



INDIANAPOLIS COLTS

MOBILE TICKET GUIDE

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

ACCESSING YOUR TICKETS



STEP 1

Download the **Official Indianapolis Colts Mobile App**, available in the iTunes App store or Google Play Store.

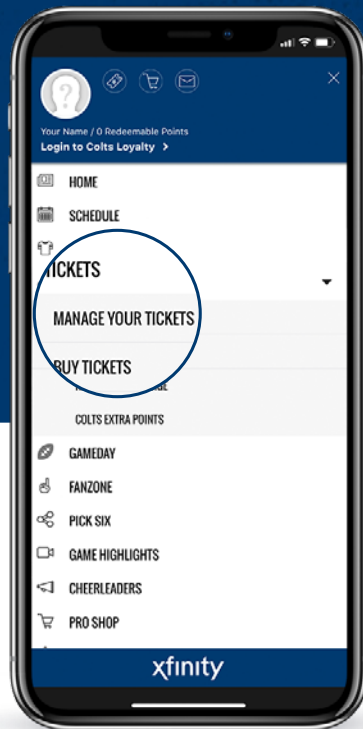
**If you already have the Colts app installed, please make sure you have the latest version.*



STEP 2

Open the Indianapolis Colts app on your mobile device.

Tap the menu icon in the top left hand corner (3 lines).

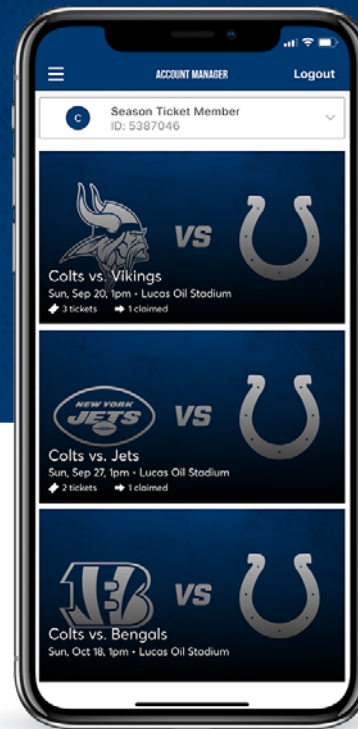


STEP 3

Tap **TICKETS** then Tap **MANAGE YOUR TICKETS** from the drop down menu.

If asked to link with a Ticketmaster Account, select **YES** if you already have an existing TM account.

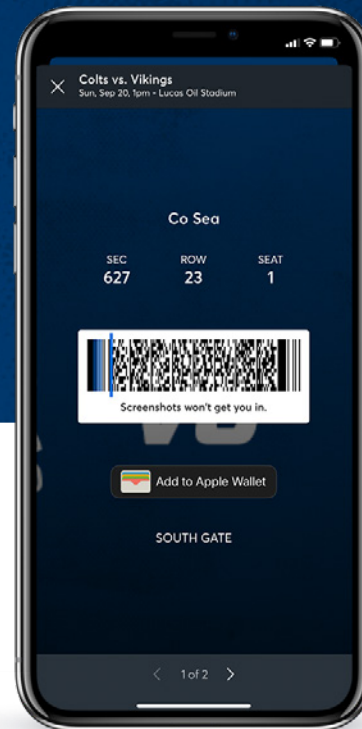
Log in using your Colts email and password to view all of your Colts purchases, whether bought on Account Manager or Ticketmaster.



STEP 4

Once you are signed in, your screen will list all of your games for the 2020 Colts season.

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



STEP 5

Tap **VIEW BARCODE** 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 bar code which will not allow you to screenshot your bar code for entry.

We recommend users adding the tickets to their Apple Wallet or Google Pay.

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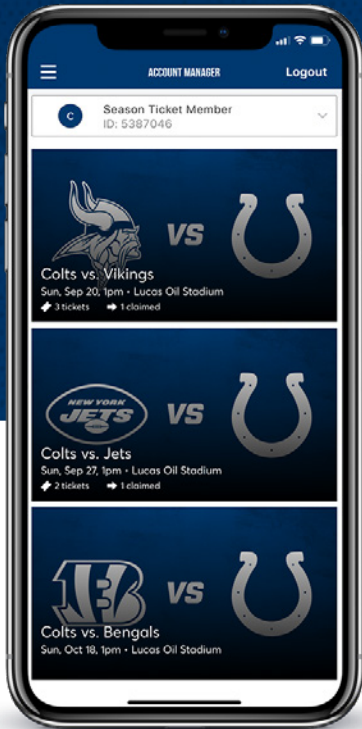


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SELLING YOUR TICKETS

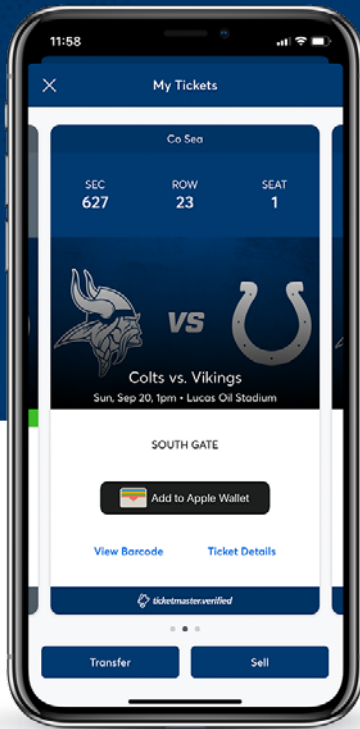
In order to maintain pod integrity and adhere to social distancing guidelines, please list your entire block of tickets together. If you list your tickets separately, your posting will be cancelled.



STEP 1

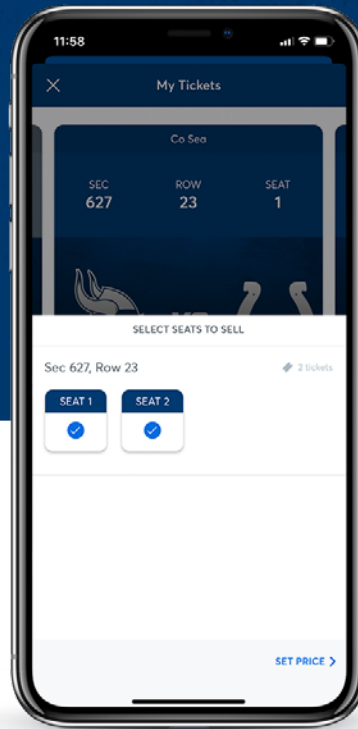
Once you are signed in, your screen will list all of your games for the 2020 Colts season.

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



STEP 2

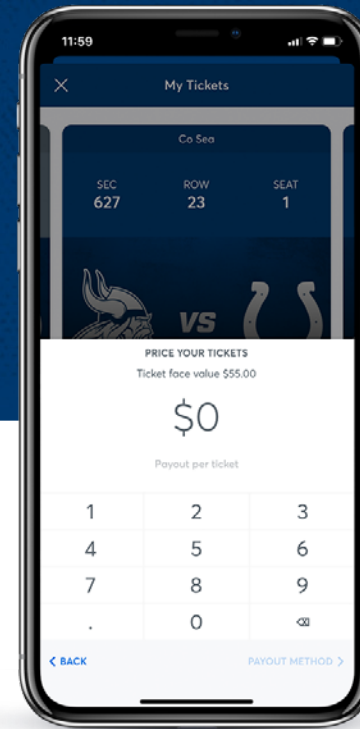
Tap **SELL**



STEP 3

Select the seats that you would like to sell and tap **SET PRICE** at the bottom of the screen.

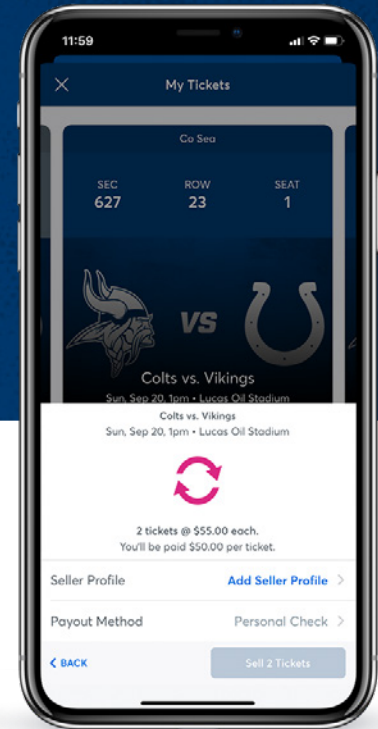
In order to maintain pod integrity and adhere to social distancing guidelines, please list your entire block of tickets together. If you list your tickets separately, your posting will be cancelled.



STEP 4

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

Tap **PAYOUT METHOD** at the bottom of the screen.



STEP 5

Choose the method you would like for receiving payment for your tickets and tap **SELL TICKETS** to complete your listing.

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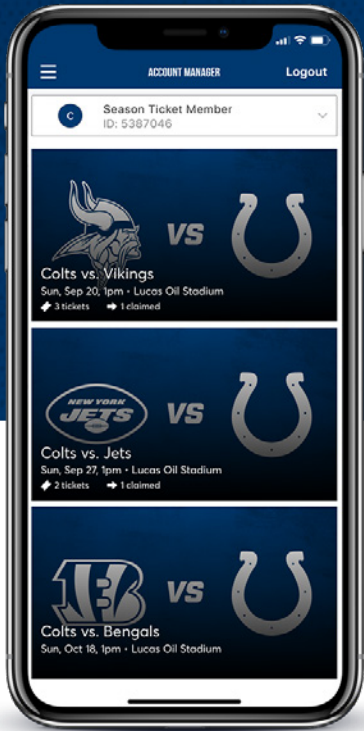


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TRANSFERRING YOUR TICKETS

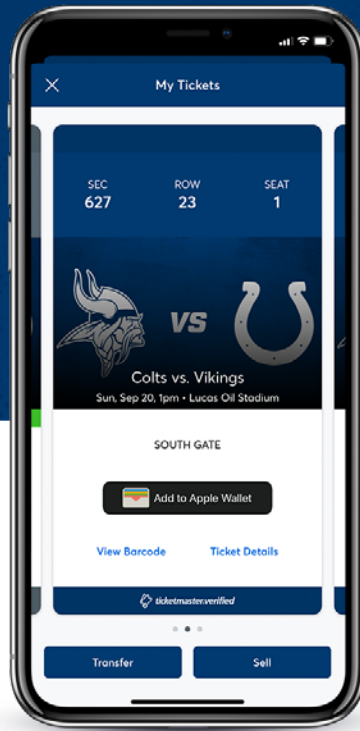
In order to maintain pod integrity and adhere to social distancing guidelines, please ensure you are comfortable sitting next to people you are transferring tickets to.



STEP 1

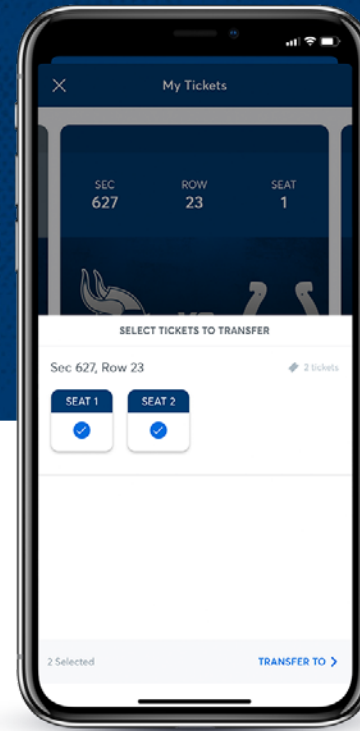
Once you are signed in, your screen will list all of your games for the 2020 Colts season.

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



STEP 2

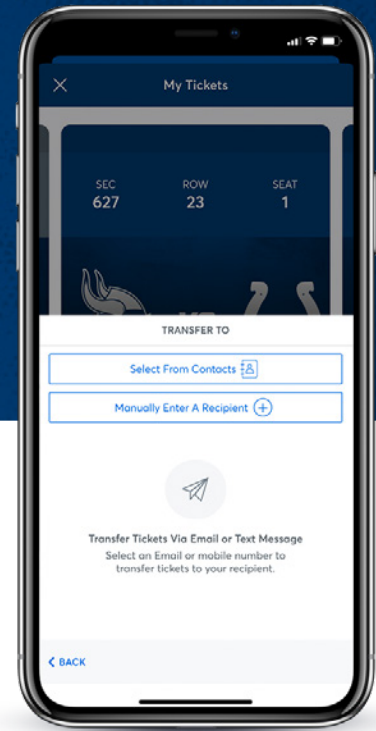
Tap **TRANSFER**.



STEP 3

Select the seats that you would like to transfer.

Tap **TRANSFER TO** at the bottom of the screen.



STEP 4

Choose a recipient from your smart phone's address book or manually enter their information to transfer the tickets.

You are able to transfer tickets via email or text message. Recipient must have a smart phone to accept tickets.

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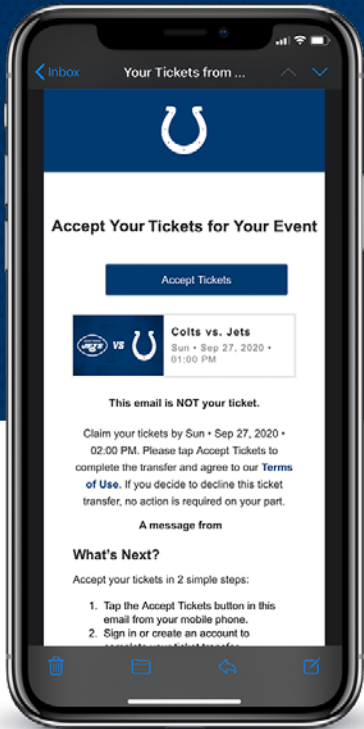


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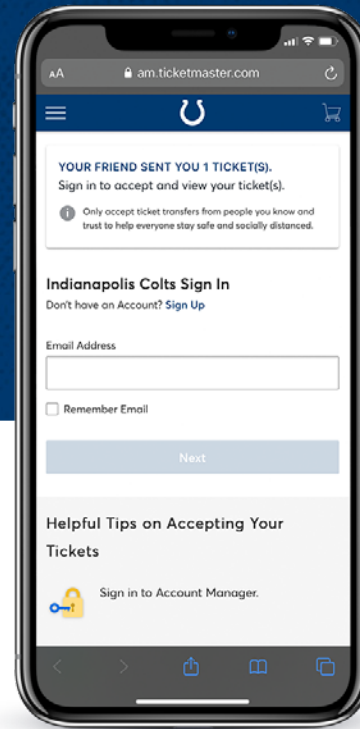
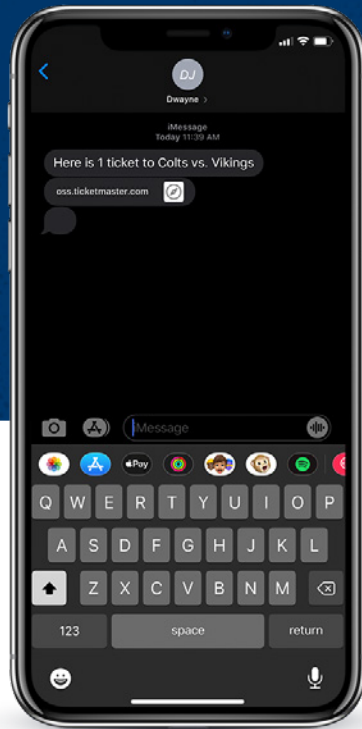
RECEIVING TRANSFERRED TICKETS



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).

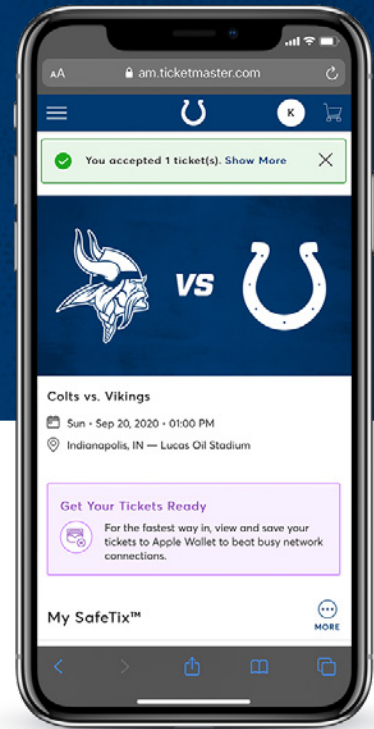


STEP 2

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, select **SIGN UP**.



STEP 3

Under My SafeTix, you are able to view the barcode for the game.

We recommend iPhone users adding the tickets to their Apple Wallet.

For more efficient entry on game days, download the Indianapolis Colts app to access your tickets.

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

Digital tickets provide:

- Quick, contactless, 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

Can I still print my tickets from home?

As was the case beginning with the 2016 season, tickets for all Indianapolis Colts games will no longer include a printable PDF option. This decision was made to protect the integrity of your season tickets and to prevent fraud and counterfeit problems that often accompany PDF tickets. ***Printed PDF tickets WILL NOT be accepted at Lucas Oil Stadium gates for admittance.***

How do I get the Indianapolis Colts app?

The official Indianapolis Colts app is free in the App 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 (iPhone uses only) 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 (iPhone users only) 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.

I don't have a smart phone, what do I do?

Please contact the Colts Ticket Office directly at (317) 297-7000 about this if you or the person you are transferring tickets to does not have a smart phone.

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 (317) 262-3389.



INDIANAPOLIS COLTS

Indianapolis Colts Ticket Office

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