



INDIANAPOLIS COLTS MOBILE TICKETING

LEARN HOW TO ACCESS, TRANSFER AND SELL YOUR TICKETS



ACCESS YOUR TICKETS

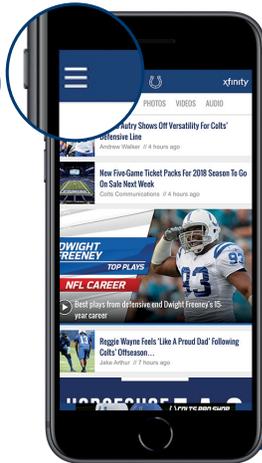


STEP 1

Download the Colts mobile app, available in the iTunes App store or Google Play Store. If you already have the Colts app installed, please make sure you have the latest version.



1



STEP 2

Open the Colts app on your mobile device. Tap the menu icon in the top left hand corner.

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2



STEP 3

Tap TICKETS

3

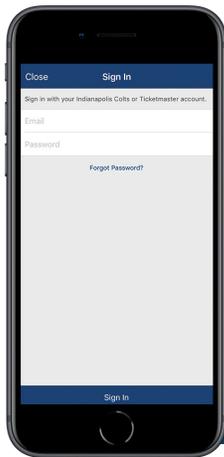


STEP 4

Tap MOBILE TICKETING

For Android users, select 'GET STARTED' first and then proceed with your Colts account manager login.

4



STEP 5

Log in using your email address and password associated with your Colts account manager.

5



STEP 6

Your screen will list all of your games for the season. Select the game that you would like to manage.

Select the game that you would like to manage.

6



STEP 7

Click Add to Apple Wallet for easy access to your tickets on game day.

The tickets will be in your iPhone Wallet.

7



STEP 8

You can now use your ticket to enter the event!

Swipe left if you have multiple tickets.

8

PLEASE SEND OR RETRIEVE YOUR MOBILE TICKET BEFORE ARRIVING AT LUCAS OIL STADIUM



TRANSFER YOUR TICKETS

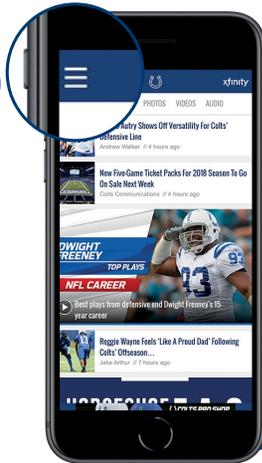


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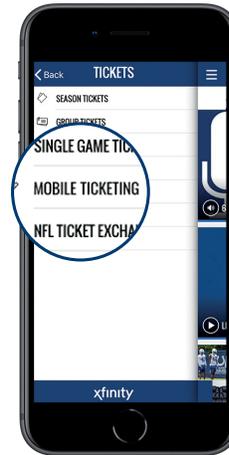
2



STEP 3

Tap TICKETS

3

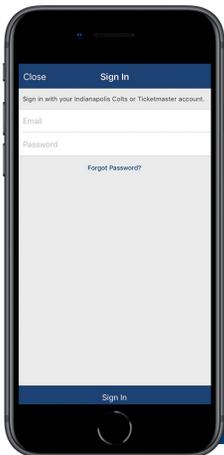


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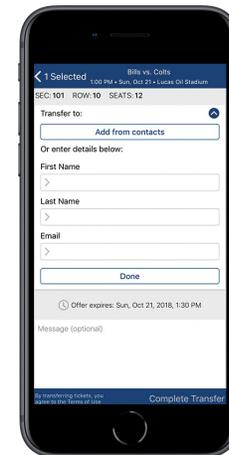
6



STEP 7

1. Tap SELECT in the upper right corner.
2. Select the seats you wish to transfer.
3. Tap TRANSFER in the bottom left hand corner.

7



STEP 8

Enter the information of the person you are transferring to and select COMPLETE TRANSFER.

8

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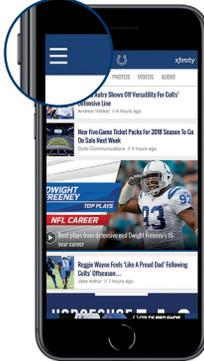


SELL YOUR TICKETS



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Tap the menu icon in the top left hand corner.

2



STEP 3
Tap TICKETS

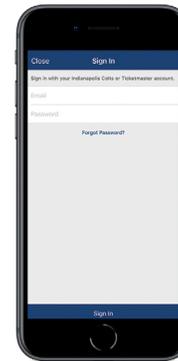
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STEP 4
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STEP 6
Your screen will list all of your games for the season.

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Select the game that you would like to manage.



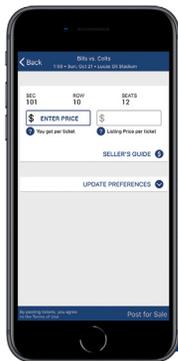
STEP 7
Tap SELL in the bottom right hand corner.

7



STEP 8
Select START and follow the steps to set up your preferences.

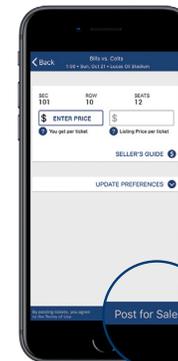
8



STEP 9
Enter desired price.

Select the question marks for more information.

9



STEP 10
Select POST FOR SALE in the bottom right to complete your listing.

You're all set!

10

PLEASE SEND OR RETRIEVE YOUR MOBILE TICKET BEFORE ARRIVING AT LUCAS OIL STADIUM



COLTS MOBILE TICKETING FAQs

What is Mobile Entry?

The Indianapolis Colts have adopted “mobile entry” for all games starting with the 2018 season. Through the Colts app you can access and manage your tickets as well as save them to your mobile device for easy entry at stadium gates.

Will Season Ticket Members still receive commemorative stock tickets?

Yes, Indianapolis Colts Season Ticket Members will still receive and be able to enter the game with their commemorative stock tickets.

How do I get the Indianapolis Colts app?

The free Colts app [available for Apple or Android] can be downloaded from your mobile app store.

Can I still print my tickets from home?

The Indianapolis Colts will no longer provide PDF versions of your tickets as an option to print. This decision was made to protect the integrity of your season tickets and prevent the fraud and counterfeit problems that have steadily increased in recent years.

How do I manage my tickets on the app?

First, open the Colts app and select the three line menu icon on the top left corner. Next select the “Tickets” button. Then select “Mobile Tickets” and enter your email address and password. This is the same email and password that you use to log into your Colts Account Manager. Once you have logged into your account, you can view, transfer, donate or resell your tickets right from your phone.

How do I transfer my tickets through the Colts mobile app?

Click [here](#) to view the detailed instructions on how to transfer, donate, view and sell your tickets via the Colts mobile app.

Can I have multiple tickets on a single phone?

Yes! Once you select your game, you will be able to swipe left and right through your available tickets.

What if the person who accepted the tickets can no longer attend the game?

The person that accepted the tickets will have to send them back to the original owner via the Colts mobile app.

What if I don't have a smartphone?

If you do not have a smartphone, please contact our Customer Service department at 317-297-7000 or ticketsoperations@colts.nfl.net for assistance. Staff is here to answer any questions concerning Mobile Entry, General Ticketing or Ticket Sales.

What is the cost for managing tickets online?

Managing tickets online is free. There are no costs to view, transfer or donate your Colts tickets.

What if I need help on game day? (Broken device, battery issues)

For your convenience, a dedicated team of experts will be available at every gate to ensure that all ticket holders can enter as quickly as possible. You may also visit the Ticket Office located on the southeast corner of the stadium on game day. Guests will be required to present a valid ID matching the name on the account.

How do I manage my tickets if I am having issues with the Colts app?

You can always access and manage your tickets via your smartphone's browser by going to colts.com and logging into your online Colts account.

How far in advance can I access my tickets?

After the schedule is released and your account is paid in full, your tickets will be available to manage.

*Please note, to be eligible for seat relocation, accounts must refrain from viewing, transferring or posting tickets for sale on the TicketExchange until the Seat Improvement process is complete.

What are the benefits of mobile entry?

Mobile ticketing is the safest and most convenient and flexible way to manage your tickets. Mobile tickets provide:

- Quick and easy entry to the stadium using your smartphone
- The ability to manage, transfer or sell your tickets at any time
- Reduced risk of lost, stolen, counterfeit or forgotten tickets





INDIANAPOLIS COLTS

Indianapolis Colts Ticket Office

P.O. Box 53200 • Indianapolis, IN 46253 • 317.297.7000