

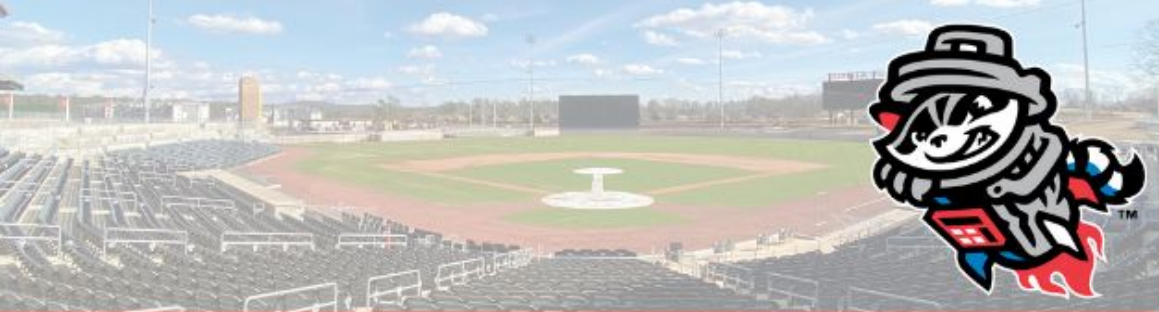


ROCKET CITY TRASH PANDAS  
**MYPROVENUE**  
SYSTEMS HANDBOOK

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***If you have any further questions, please contact the Ticket Office at: (256)325-1403 - Option 1***



# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

PAGE 2

## *Creating an Account*

- In order to create an account with MPV, click on the **SIGN UP** box located on the left of the Log In box
- The site will prompt you to input your **First Name**, **Last Name**, **Email**, and **Password**
- Fill in the required fields and make sure to check the **Terms and Conditions** prior to clicking **Sign UP**

SIGN UP

LOG IN

FIRST NAME

Sprocket

LAST NAME

Trash Panda

EMAIL

ticketoffice@trashpandasbaseball.com

PASSWORD

.....

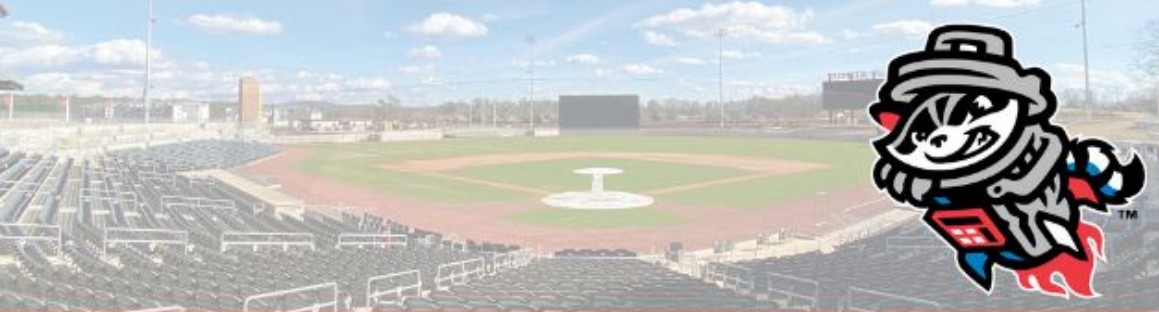
CONFIRM PASSWORD

.....

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

[Already have an account?](#)

SIGN UP



# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

PAGE 3

## *Accessing Your Existing Account*

- If you have a pre-existing account, make sure to use the appropriate login credentials to access your account and click on **LOG IN**.
- It is your responsibility to remember your login credentials, the Trash Pandas will not be able to help you if you have forgotten your email or password.

EMAIL


PASSWORD

☒ Remember Me

[Reset Password](#)

SIGN UP

LOG IN

 **Sprocket's Tip:** Click in the **Remember Me** box to save your login information to your computer for an easier login next time!



# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## ***Forgot Your Password?***

- The Trash Pandas do not have access to account passwords, in the case you forget your password, click on **Reset Password**.
- You will be prompted to enter your **Email**, hit **SUBMIT** after entering.
- You will receive a notification confirming that you are resetting your password.
- An email will be sent to you containing a temporary password by **ordertracking@tickets.com**, make sure to check your Spam folder if it does not show up.

This screenshot shows a web form titled "PASSWORD". It contains a text input field with the placeholder text "Enter Password". Below the field is a checkbox labeled "Remember Me". In the bottom right corner of the form, there is a red button labeled "Reset Password" which is highlighted with a red rectangular box.This screenshot shows a confirmation screen titled "RESET PASSWORD" with a red header bar. The main content area has a light grey background and contains the text "Please enter your email and click submit to receive a temporary password." Below this is an input field for the email, which contains the text "ticketoffice@trashpandasbaseball.com". At the bottom of the screen, there are two red buttons: "CANCEL" on the left and "SUBMIT" on the right.This screenshot shows a small "INFO" box with a close button (an 'x' in a square) in the top right corner. The text inside the box reads: "Your password has been reset. Check your email for your temporary password."

***(Continued on Page 5)***



# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## ***Forgot Your Password? (cont.)***

- Make sure to copy the temporary password\* and click on the link provided in the email.
- The page will prompt you to enter the temporary password along with your new password (enter twice).
- Click on **SAVE CHANGES**, and a notification will pop up stating: *"Your password has been changed"*.
- You will be brought back to the Login screen in order for you to login to your account with the new password.

***\*Do not copy the period (.)***

After changing your password you will be logged out and returned to the login page

TEMPORARY PASSWORD

Temporary Password

NEW PASSWORD

Enter New Password

CONFIRM PASSWORD

Enter Confirm Password

Passwords must be letters and numbers (no special characters or symbols), between 8 and 15 characters and include at least one uppercase letter, one lowercase letter, and one number. Passwords are case sensitive.

CANCEL SAVE CHANGES

After changing your password you will be logged out and returned to the login page

TEMPORARY PASSWORD

\*\*\*\*\*

NEW PASSWORD

\*\*\*\*\*

CONFIRM PASSWORD

\*\*\*\*\*

Passwords must be letters and numbers (no special characters or symbols), between 8 and 15 characters and include at least one uppercase letter, one lowercase letter, and one number. Passwords are case sensitive.

CANCEL SAVE CHANGES

INFO X

Your password has been changed



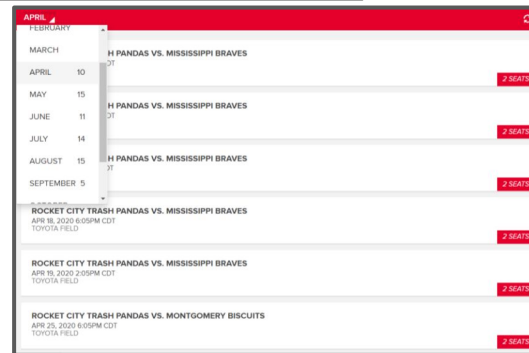
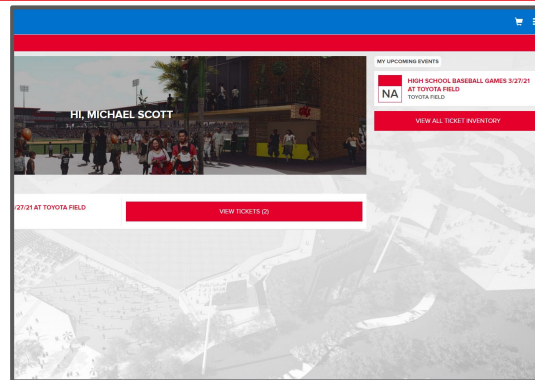


# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## *MyTicket Inventory*

- To manage your ticket inventory on MPV, click on tab labeled **VIEW ALL TICKET INVENTORY** on the right of your screen.
- You will be able to see all your selected events along with the number of tickets connected to that event.
- Use the *Drop-Down* tab to navigate through different months.



(Continued on Page 7)

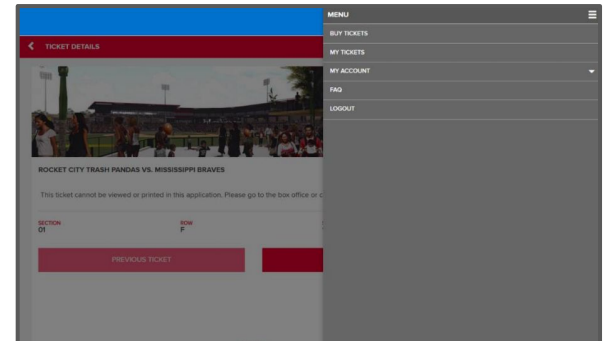
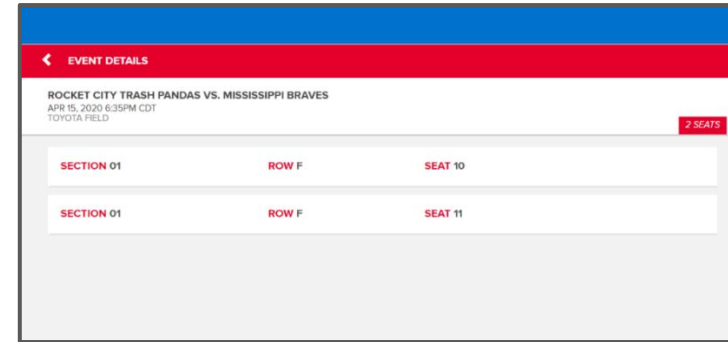


# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## *MyTicket Inventory (cont.)*

- When you click on a specific event, it will show you your tickets including the selected **Section**, **Row**, and **Seat**.



**Sprocket's Tip:** Use the “Hamburger Menu” (☰) to help guide you through MPV.

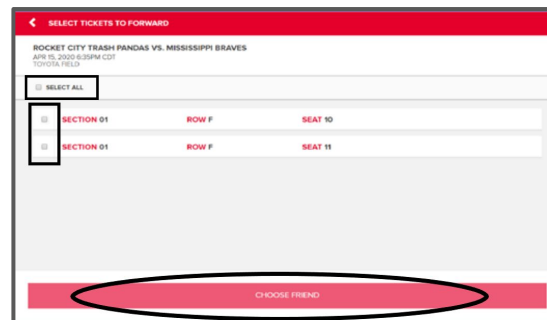
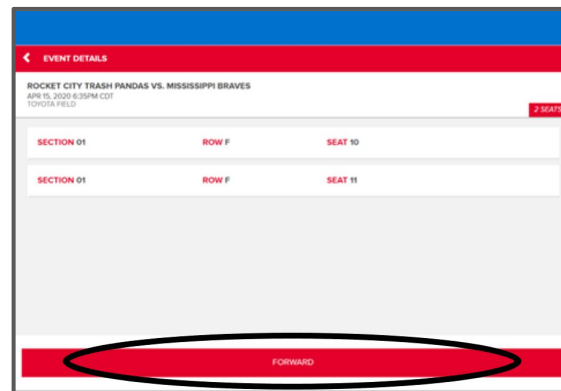


# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## *Forwarding Tickets*

- You can digitally send tickets to friends, family or colleagues using MPV and your MyTickets inventory.
- Click on the event, you wish to forward, on your ticket inventory page and click on the **FORWARD** tab at the bottom of the screen.
- Select the seats you wish to forward, or click **Select All** if you would like to forward all tickets to that event.
- Click on the **CHOOSE FRIEND** tab at the bottom of the screen.







# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## **Forwarding Tickets (cont.)**

- Select the friend in which you would like to send the tickets to.
- Names will appear if you had friends assigned to your account before-hand. (In order to send tickets to a new friend, click on **ADD FRIEND** and fill out the required information.)
- Select the name of the friend you would like to forward tickets to (make sure the information including the amount of tickets and seat numbers are correct), and click **FORWARD TICKETS** (If you wish to add more tickets you can click **ADD MORE TICKETS**).
- You will receive a confirmation notice and email once the forwarding is completed. Click on **My Tickets** drop down through the hamburger menu and select **Home** to return to the home screen.

ROCKET CITY TRASH PANDAS VS. MISSISSIPPI BRAVES  
APR 15, 2024 6:05PM CDT  
TOYOTA FIELD

FIND FRIEND

NATE LEASER  
nleaser@gmail.com

ADD FRIEND

Forwarding To  
NATE LEASER  
nleaser@gmail.com

X	SECTION 01	ROW F	SEAT 10
X	SECTION 01	ROW F	SEAT 11

ADD MORE TICKETS

FORWARD TICKETS

INFO

Your tickets have been forwarded. To recall these tickets go to the event list and select recall to choose tickets to recall. Tickets can be recalled at any time unless the tickets have been listed for resale or resold.

*(Continued on Page 10)*



ROCKET CITY TRASH PANDAS  
**MYPROVENUE**  
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### ***Receiving Forwarded Tickets***

- When someone forwards tickets to you from their My Tickets account, you will receive an email notifying you that tickets have been forwarded to you.
- Beneath this ticket information will be link enabling you to access the tickets, return the tickets or send a thank you message.

***\* Once you click the link, you MUST create an account by hitting RESET PASSWORD. (If you have a previously existing account, this will not apply)\****

***(Please see pages 3-4 for step-by-step directions.)***

- The tickets will be under you MyTickets Inventory

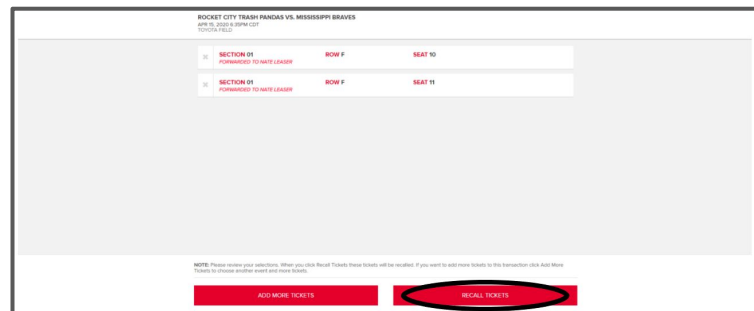
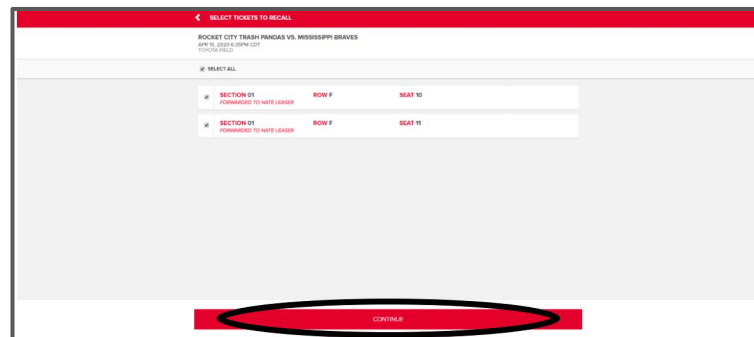


# ROCKET CITY TRASH PANDAS **MYPROVENUE** SYSTEMS HANDBOOK

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## Recalling Tickets

- You can recall active tickets from a forward at any time **Unless** they have been **Scanned**, are on **Offer**, or have been **Re-Sold** or **Donated**.
- To recall tickets, return to your **My Ticket Inventory**, and you will see the ticket that has been forwarded.
- Select the ticket(s) that had been forwarded and click on **RECALL**.
- You will be given the option if you would like to send a message to the friend you recalled tickets from.
- Once you are done, click **Recall Tickets** to complete the action.
- You will receive a confirmation pop-up and email, and an email will be sent to the person of whom you recalled the tickets from.





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- **Donate Tickets** will allow you to donate your tickets to specific non-profit organizations that team up with the Trash Pandas during the season.

EVENTS AND SEATS: DONATE TICKETS

Event

Order

▼

April 2020

▼

All Days/Time

☐ Show Actionable Only

▼ Rocket City Trash Pandas vs. Mississippi Braves

Wednesday 04/15/20 @ 6:35PM CDT

Details >

Seats: 2

Select All

01 Row F iSeat 10

Active Ticket

01 Row F iSeat 11

Active Ticket

▼ Rocket City Trash Pandas vs. Mississippi Braves

Thursday 04/16/20 @ 6:35PM CDT

Details >

Seats: 2

✓

Select All

✓

01 Row F iSeat 10

Active Ticket

✓

01 Row F iSeat 11

Active Ticket

▶ Rocket City Trash Pandas vs. Mississippi Braves

Friday 04/17/20 @ 7:05PM CDT

Details >

Seats: 2

▶ Rocket City Trash Pandas vs. Mississippi Braves

Details >

SELECTED TICKETS

Rocket City Trash Pandas vs. Mississippi Braves

Thursday 04/16/20 @ 6:35PM CDT

2 Tickets

×

01 Row F iSeat 10

×

01 Row F iSeat 11

×





# ROCKET CITY TRASH PANDAS MYPROVENUE SYSTEMS HANDBOOK

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## Consign-Back (Season Ticket Holders Only)

- Clicking on the **Consign-Back** button will complete the consignment process and send the selected tickets back to be resold.
- Consigning the selected tickets gives our ticket office exclusive right to “re-sell your tickets”.
- You cannot list these tickets for sale through another outlet once they are consigned back for resale.
- If any tickets are sold, the amount of the sale (minus any fees) will be added as a credit to your MyProVenue account.
- Once you select the tickets you will “Consign”, your next step is to review and then confirm
- The consigned tickets will not retain the \$5 Loaded Value (if applicable) for the buyer of the tickets
- You cannot re-call tickets after consigning

**EVENTS AND SEATS: CONSIGN-BACK**

Event Order Show Actionable Only April 2020 All Days/Time

- Rocket City Trash Pandas vs. Mississippi Braves  
Wednesday 04/15/20 @ 6:35PM CDT Details > Seats: 2
- Rocket City Trash Pandas vs. Mississippi Braves  
Thursday 04/16/20 @ 6:35PM CDT Details > Seats: 2
- Rocket City Trash Pandas vs. Mississippi Braves  
Friday 04/17/20 @ 7:05PM CDT Details > Seats: 2
- Rocket City Trash Pandas vs. Mississippi Braves  
Saturday 04/18/20 @ 6:05PM CDT Details > Seats: 2
- Rocket City Trash Pandas vs. Mississippi Braves  
Sunday 04/19/20 @ 2:05PM CDT Details > Seats: 2
- Rocket City Trash Pandas vs. Montgomery Biscuits  
Saturday 04/25/20 @ 6:05PM CDT Details > Seats: 2

☒ Select All

☒ 01 Row F (Seat 10) Active Ticket

☒ 01 Row F (Seat 11) Active Ticket

**SELECTED TICKETS**

Rocket City Trash Pandas vs. Mississippi Braves  
Friday 04/17/20 @ 7:05PM CDT 2 Tickets

01 Row F (Seat 10) X

01 Row F (Seat 11) X

**Review Consign-Backs** (Account: jon.barhorst@gmail.com | 387377) Help and Information

**CONSIGN-BACK TICKETS**

Please review the list of tickets you have selected for consignment. Clicking on the Consign Tickets button will complete the consignment process and send the selected tickets back to be resold. Consigning the selected tickets gives our box office exclusive right to re-sell your tickets. You cannot list these tickets for sale through another outlet once they are consigned back for resale. If any tickets are sold, the amount of the sale less a fee will be added as a credit to your MyTickets account.

SECTION	ROW	SEAT	TICKET PRICE
01	F	10	\$0.00
01	F	11	\$0.00

**CONSIGN TICKETS** **CANCEL**