

# ACCOUNT MANAGER 101

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Account Manager FAQ

# HOW TO ACCESS YOUR ACCOUNT MANAGER

ON A COMPUTER

## STEP 1:

Visit phxrisingfc.com



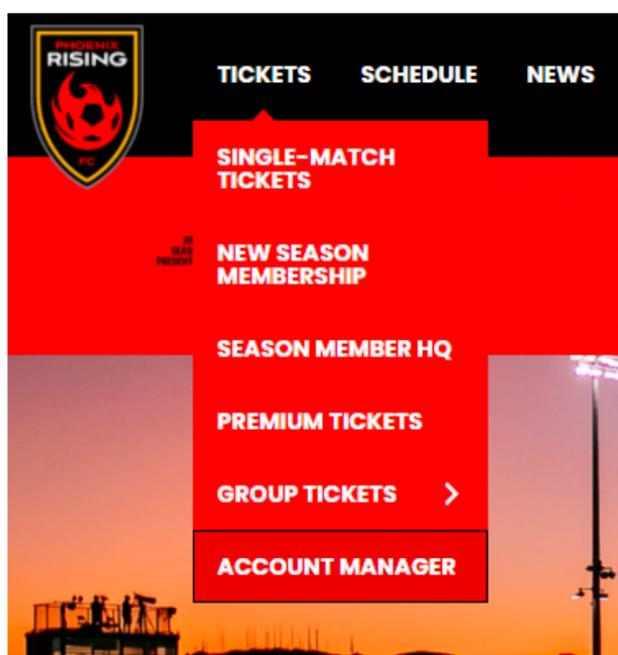
## STEP 2:

Hover over 'TICKETS' on the black ribbon



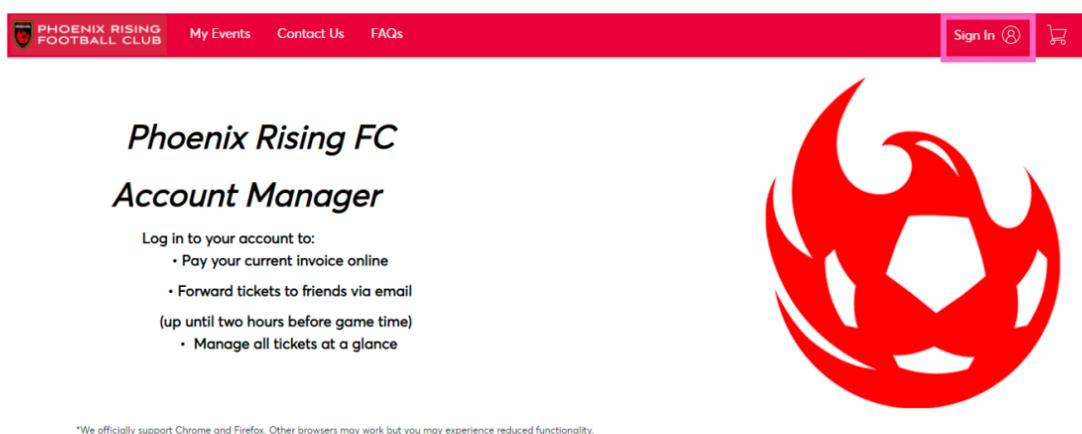
## STEP 3:

Select 'Account Manager'



## STEP 4:

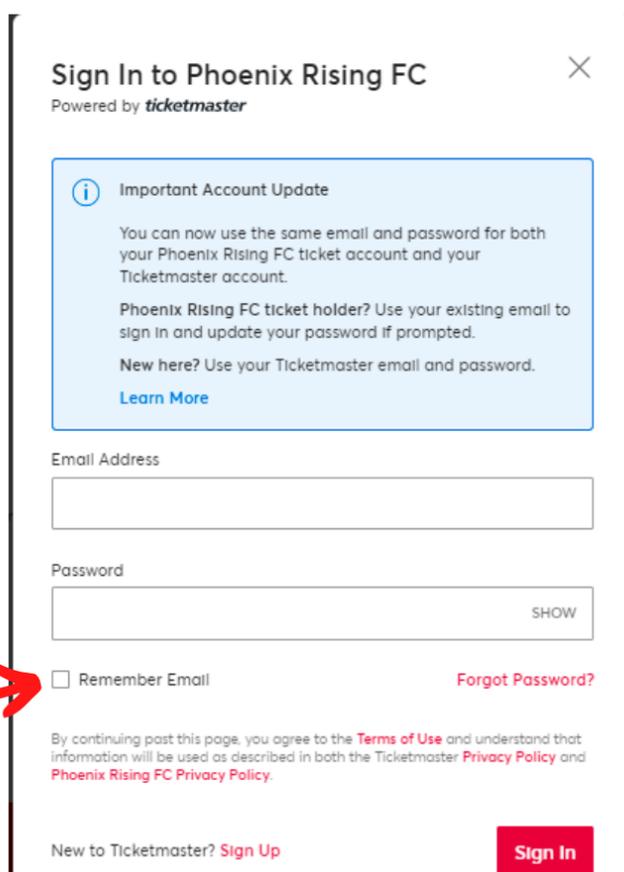
Click 'Sign in' in the top right hand corner



## 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.



# HOW TO RESELL YOUR SEASON MEMBER TICKETS

ON A COMPUTER

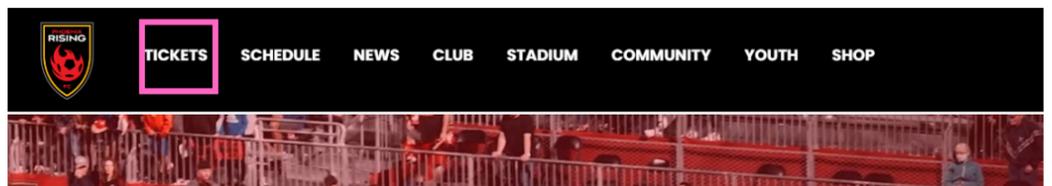
## STEP 1:

Visit phxrisingfc.com



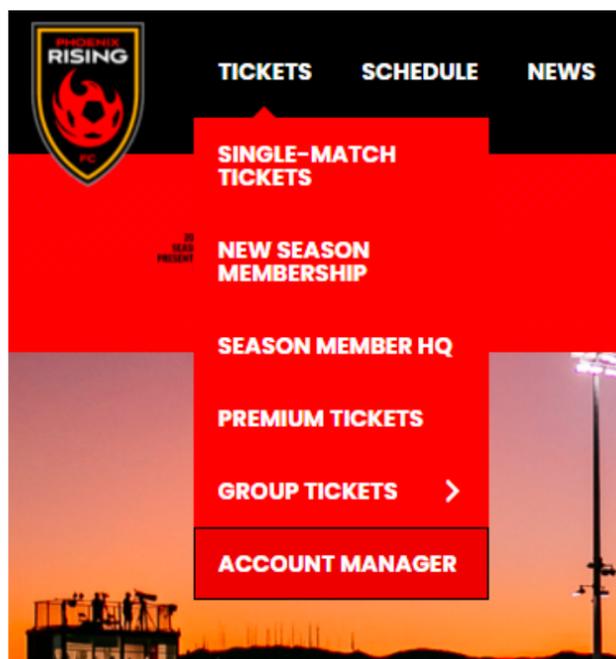
## STEP 2:

Hover over 'TICKETS' in the black ribbon



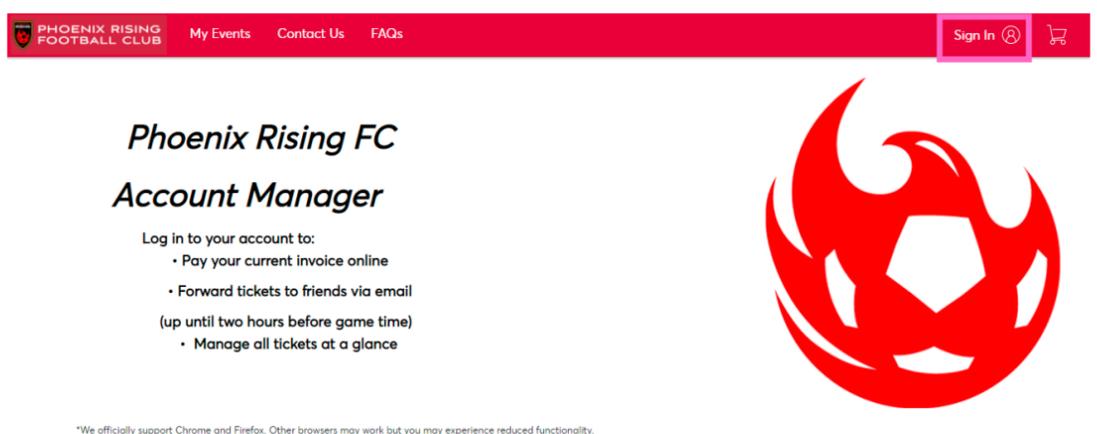
## STEP 3:

Select 'Account Manager'



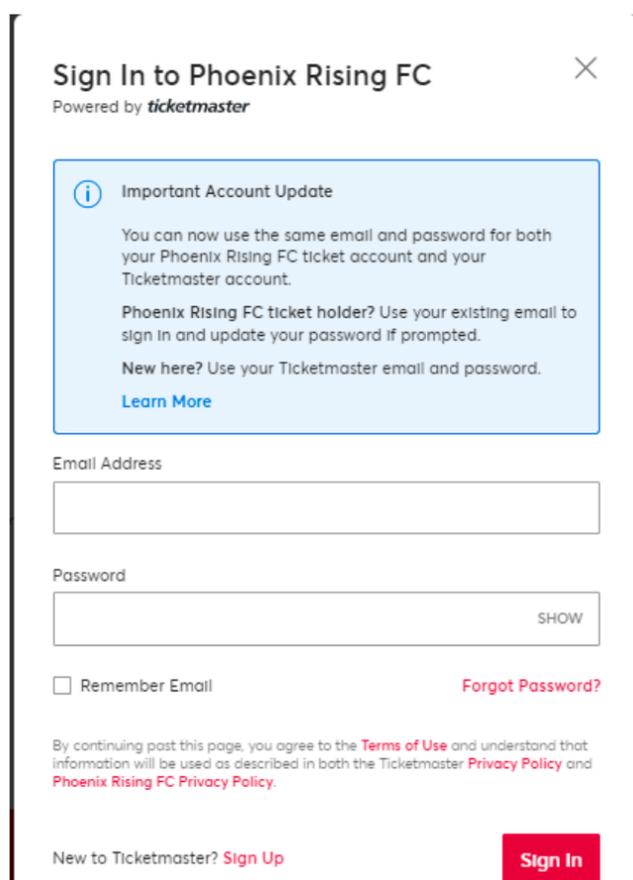
## STEP 4:

Click 'Sign in' in the top right hand corner



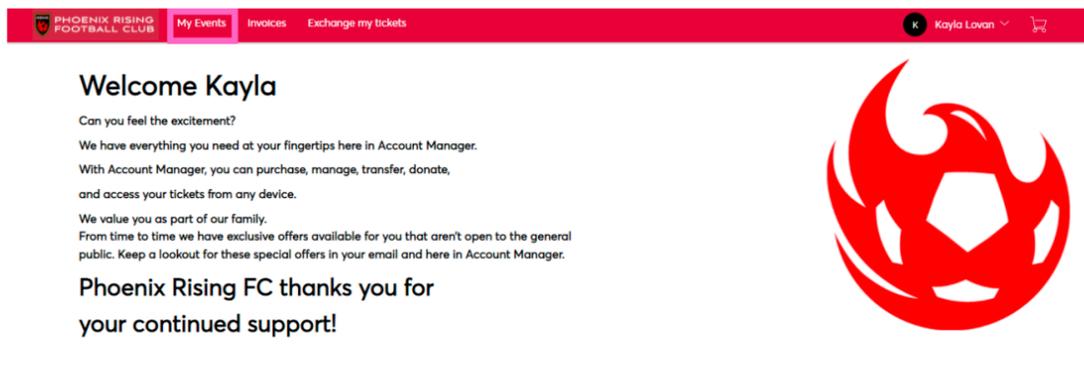
## STEP 5:

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



# STEP 6:

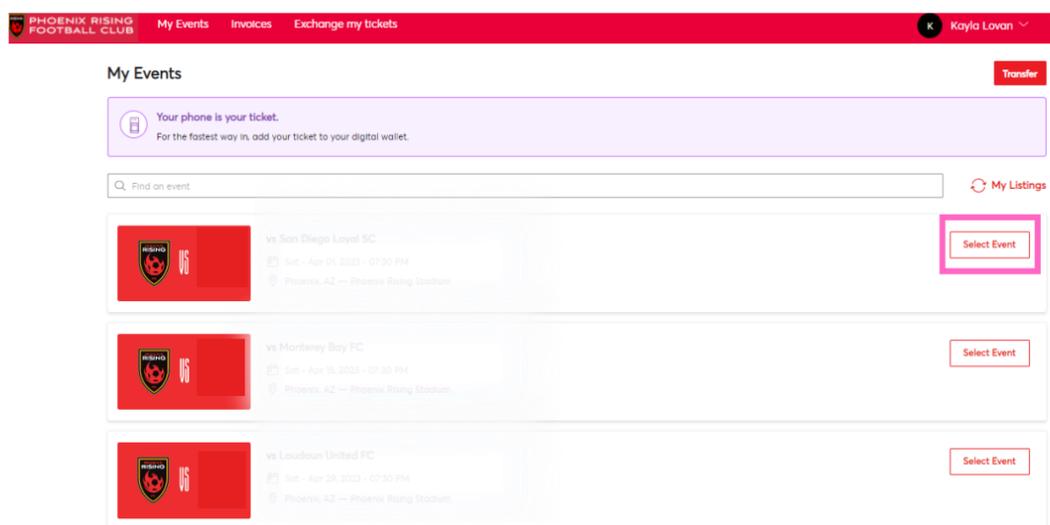
Click on 'My Events' in the top red ribbon



# STEP 7:

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

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



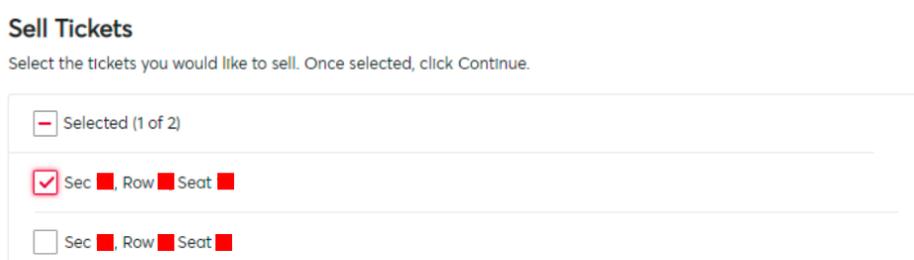
# STEP 8:

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



# STEP 9:

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



# STEP 10:

Enter your personal information

**Create Your Seller Profile**  
To start listing your tickets, we'll first need some quick info. [What's This For?](#)

First Name \*  Last Name \*

Country \*

Street Address \*

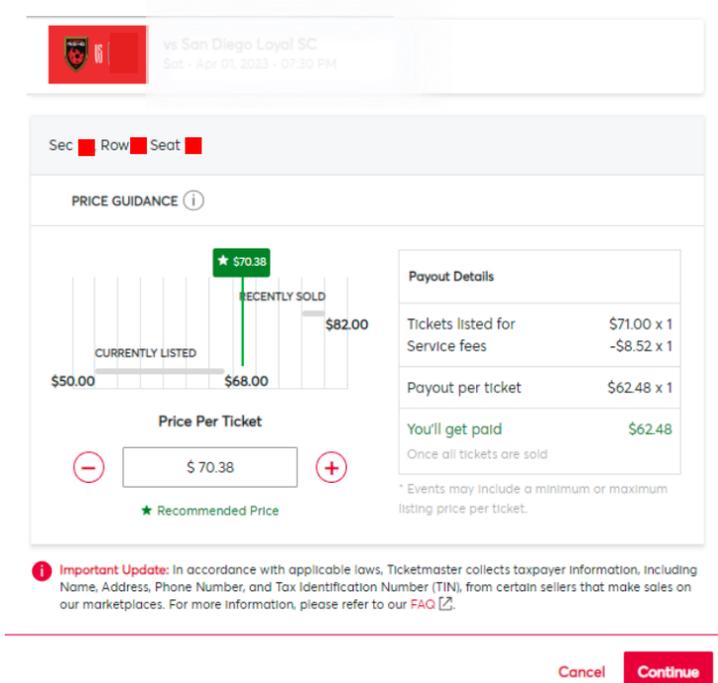
Street Address 2 (Optional)

City \*  Postal Code \*

Mobile Number \*  Home Number \*

# STEP 11:

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



## 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.

If you have any questions or issues, please contact your Account Representative, [sales@phxrisingfc.com](mailto:sales@phxrisingfc.com) or PRFC main line (623) 594-9606

# HOW TO TRANSFER YOUR TICKETS

ON A COMPUTER

## STEP 1:

Visit phxrisingfc.com



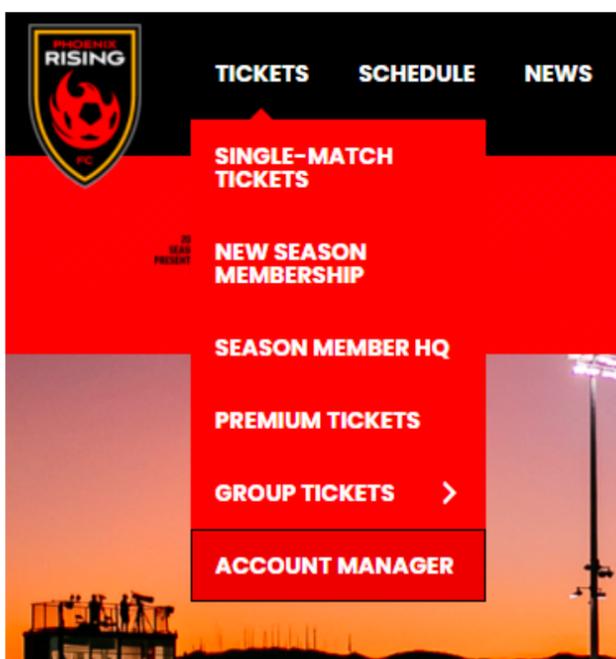
## STEP 2:

Hover over 'TICKETS' in the black ribbon



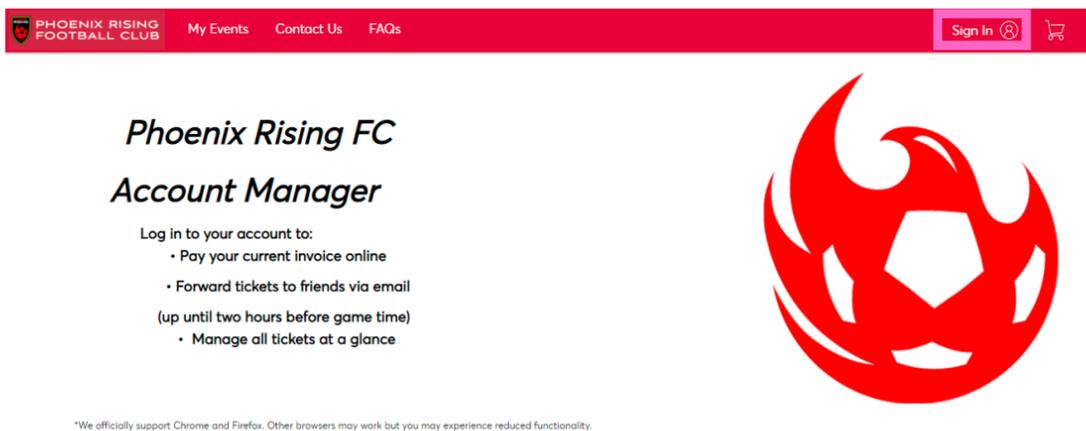
## STEP 3:

Select 'Account Manager'



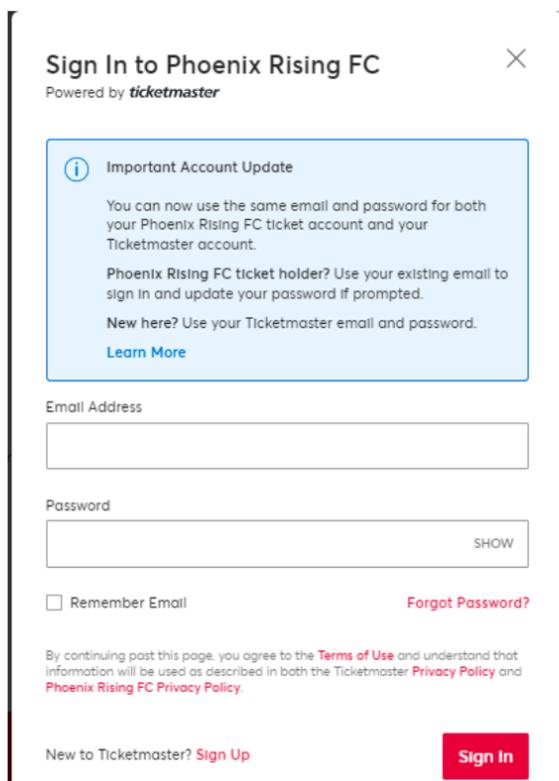
## STEP 4:

Click 'Sign in' in the top right hand corner



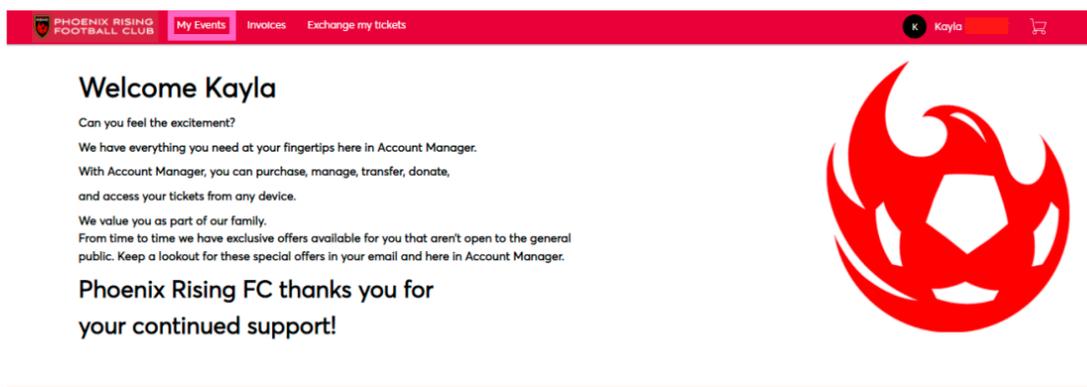
## STEP 5:

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



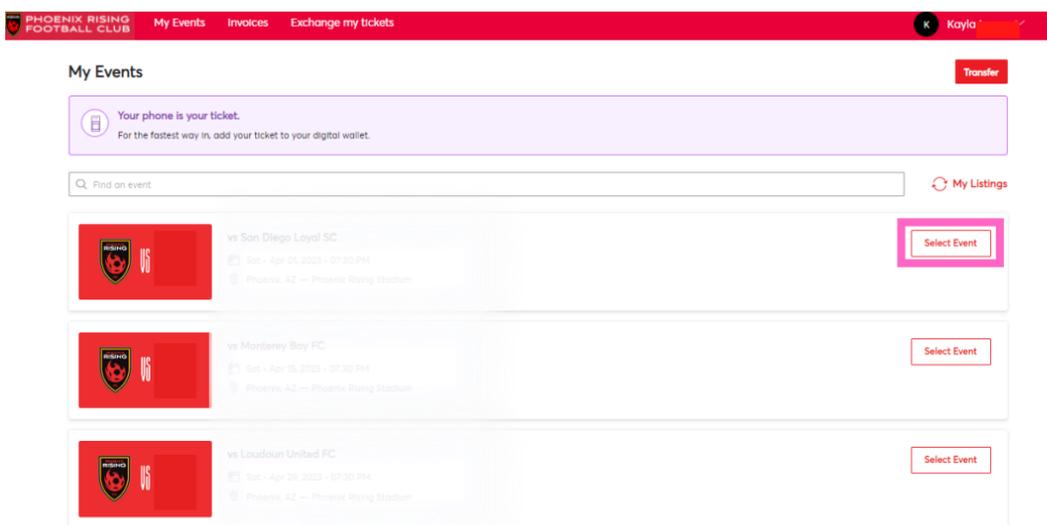
## STEP 6:

Click on 'My Events' in the top red ribbon



# STEP 7:

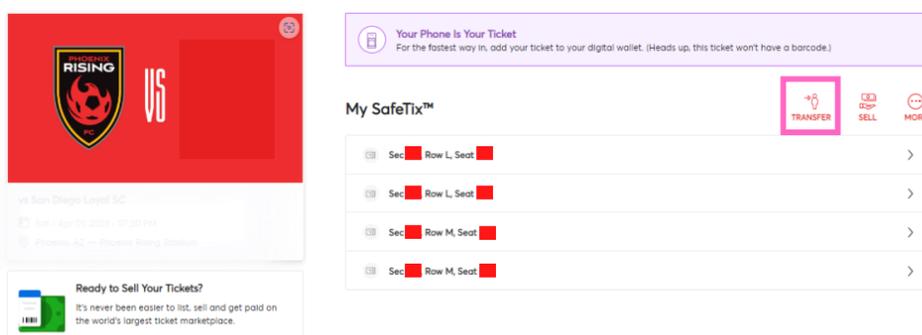
You will then see a list of all of the tickets to your 2024 PRFC matches. For the game you want to transfer seats for, select that event



# STEP 8:

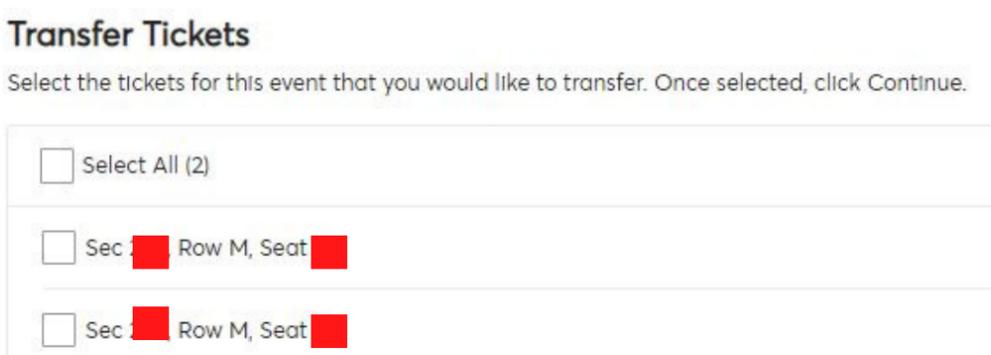
You should now see your specific seats for the event. You can then click the 'Transfer' button

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



# STEP 9:

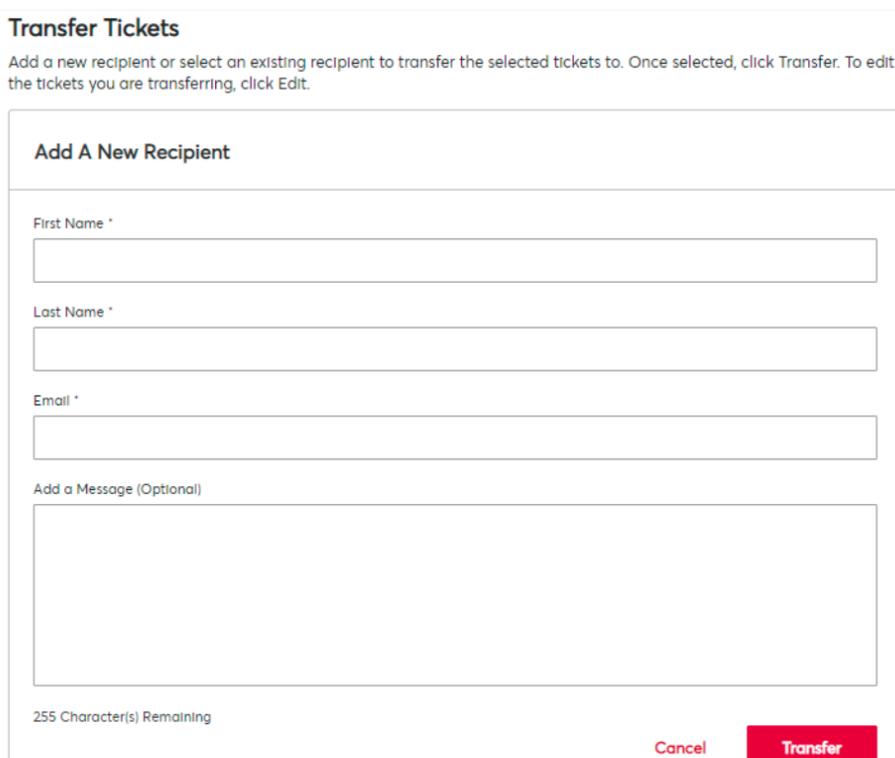
Select the seats you want to transfer



# 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.



## 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.

If you have any questions or issues, please contact your Account Representative, [sales@phxrisingfc.com](mailto:sales@phxrisingfc.com) or PRFC main line (623) 594-9606

# HOW TO EXCHANGE YOUR TICKETS

ON A COMPUTER

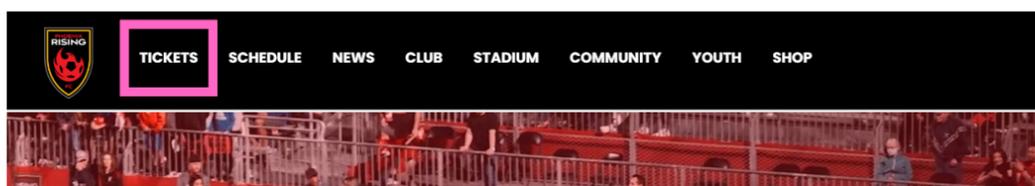
## STEP 1:

Visit phxrisingfc.com



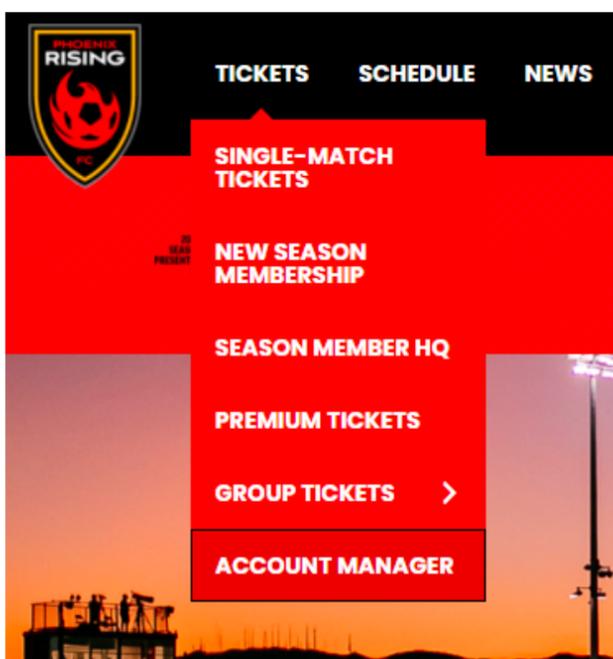
## STEP 2:

Hover over 'TICKETS' in the black ribbon



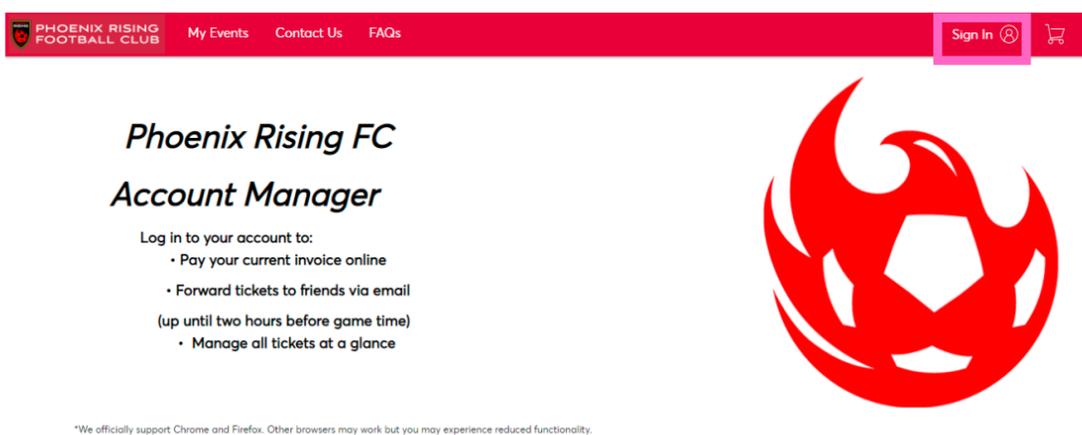
## STEP 3:

Select 'Account Manager'



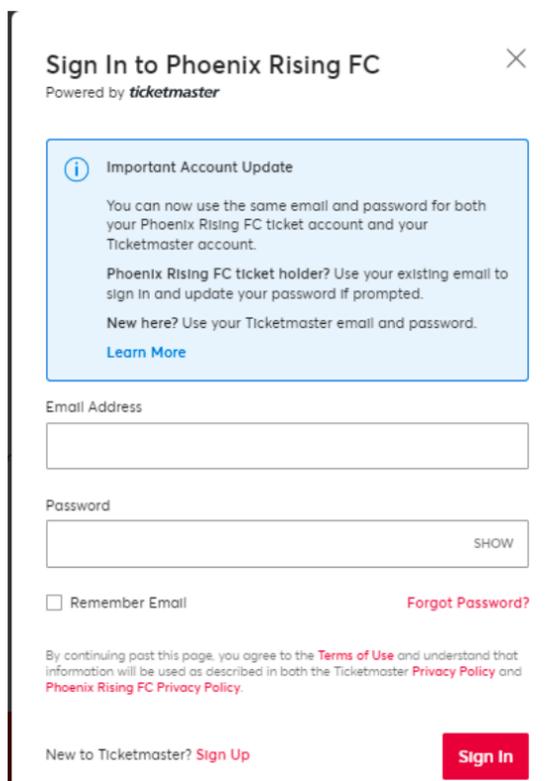
## STEP 4:

Click 'Sign in' in the top right hand corner



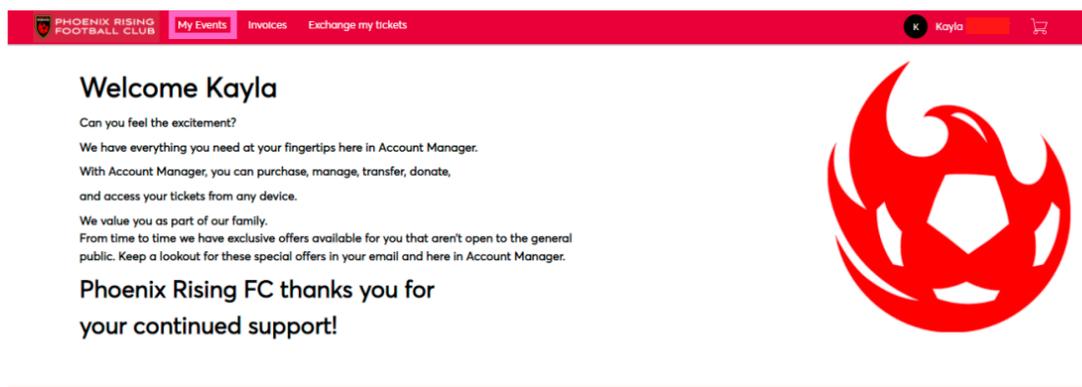
## STEP 5:

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



## STEP 6:

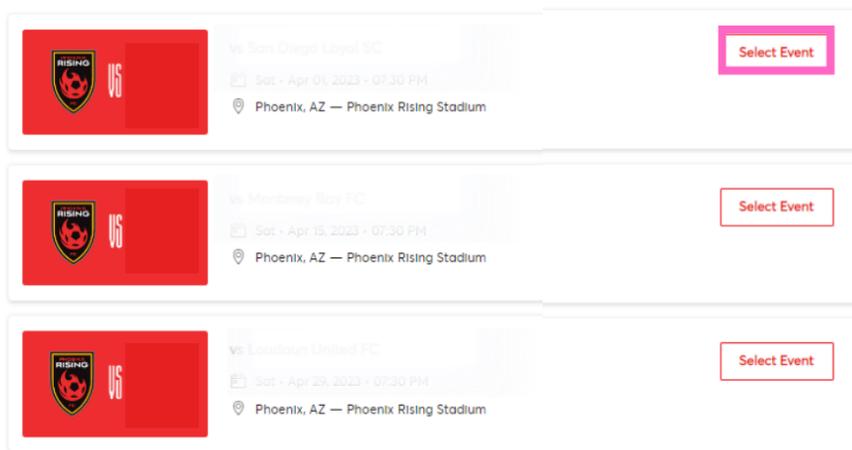
Click on 'My Events' in the top red ribbon



# STEP 7:

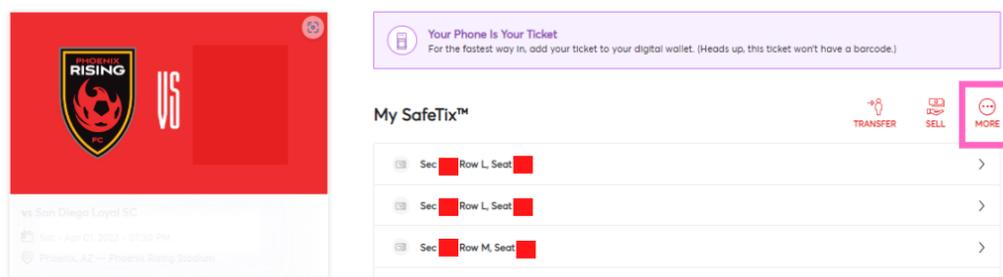
You will then see a list of all of the tickets to your 2024 PRFC matches. For the game you want to exchange seats for, select that event

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.

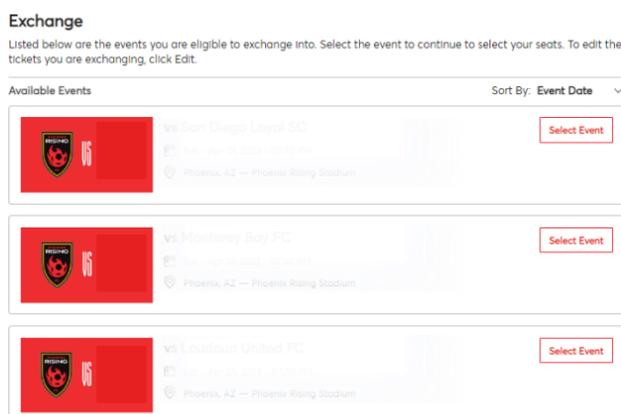
## Exchange Tickets

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



# STEP 11:

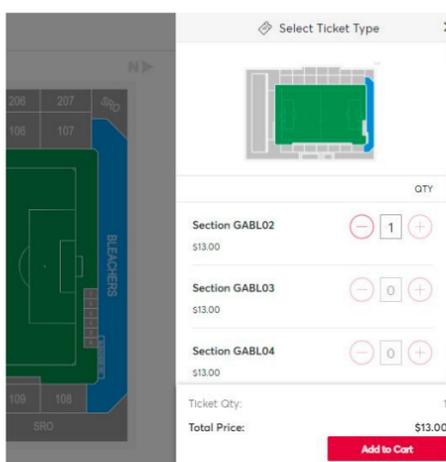
You will then select the game that you want to move your tickets to.



# STEP 12:

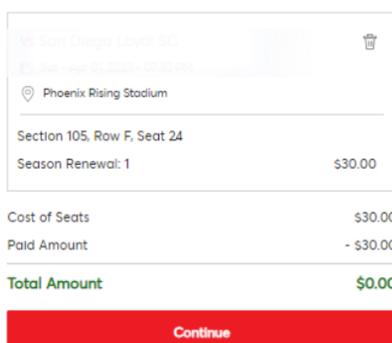
You will see the available seats in your current price code or lower.

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.



# STEP 13:

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



## 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

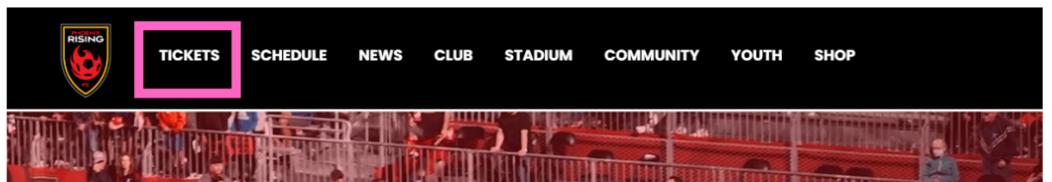
## STEP 1:

Visit phxrisingfc.com



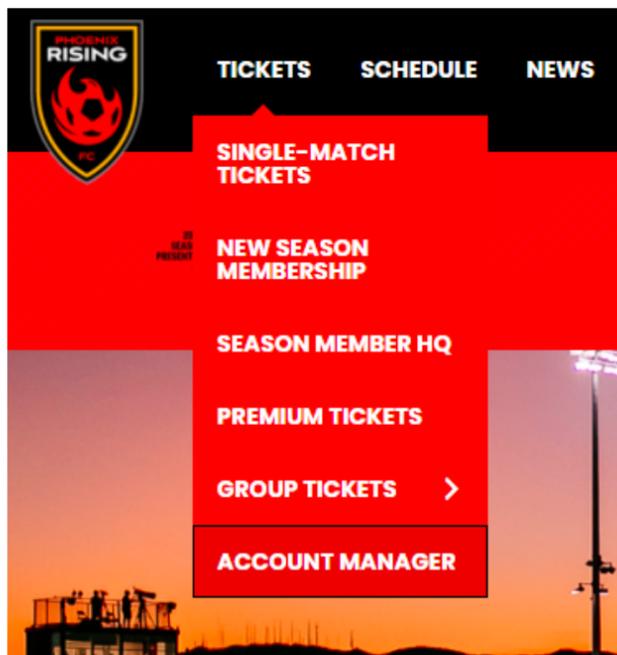
## STEP 2:

Hover over 'TICKETS' in the black ribbon



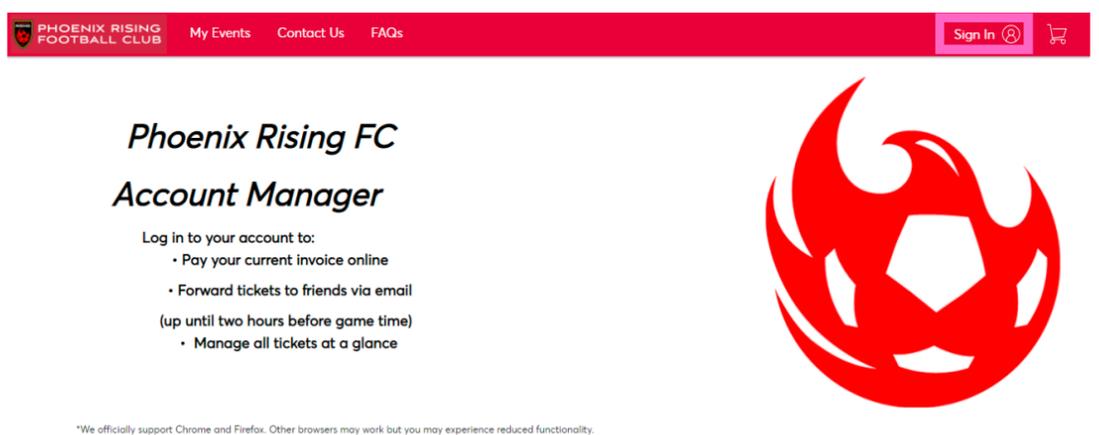
## STEP 3:

Select 'Account Manager'



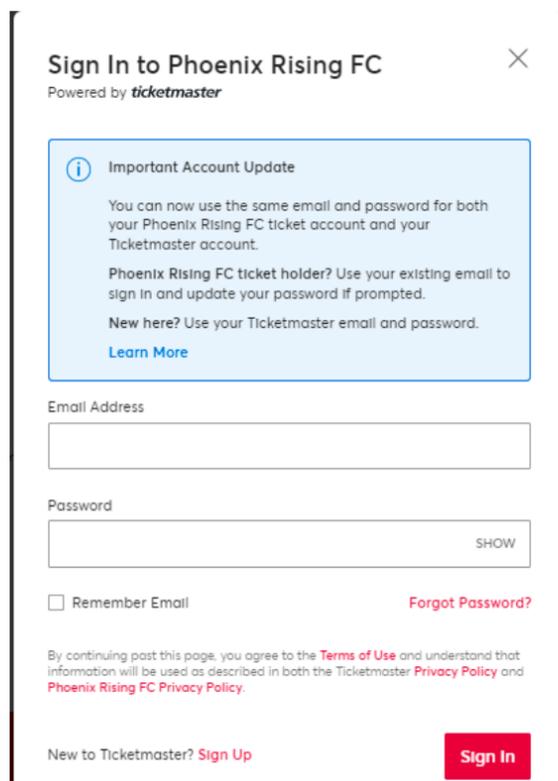
## STEP 4:

Click 'Sign in' in the top right hand corner



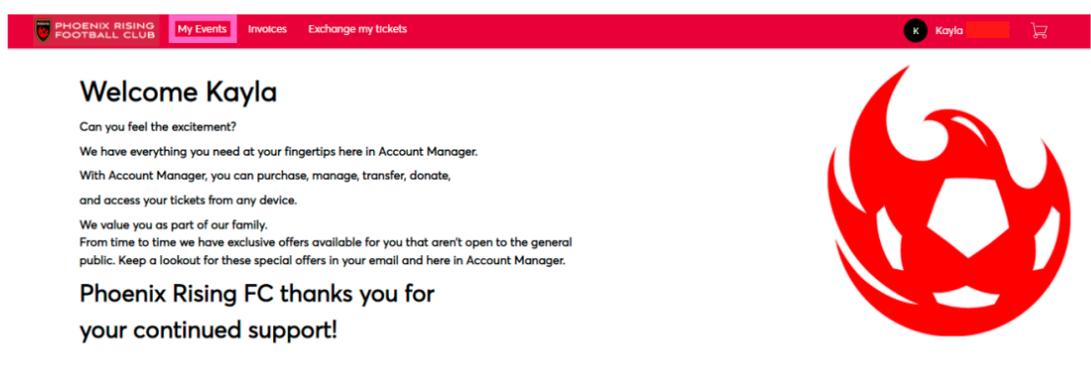
## STEP 5:

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



## STEP 6:

Click on 'My Events' in the top red ribbon

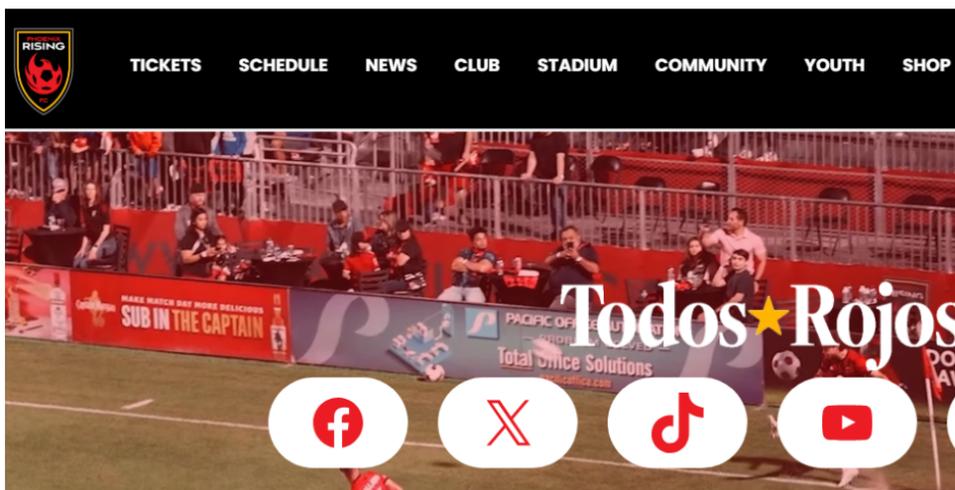


PHOENIX RISING FC

# HOW TO UTILIZE FLEX PLAN VOUCHERS ON A COMPUTER

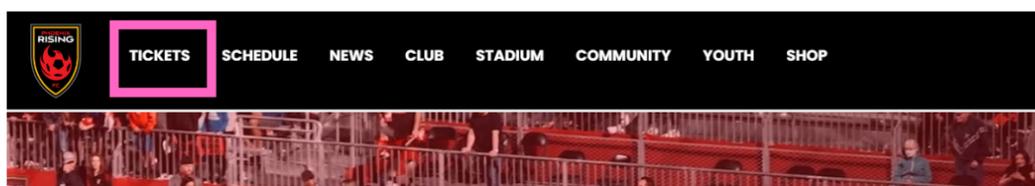
## STEP 1:

Visit phxrisingfc.com



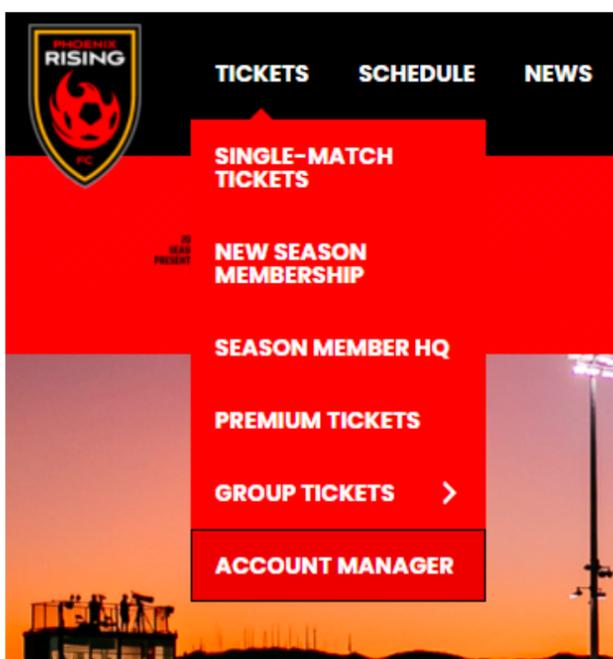
## STEP 2:

Hover over 'TICKETS' in the black ribbon



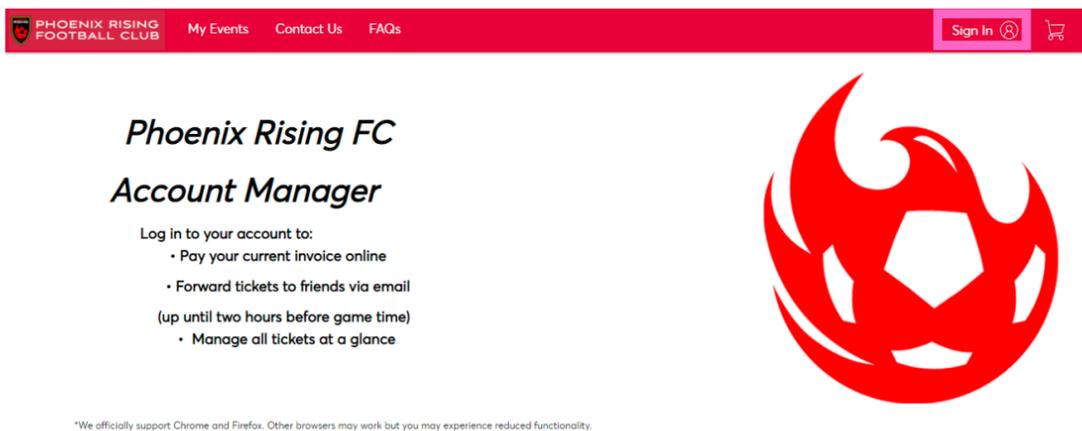
## STEP 3:

Select 'Account Manager'



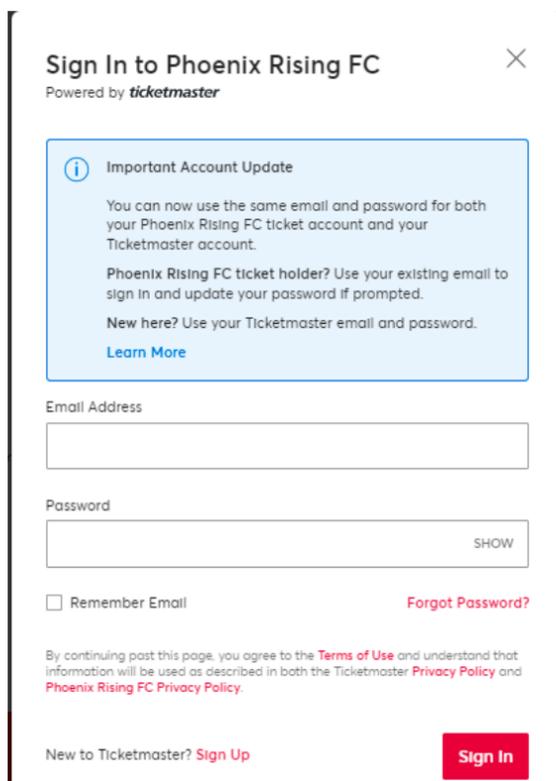
## STEP 4:

Click 'Sign in' in the top right hand corner



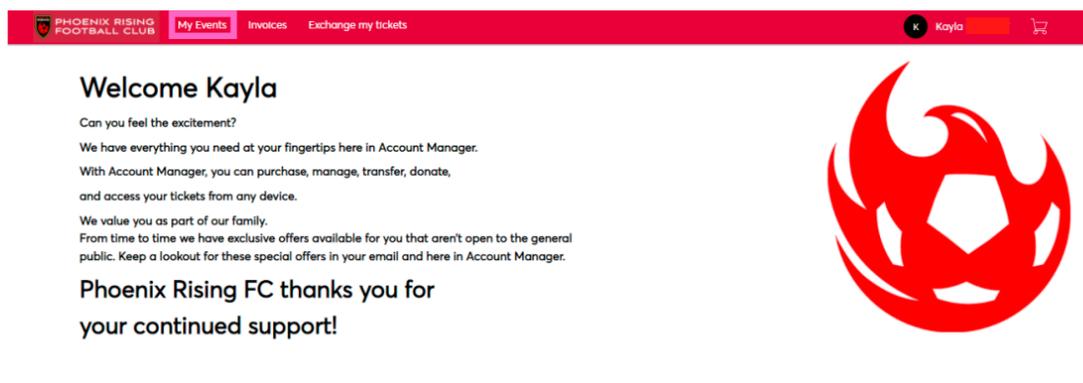
## STEP 5:

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



## STEP 6:

Click on 'My Events' in the top red ribbon



# STEP 7:

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



**Rising Flex Vouchers**  
Sat - Oct 07, 2023 - 08:00 PM  
Phoenix, AZ — Phoenix Rising Stadium

Select Event

# 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

Sec GA0, Row GA0, 2

EXCHANGE

# 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 All (1)

Sec GA0, Row GA0, 2

# STEP 10:

Select the game you would like to utilize your vouchers for

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.

Available Events Sort By: Event Date

- San Diego Loyal SC vs Phoenix Rising FC  
Phoenix, AZ — Phoenix Rising Stadium **Select Event**
- Monday Day FC vs Phoenix Rising FC  
Phoenix, AZ — Phoenix Rising Stadium **Select Event**
- Lowtown United FC vs Phoenix Rising FC  
Phoenix, AZ — Phoenix Rising Stadium **Select Event**

# 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.

New Event Edit

**vs El Paso Locomotive FC**  
QTY: 2 TICKETS  
Sat - Aug 12, 2023 - 07:30 PM  
Phoenix Rising Stadium [Show Map](#)

New Tickets

- Section 110, Row D, Seat 1-2

Event selected for Exchange Edit

**2024 Rising Flex Vouchers**  
QTY: 2 TICKETS  
[Show Map](#)

Tickets Selected for Exchange

- Sec GA0, Row GA0, 1
- Sec GA0, Row GA0, 2

Section 110, Row D, Seat 1-2 \$72.00

Applied Credits: \$72.00  
Total cost of new seats: \$72.00  
Applied Credits: -\$72.00

Total Amount Due: \$0.00

Note: Review your selections, your current seats won't be exchanged until you click submit.

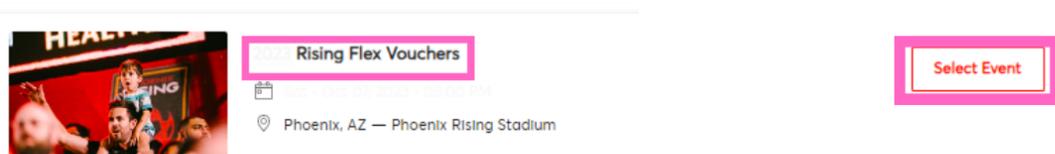
Submit

## 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

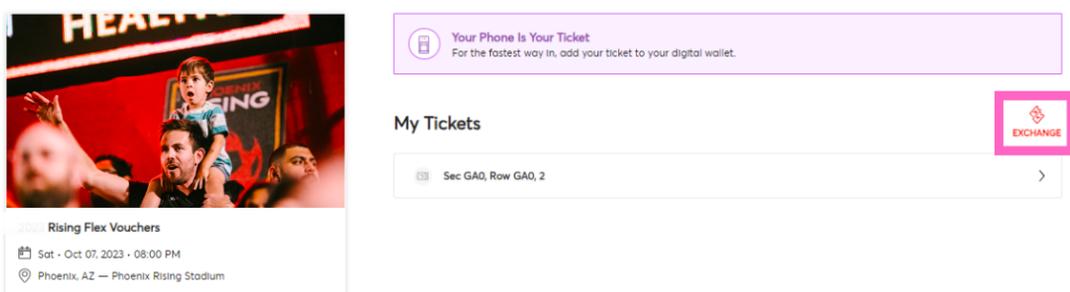
# STEP 7:

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.

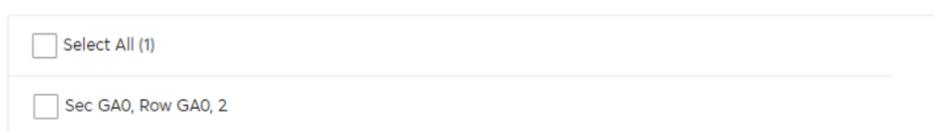


# STEP 9:

Check off how many tickets you would like to use

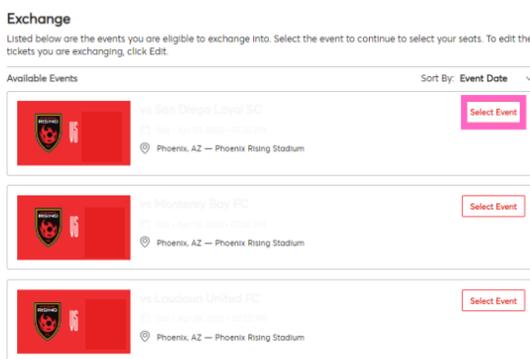
## Exchange Tickets

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



# STEP 10:

Select the game you would like to utilize your vouchers for



# STEP 11:

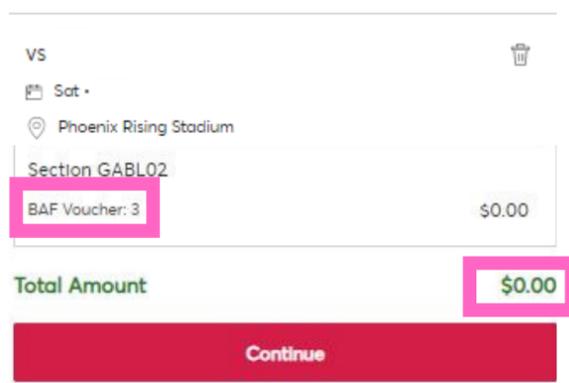
You will see the available seats in your current equivalent price. Utilizing your BAF vouchers allows you to add on extra tickets at no additional cost



# 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:

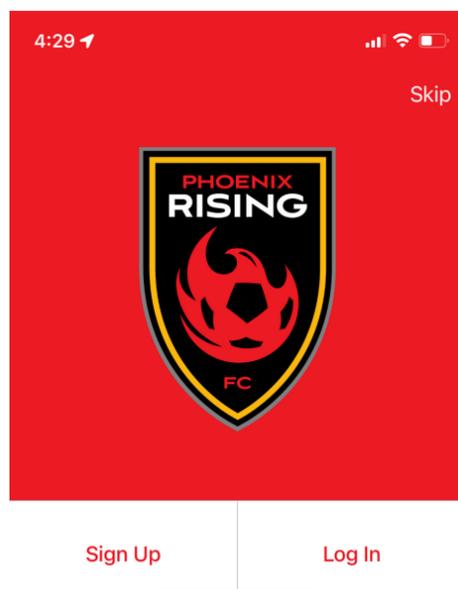
Download the Phoenix Rising FC application to your mobile device



## STEP 2:

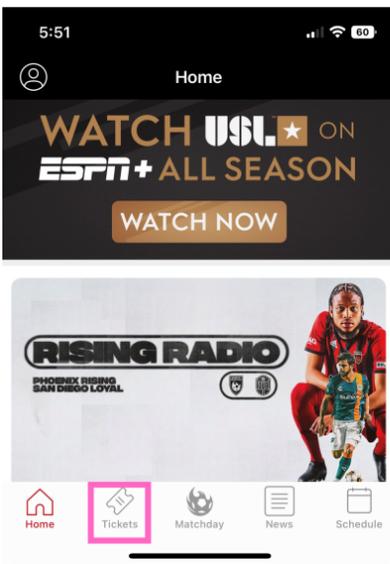
Sign up or log in to the Phoenix Rising App. *This is a different log-in than your Account Manager.* This log in allows you access to current PRFC news and matchday information.

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

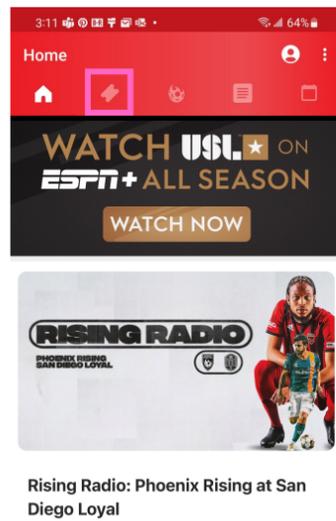


## STEP 3:

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



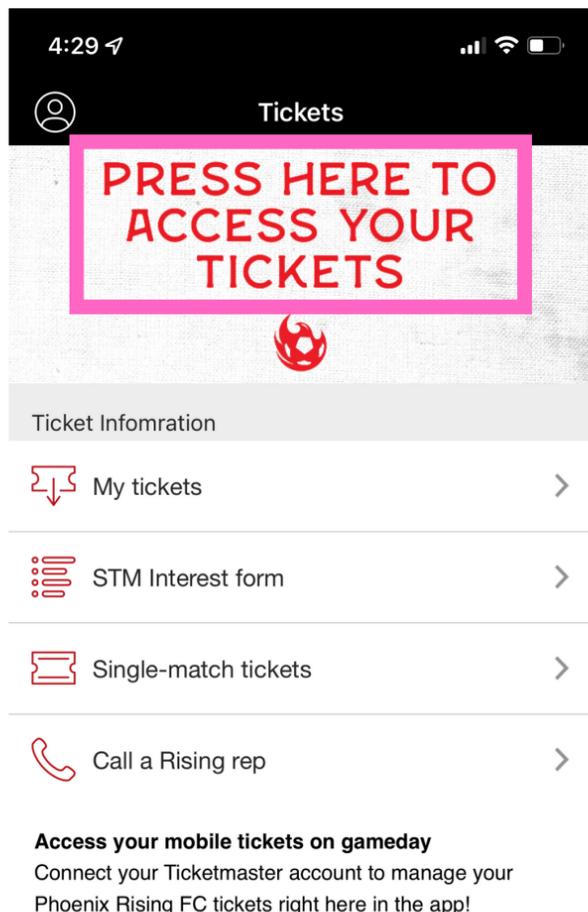
To access your tickets, click on the 'tickets' tab on the top ribbon if you own an Android device



OR

## STEP 4:

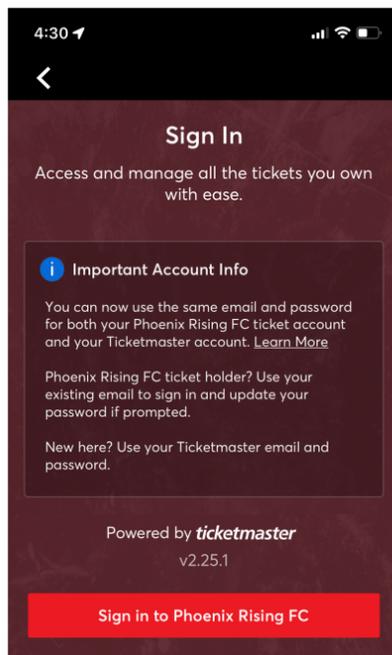
Click to access your tickets



## 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.**



### Sign In to Phoenix Rising FC

Powered 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](#)

Email Address

This field is required.

Password

SHOW

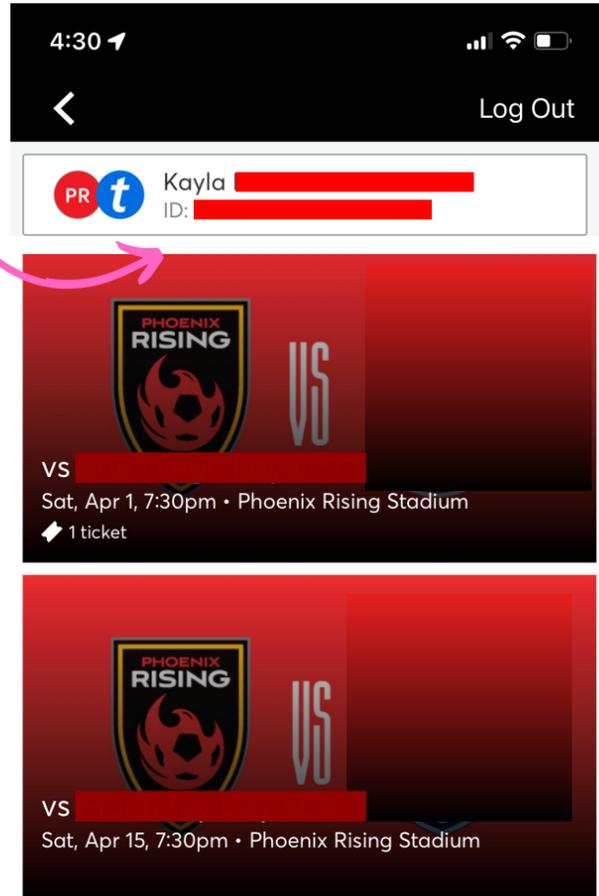
Remember Email

[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



If you have any questions or issues, please contact your Account Representative, [sales@phxrisingfc.com](mailto:sales@phxrisingfc.com) or PRFC main line (623) 594-9606

PHOENIX RISING FC

# HOW TO ADD YOUR TICKETS TO YOUR APPLE WALLET

ON A MOBILE DEVICE

## STEP 1:

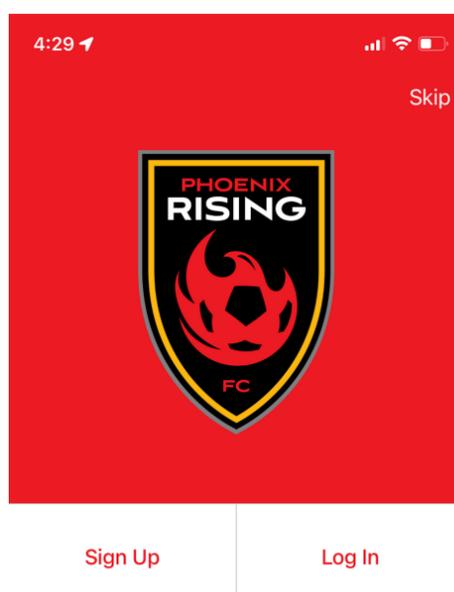
Download the Phoenix Rising FC application to your mobile device



## STEP 2:

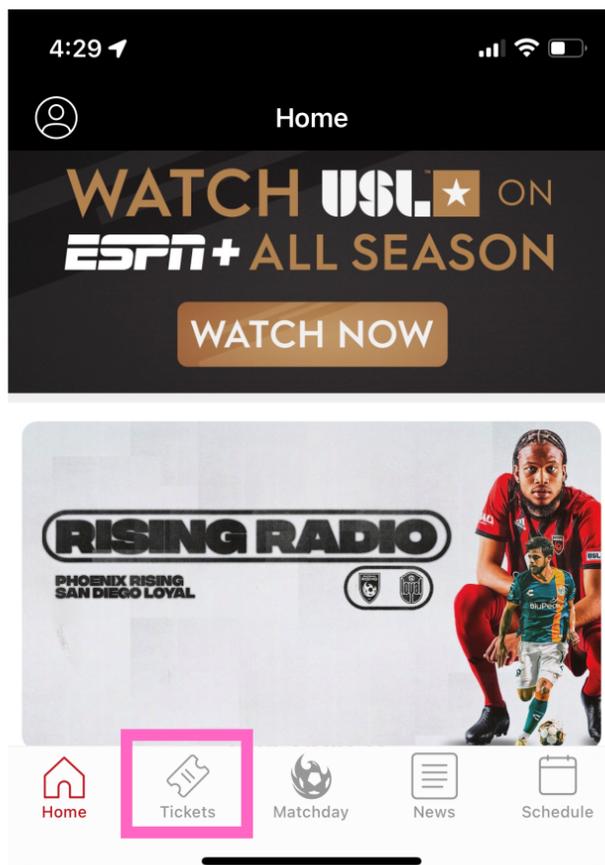
Sign up or log in to the Phoenix Rising App. This is a different log-in than your Account Manager. This log-in allows you access to current PRFC news and matchday information.

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



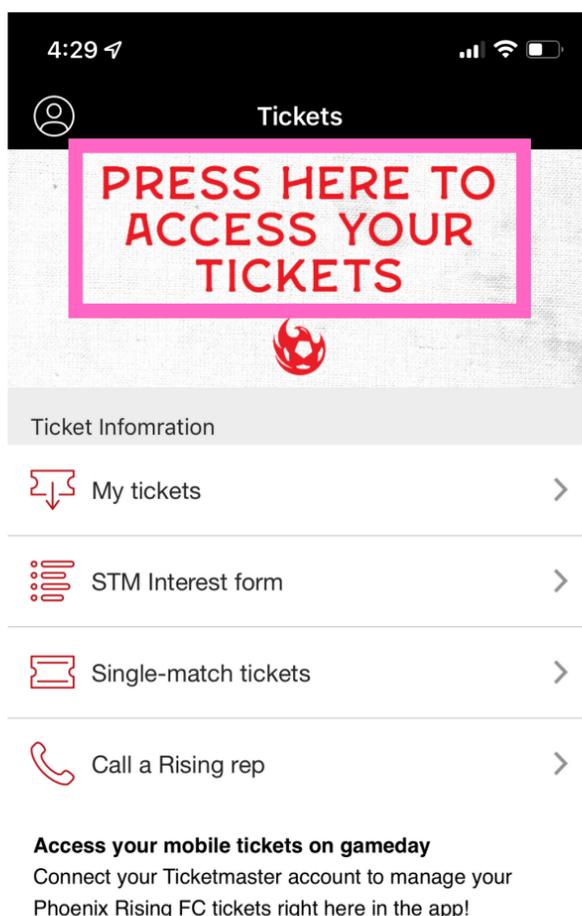
## STEP 3:

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



## STEP 4:

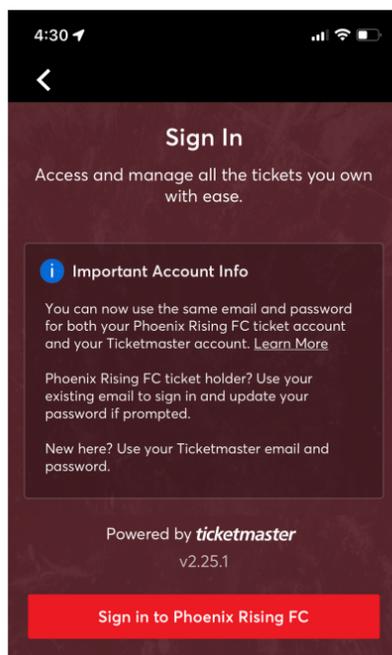
Click to access your tickets



## 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.



## Sign In to Phoenix Rising FC

Powered by **ticketmaster**

### 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](#)

Email Address

This field is required.

Password

SHOW

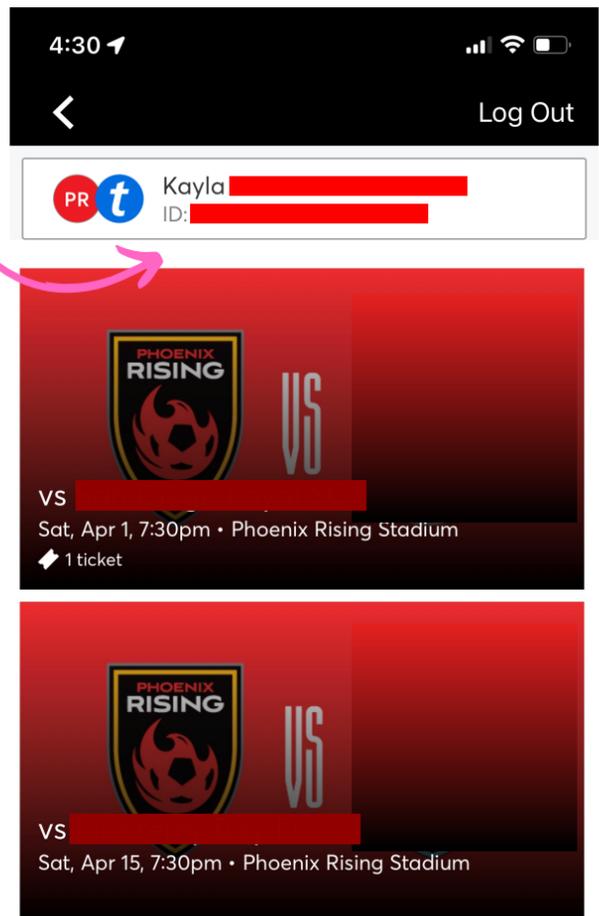
Remember Email

[Forgot Password?](#)

## STEP 6:

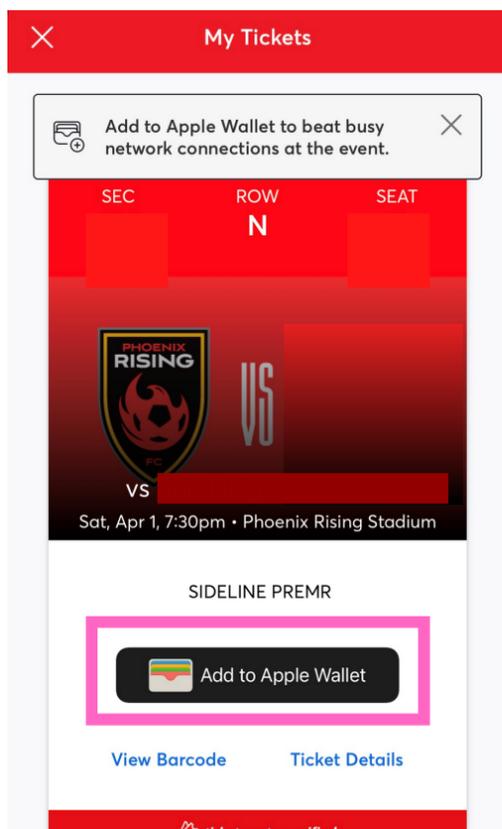
You will then see a list of all of the events you have tickets to.

- 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



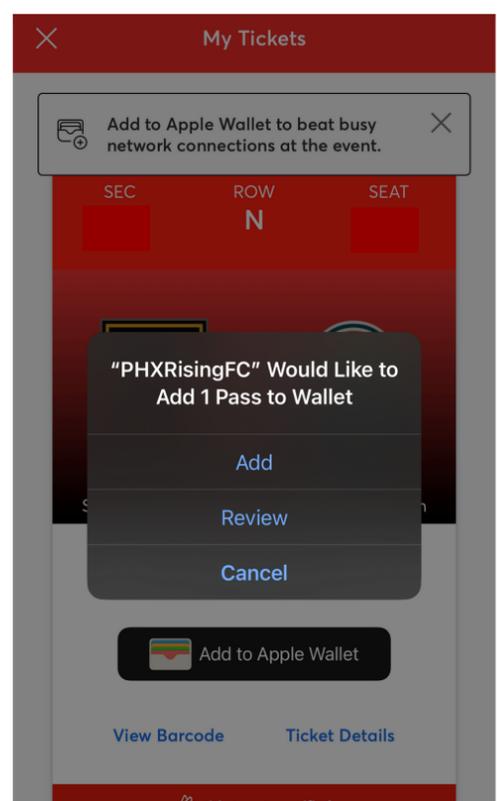
## STEP 7:

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



If you have any questions or issues, please contact your Account Representative, [sales@phxrisingfc.com](mailto:sales@phxrisingfc.com) or PRFC main line (623) 594-9606

# HOW TO SAVE TICKETS TO GOOGLE PAY

ON A MOBILE DEVICE

## STEP 1:

Download the Phoenix Rising FC application to your mobile device



## STEP 2:

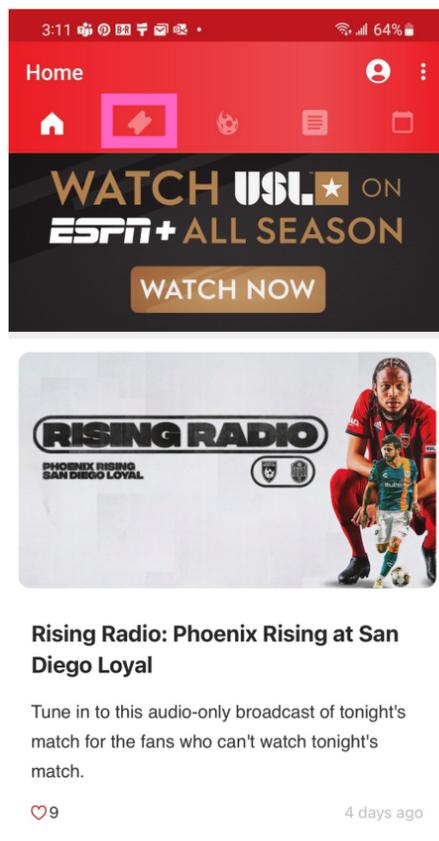
Sign up or log in to the Phoenix Rising App. This is a different log-in than your Account Manager. This log in allows you access to current PRFC news and matchday information.

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



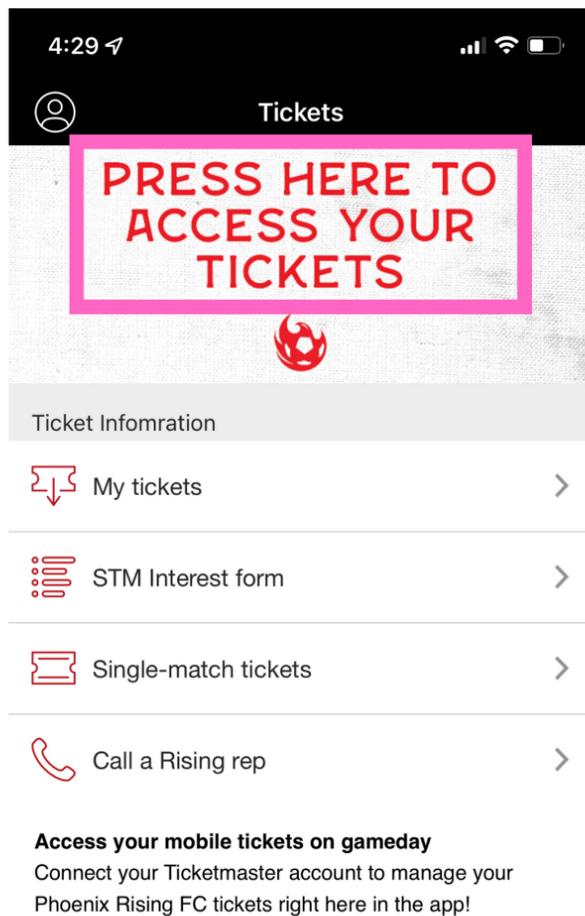
## STEP 3:

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



## STEP 4:

Click to access your tickets

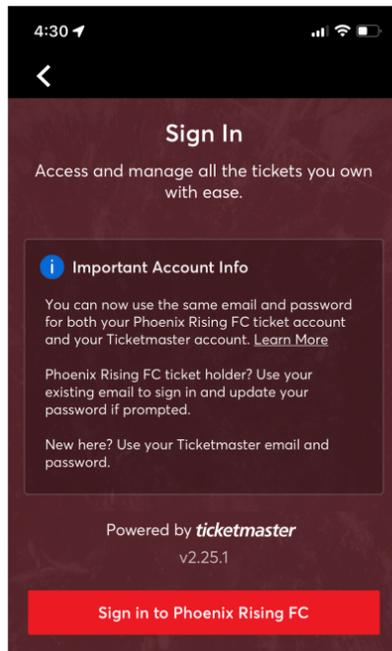


**Access your mobile tickets on gameday**  
 Connect your Ticketmaster account to manage your Phoenix Rising FC tickets right here in the app!

## 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.**



## Sign In to Phoenix Rising FC

Powered by **ticketmaster**

### 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](#)

Email Address

This field is required.

Password

SHOW

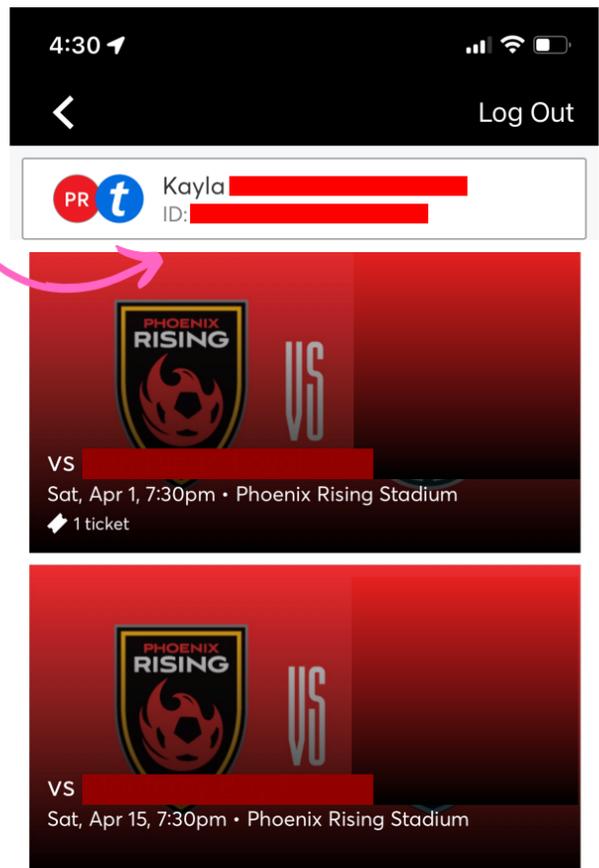
Remember Email

[Forgot Password?](#)

## STEP 6:

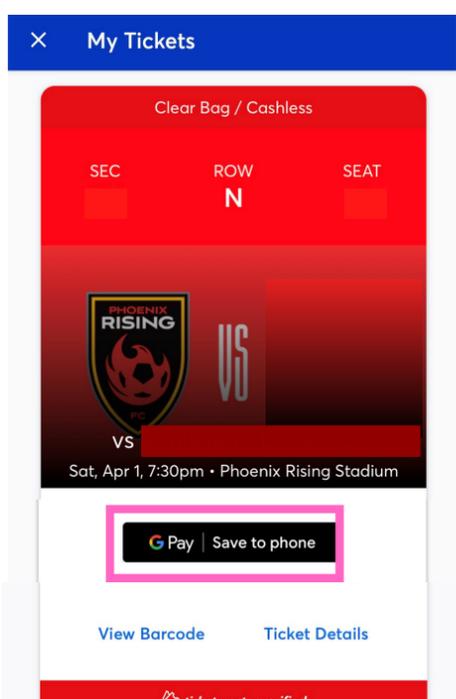
You will then see a list of all of the events you have tickets to.

- 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



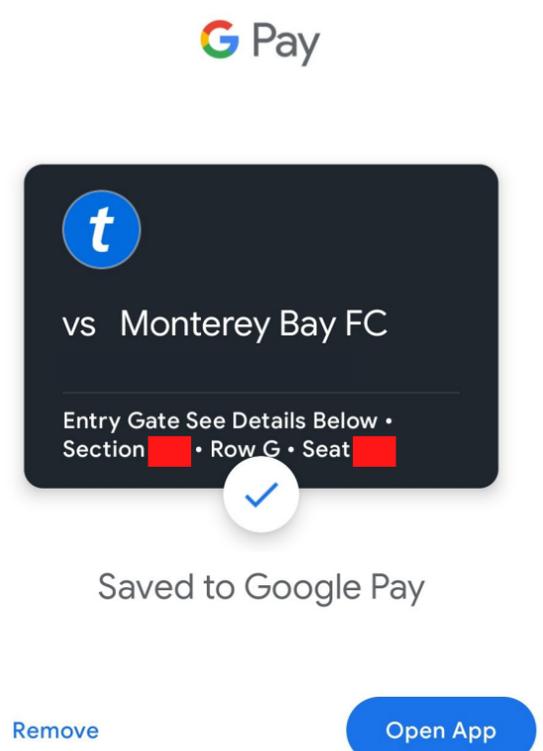
## STEP 7:

Click on the event then click '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.



If you have any questions or issues, please contact your Account Representative, [sales@phxrisingfc.com](mailto:sales@phxrisingfc.com) or PRFC main line (623) 594-9606

# HOW TO TRANSFER YOUR TICKETS ON PRFC APP

ON A MOBILE DEVICE

## STEP 1:

Download the Phoenix Rising FC application to your mobile device



## STEP 2:

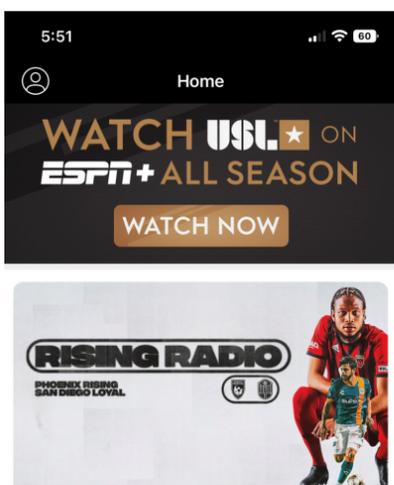
Sign up or log in to the Phoenix Rising App. This is a different log-in than your Account Manager. This log in allows you access to current PRFC news and matchday information.

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

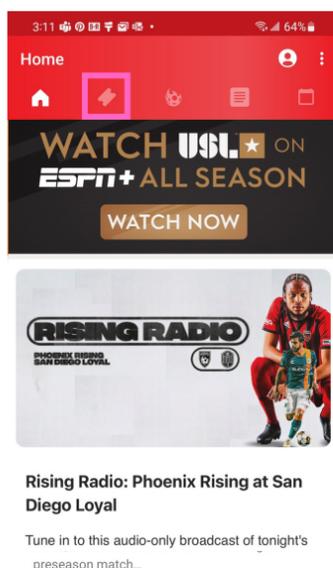


## STEP 3:

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



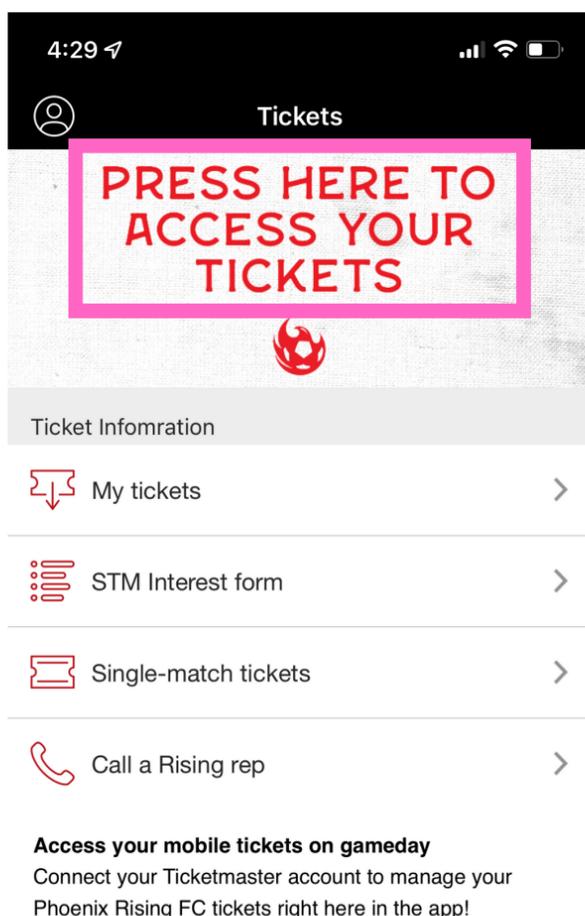
To access your tickets, click on the 'tickets' tab on the top ribbon if you own an Android device



OR

## STEP 4:

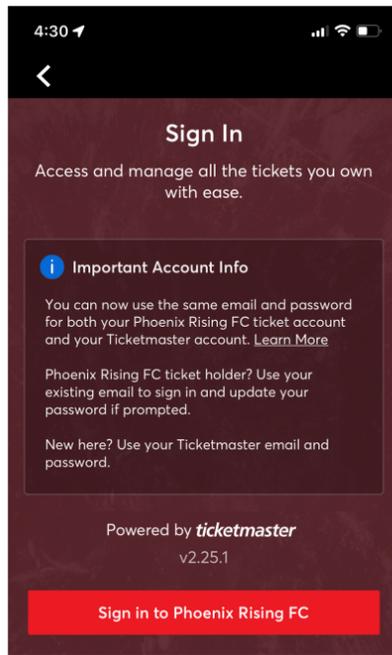
Click to access your tickets



# 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.**



## Sign In to Phoenix Rising FC

Powered by **ticketmaster**

### 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](#)

Email Address

This field is required.

Password

SHOW

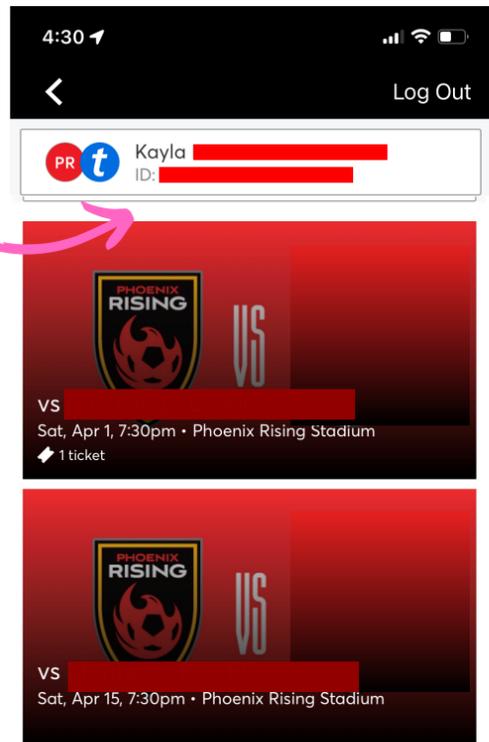
Remember Email

[Forgot Password?](#)

# STEP 6:

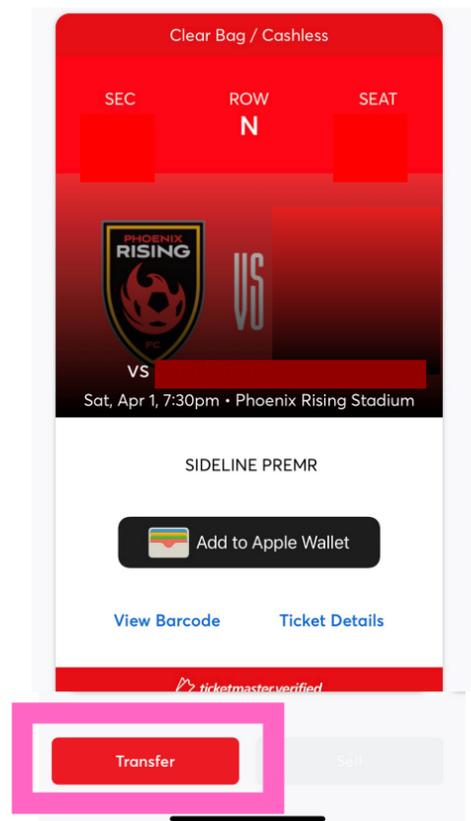
You will then see a list of all of the events you have tickets to.

- 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



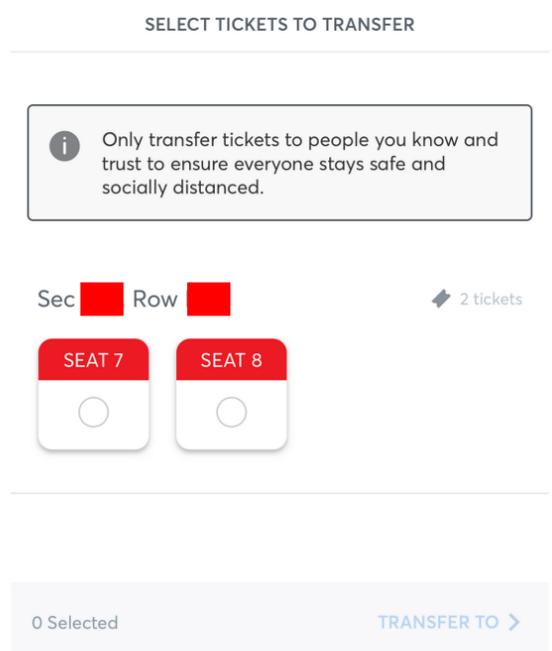
# STEP 7:

Click on the 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



# STEP 9:

Select how you want to add the recipients information

TRANSFER TO

Select From Contacts 

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

Last Name

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 user-friendly 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

If you have any questions or issues, please contact your Account Representative, [sales@phxrisingfc.com](mailto:sales@phxrisingfc.com) or PRFC main line (623) 594-9606