

TROUBLESHOOTING ACCESSING YOUR RAMS PASS

Having trouble accessing your Rams Pass within the Rams App?

Try these helpful tips to get to your Rams Pass today!

We encourage you to access your Rams Pass or use the below troubleshooting tips prior to gameday.

Not sure where to find the Rams Pass? [Follow the instructions here »](#)

Ensure the Rams App is Updated

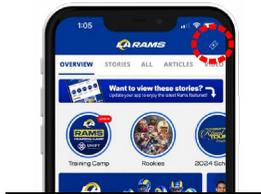
- 1 Open the App Store (iOS) or Google Play (Android) on your mobile device
- 2 In the App Store or Google Play, search for “Los Angeles Rams”
- 3 If the button displays “Update”, tap the button to get the most updated version of the Rams app. If the button displays “Open”, you already have the latest version of the app.

Ensure Phone Operating System is Updated

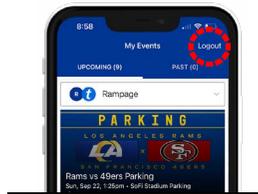
- 1 Open your phone’s Settings
- 2 **iOS:** Select “General”, scroll to the bottom and select “Software Update” under “About”
Android: Select “Settings”, then select “Software Update”, and then “Check for new update”
- 3 If your phone displays that there is an update available, select the option to update your phone.

Logout and Login to Ticketmaster in the Rams App

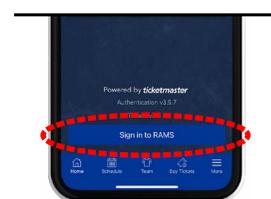
- 1 Select Ticket Icon



- 2 Select “Logout”



- 3 Select “Login” and re-login



Ensure Functional Privacy Settings are Enabled

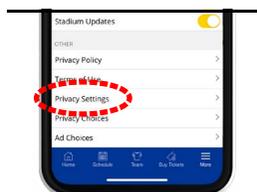
- 1 Select “More” (iOS) or “Menu” (Android)



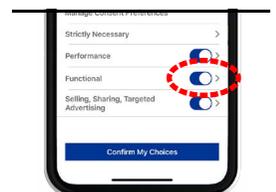
- 2 Scroll and Select “Settings”



- 3 Scroll and Select “Privacy Settings”



- 4 Scroll and Ensure “Functional” is Enabled



Reminder:

Your Rams pass inside the Rams App is the **ONLY** way to redeem issued discounts. Game Tickets **CANNOT** be used for food and beverage or merchandise discounts.

