

## **MOBILE TICKET DELIVERY INFORMATION**

Mobile tickets are easy to use and can be stored on your smartphone so you never need to worry about misplacing or leaving them at home.

If your party is arriving together, one person may show all the tickets on their smartphone while your entire party enters. To gift or share your tickets, simply forward your ticket email to a friend to download on their own smartphone or reissue individual tickets in your online account.

### **Please review the following information for easy entry into the venue!**

- Please download/open/save your tickets BEFORE you arrive.
- WiFi or data network access is necessary to open your tickets for the first time.
- Your mobile tickets will be scanned directly from your mobile device.  
**Please do not print your tickets. A printed copy will not scan.**
- Be sure your screen brightness is set to full strength before you reach the entrance. A dim screen will prohibit your tickets from scanning.
- If your mobile screen is cracked or you have a “privacy screen protector,” your tickets may not scan. Please visit the Box Office to have your tickets reissued.
- **MORE INFO** - Your tickets were emailed to you from [online@metrotix.com](mailto:online@metrotix.com) with a link to view and download your tickets to your smartphone’s **PASSBOOK**. If you cannot locate your tickets in your inbox, please check your spam/junk folder.

**Add Tickets To PASSBOOK:** Download tickets to save and view your tickets offline in **Apple Wallet** on iPhone or **GPay/Wallet** on Android. Most smartphones come standard with these free applications. If yours does not, please download from your app store in order to save and view your tickets.

Click the link to open your tickets, then click the button beside each ticket to add to your passbook. Once added, your tickets can now be easily accessed by going directly to your phone’s passbook.

**Access Tickets Already In PASSBOOK:** If you have multiple tickets for multiple performances in your Passbook, the tickets will group themselves together by date so all your tickets for one performance are together.

To access the tickets, open your Passbook and then click on the ticket heading for the performance date to pull up all tickets for that date. You can now swipe left or right to access each individual ticket.

The front of each ticket displays everything you need to enter: the QR code, performance name, performance date and time, and your seat location. You may view additional information or manage your passbook settings for your ticket by clicking the info button in the corner of the screen or details button at the bottom of the screen. You can also remove the ticket from your Passbook after the show has passed.

If you need assistance, please contact MetroTix at (314)534-1111 or [online@metrotix.com](mailto:online@metrotix.com).

## **PRINT-YOUR-OWN TICKET DELIVERY INFORMATION**

“PYO” tickets are easy to use and can be downloaded and printed at home, at work, or even at the library.

To gift or share your tickets, simply forward your ticket email to a friend or print the tickets first and then share the paper version. You can also reissue individual tickets in your online account.

Please review the following information for easy entry into the venue!

- Tickets must be downloaded and printed BEFORE you arrive at the venue.
- Print ONE ticket per sheet on standard 8.5x11 white paper.
- Your tickets may be printed in either black & white or color ink.
- Please be sure the printed barcode on each ticket is not distorted.
- If you fold your paper ticket sheet, be sure not to fold the barcode.
- Print-Your-Own tickets cannot be scanned from your mobile device.

**Please print your tickets.**

- **MORE INFO** - Your tickets were issued from [online@metrotix.com](mailto:online@metrotix.com) with a link to view and download your tickets. If you cannot locate your tickets in your inbox, please check your spam/junk folder.
- Print directly from your web browser or use Adobe Acrobat reader, version 4 or above, or a similar program to view and print your tickets.

If you need assistance, please contact MetroTix at (314)534-1111 or [online@metrotix.com](mailto:online@metrotix.com).