STEP-BY-STEP INSTRUCTIONS ON HOW TO DOWNLOAD MOBILE TICKETS
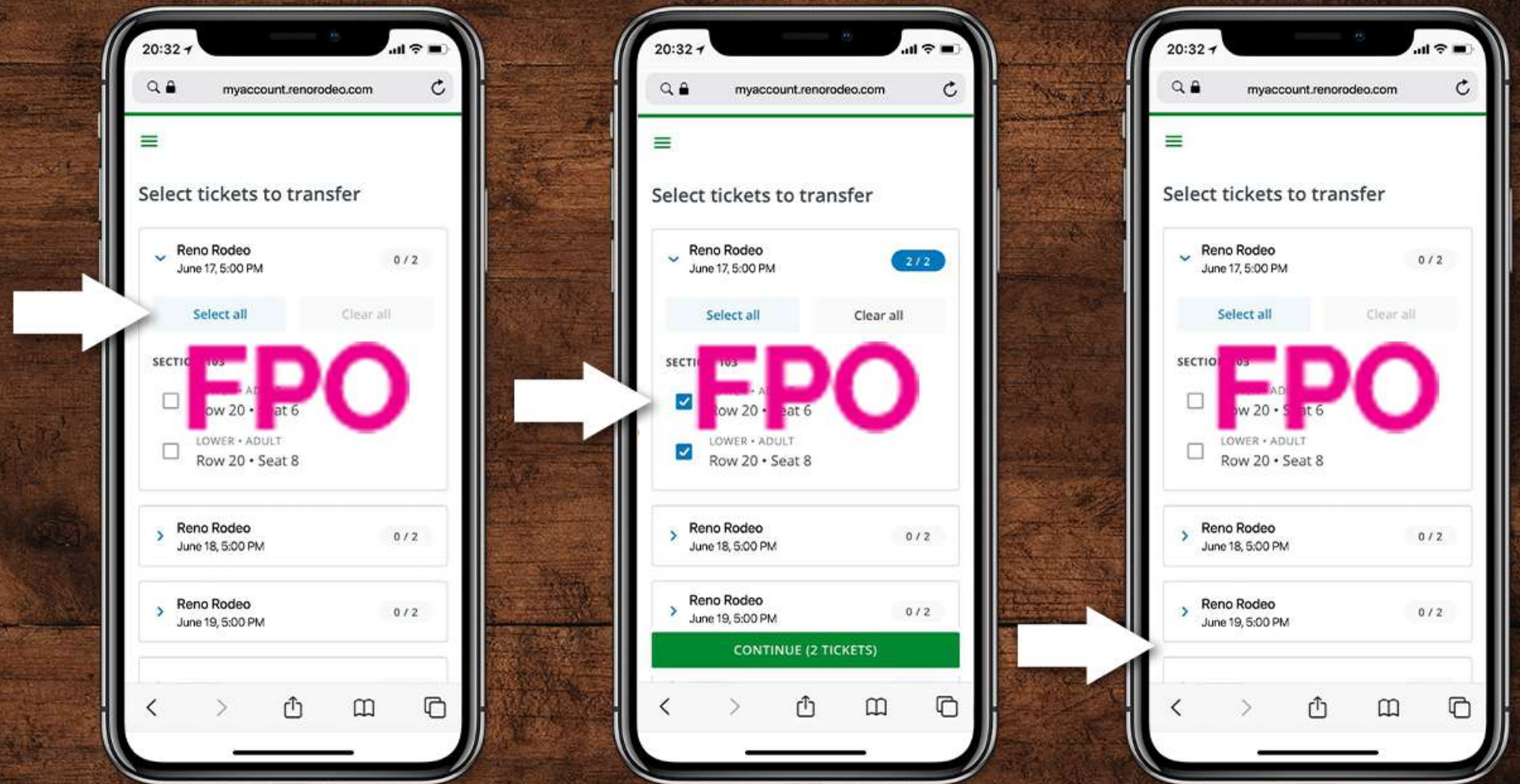
1. Go to RENORODEO.COM/TICKETS to login to your online account, tap "sign in". On the next page tap the three bars in the upper righthand corner.

2. Click on "My Account"

3. Select the date you are needing to download.

4. Tap "Add to Apple Wallet" or "Add to Google Pay App" to download the tickets onto your phone."

5. The tickets are now accessible on your phone by going to your Apple Wallet or Google Pay App.
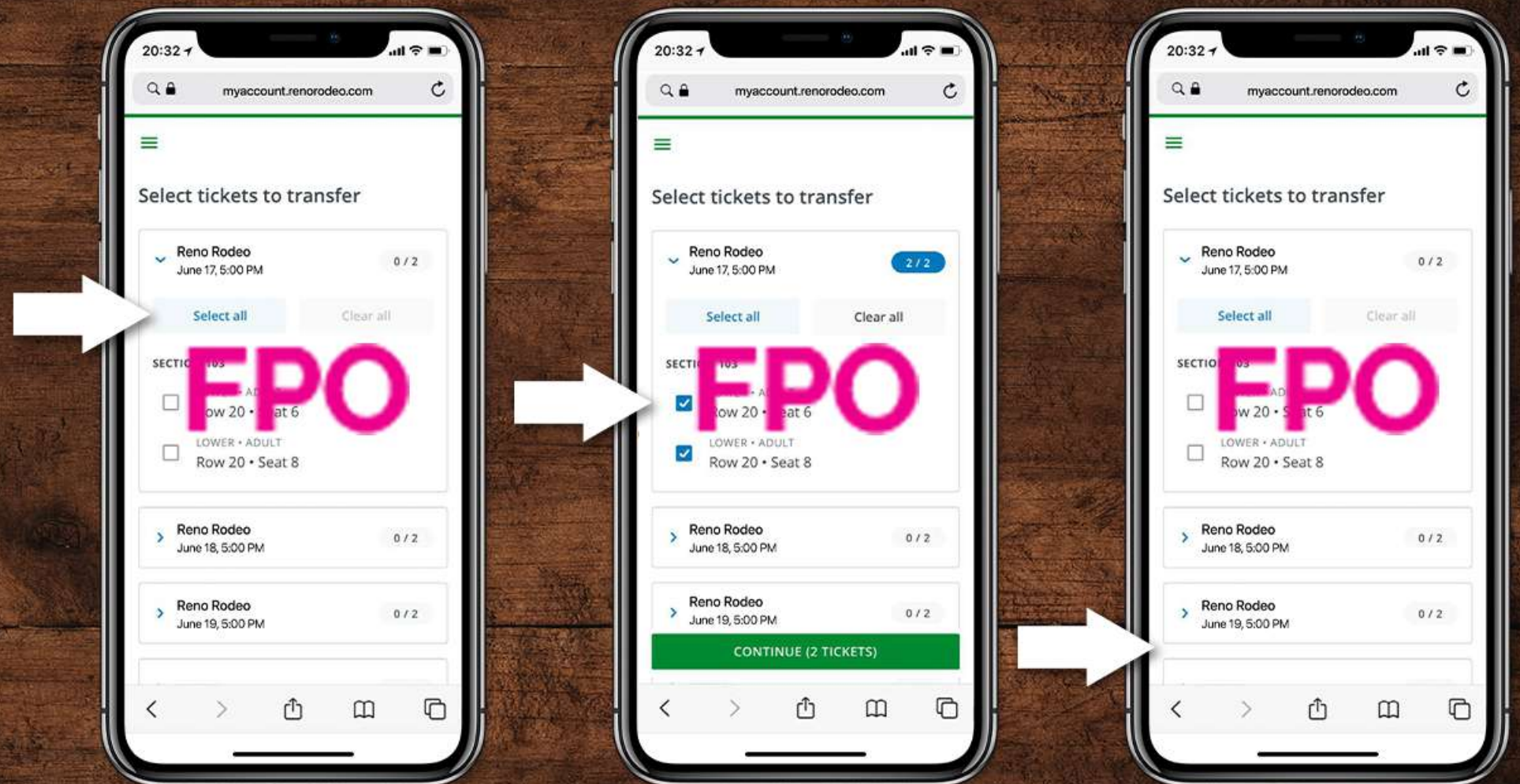
IPHONE STEP-BY-STEP INSTRUCTIONS ON HOW TO DOWNLOAD MOBILE TICKETS

1. Receive an email and/or a text message. Using your phone, open the email and tap on the link to access the tickets.

2. On the ticket access page, tap the "Add to Apple Wallet" button. This will open your Apple Wallet.

3. Follow the Apple setup instructions by tapping "Add" on the top right hand corner of the screen.

4. The ticket is then added to your wallet. You will see your ticket when you open your wallet.

5. Ready to Scan!

ANDROID STEP-BY-STEP INSTRUCTIONS ON HOW TO DOWNLOAD MOBILE TICKETS

1. Receive an email and/or a text message. Using your phone, open the email and tap on the link to access the tickets.

2. On the ticket access page, tap the "GPay Save to Phone" button. This will open your Google Pay app.

3. You will see your ticket when you tap the "Open App" button.

4. NOTE: If you don't already have the Google Pay App installed on your phone, you will be prompted to install it when you attempt to save your ticket to GPay.

5. Ready to Scan!

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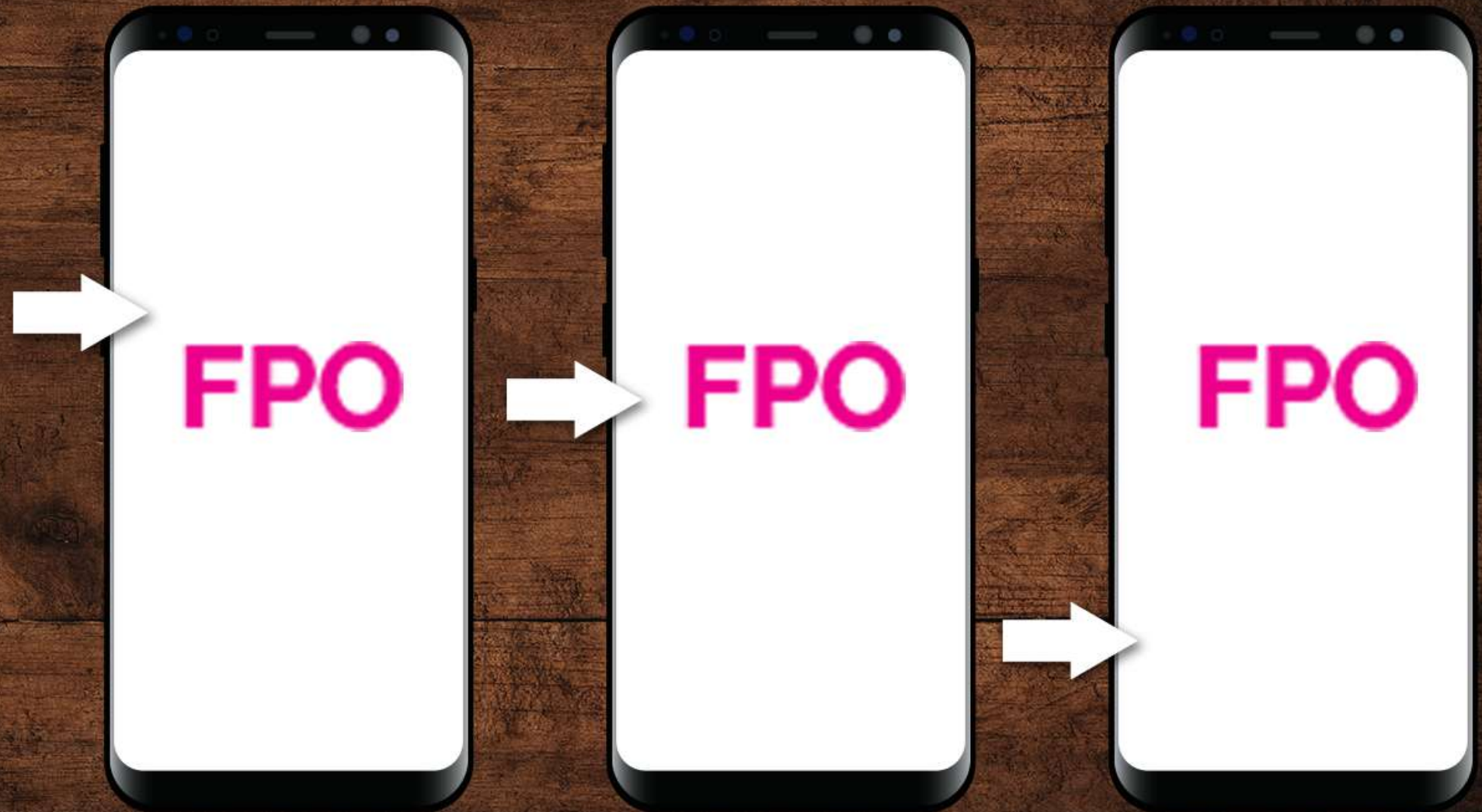
HOW TO TRANSFER MOBILE TICKETS

1. Log on to your Reno Rodeo ticket account on your mobile device by visiting www.RenoRodeo.com/Tickets

2. Transfer your tickets by selecting Start a Transfer.

3. Select the specific date you are looking to transfer, then select the specific seats to transfer.

4. Type in the mobile phone number of the person you are transferring the seat(s).

5. Review the transfer and hit Transfer Ticket. Your guest will have 48 hours to accept the ticket transfer before it will expire.
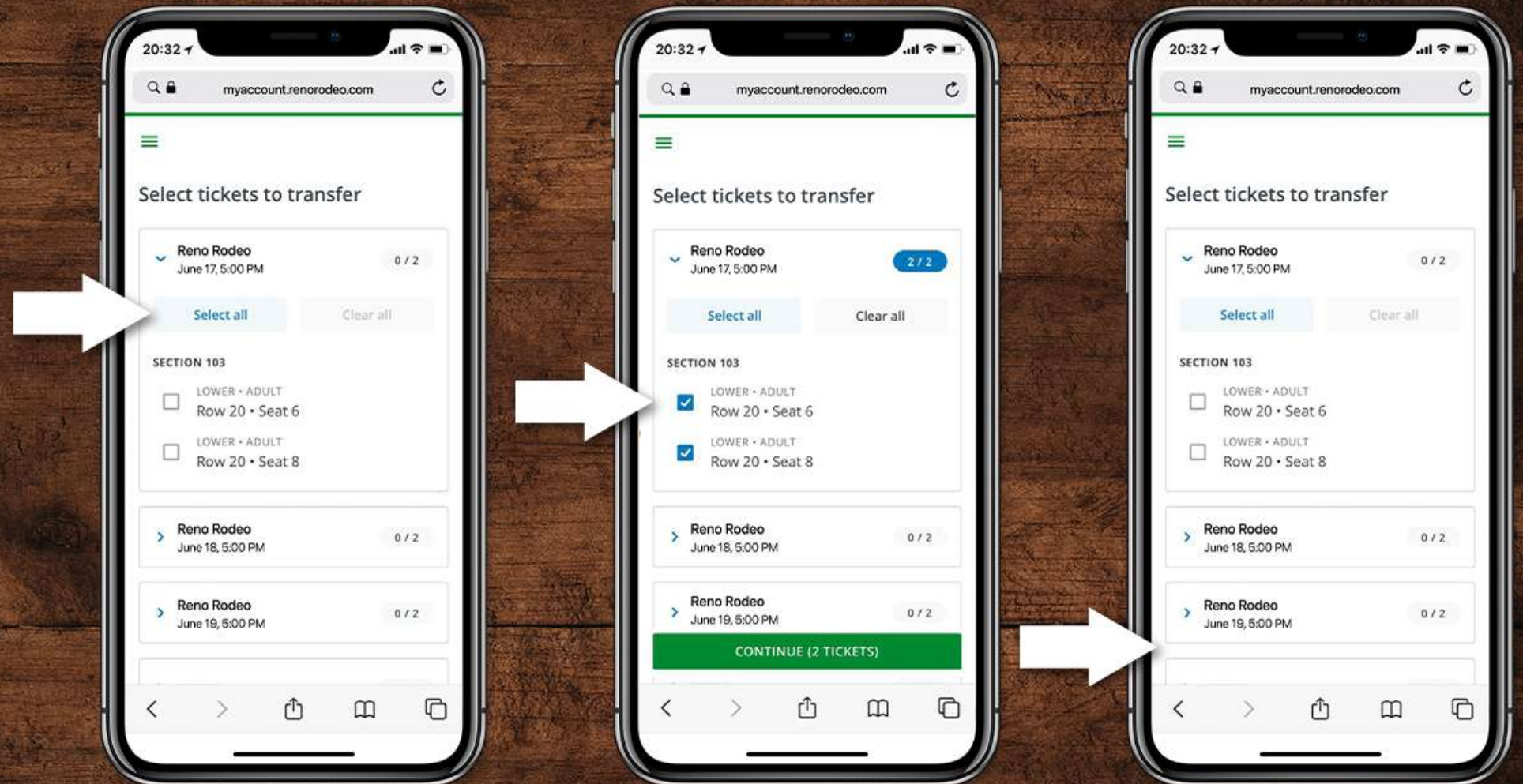
HOW TO ACCEPT TRANSFERRED TICKETS

1. You will receive a text message to accept the ticket transfer. Click on the link in text to accept the transfer on your mobile device. Login or create an account when prompted.

2. Click the Apple Wallet or Google Pay icon to open your tickets and click the prompt to add your ticket to your Apple Passbook or Google Pay account.

3. Prior to arriving at the gates be sure to check your Apple Passbook or Google Pay and confirm tickets have been
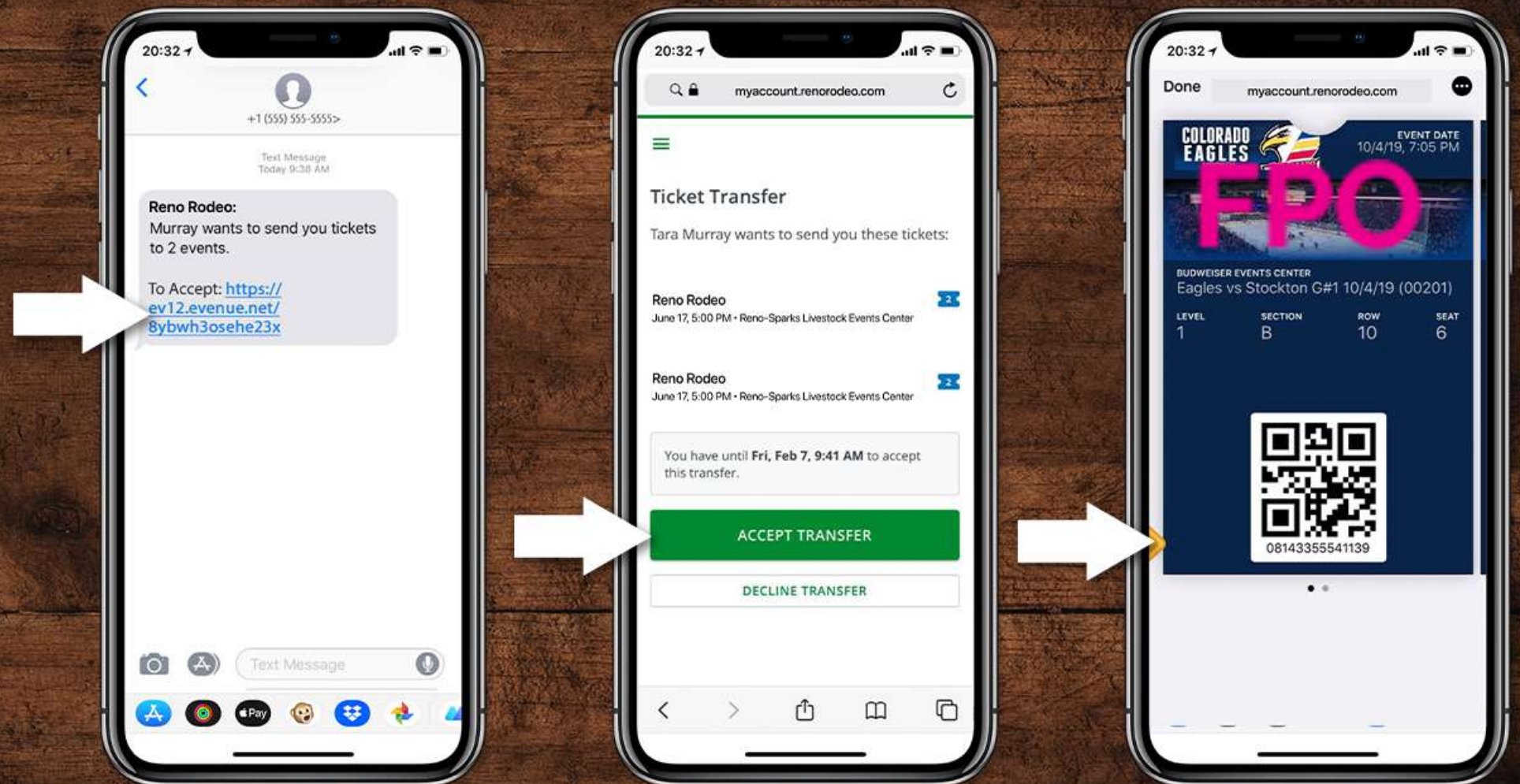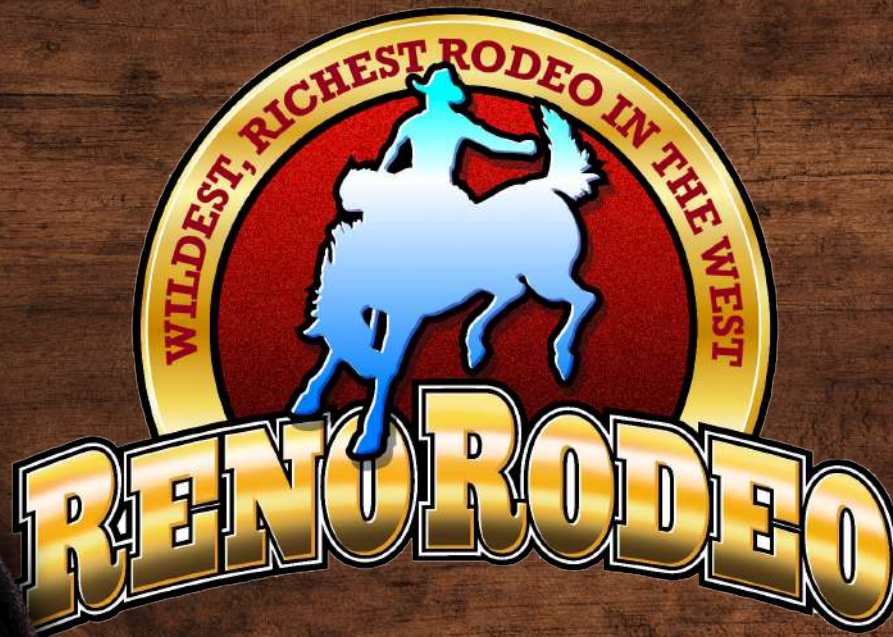
INSTRUCTIONAL GUIDE

GETTING THROUGH THE GATES

You will now receive tickets in a digital QR format to display on your mobile phone.

**Follow these steps to make getting to
your seats a breeze.**

WHEN YOU ARRIVE AT THE RODEO GROUNDS

1. Go directly to an entry point
2. Present your mobile ticket to the ticket attendant
3. The attendant will scan your barcode on your smartphone
4. Reference the seat location on your mobile device
(keep it accessible to show the usher when you arrive to your section)

**Prior to getting to the Rodeo Grounds, add your ticket to your
Apple Wallet or Google Pay Wallet**

HOW TO LOG-IN TO YOUR ACCOUNT IN 3 EASY STEPS:

Through MyAccount you have access 24/7 to manage your tickets.

Using your account you can:

• Purchase tickets to Reno Rodeo performances

• View / Add tickets on your mobile device

• Transfer your tickets to family and friends

• Edit your account contact information

• Pay invoices

Managing your tickets through MyAccount is simple, convenient, and secure allowing you the ultimate flexibility in using your seats.

HOW TO SIGN IN:

1. Visit MyAccount.RenoRodeo.com

2. Enter your account number and password into the 'Returning Online Customer' area

3. Once you are logged in, click 'My Account' at the top of the page.

From here you can update your contact info, phone numbers, transfer tickets and more!

HOW TO TRANSFER A TICKET IN 5 EASY STEPS:

1. Log-in to your MyAccount using your email address and password
2. Click 'Transfer' and a list of available tickets will show up
3. Select the desired date you wish to transfer
4. Click 'Transfer' under the seat you are wishing to transfer
5. Type in the mobile number of the person you would like to transfer tickets to
(You can even transfer the tickets to yourself if you need to)

HOW TO TRANSFER:

Click 'Transfer' and a list of available tickets will show up
Select the desired game and seats you wish to transfer
Type in the mobile number of the person you would like to transfer tickets to Done!

The recipient receives a text notification with a link to download the tickets and your account page (as the sender) will show the tickets will have been transferred and are awaiting acceptance.

HOW TO ACCEPT
A TRANSFER TICKET:

1. You will receive a text saying someone is sending you tickets
2. Log into your MyAccount using your email address and password
3. Click 'Accept Transfer', button will change to blue, click it again to confirm
4. Add tickets to your Apple Wallet or Google Pay
5. Put on your boots and enjoy the show!

HOW TO ACCEPT:

Click 'To Accept' ink in text saying someone is sending you tickets Click 'Accept Transfer' button Prior to the event, add your ticket to your Apple Wallet or Google Pay Wallet Done!

Your tickets (as the recipient) are now visible in your Apple Wallet or your Google Pay wallet and the sender's account page will now show that the tickets have been accepted.
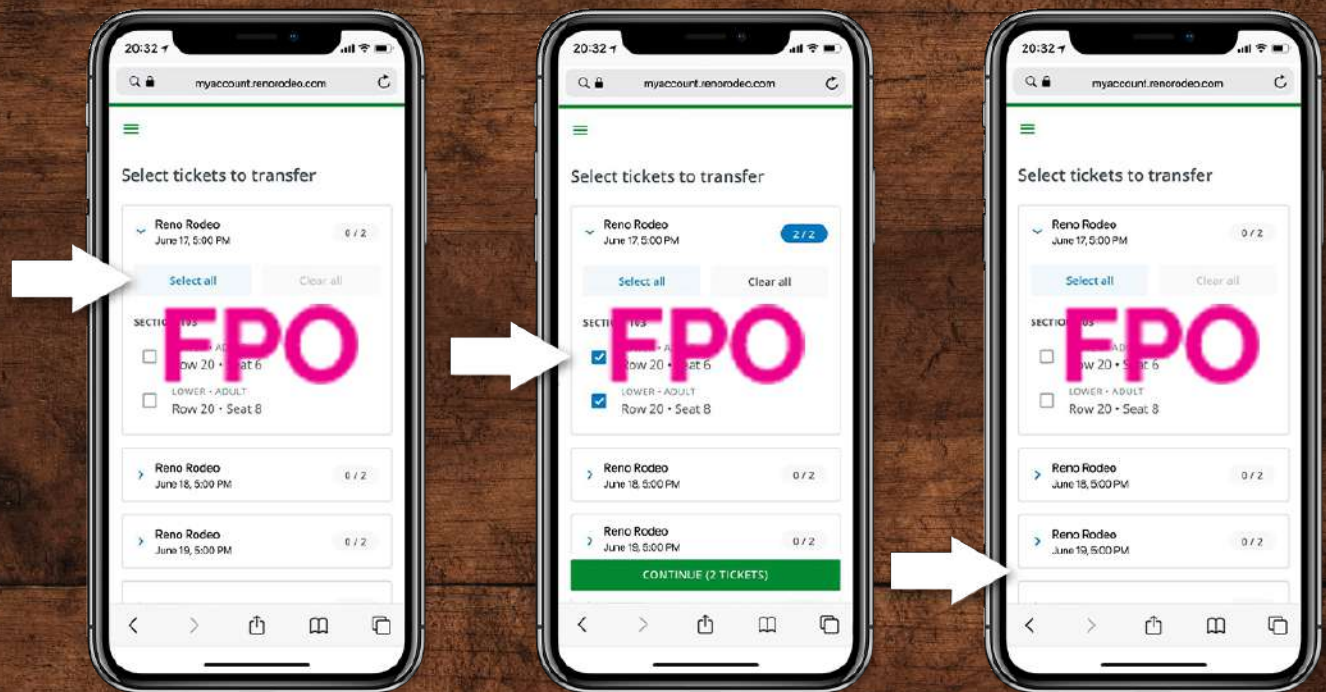
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THINGS TO REMEMBER & FAQ'S

Why the transition to digital ticketing?
Adopting digital ticketing is all about improving the fan experience with quick and convenient entry into the arena, reduces the risk of lost, stolen or counterfeit tickets, and allows you to manage, transfer or sell your tickets at any time directly from your smartphone.

Can I have multiple tickets on the same mobile device?
Yes. You can view all of your tickets by swiping left or right on your smartphone. We highly encourage you to transfer a ticket to each member of your party to allow for the easiest entry and access throughout the arena.

What if my guest(s) and I arrive at the grounds at different times?
You'll need to transfer a ticket to each member of your party. This allows you and your guest(s) to arrive at the grounds at your own convenience. Once the ticket transfer offer has been sent to your guest(s), they will receive an email instructing them to accept the tickets and add it to their digital wallet.

If you require additional help please contact XXX at XXX during our regular hours of operation. Monday-Friday 8:30am–5pm.