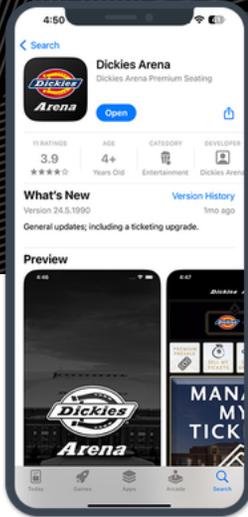


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## MOBILE TICKET GUIDE

Learn how to access, sell, transfer and receive mobile tickets

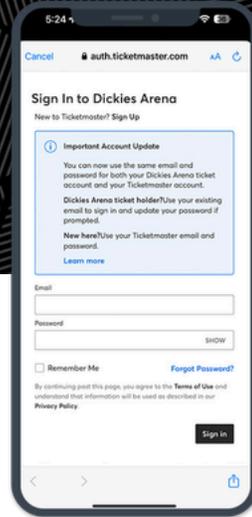
# ACCESSING YOUR TICKETS



## STEP 1

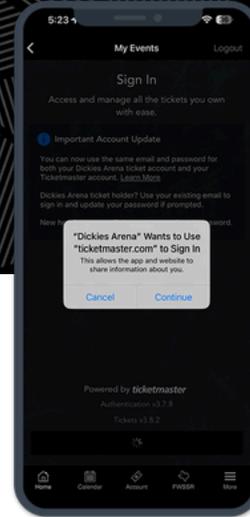
Download the Official Dickies Arena Mobile App, called "Dickies Arena", available in the iTunes App store or Google Play Store.

\*If you already have the Dickies Arena app installed, please make sure you have the latest version.



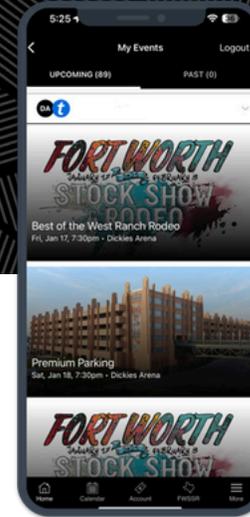
## STEP 2

Open the Dickies Arena app on your mobile device. Log in using your account email and password to view all your Dickies Arena tickets and parking passes.



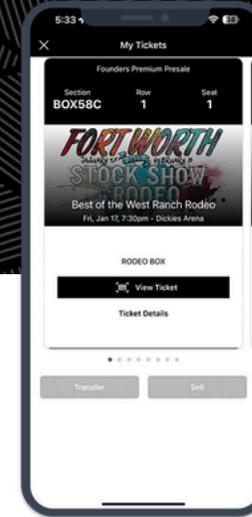
## STEP 3

Select **MANAGE MY TICKETS**



## STEP 4

Once signed in, your screen will list all of your tickets for the upcoming events you have purchased tickets for. To view your tickets, please select the event you are attending. Please note all tickets and parking passes are listed in chronological order.



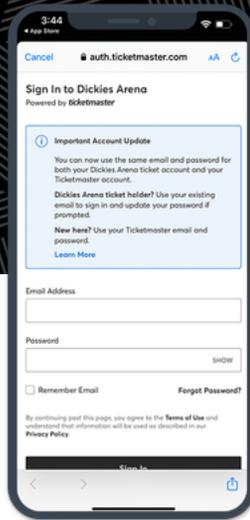
## STEP 5

Select **VIEW TICKET** to display the dynamic barcode to present at the door. Be sure to have this page open when you approach your entry. We recommend users adding the tickets to their Apple Wallet or Google Pay.

**IF YOU OPTED-IN FOR PRINTED TICKETS FOR THE UPCOMING FWSSR AND YOU VIEW OR TRANSFER THE TICKET IT WILL DEACTIVATE THE BARCODE ON YOUR PRINTED TICKETS AND THEY WILL NO LONGER BE VALID.**

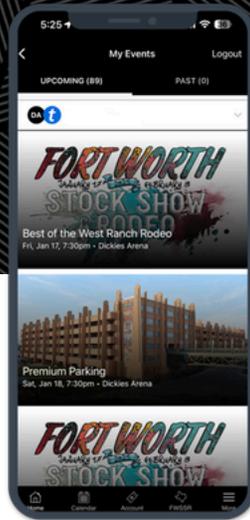


# TRANSFERRING YOUR TICKETS



## STEP 1

Log in using your account email and password to view all your Dickies Arena tickets and parking passes.



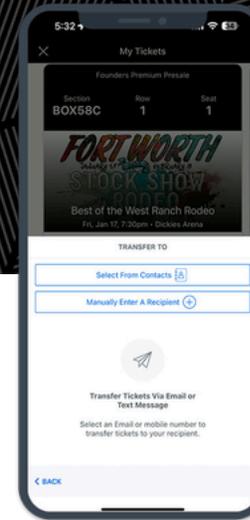
## STEP 2

Once signed in, please select the event you wish to transfer. Please note all tickets and parking passes are listed in chronological order.



## STEP 3

Select TRANSFER. Select the seats that you would like to transfer. Select **TRANSFER TO**.



## STEP 4

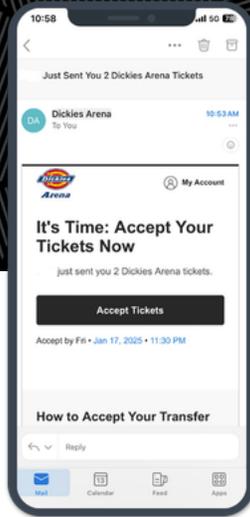
Choose a recipient from your smart phone's address book or manually enter their information to transfer the tickets.

You are able to transfer tickets via email or text message. Recipient must have a smart phone to accept tickets.

**IF YOU OPTED-IN FOR PRINTED TICKETS FOR THE UPCOMING FWSSR AND YOU VIEW OR TRANSFER THE TICKET IT WILL DEACTIVATE THE BARCODE ON YOUR PRINTED TICKETS AND THEY WILL NO LONGER BE VALID.**



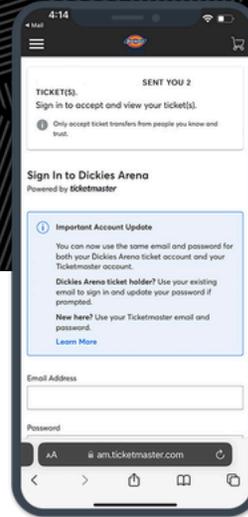
# RECEIVING TRANSFERRED TICKETS



## STEP 1

If the tickets were transferred via email, select **ACCEPT TICKETS**.

If the tickets were transferred via text, select the link in the message.

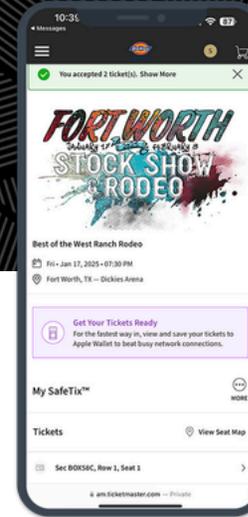


## STEP 2

You will be redirected to your phone's web browser.

Log in using your email address and password associated with your Dickies Arena account. If you do not have an existing account, select

**SIGN UP** and create an account using the email that the tickets were sent to.



## STEP 3

Once logged in to the Dickies Arena account, the tickets have been accepted and can be viewed and managed.

**IF YOU OPTED-IN FOR PRINTED TICKETS FOR THE UPCOMING FWSSR AND YOU VIEW OR TRANSFER THE TICKET IT WILL DEACTIVATE THE BARCODE ON YOUR PRINTED TICKETS AND THEY WILL NO LONGER BE VALID.**

# MOBILE TICKETING FAQS

A digital ticket is the safest, most convenient, and flexible way to receive and manage tickets while increasing protection against fraud. You probably use your smartphone to travel and attend movies. Now you can use it for live sports and entertainment events. It's our effort to make your Dickies Arena experience the very best.

Digital tickets provide:

- Quick, contactless, and easy entry to Dickies Arena using your mobile phone or smart device
- Instant access to all upcoming event tickets through the Official Dickies Arena App or website <https://am.ticketmaster.com/dickiesarena/>
- The ability to view, transfer, and sell your tickets at any time
- Reduced risk of lost, stolen, counterfeit or forgotten tickets

## HOW DO I GET THE DICKIES ARENA APP?

The official Dickies Arena app is free in the App and Google Play stores. Your username is your email address and the same information you use to log into your Dickies Arena Account. Once you've logged into your account, you can view, transfer, resell or add tickets to your wallet (iPhone users only) right from your phone. Please note, if this is your first-time logging in, you'll need to select 'Forgot Your Password' to have a temporary password sent to you.

## CAN I SEND MY TICKETS AS A SCREENSHOT?

No, guests are not permitted to send tickets via screenshot. There is a secure technology that uses a dynamic bar code which will not allow you to screenshot your bar code for entry.

## CAN I HAVE MULTIPLE TICKETS ON A SINGLE PHONE?

Yes, you can swipe to view multiple tickets within your account, however, transferring each attendee their ticket is the preferred way of entering Dickies Arena. Transferring tickets provide:

- A way for all ticket holders to obtain event updates during an event, if applicable.
- Accessibility to their seat information at all times.

## WHAT IF MY ENTIRE GROUP ISN'T WITH ME WHEN I'M READY TO ENTER?

Since each person entering Dickies Arena is required to have a ticket, it is suggested to transfer each member their ticket individually prior to arrival.

## WILL THE PERSON I TRANSFER THE TICKET TO NEED A DICKIES ARENA ACCOUNT?

Yes. If they don't have one already, they can create one when they accept the ticket. Please note: If the recipient has a Dickies Arena account, the email address used for transfer must be the one associated with their Dickies Arena account.

## CAN I MANAGE MY TICKETS ON MY COMPUTER INSTEAD OF MY MOBILE DEVICE?

Yes. Tickets can be managed from a computer, but a ticket is required for entry via mobile device.

## WHEN IS THE BEST TIME TO DOWNLOAD THE DICKIES ARENA APP AND ADD MY TICKETS TO THE MOBILE WALLET?

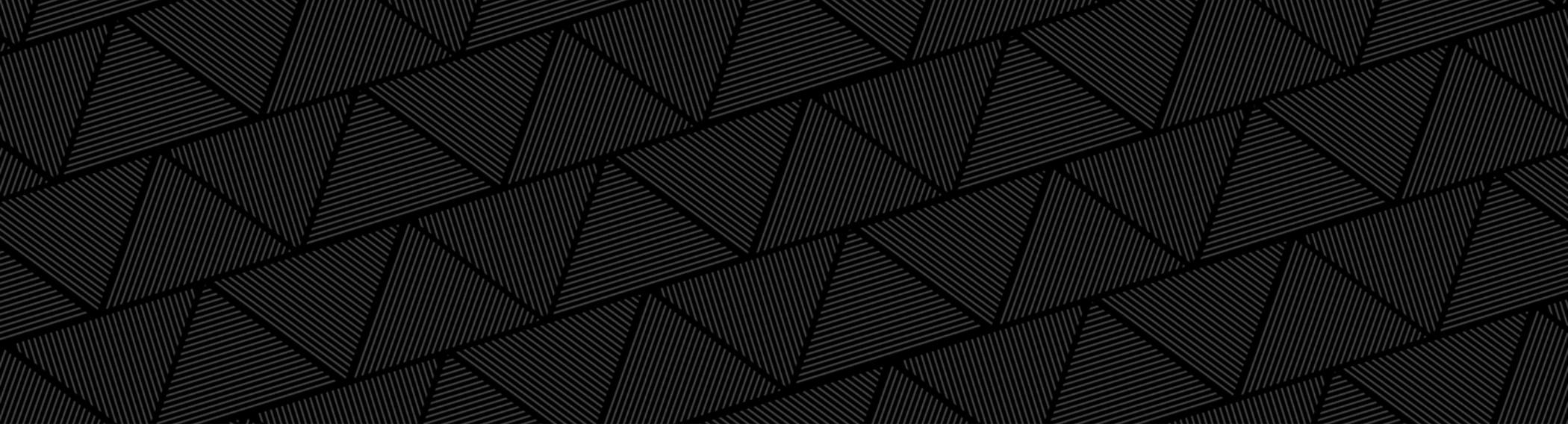
The best time to download the Dickies Arena app and add your tickets to your wallet (iPhone users only) is at home before you leave for Dickies Arena. This will ensure you do not need to use your data or rely on Wi-Fi.

## I DON'T HAVE A SMART PHONE, WHAT DO I DO?

Please contact the Dickies Arena Box Office at 817-402-9801.

## WHAT IF I HAVE ADDITIONAL QUESTIONS AT THIS TIME REGARDING DIGITAL TICKETING?

Please visit the Dickies Arena box office for any questions you may have. Call 817-402-9801.



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