ACCOUNT MANAGER 101

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Account Manager FAQ

HOW TO ACCESS YOUR ACCOUNT MANAGER

ON A COMPUTER

STEP 1:

Visit phxrisingfc.com



STEP 2:

Hover over 'TICKETS' on the black ribbon



STEP 3:

Select 'Account Manager'

	TICKETS SCHEDULE	NEWS
	SINGLE-MATCH TICKETS	
NO MASS MILITAR	NEW SEASON MEMBERSHIP	
	SEASON MEMBER HQ	-
	PREMIUM TICKETS	
	GROUP TICKETS	
	ACCOUNT MANAGER	+
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STEP 4:

Click 'Sign in' in the top right hand corner



PHOENIX RISING My Events Contact Us FAQs

- Pay your current invoice online
- Forward tickets to friends via email
- (up until two hours before game time) • Manage all tickets at a glance



*We officially support Chrome and Firefox. Other browsers may work but you may experience reduced functionality

STEP 5:

Sign into your Phoenix Rising Account Manager using the email address that you have on file with us that you used to buy your tickets. If you are new member, create a new account

If you are using a personal computer, saving your email will allow for ease of access to your account when logging on in the future.

<u>(</u>)	Important Account Update
	You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
	New here? Use your Ticketmaster email and password.
	Learn More
mail A	ddress
mail A	.ddress rd
mall A	ddress rd SHOW
asswo	iddress rd SHOW nember Email Forgot Password

HOW TO RESELL YOUR SEASON MEMBER TICKETS

ON A COMPUTER

STEP 1:

Visit phxrisingfc.com



STEP 2:

Hover over 'TICKETS' in the black ribbon



STEP 3:

Select 'Account Manager'

RISING	TICKETS SCHEDULE	NEWS
	SINGLE-MATCH TICKETS	
20 18.05 FREISTAT	NEW SEASON MEMBERSHIP	
	SEASON MEMBER HQ	
	PREMIUM TICKETS	
	GROUP TICKETS >	
	ACCOUNT MANAGER	+
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STEP 4:

Click 'Sign in' in the top right hand corner



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Sign Powered	In to Phoenix Rising FC ×
(i)	Important Account Update
	You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
	New here? Use your Ticketmaster email and password.
	Learn More
Passwoi	rd
	SHOW
Rem	ember Email Forgot Password?
By contir informati Phoenix	uing past this page, you agree to the Terms of Use and understand that on will be used as described in both the Ticketmaster Privacy Policy and Rising FC Privacy Policy .
New to	Ticketmaster? Sign Up Sign In

STEP 6:

Click on 'My Events' in the top red ribbon



STEP 7:

You will then see a list of all of the tickets to your 2024 PRFC matches. For the game you want to resell seats for, select that event

Note: Reselling is not applicable for single tickets, Kids Club or Premium memberships

STEP 8:

You should now see your specific seats for the event. You can then click the 'Sell' button



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TRANSFER

SELL

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MORE

STEP 9:

Select the seat(s) that you would like to put up for resale

Sell Tickets

My SafeTix[™]

Select the tickets you would like to sell. Once selected, click Continue.



STEP 10:

Enter your personal information

Create Your Seller Pro	filo
Cleate Iour Seller FIO	ine .
To start listing your tickets, we'll first need some qu	Ick Info.What's This For?
First Name *	Last Name *
Country *	
~	
Street Address *	
Street Address 2	
Optional	
City *	Postal Code "
Mobile Number *	Home Number *

STEP 11:

Enter the amount you would like to sell the ticket for and then click 'continue'

Sec . RO	Sedi		
PRICE	GUIDANCE		
	★ \$70.38	Payout Details	
CUR	\$8	2.00 Tickets listed for Service fees	\$71.00 x 1 -\$8.52 x 1
\$50.00	\$68.00	Payout per ticket	\$62.48 x 1
	Price Per Ticket	You'll get paid	\$62.48
$\overline{}$	\$ 70.38	Once all tickets are sold	
<u> </u>	* Recommended Price	* Events may include a mini listing price per ticket.	mum or maximum

INFORMATION REGARDING PUTTING TICKETS UP FOR RESALE

- You cannot resell single game, Kids Club, or premium membership tickets
- Once the tickets are put up for resale, they cannot be transferred.

HOW TO TRANSFER YOUR TICKETS

ON A COMPUTER

STEP 1:

Visit phxrisingfc.com



STEP 2:

Hover over 'TICKETS' in the black ribbon

TICKETS SCHEDULE NEWS CLUB STADIUM COMMUNITY YOUTH SHOP

STEP 3:

Select 'Account Manager'



STEP 4: Wy Kents Yerets Yerets</td

(up until two hours before game time) • Manage all tickets at a glance



We officially support Chrome and Firefox. Other browsers may work but you may experience reduced functionalit

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<u>(</u>)	Important Account Update
	You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
	New here? Use your Ticketmaster email and password.
	Learn More
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] Ren / contii format	rd SHOW nember Email Forgot Passwor nuing past this page, you agree to the Terms of Use and understand tha for will be used as described in both the Ticketmaster Privacy Policy an Rising FC Privacy Policy.

STEP 6:

Click on 'My Events' in the top red ribbon

Image: Weiter Weiter

your continued support!

STEP 7:

You will then see a list of all of the tickets to your 2024 PRFC matches. For the game you want to transfer seats for, select that event

OENIX RISING	My Events Invoices I	change my tickets	K Kayla
My Events			Transfer
Your pl For the	hone is your ticket. fastest way In, add your ticket to y	ur digital wallet.	
Q Find an event			O My Listings
	vs San Diego ∰ Sat - Apr 0 ♥ Phoenix, Ai		Select Event
	vs Monterey E Post - Apr B Phoenix, Ab		Select Event
	vs Loudoun U Ê Sat+Apr 2 ◎ Phoenix A3		Select Event

STEP 8:

You should now see your specific seats for the event. You can then click the 'Transfer' button

Note: If the 'transfer' button is grayed out, it may be because that specific ticket is not valid for transfer



STEP 9:

Select the seats you want to transfer

Transfer Tickets

Select the tickets for this event that you would like to transfer. Once selected, click Continue.



STEP 10:

Add in the recipients information and press transfer

Note: We recommend not using the recipient's work email as there are often filters that do not allow the tickets to reach them.

Transfer Tickets

Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit.

First Name *			
.ast Name *			
imail *			

255	Char	acter(s)	Remaining	
-----	------	----------	-----------	--

Cancel

INFORMATION REGARDING TICKET TRANSFERS

- Once you transfer your tickets, you should receive a notification email saying that you made the transfer.

- Your recipient has until the start of the match to accept the tickets. If tickets are not accepted, the transfer is automatically cancelled. The tickets will then remain on your account.

- You can also cancel the transfer on Account Manager at any time prior to the start of the match.

HOW TO EXCHANGE YOUR TICKETS

ON A COMPUTER

SCHEDUI F

NEWS

CLUB

STADIUM

COMMUNITY

YOUTH

SHOP

TICKETS

STEP 1:

Visit phxrisingfc.com



STEP 2:

Hover over 'TICKETS' in the black ribbon

STEP 3:

Select 'Account Manager'



STEP 4: Image: My Events Vy Events Contact Us FAQs Sign Image: My Events Si

(up until two hours before game time) • Manage all tickets at a glance



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Sign into your Phoenix Rising Account Manager using the email address that you have on file with us that you used to buy your tickets. If you are new member, create a new account

owere	d by ticketmaster
(i)	Important Account Update
	You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
	New here? Use your Ticketmaster email and password.
	Learn More
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Passwo	rd SHOW nember Email Forgot Password?
Ren Ren ly contin format	rd SHOW nember Email Forgot Password? nuing past this page, you agree to the Terms of Use and understand that ion will be used as described in both the Ticketmaster Privacy Policy and Rising FC Privacy Policy.

STEEP 6: Image: My Events in the top red ribbon Click on 'My Events' in the top red ribbon Welcome Kayla Can you feel the excitement? We have everything you need at your fingertips here in Account Manager. With Account Manager, you can purchase, manage, transfer, donate, and access your tickets from any device. We way ou spart of our family. From time to time we have exclusive offers available for you that aren't open to the general public. Keep a lookout for these special offers in your email and here in Account Manager.

Phoenix Rising FC thanks you for your continued support!



STEP 7:

You will then see a list of all of the tickets to your 2024 PRFC matches. For the game you want to exchange seats for, select that event

Note: Exchanging is not applicable for single tickets, Kids Club or Premium memberships



STEP 8:

You should now see your specific seats for the event. Click the "more" button to reveal the exchange option



STEP 9:

Once you click "more", you will then see the exchange option

Note: If the 'exchange' button is grayed out, it may be because that specific ticket is not valid for exchange

STEP 10:

After you click exchange, you will see your tickets for the game. You will then select the seats that you want to exchange.

TRANSFER SELL MORE

Exchange Tickets

Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events.

Select All (3)	
Sec GABL01, General Admission	
Sec GABL01, General Admission	
Sec GABL01, General Admission	

STEP 11:

You will then select the game that you want to move your tickets to.

Exchange

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.



STEP 12:

You will see the available seats in your current price code or lower.

Note: If you have a Kids Club or Premium membership, you will NOT be able to exchange them online. Please contact your sales representative and we can make the changes for your adult, Kids Club, or Premium tickets for you.

	🔗 Select	Ticket Type ×
206 207 \$%0 106 107		
		QTY
BLEAD	Section GABL02 \$13.00	
	Section GABL03 s13.00	0+
	Section GABL04 s13.00	$\bigcirc \circ \oplus$
109 108	Ticket Qty:	1
SRO	Total Price:	\$13.00 Add to Cart

STEP 13:

Once you select your seats, add them to your cart and select continue

Continue	
Total Amount	\$0.00
Paid Amount	- \$30.00
Cost of Seats	\$30.00
Season Renewal: 1	\$30.00
Section 105, Row F, Seat 24	
Phoenix Rising Stadium	
	10

INFORMATION REGARDING TICKET EXCHANGE

- Ticket exchange is only available on desktop.

- If you have a Premium membership, you will not be able to exchange them online. Please let a sales representative know if you would like to move your Premium membership tickets.

- Ticket exchange is available for Kids Club Memberships

PHOENIX RISING FC HOW TO UTILIZE BRING A FRIEND VOUCHERS

ON A COMPUTER

SCHEDULE

NEWS

CLUB

TICKETS

STEP 1:

Visit phxrisingfc.com



STADIUM

COMMUNITY

YOUTH

SHOP

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STEP 2:

Hover over 'TICKETS' in the black ribbon

STEP 3:

Select 'Account Manager'



STEP 4: Image: My Events My Events Contact Us FAds Sign (R) R) R)

(up until two hours before game time) • Manage all tickets at a glance



We officially support Chrome and Firefox. Other browsers may work but you may experience reduced functionalit

STEP 5:

Sign into your Phoenix Rising Account Manager using the email address that you have on file with us that you used to buy your tickets. If you are new member, create a new account

owere	d by <i>ticketmaster</i>
()	Important Account Update
	You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
	New here? Use your Ticketmaster email and password.
	Learn More
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asswo] Ren y contin format	rd SHOW nember Email Forgot Password nuing past this page, you agree to the Terms of Use and understand that ion will be used as described in both the Ticketmaster Privacy Policy and Rising FC Privacy Policy.

STEP 6:

Click on 'My Events' in the top red ribbon

Image: Weiter Weiter

your continued support!

PHOENIX RISING FC HOW TO UTILIZE FLEX PLAN VOUCHERS

STEP 1:

Visit phxrisingfc.com



COMMUNITY

YOUTH

SHOP

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STEP 2:

Hover over 'TICKETS' in the black ribbon

STEP 3:

Select 'Account Manager'



STEP 4: Image: My Kents Yevents Yevent

(up until two hours before game time) • Manage all tickets at a glance

SCHEDULE

NEWS

CLUB

STADIUM

TICKETS



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STEP 5:

Sign into your Phoenix Rising Account Manager using the email address that you have on file with us that you used to buy your tickets. If you are new member, create a new account

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()	Important Account Update
	You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
	New here? Use your Ticketmaster email and password.
	Learn More
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asswo] Ren y contin format	rd SHOW nember Email Forgot Password nuing past this page, you agree to the Terms of Use and understand that ion will be used as described in both the Ticketmaster Privacy Policy and Rising FC Privacy Policy.

STEP 6:

Click on 'My Events' in the top red ribbon

Image: Weiter Weiter

your continued support!

STEP 7:

In your events, you will see an event called "2024 Rising Flex Vouchers". Select that event to use your vouchers



Sat • Oct 07, 2023 • 08:00 PM Phoenix, AZ — Phoenix Rising Stadium



STEP 8:

You will then see the amount of vouchers on your account. These are not active tickets until you exchange them. To do so, select the exchange button.



Your Phone Is Your Ticket For the fastest way in, add your ticket to your digital wallet.	
My Tickets	EXCHANGE
Sec GA0, Row GA0, 2	>

STEP 9:

Check off how many tickets you would like to use

Exchange Tickets

Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events.

Select A	All (1)

Sec GA0, Row GA0, 2

STEP 10:

Select the game you would like to utilize your vouchers for



STEP 11:

You will see the available seats in your chosen Flex Plan price range



STEP 12:

Once you select seats, add them to your cart. You should see that the price is \$0. Then you can press continue and the tickets to the game you selected should be added to the list of your events.



INFORMATION REGARDING PRFC FLEX PLAN

- The Flex Plan provides great value and flexibility that work best with you and your friend's schedule!
- You can redeem tickets in any combination for regular season matches. Starting at a minimum of 10 tickets to take advantage of Flex Plan
- Must redeem all ticket in same price level exchanges are not available.
- Tickets must be redeemed 48 hours prior to the match

STEP 7:

In your events, you will see an event called "2024 Bring a Friend Voucher Exchange". Select that event to use your vouchers







STEP 8:

You will then see the amount of vouchers on your account. These are not active tickets until you exchange them. To do so, select the exchange button.



8	Your Phone Is Your Ticket For the fastest way in, add your ticket to your digital wallet.	
My Ti	Tickets	

STEP 9:

Check off how many tickets you would like to use

Exchange Tickets

Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events.

Γ	Se	lect	All	(1)

Sec GA0, Row GA0, 2

STEP 10:

Select the game you would like to utilize your vouchers for





STEP 11:

You will see the available seats in your current equivalent price. Utilizing your BAF vouchers allows you to add on extra tickets at no additional cost



STEP 12:

Once you select seats, add them to your cart. You should see that the price is \$0. Then you can press continue and the tickets to the game you selected should be added to the list of your events.

Shopping Cart



INFORMATION REGARDING BRING A FRIEND VOUCHERS

- You get 2 BAF vouchers per seat on account

- BAF vouchers need to be redeemed 48 hours in advance of the game you wish to utilize them for. You can redeem through your account manager or account representative.



HOW TO ACCESS ACCOUNT MANAGER

ON A MOBILE DEVICE

STEP 1:

Download the Phoenix Rising FC application to your mobile device



STEP 2:

Sign up or log in to the Phoenix Rising App. *This is a different log-in than your Account Manager*. This log in allows you access to current PRFC news and matchday information.

Note: In order to access everything the app has to offer, it is highly recommended to sign up for the PRFC app. If you would just like to access your tickets in Account Manager, you can click 'skip' in the top right corner



STEP 3:

To access your tickets, click on the 'tickets' tab on the bottom ribbon if you own an <u>Apple device</u>



To access your tickets, click on the 'tickets' tab on the top ribbon if you own an <u>Android device</u>





Rising Radio: Phoenix Rising at San Diego Loyal

STEP 4:

Click to access your tickets



Access your mobile tickets on gameday Connect your Ticketmaster account to manage your Phoenix Rising FC tickets right here in the app!

STEP 5:

You will then be prompted to sign into your Account Manager. It is important that you sign in / create an account using the email address that you have provided when you bought your tickets.

Note: If you have troubles logging in DO NOT try to create another account with the same or different email. Try diagnosing by attempting to reset your password. If you are still having troubles, please contact PRFC.

	Cian In to Dheaniy Dising FC
4:30 -	Powered by <i>ticketmaster</i>
<	
Sign In Access and manage all the tickets you own with ease.	i Important Account Update You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
i Important Account Info	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account. <u>Learn More</u> Phoenix Rising FC ticket holder? Use your	New here? Use your Ticketmaster email and password. Learn More
existing email to sign in and update your password if prompted.	Email Address
New here? Use your Ticketmaster email and password.	
	This field is required.
Powered by <i>ticketmaster</i>	Password
v2.25.1	SHOW
Sign in to Phoenix Rising FC	Pemember Emgil

STEP 6:

You will then see a list of all of the events you have tickets to.

- Your account number (ID) will appear here
- If you don't see your tickets, please make sure you see the red 'PR' circle by your name. If you don't, click on that box and sign into Phoenix Rising







HOW TO ADD YOUR TICKETS TO YOUR APPLE WALLET

ON A MOBILE DEVICE

STEP 1:

Download the Phoenix Rising FC application to your mobile device



STEP 2:

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STEP 3:

To access your tickets, click on the 'Tickets' tab on the bottom ribbon





STEP 4:

Click to access your tickets



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STEP 5:

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(i) Important Account Update You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted. New here? Use your Ticketmaster email and Learn More

SHOW

Forgot Password?

STEP 6:

You will then see a list of all of the events you have tickets to.

- Your account number (ID) will appear here
- If you don't see your tickets, please make sure you see the red 'PR' circle by your name. If you don't click on that box and sign into Phoenix Rising



STEP 7:

Click on the event then click 'Add to Apple Wallet'

STEP 8:

Follow the prompt depending on how many tickets you want to add to your wallet





HOW TO SAVE TICKETS TO GOOGLE PAY

ON A MOBILE DEVICE

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STEP 3:

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Rising Radio: Phoenix Rising at San Diego Loyal

Tune in to this audio-only broadcast of tonight's match for the fans who can't watch tonight's match.

♥9

4 days ago

STEP 4:

Click to access your tickets



Access your mobile tickets on gameday

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4:30 ┩ ₁₁ 奈 ■ く	Sign In to Phoenix Rising FC Powered by <i>ticketmaster</i>
Sign In Access and manage all the tickets you own with ease. Important Account Info You can now use the same email and password for both your Phoenix Rising FC ticket account and your Ticketmaster account. Learn More Phoenix Rising FC ticket holder? Use your evicting email to sign and undate your	 Important Account Update You can now use the same email password for both your Phoenix ticket account and your Ticketm account. Phoenix Rising FC ticket holder existing email to sign in and upd password if prompted. New here? Use your Ticketmaster password. Learn More
password if prompted. New here? Use your Ticketmaster email and password.	Email Address
Powered by ticketmaster v2.25.1	This field is required. Password
Sign in to Phoenix Rising FC	_
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y ticketmaster portant Account Update u can now use the same email and issword for both your Phoenix Rising FC ket account and your Ticketmaster count. noenix Rising FC ticket holder? Use your isting email to sign in and update your issword if prompted. ew here? Use your Ticketmaster email and issword. arn More ress required. SHOW

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- Your account number (ID) will appear here
- If you don't see your tickets, please make sure you see the red 'PR' circle by your name. If you don't click on that box and sign into Phoenix Rising



STEP 7:

Click on the event then click 'Save to phone'

STEP 8:

Your ticket(s) should then be added to your Google Pay. Be sure to check your Google wallet to ensure easy access day of game.

My Tickets ×







HOW TO TRANSFER YOUR TICKETS ON PRFC APP

ON A MOBILE DEVICE

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To access your tickets, click on the 'tickets' tab on the top ribbon if you own an <u>Android device</u>







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Rising Radio: Phoenix Rising at San Diego Loyal

Tune in to this audio-only broadcast of tonight's preseason match...

STEP 4:

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1:30 🖌	Sign In to Phoenix Rising FC Powered by <i>ticketmaster</i>
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Sign In	i Important Account Update
cess and manage all the tickets y with ease.	ou own password for both your Phoenix Rising FC ticket account and your Ticketmaster account.
Important Account Info	Phoenix Rising FC ticket holder? Use your existing email to sign in and update your password if prompted.
ou can now use the same email and pas r both your Phoenix Rising FC ticket acc nd your Ticketmaster account. <u>Learn Mc</u>	sword New here? Use your Ticketmaster email and re password.
penix Rising FC ticket holder? Use your sting email to sign in and update your sword if prompted.	Learn More
w here? Use your Ticketmaster email a ssword.	nd Email Address
	This field is required.
Powered by <i>ticketmaster</i> v2.25.1	Password
	SHOV
Sign in to Phoenix Rising FC	
	Remember Email Forgot Passwo

STEP 6:

You will then see a list of all of the events you have tickets to.

- Your account number (ID) will appear here
- If you don't see your tickets, please make sure you see the red 'PR' circle by your name. If you don't click on that box and sign into Phoenix Rising



SHOW

Forgot Password?

STEP 7:

Click on the specific event you want to transfer tickets from. Then click on the red transfer button at the bottom of the screen





STEP 8:

Select the seats that you would like to transfer

SELECT TICKETS TO TRANSFER



	TRANSFER TO
STEP 9:	Select From Contacts
Select how you want to add the recipients information	Manually Enter A Recipient (+)
	Transfer Tickets Via Email or Text Message Select an Email or mobile number to transfer tickets to your recipient.
	< BACK

STEP 8:

Enter the recipients information and press transfer

TRANSFER TICKETS
1 Ticket Selected
Sec Row M , Seat
First Name
First Name
Last Name
Last Name
Email or Mobile Number
Email or Mobile Number
Note
▲ BACK Transfer 1 Ticket



Account Manager FAQ

The Phoenix Rising App is the easiest way to manage your season tickets and benefits. All season tickets and single game tickets are fully digital and are accessible via your mobile device. Your phone is your ticket.

I'm new to the Phoenix Rising Mobile App, what should I do?

First things first, follow these links to download the app to your mobile device

- When opening the app for the first time, select "Sign Up" to create your app profile
- This "Sign Up" screen is not connected to your Account Manager profile (you're just signing up for the application itself)
- Once your profile is created, go to "Tickets" on the navigation bar
- Select "Access My Tickets"
- Use your email address and password associated with your Account Manager at the login screen to link your Phoenix Rising FC account

How Do I Log in To Account Manager?

Once you have downloaded and installed Phoenix Rising app, navigate to "Tickets > Access My Tickets > Sign In. If you are having trouble logging in, click "Forgot Password" and follow the prompt. If this is your first time using the Rising Account Manager, click "Sign Up", use the email address you have on file with us, then confirm your contact information. If you still need help signing in, please reach out to your Account Representative.

Is the Phoenix Rising Mobile App the only way to access mobile tickets on my smartphone?

While we recommend the Phoenix Rising Mobile App since it is the cleanest and most userfriendly option, you can also use your mobile web browser to log into the Phoenix Rising Account Manager and access your tickets.

What if I have no reception at the stadium?

To ensure seamless entry, we highly recommend downloading your tickets to your phone before arriving to the game. Save the tickets to your wallet, as screenshots will not be accepted

Can I use a screenshot of my ticket?

No, due to a new rotating barcode technology to keep tickets secure, screenshots will not be valid. You must present your mobile ticket on your phone for access into the Stadium.

Can I still print my tickets from home?

Tickets for all Phoenix Rising FC 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 for admittance.

Why does Phoenix Rising FC use Secure Digital Tickets?

A digital ticket is the safest, most convenient and flexible way to receive and manage tickets while increasing protection against fraud.

Digital tickets provide:

- Quick and easy entry to the match using your mobile phone or smart device
- Instant access to all your season tickets through the Phoenix Rising Mobile App
- The ability to manage, transfer and sell your tickets
- An easy way to go green by printing less paper
- Reduced risk of lost, stolen, counterfeit or forgotten tickets

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 the 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.
- An easy way to enter the stadium without having to wait for your friends and family.

What if my entire group isn't with me when I am 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 the stadium will need a ticket to get in, you can transfer each member their ticket individually prior to arrival. Transfer each ticket directly from the "My Tickets" tab – just select the game and ticket and transfer via text or email.

Can I manage my tickets on my desktop 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 Phoenix Rising Account via computer you will have the ability to:

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

