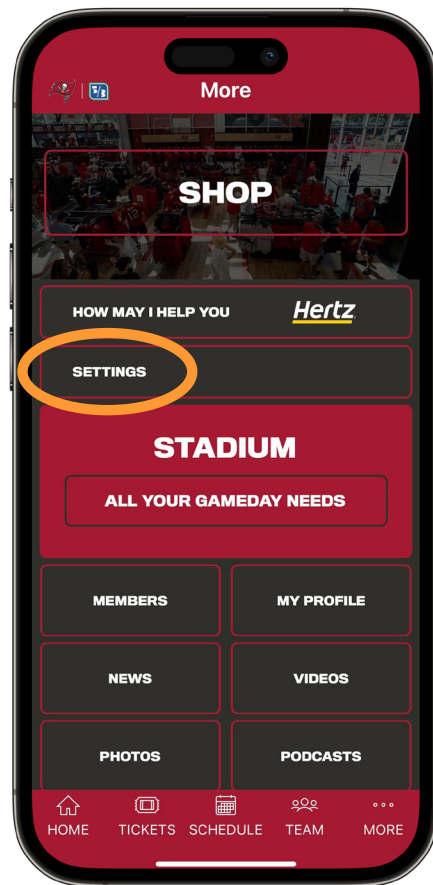
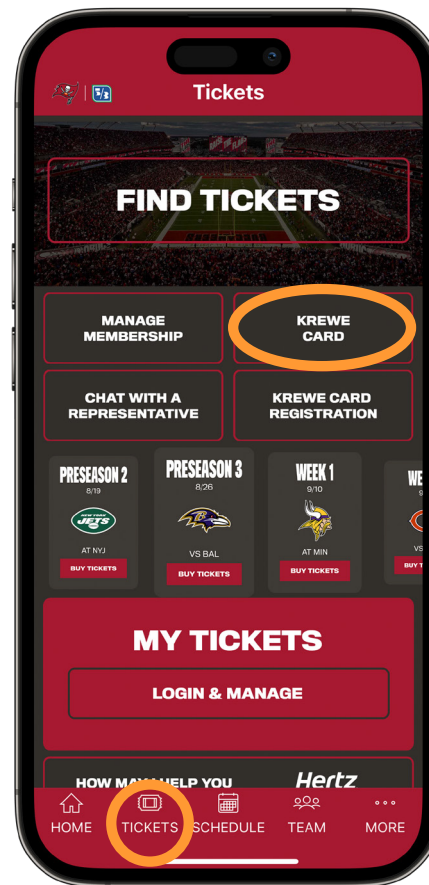


Download the official Buccaneers App for free from the App Store or Google Play Store on your mobile device. Open the app, then select **MORE** on the bottom navigation bar.



Under **SETTINGS**, make sure you are logged into Bucs Account Manager. If not, select **LOG IN**, then **BUCS ACCOUNT MANAGER**, then **SIGN IN TO BUCS**.



To access your Krewe Card, select **TICKETS**. Select **KREWE CARD**.



To redeem your discount or stored value, present the QR code to be scanned at concessions and merchandise stands inside Raymond James Stadium, or at the Team Store. Screenshots will not be accepted. For easy gameday access, add to your device's wallet.

# **STEP-BY-STEP GUIDE:**

We encourage you to retrieve your SECURE DIGITAL TICKET before arriving to the stadium for ease of access.

## **TROUBLESHOOTING TIPS**

Visit your App Store to confirm you have the latest version of the Buccaneers App. If an upgrade is available, follow the prompts to upgrade.

Under SETTINGS, confirm you are signed in to Bucs Account Manager. Select MORE, scroll down to SETTINGS. Under LINKED ACCOUNTS, there should be a checkmark next to Bucs Account Manager. There should NOT be a checkmark next to the box below. If there is, select LOG OUT. After logging out, select LOG IN. Select BUCS ACCOUNT MANAGER, then SIGN IN TO BUCS. Log in using the email address and password associated with your Buccaneers account.

# FREQUENTLY ASKED QUESTIONS

## **How do I get the official Buccaneers App?**

The official Buccaneers App is free on the App Store or Google Play Store. You can also manage your tickets by logging into your Buccaneers Account Manager on your mobile browser. Log into your account using the email address and password associated with your Buccaneers Account. If you are unsure of your password, select FORGOT YOUR PASSWORD to have a temporary password sent you.

## **How do I pull up my ticket?**

In the Buccaneers App, select the Tickets tab and then select MY TICKETS. Select the SIGN IN TO BUCS button. Log in using the email address and password associated with your Buccaneers Account Manager. Simply tap on the event you wish to view tickets for and you'll see your digital ticket. Select VIEW BARCODE to scan at the gate or ADD TO WALLET or GOOGLE PAY to add to your smartphone wallet in advance of the event.

## **What if I want to send someone else to the game?**

If a friend or family member will be attending the game instead, you will need to transfer the tickets to them, which can also be done through the Buccaneers app or Buccaneers Account Manager on mobile or desktop. It's easy - select the game you would like to manage, select TRANSFER and either select from your contacts or enter the email address. Once you transfer tickets, the recipient will receive an email notification. They will need to accept the transfer at which point the tickets will be in their account (they must ACCEPT THE TRANSFER to access the tickets).

## **What if I don't have a smartphone?**

If you do not have a smartphone for any reason, you can transfer your tickets to someone within your party. No paper tickets will be issued.