**DOWNLOAD INDY ELEVEN APP** 

**ACCESS TICKETS WITH YOUR APP** 

SAVE TICKETS TO MOBILE PHONE

TRANSFERRING TICKETS TO OTHER PEOPLE

ACCEPTING TICKET TRANSFERS

**EXCHANGE TICKETS USING WEB BROWSER** 

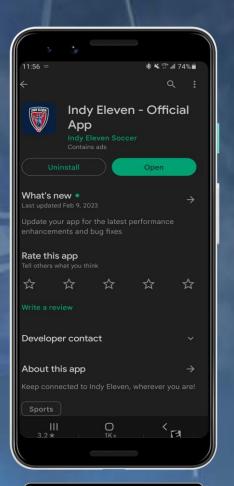
**ACCESS TICKETS USING WEB BROWSER** 

**DIGITAL TICKETING FAQS** 

ACCOUNT MANAGER USER GUIDE - INDY ELEVEN DIGITAL TICKETING GUIDE



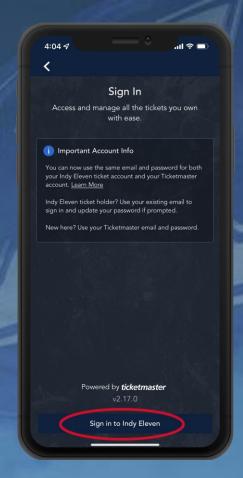








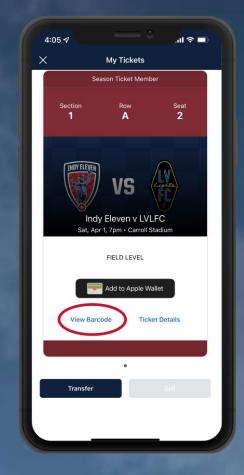
Go to the **TICKETS** tab and select **MANAGE MY TICKETS** 



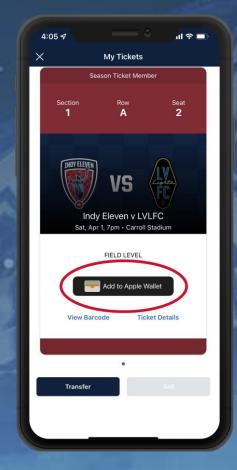
Sign in to **Indy Eleven Account Manager** 



Select the match / tickets you would like to view

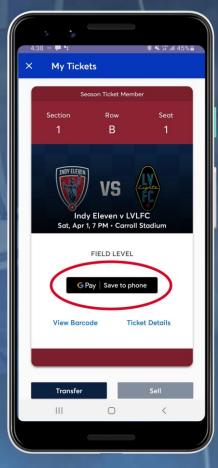


Select **VIEW BARCODE** for entry to the match



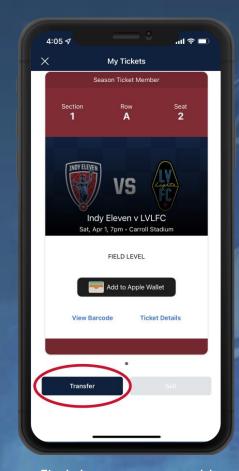
APPLE et(s) to Ar

Save ticket(s) to Apple Wallet for easy access on matchday

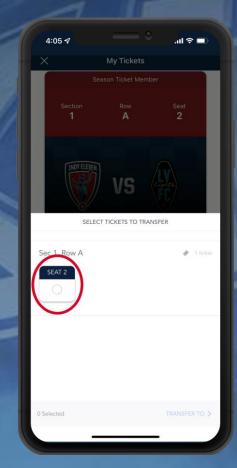


# **ANDROID**

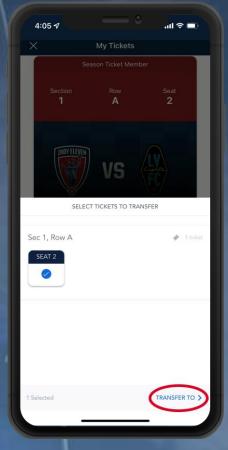
Save tickets to Google Pay for easy access on matchday



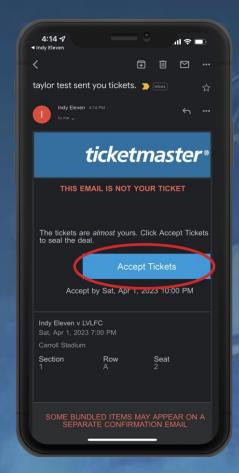
Find the event you would like to transfer and select **TRANSFER** 



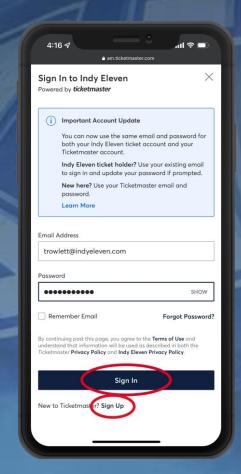
Select the specific seat(s) you would like to send



Select **TRANSFER TO** and add your recipient's information and select **TRANSFER** 



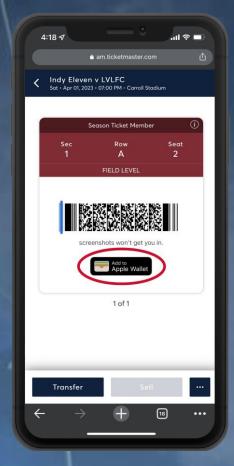
Find the offer email or text and select **ACCEPT** 



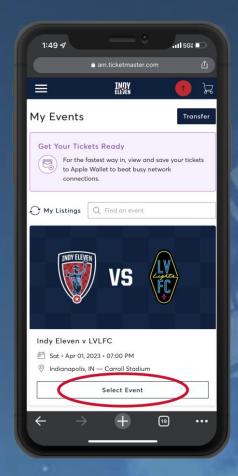
First time users

CREATE AN ACCOUNT Returning users

SIGN IN



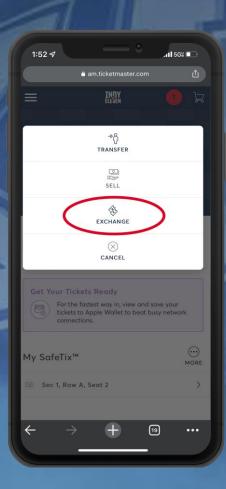
**SAVE TICKETS** to Apple Wallet or Google Pay for easy access at gate



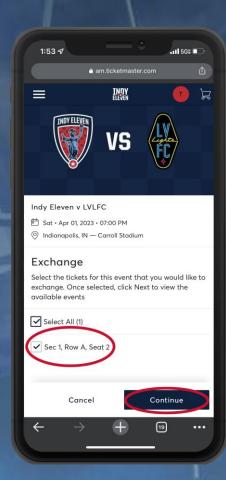
Go to **MY EVENTS** and select a match to exchange



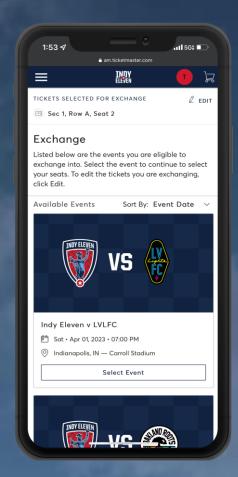
Select the **MORE** button



Select **EXCHANGE** to begin the exchange process



Select the tickets you would like to exchange



Select the match / tickets you would like

# **INDY ELEVEN ACCOUNT MANAGER**



Visit the link above on your computer to update account information or transfer tickets

\*NOTE: NO PRINT AT HOME TICKETS ARE ACCEPTED



Visit the link above on your smartphone to access
Account Manager directly

#### Why do the Indy Eleven use digital tickets?

Digital ticketing allows for quicker and easier access for fans and helps prevent lost, stolen or forgotten tickets.

## What if my guest(s) are arriving to the venue at different times?

You can transfer tickets to your guest(s) smartphone using the instructions provided.

#### Can I have multiple tickets on the same device?

Yes. Once you select your event, you will be able to swipe through your available tickets.

#### What if my phone is broken, battery dies, or is lost/stolen?

Visit the box office, located inside the Northwest gate of Carroll Stadium on gameday. Please bring a valid ID for the name on the account.

#### Is print-at-home an option for my tickets?

No. Tickets for Indy Eleven games no longer includes a print at home option.

## I don't know my username/password, how do I get signed in?

Your username is your Ticketmaster email address. You can reset your password using the 'Forgot Password' button.

#### I am receiving an error when trying to sign in, what do I do?

Try accessing the page using a different web browser. If you continue to have issues accessing your account, please call (317) 685-1100 or visit the box office inside the Northwest gate of Carroll Stadium on gameday.

### Can I exchange my tickets at the box office on gameday?

Yes, you can exchange tickets at the box office located inside gate C on gameday.

# ACCOUNT MANAGER USER GUIDE - DIGITAL TICKETING FAQS