



# INDIANAPOLIS COLTS

## MOBILE TICKET GUIDE

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

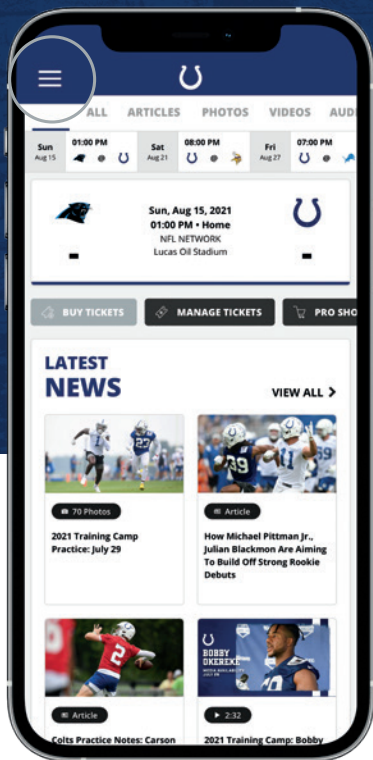
# ACCESS YOUR TICKETS



## STEP 1

Download the **OFFICIAL INDIANAPOLIS COLTS MOBILE APP**, available in the iTunes App store or Google Play Store.

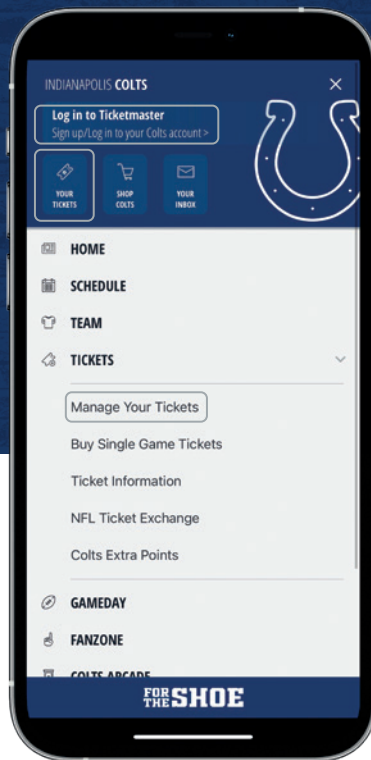
*\*If you already have the Colts app installed, please make sure you have the latest version.*



## STEP 2

Open the Indianapolis Colts app on your mobile device.

Tap the **menu icon** in the top left hand corner [3 lines].

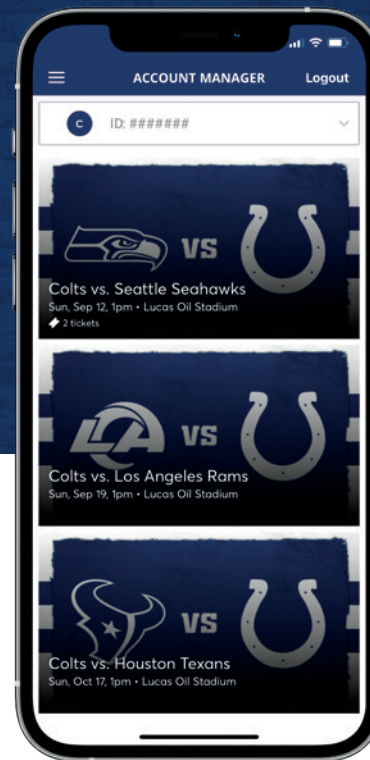


## STEP 3

From the **TICKETS** 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.

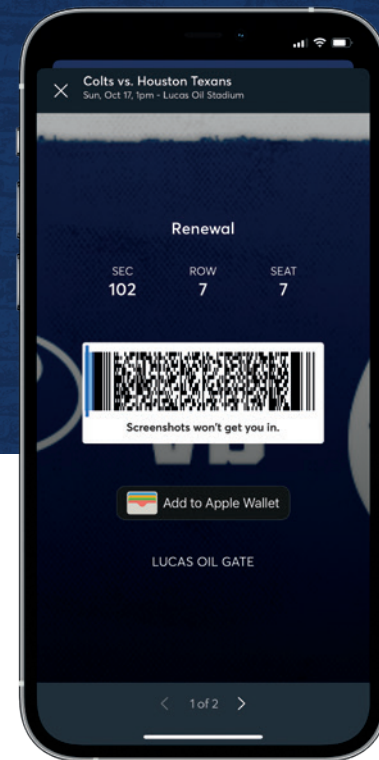
Log in using your Colts email and password to view all of your Colts events or purchases.



## STEP 4

Once you are signed in, your screen will list all of your games for the 2021 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 barcode which will **not allow you to screenshot your bar code for entry**.

iPhone users can add tickets to their Apple Wallet.

## THANK YOU STADIUM ENTRANCE PARTNERS



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REWARDS.





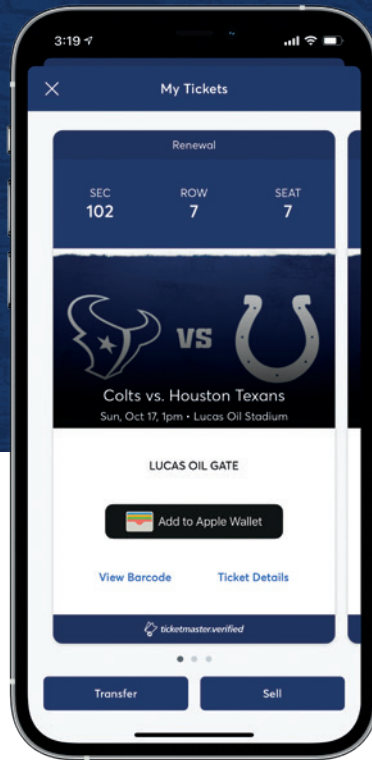
# TRANSFER YOUR TICKETS



## STEP 1

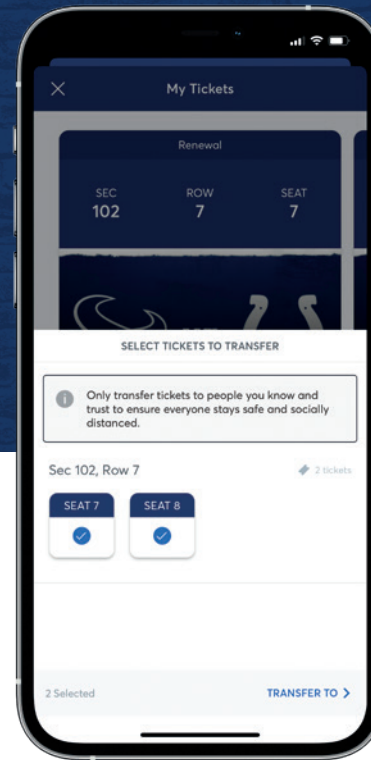
Once you are signed in, your screen will list all of your games for the 2021 Colts season.

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



## STEP 2

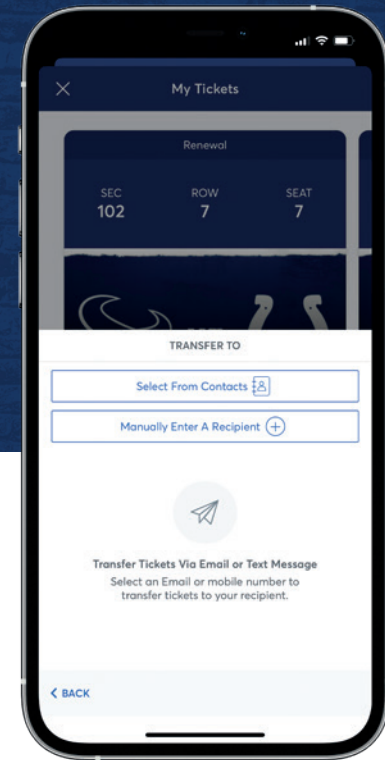
Tap **TRANSFER**.



## 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.

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Huntington

verizon

everstream

SHARP  
SHARP BUSINESS SYSTEMS

faegre  
drinker

WynnBET

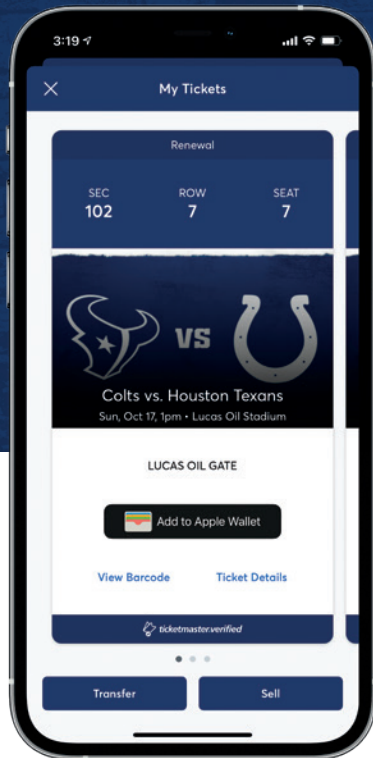
# SELL YOUR TICKETS



## STEP 1

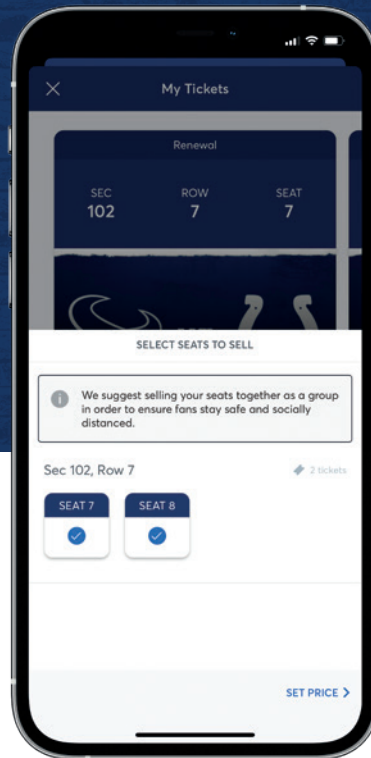
Once you are signed in, your screen will list all of your games for the 2021 Colts season.

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



## STEP 2

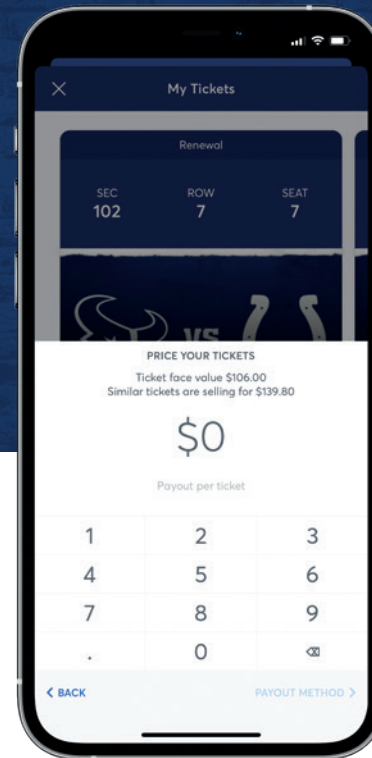
Tap **SELL**



## STEP 3

Select the seats that you would like to sell.

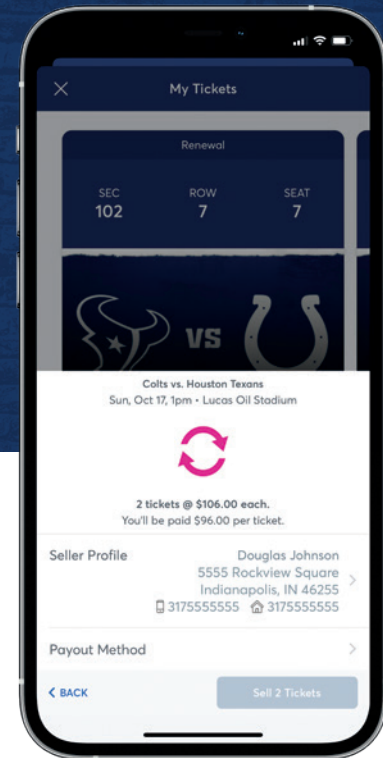
Tap **SET PRICE** at the bottom of the screen



## 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. Tap **SELL TICKETS** to complete your listing.

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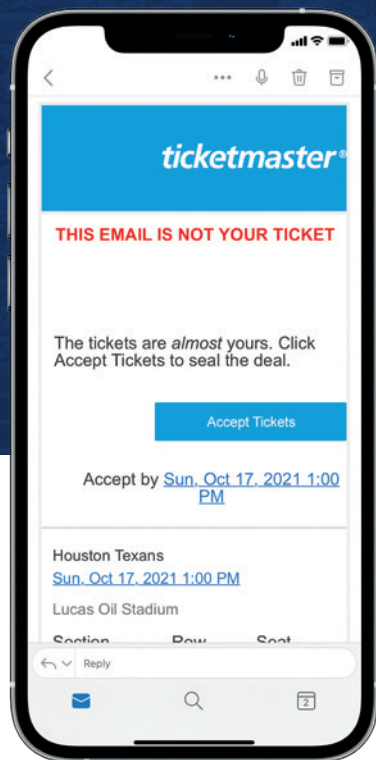


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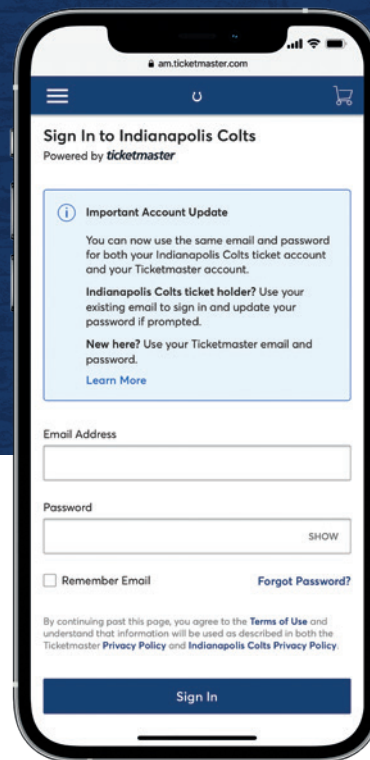
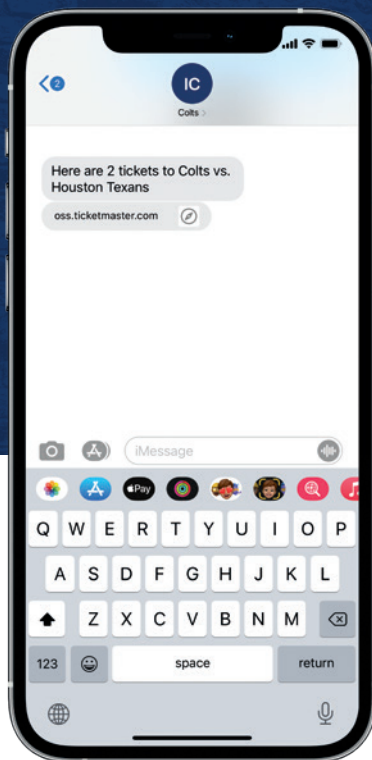
# RECEIVING TRANSFERRED TICKETS



## 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).

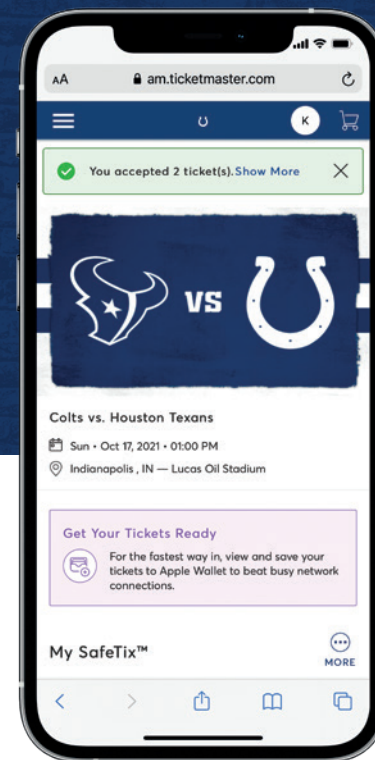


## STEP 2

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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REWARDS.



Huntington

verizon

everstream

SHARP  
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drinker

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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

## 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 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](mailto: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