

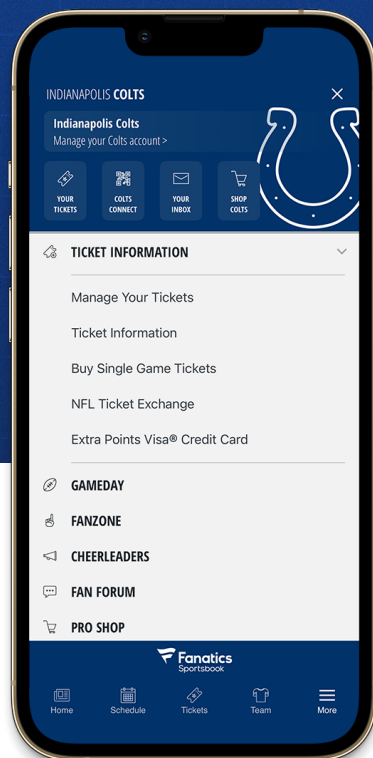


INDIANAPOLIS COLTS

MOBILE TICKET GUIDE

HOW TO ACCESS, TRANSFER, SELL, AND
RECEIVE YOUR MOBILE TICKETS

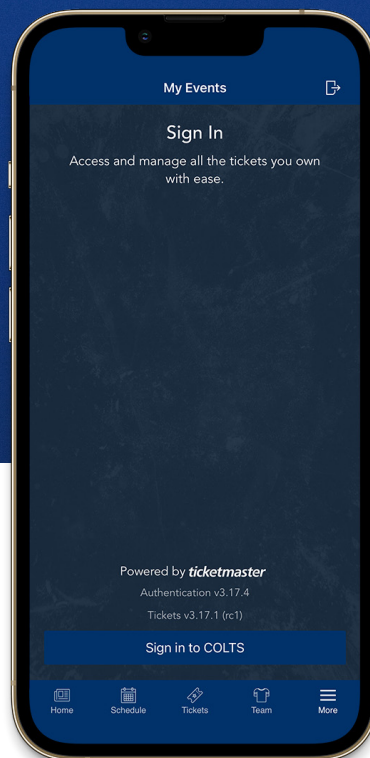
ACCESS YOUR TICKETS



STEP 1

Open the Indianapolis Colts app on your mobile device.

Tap the menu icon in the bottom right hand corner [3 lines].

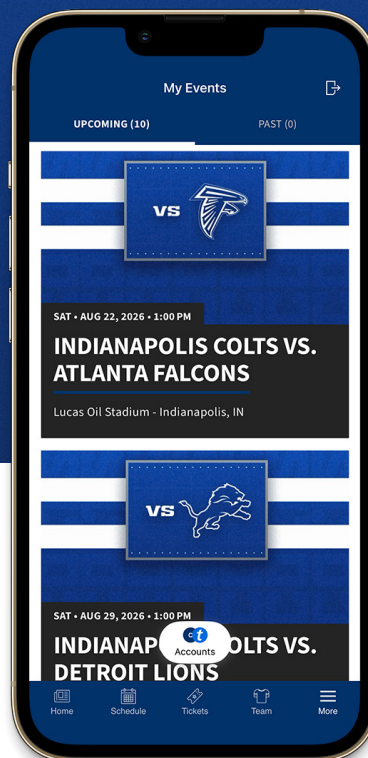


STEP 2

From the **TICKET INFORMATION** drop down menu, tap **MANAGE YOUR TICKETS**. You can also access your ticket account by using **LOG IN TO TICKETMASTER** or the **YOUR TICKETS** button at the top of the menu.

Select **Sign In To COLTS**.

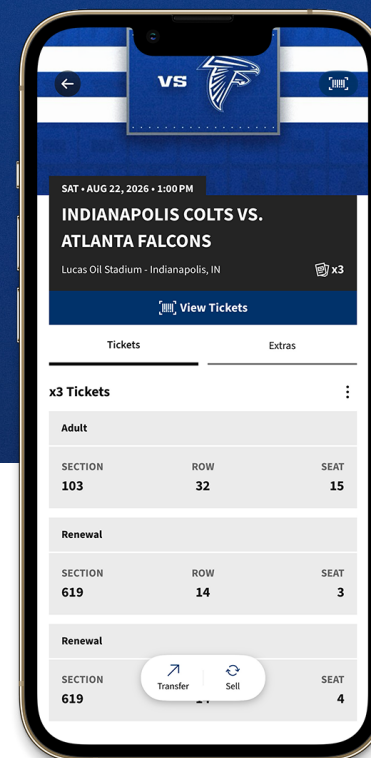
Log in using your Colts email and password to view all of your Colts events or purchases.



STEP 3

Once you are signed in, your screen will list all of your games for the upcoming Colts season.

Select the card for the game that you would like to attend.



STEP 4

Tap **VIEW TICKET** to display the dynamic barcode to present at the gate. Be sure to have this page open when you approach your entry gate.

Please note there is a secure technology that uses a dynamic barcode which will **not allow you to screenshot your bar code for entry**.

iPhone users can add tickets to their Apple Wallet. Android users can add tickets to their Google Wallet.

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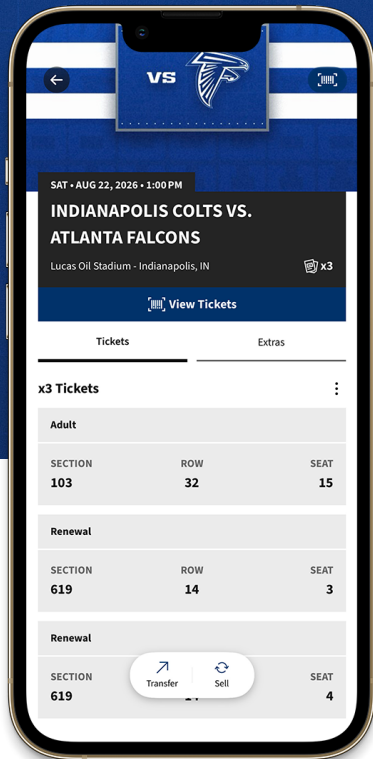
TRANSFER YOUR TICKETS



STEP 1

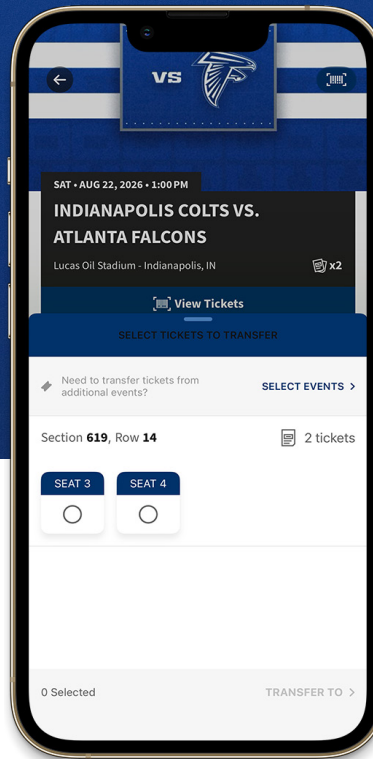
Once you are signed in, your screen will list all of your games for the upcoming Colts season.

Select the card for the game that you would like to transfer.



STEP 2

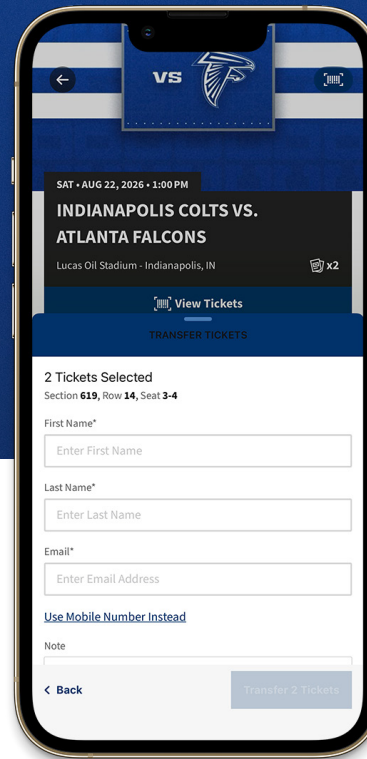
Tap **TRANSFER**.



STEP 3

Select the seats that you would like to transfer.

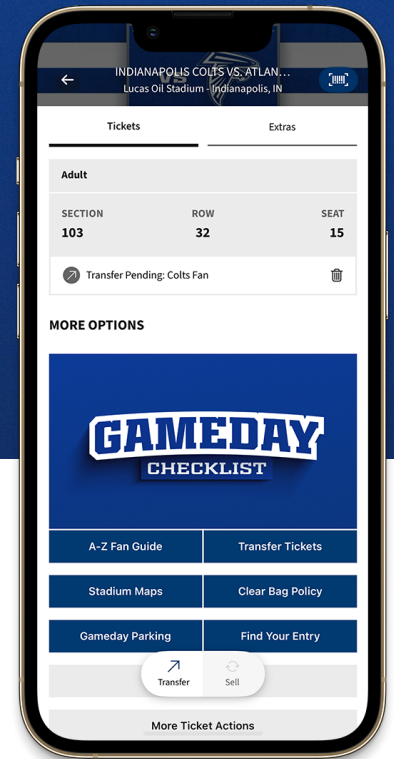
Tap **CONTINUE** at the bottom of the screen.



STEP 4

You can select from the contact list on your phone or manually enter the recipient's information. Tickets can be transferred via email address or mobile phone number.

Tap **TRANSFER**.



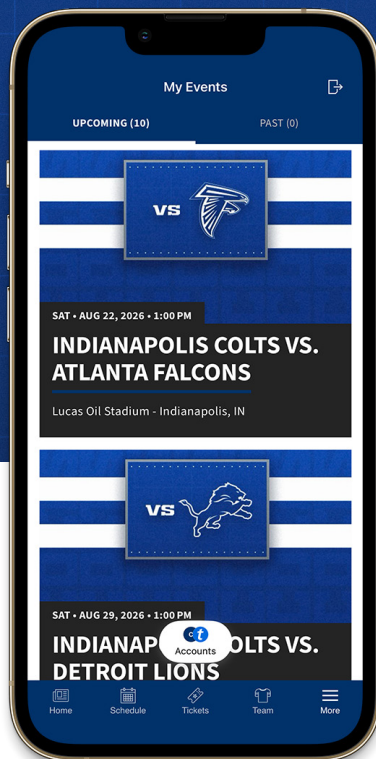
STEP 5

The tickets you transferred will now show as 'pending' until the recipient accepts the transfer. You can cancel the transfer by tapping the trash icon.

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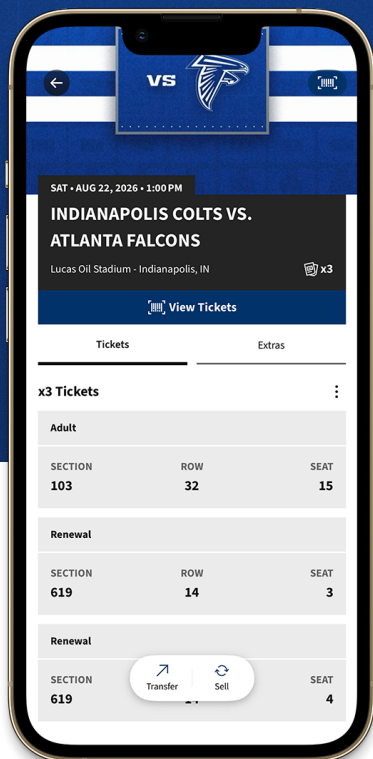
SELL YOUR TICKETS



STEP 1

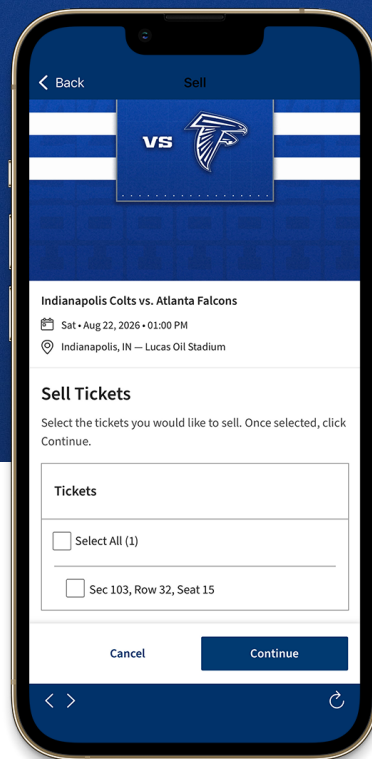
Once you are signed in, your screen will list all of your games for the upcoming Colts season.

Select the **card** for the game that you would like to sell.



STEP 2

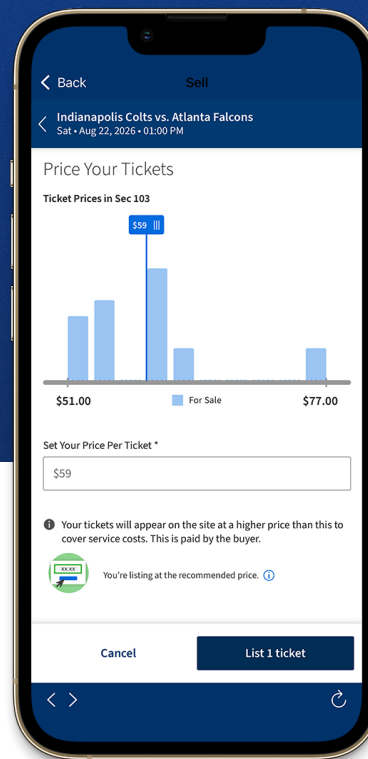
Tap **SELL**



STEP 3

Select the **seats** that you would like to sell.

Tap **CONTINUE** at the bottom of the screen.

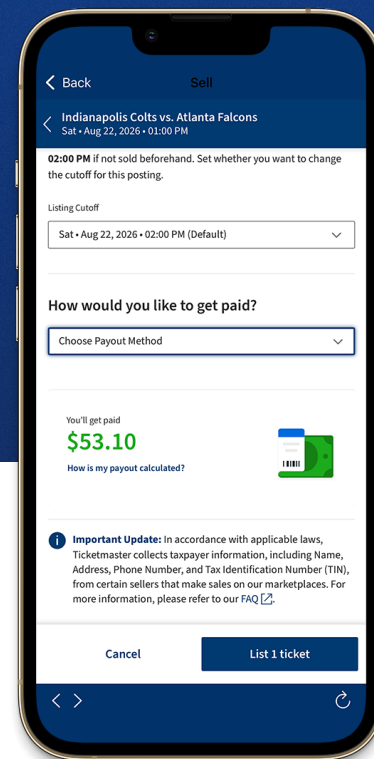


STEP 4

Enter the price that you would like to list your tickets for.

Using the drop-down select the method by which you would like to be paid.

Tap **LIST TICKETS** at the bottom of the screen.



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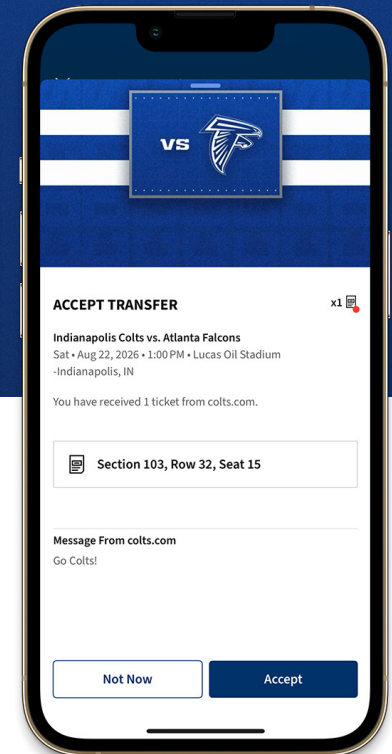
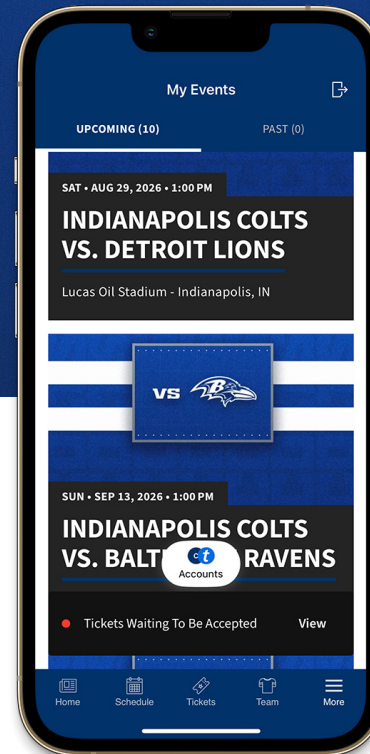
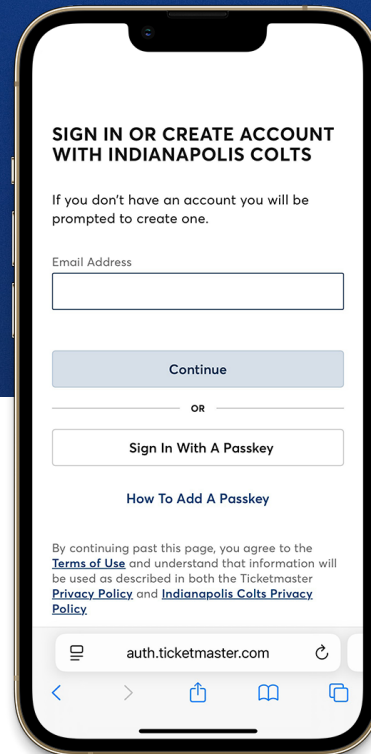
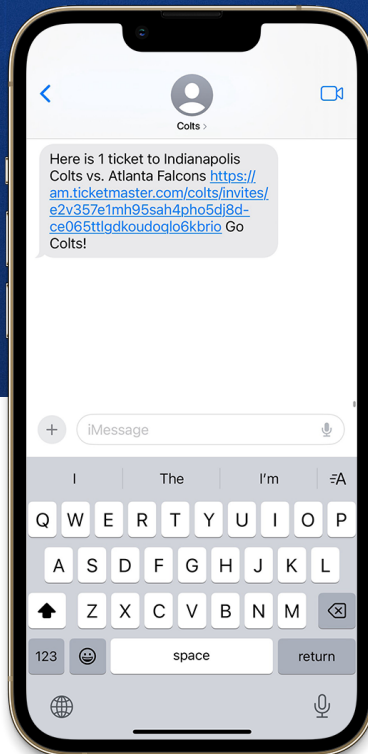
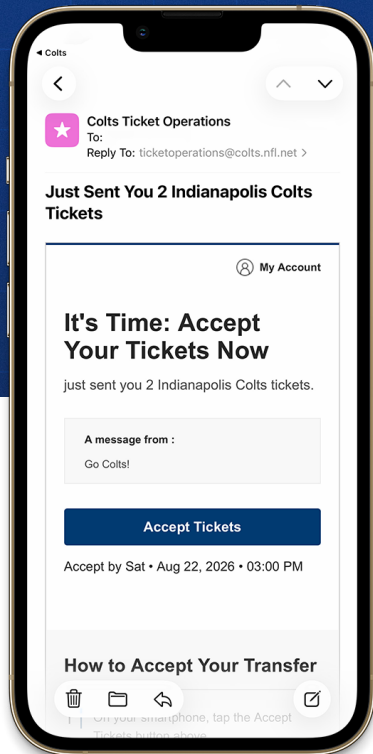


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RECEIVING TRANSFERRED TICKETS

VIA EMAIL AND TEXT



STEP 1

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

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

Users can also accept a transfer from inside the Colts app.

STEP 2

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

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

If you do not have an existing account, you will be prompted to create one.

STEP 1

When logged in on the Colts app you will be served a banner notifying you that you have tickets waiting to be accepted. Tap **VIEW**.

STEP 2

The next screen will display information on the tickets as well as a message from the sender.

Tap **ACCEPT** to add the tickets to your account or **NOT NOW** if you wish to wait.

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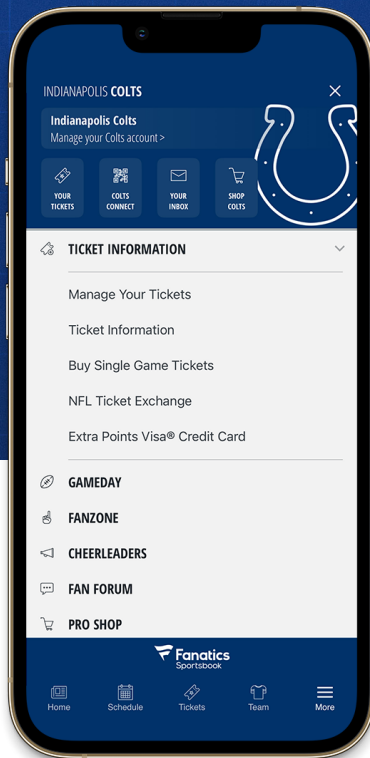
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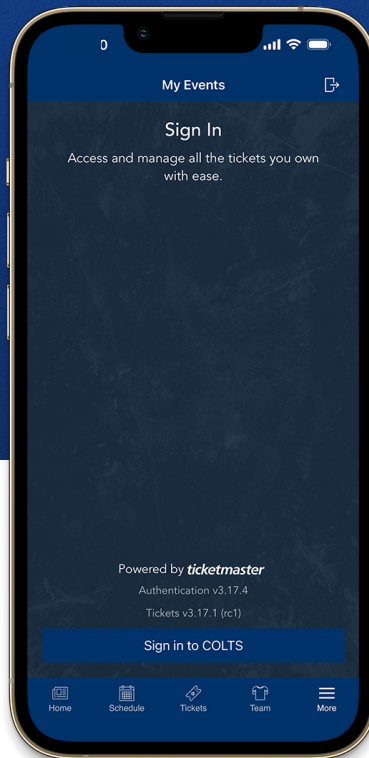
ACCESS YOUR PARKING PASS



STEP 1

Open the Indianapolis Colts app on your mobile device.

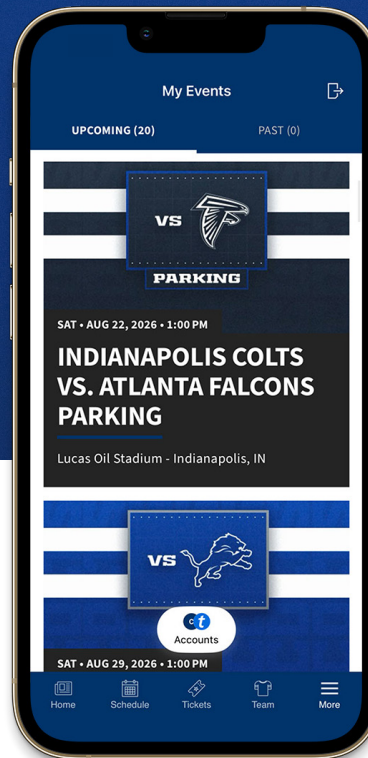
Tap the menu icon in the bottom right hand corner (3 lines)



STEP 2

From the **MORE TICKET INFORMATION** drop down menu, tap **MANAGE YOUR TICKETS**. You can also access your ticket account by using **LOG IN TO TICKETMASTER** or the **YOUR TICKETS** button at the top of the menu.

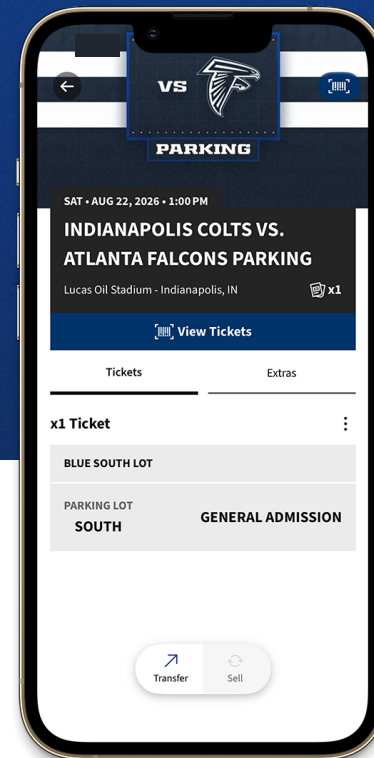
Select **Sign In To Colts**. If asked **“Colts want to use Ticketmaster.com to sign in,”** select continue.



STEP 3

Once you are signed in, your screen will list all of your games for the upcoming Colts season.

Select the **PARKING** card for the game that you are attending.



STEP 4

Tap **VIEW TICKETS** to display your parking pass and access further ticket information.

Please note there is a secure technology that will **not allow you to screenshot your bar code for entry**.

iPhone users can add tickets to their Apple Wallet.
Android users can add tickets to their Google Wallet.

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DONATE YOUR TICKETS

Can't make the game? Use **Colts Account Manager** to donate your tickets to Vet Tix **up to 48 hours prior to kickoff**. **Vet Tix** provides tickets to all branches of currently-serving Military and Veterans, including immediate family of troops KIA.



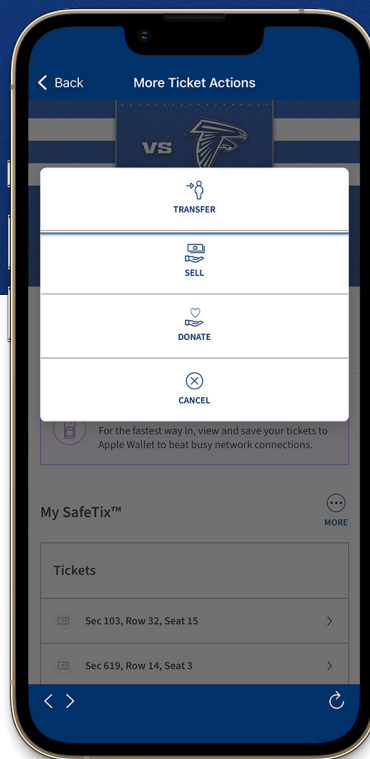
STEP 1

Once you are signed in, your screen will list all of your games for the Colts season. Select the card for the game that you would like to donate.



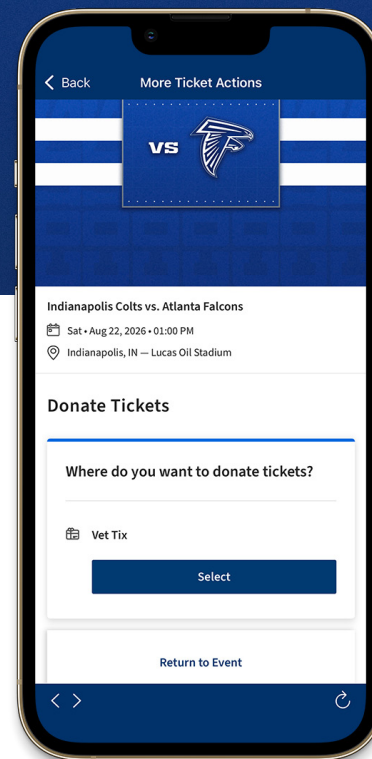
STEP 2

Scroll down below the **MORE OPTIONS** section and tap **MORE TICKET ACTIONS**.



STEP 3

Tap **"DONATE"** to proceed



STEP 4

On the Donate Tickets screen press **"SELECT"** to proceed and transfer your tickets to Vet Tix.

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MOBILE TICKETING FAQS

WHY DO THE INDIANAPOLIS COLTS USE MOBILE TICKETS?

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 sport and entertainment events. It's our effort to make your Indianapolis Colts and Lucas Oil Stadium experience the very best.

Digital tickets provide:

- Quick and easy entry to Lucas Oil Stadium using your mobile phone or smart device
- Instant access to all your season tickets through the Official Indianapolis Colts App or <https://am.ticketmaster.com/colts>
- 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 INDIANAPOLIS COLTS APP?

The official Indianapolis Colts app is free in the Apple and Google Play stores. Your username is your email address and the same information you use to log into your Colts Account Manager. Once you've logged into your account, you can view, transfer, resell or add tickets to your wallet right from your phone.

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 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 Lucas Oil Stadium. 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?

Transfer tickets to your group in advance - so you don't have to wait to get into the event. Since each person entering Lucas Oil Stadium will need a ticket to get in, you can transfer each member their ticket individually prior to arrival.

WILL THE PERSON I TRANSFER THE TICKET TO NEED A COLTS 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 Colts account, the email address used for transfer must be the one associated with their Colts account.***

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

You can manage your tickets from your computer, but you will need a ticket on your mobile device to enter the game. When accessing your Colts Account via computer you will have the ability to:

- Transfer tickets to friends, family or clients
- Post tickets for resale
- Donate tickets to charity
- Update account information

WHEN IS THE BEST TIME TO DOWNLOAD THE COLTS APP AND ADD MY TICKETS TO THE MOBILE WALLET?

The best time to download the Colts app and add your tickets to your wallet is at home before you leave for Lucas Oil Stadium. This will ensure you do not need to use your data or rely on WiFi.

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

Please contact the Colts Ticket Office at (317) 297-7000 or ticketoperations@colts.nfl.net for assistance Monday through Friday.

On Colts gamedays please contact the Ticketmaster Box Office at Lucas Oil Stadium at (317) 262-3389.



INDIANAPOLIS COLTS

Indianapolis Colts Ticket Office
P.O. Box 53200 • Indianapolis, IN 46253 • 317.297.7000