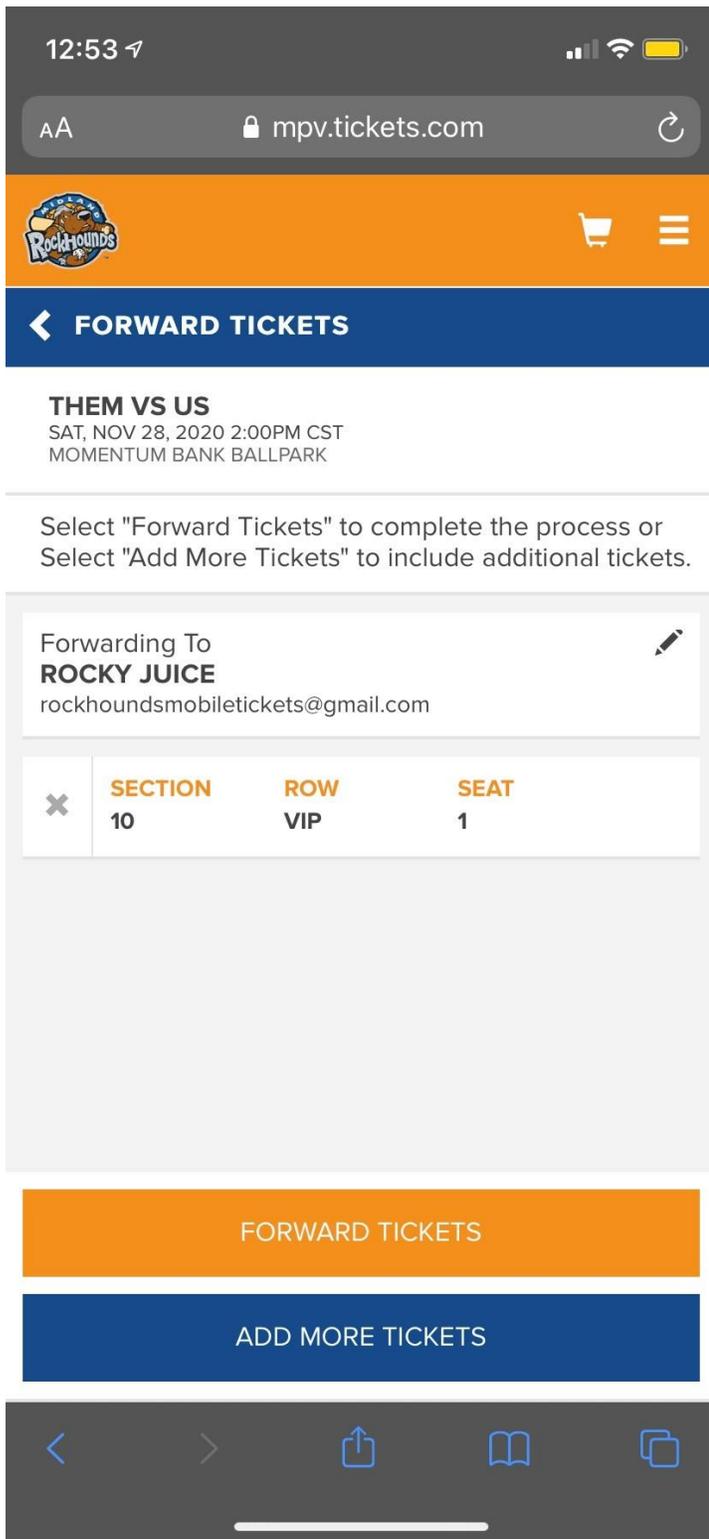
Apple Wallet/Google Pay

- We now offer the ability to add your mobile tickets to your Apple Wallet/Google Pay for your convenience.
- We suggest that all patrons use this feature because you will be able to add your tickets to your wallet and you do not need an internet or cell reception to use your tickets.
- This feature will make for a more seamless entry into the ballpark.



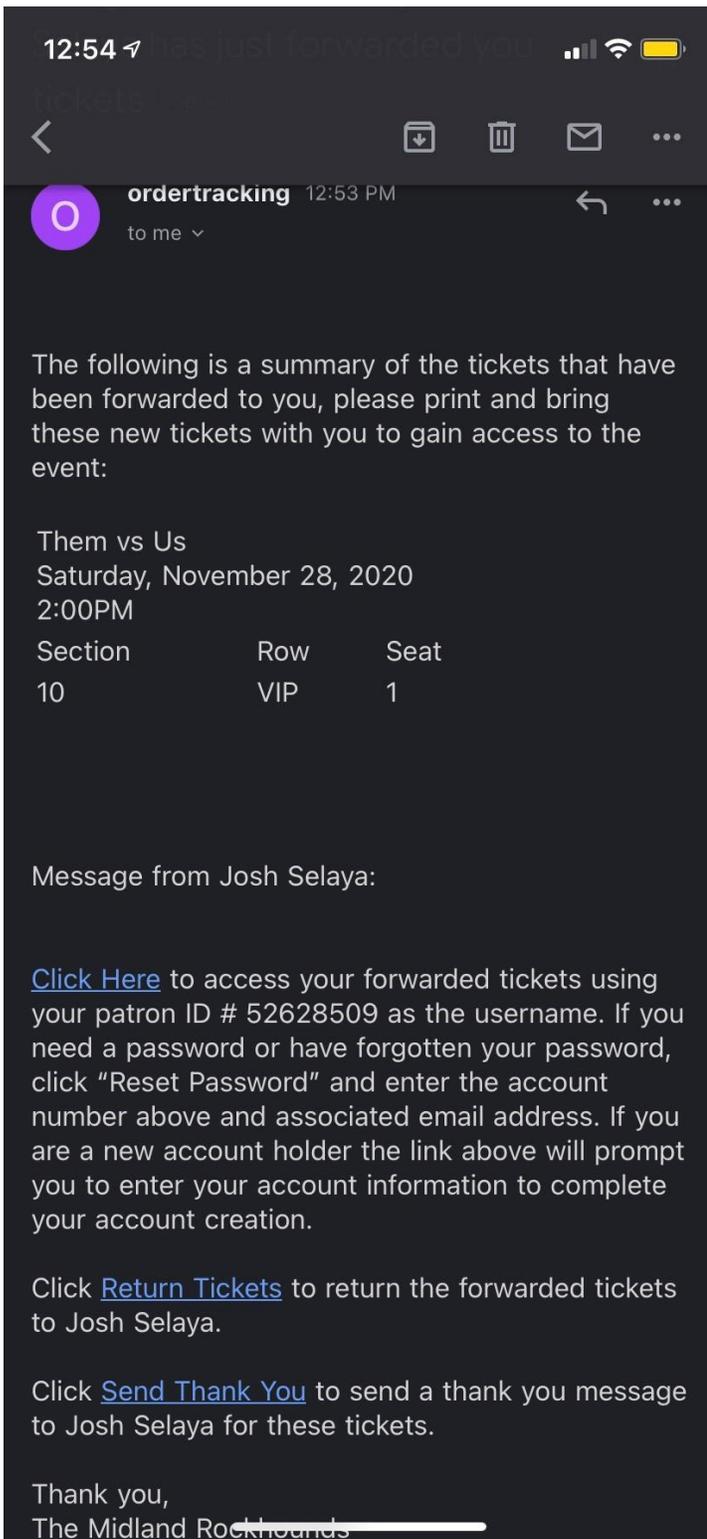
Forwarding Tickets Page

- If you would like to forward your tickets to a friend, simply tap the “Forward Tickets” button at the bottom of the screen.
- You will be taken to this screen, where you can choose a friend from your friends list or add a new friend.
- This feature is in place to ensure that you are forwarding the tickets to the right email and their information is saved on your account for any ticket forwarding in the future.



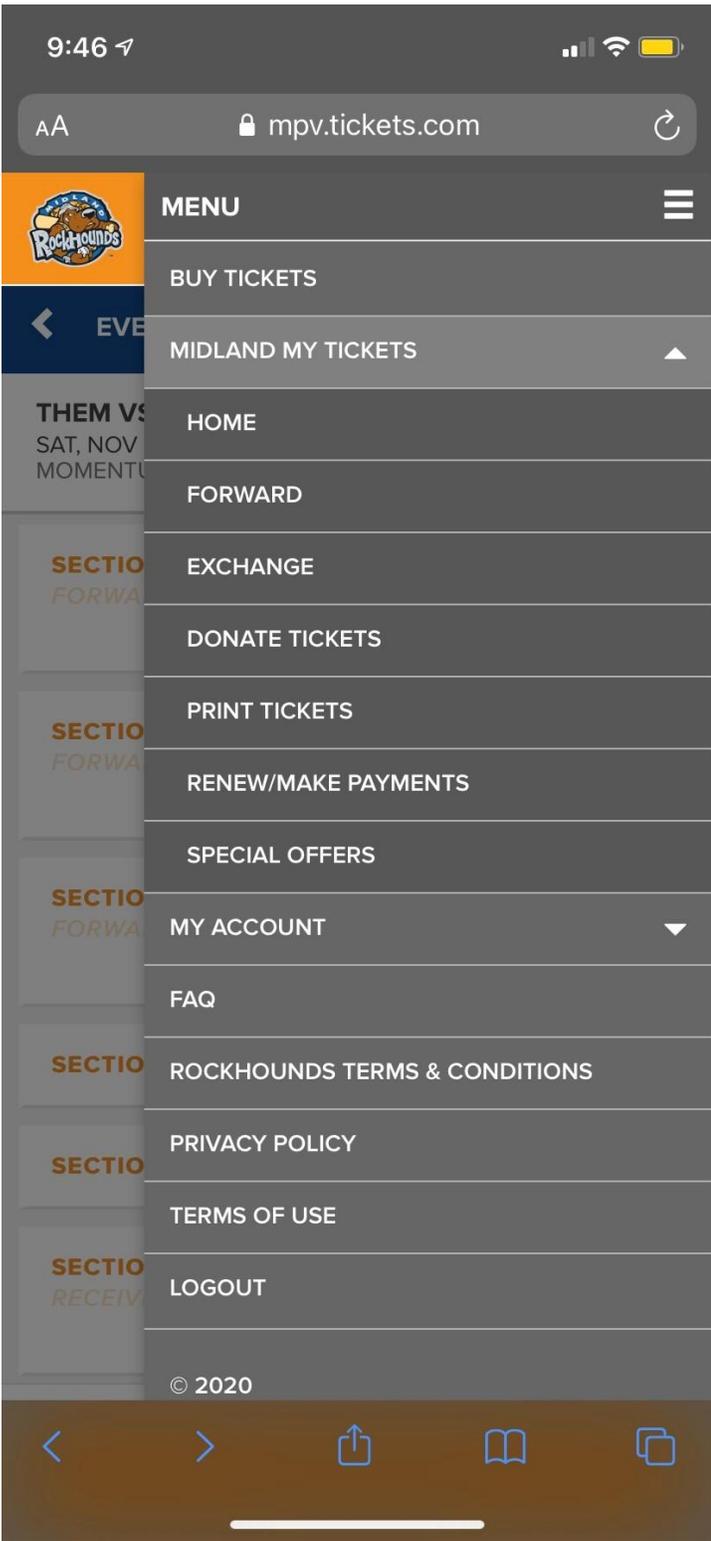
Selecting Tickets to Forward

- Once you create a friend profile for the person that you want to send a ticket to, you will select which ticket(s) you want to send them.
- You will then select their name from your friends list, and click “Forward Tickets”



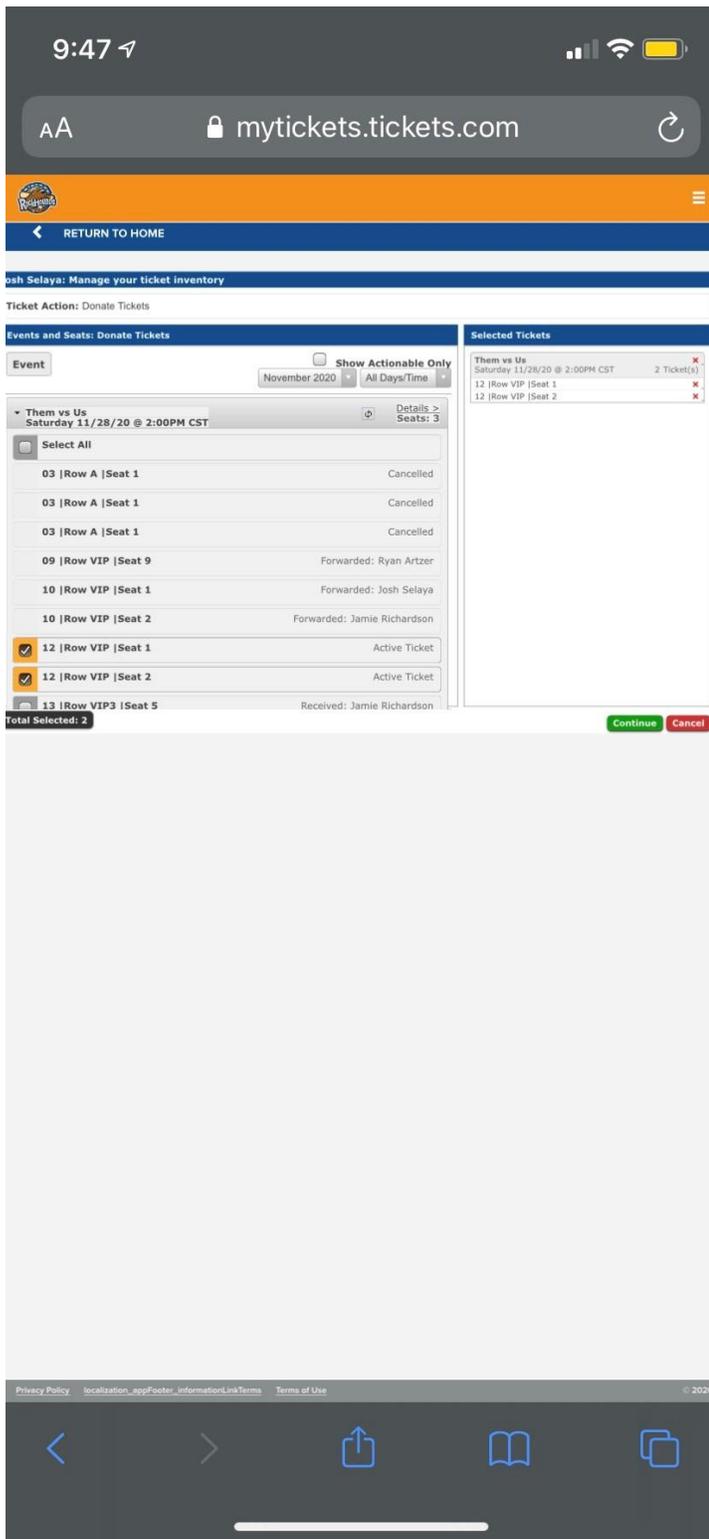
Receiving Forwarded Tickets

- If you are receiving forwarded tickets, you are going to receive this email.
- The email will include the seat information, the event date/time, and a link for you to access your tickets.
- Follow the directions in the email in order to access your forwarded tickets.
- If you received these tickets by accident or cannot attend the event, there is a return ticket link to return the tickets to the sender, along with an option to send a Thank You message.



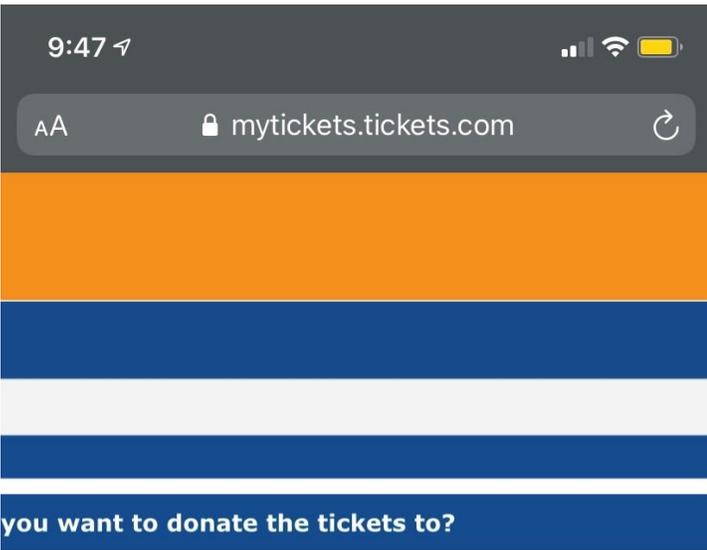
Midland My Tickets Tab

- This is the new and improved Midland My Tickets Tab. When logged in to your account, you can tap on the three lines at the top right of the screen to access the Midland My Tickets menu. Tapping on “Midland My Tickets” will give you all of the options for managing your tickets.



Donate Your Tickets

- If you select “Donate Tickets”, it will take you to this page where you can select which seats you would like to donate to local charities for that game.
- You will need to press the small triangle to the left of the event name in order bring out the pulldown tab with all of your tickets.
- You do not need to press the “details” tab for your tickets, just press the drop-down menu.



ed Fields

To*

al Message

Donate



Local Charity Options

- Once you select the seats that you would like to donate for that night, you will have an option to select one of four great local charities.
- You can also send a personalized message to the charity of your choosing.
- Once you select which charity you would like to donate the tickets to, simply click donate, and your ticket has been donated.

