

# ACCOUNT MANAGER GUIDE



Rodeo Austin Ticket Office / (512) 919-3000 / [Tickets@RodeoAustin.com](mailto:Tickets@RodeoAustin.com)

# FAQs:

## **BEFORE YOU ARRIVE AT RODEO AUSTIN:**

Use Account Manager to do one of the following -

**1) Text your tickets to your mobile device**

*and add them to your Apple Wallet.*

**2) Email your tickets to your mobile device**

*and add them to your Apple Wallet.*

**3) Print your tickets out at home**

*on an 8.5" x 11" sheet of paper.*

### **How do I give my tickets to others?**

Account Manager provides you with two options:

To transfer ownership of your tickets, please follow the instructions for "HOW TO TRANSFER/FORWARD YOUR TICKETS". The recipient will need to create their own Account Manager to accept your tickets.

To simply text your tickets to someone else, please follow the instructions for "HOW TO ACCESS TICKETS FROM YOUR PHONE OR TEXT THEM TO OTHERS".

### **I cannot use my tickets for a performance.**

Account Manager offers the ability to donate your tickets back to Rodeo Austin. The funds generated by Rodeo Austin's resale of donated tickets support our mission *To Grow the Next Generation*. Please follow the instructions for "HOW TO DONATE YOUR TICKETS BACK TO RODEO AUSTIN".

### **Questions?**

If you have questions or need assistance with Account Manager, please contact Rodeo Austin's Ticketing Department:

**(512) 919-3000**

**Tickets@RodeoAustin.com**

# HOW TO LOG-IN TO ACCOUNT MANAGER:

**1** Visit RodeoAustin.Com, click the **TICKETS** icon in the upper right-hand corner, and then scroll down to the section labeled “Account Manager”.

**2** Enter your email address and password.



Rodeo Austin

Login

Username

Password

[Having trouble logging in?](#)

Log in

AA etix.com

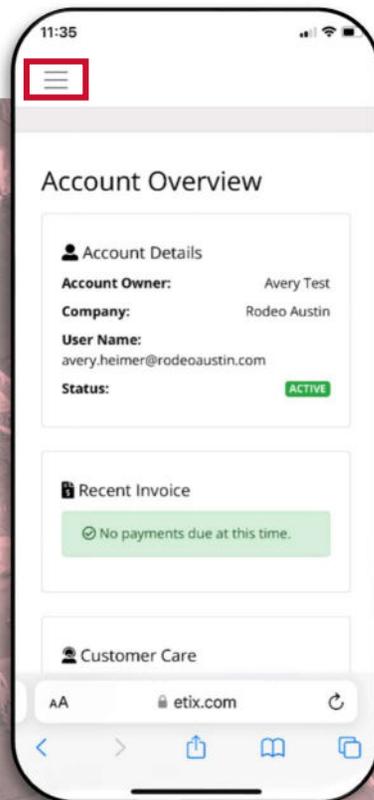
< >   

***If it is your first time logging in, click “Having trouble logging in?” and follow the instructions on the following page for “First time logging in”.***

# HOW TO **ACCESS TICKETS FROM YOUR PHONE** OR **TEXT THEM TO OTHERS** (PART 1):

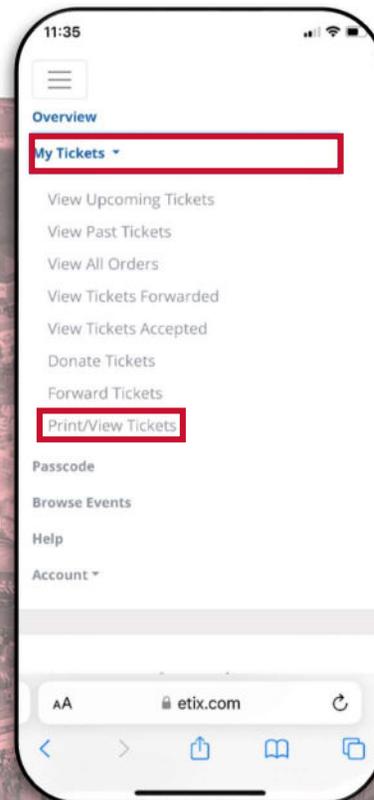
**1**

Once logged into your Account Manager, click the three lines in the upper left-hand corner.



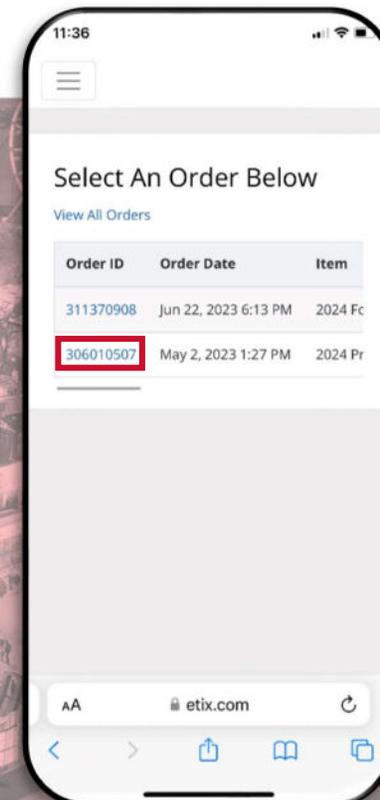
**2**

Select “My Tickets,” then select “Print/View Tickets”.



**3**

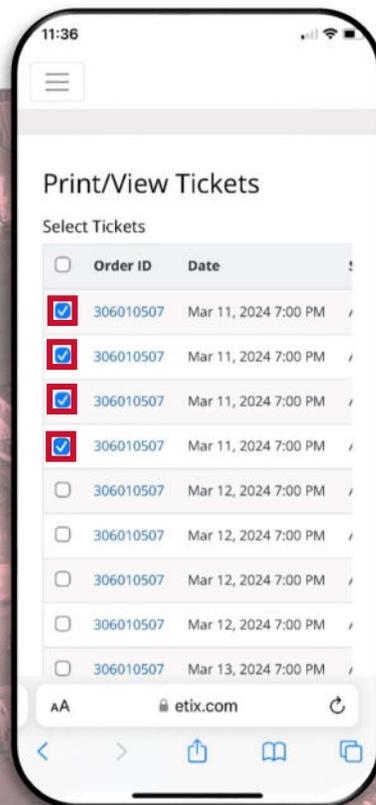
Select the Order ID of the package from which you'd like to text tickets.



# HOW TO ACCESS TICKETS FROM YOUR PHONE OR TEXT THEM TO OTHERS (PART 2):

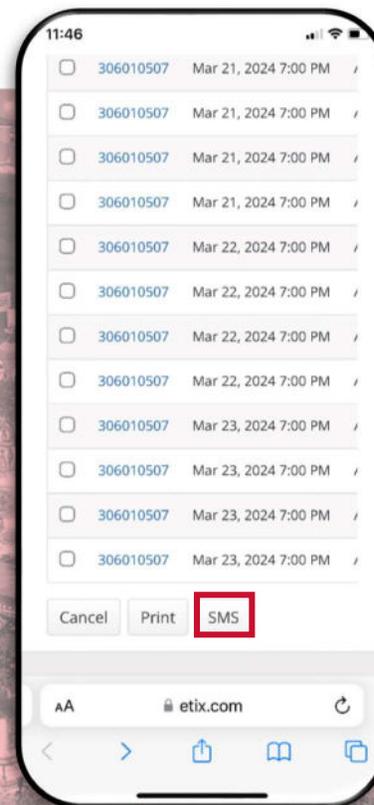
4

Check the box for each ticket to be included in the text.



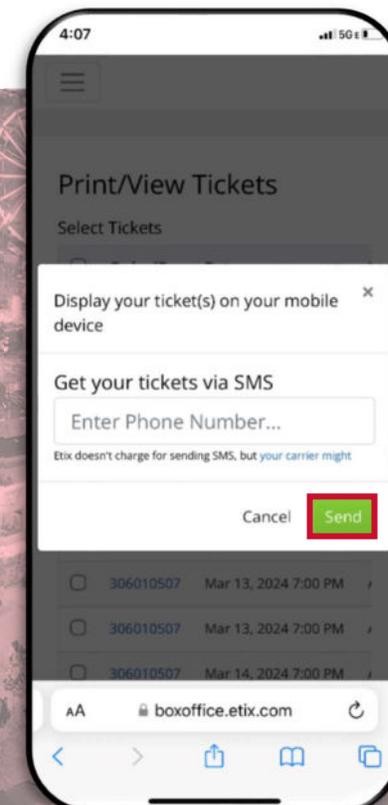
5

Scroll to the bottom of the page and click "SMS".



6

Enter the phone number that you'd like to text your tickets to and then click "Send".

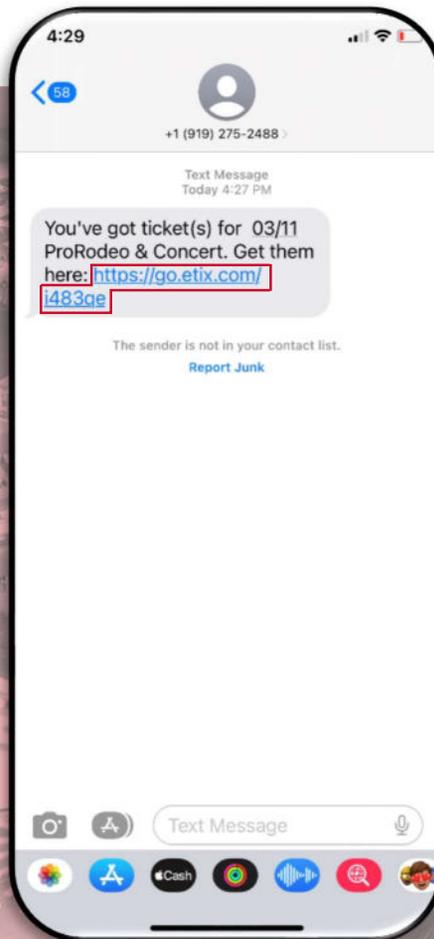


Upon clicking "Send" as shown in Step 6, your tickets will be sent to the phone number provided. The recipient will receive a text containing a link to the tickets from (919) 275-2488.

# HOW TO ADD TICKETS TO YOUR APPLE WALLET:

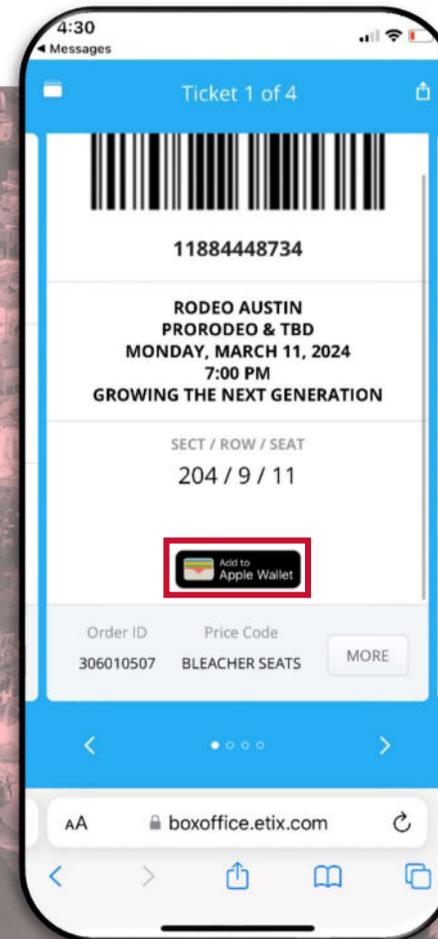
1

Upon receiving your tickets via text, click the link provided to open them in your mobile browser.



2

After opening your tickets in your mobile browser, click the icon labeled "Add to Apple Wallet".



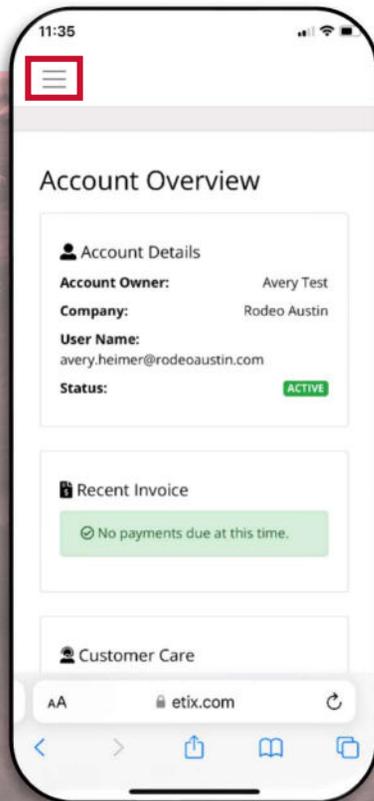
**Account Manager does not currently support Google Wallet. However, Android users can save their tickets as photos to their mobile device. Please note that printed copies of mobile tickets will not be accepted.**

# HOW TO PRINT YOUR TICKETS:

8.5" x 11" Print at Home Format

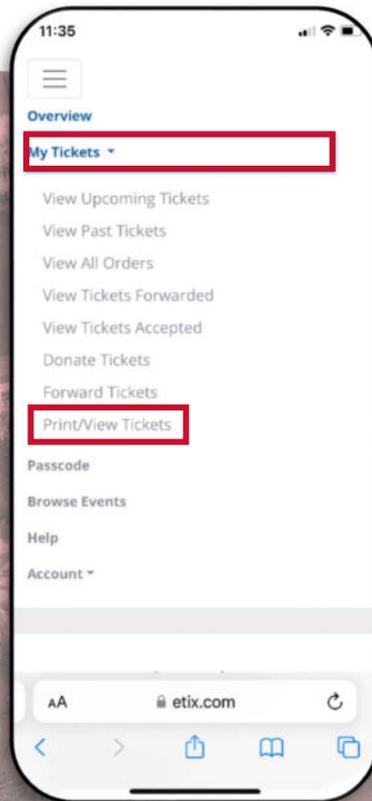
1

Once logged into your Account Manager, click the three lines in the upper left-hand corner.



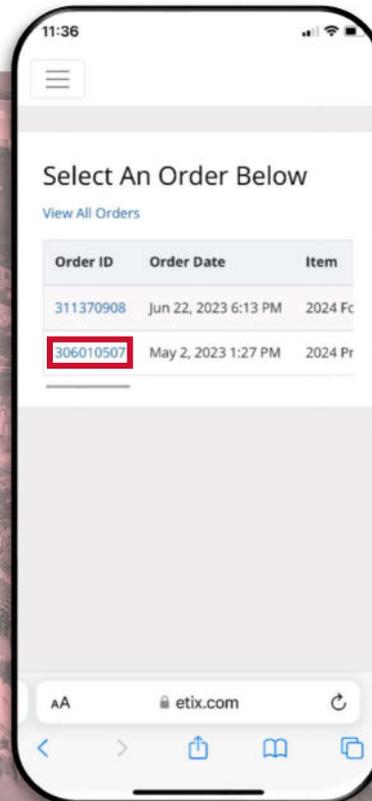
2

Select "My Tickets," then select "Print/View Tickets".



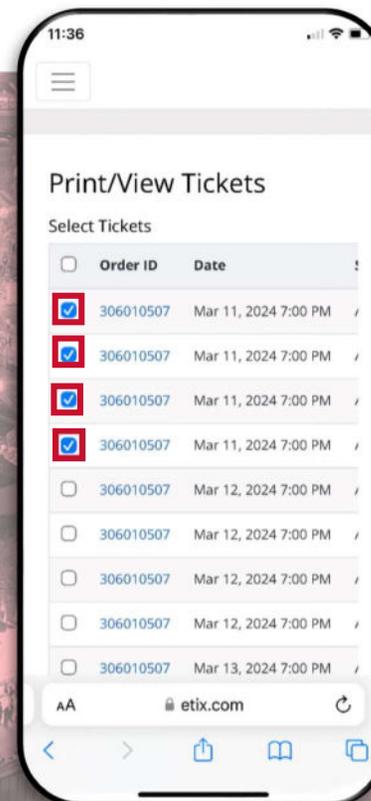
3

Select the Order ID of the package from which you'd like to print tickets.



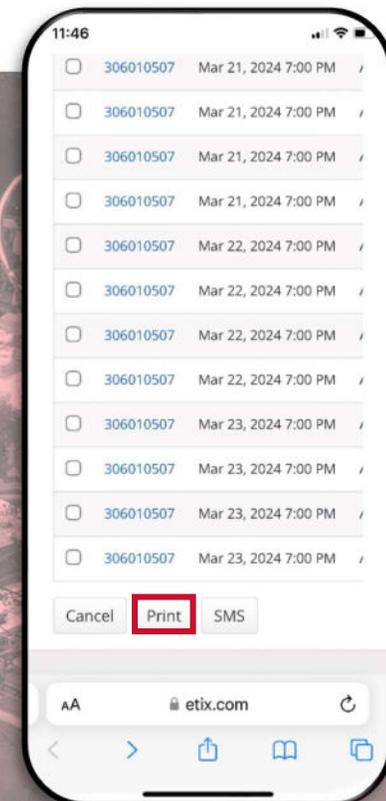
4

Check the box for each ticket to be printed.



5

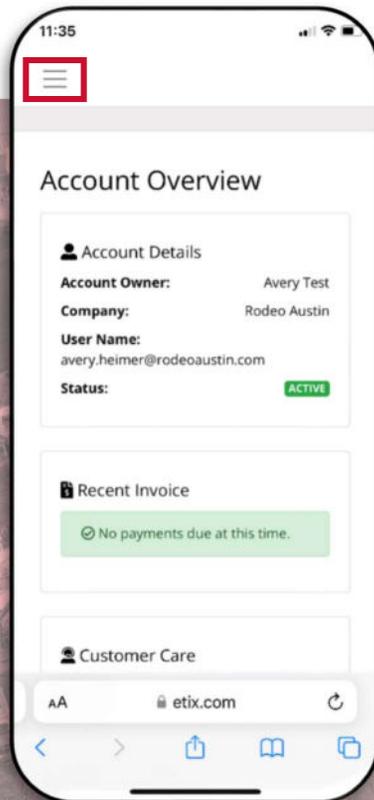
Scroll to the bottom of the page and click "Print".



# HOW TO **TRANSFER/FORWARD** YOUR TICKETS (PART 1):

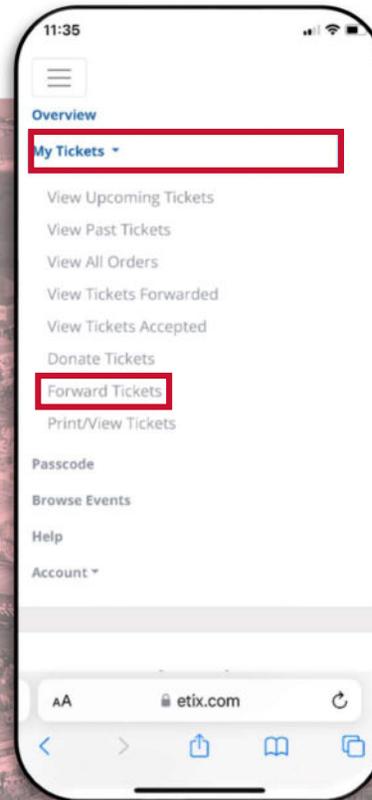
**1**

Once logged into your Account Manager, click the three lines in the upper left-hand corner.



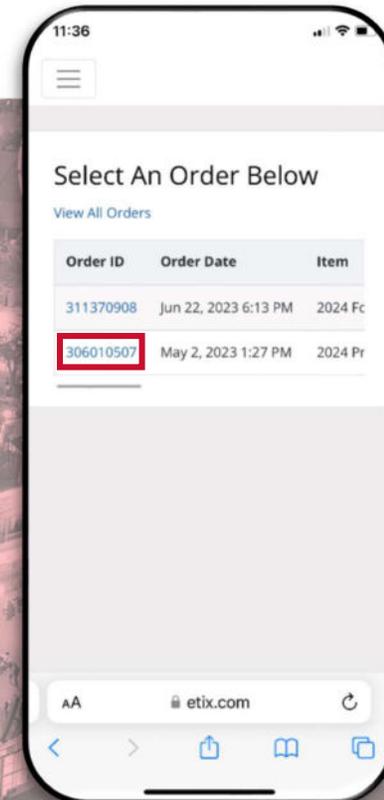
**2**

Select "My Tickets," then select "Forward Tickets".



**3**

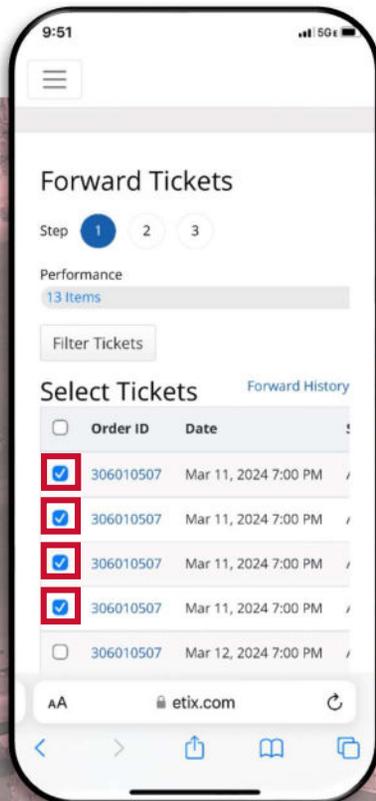
Select the Order ID of the package from which you'd like to forward tickets.



# HOW TO **TRANSFER/FORWARD** YOUR TICKETS (PART 2):

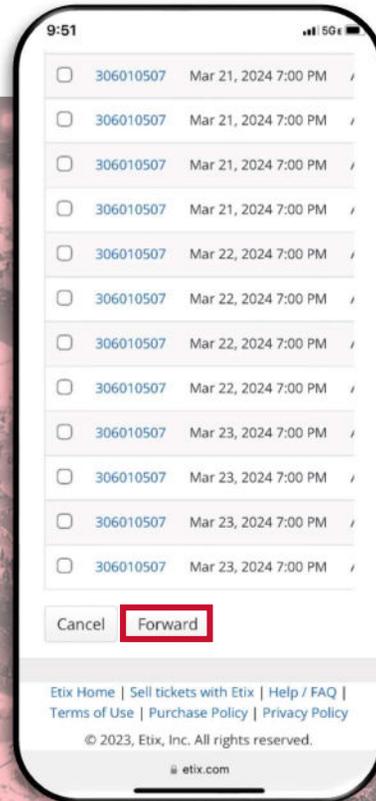
**4**

**Check the box for each ticket to be forwarded in this transaction.**



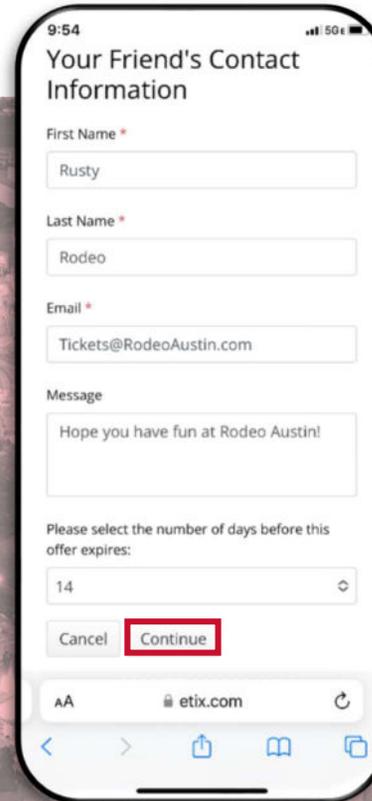
**5**

**Scroll to the bottom of the page and click "Forward".**



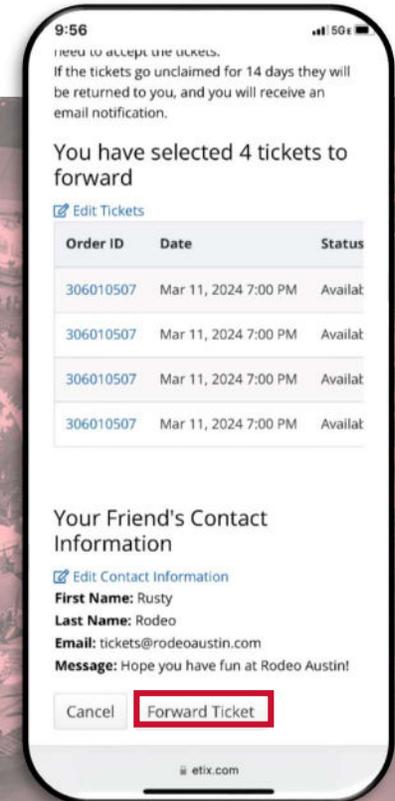
**6**

**Enter the contact information of the person you'd like to transfer your tickets to and click "Continue".**



**7**

**Review the tickets that you have selected to transfer and the contact information of the person that you'd like to transfer your tickets to before clicking "Forward Tickets".**

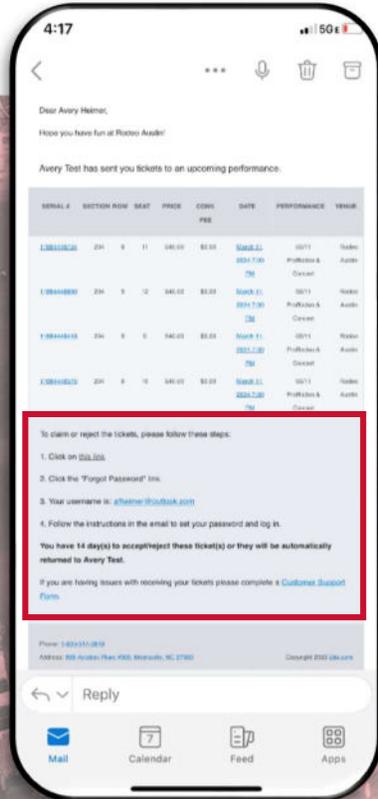


**Upon clicking "Forward Ticket" as shown in Step 7, your tickets will be transferred to the named recipient. The recipient will receive a notification via email from [ThankYou@Etix.com](mailto:ThankYou@Etix.com).**

# HOW TO **ACCEPT** TRANSFERRED/FORWARDED TICKETS:

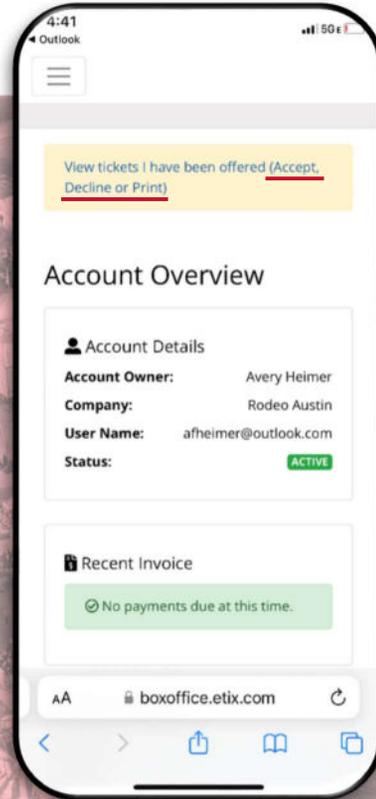
1

Once tickets have been transferred to you, you will receive an email notification from [ThankYou@Etix.com](mailto:ThankYou@Etix.com). Follow the instructions at the bottom of the email to create your account.



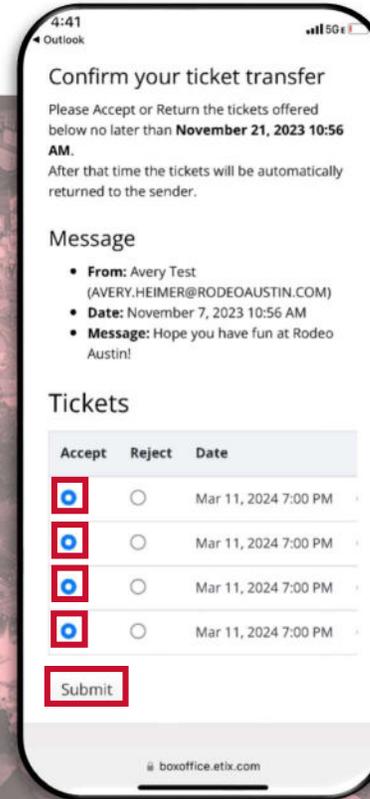
2

Upon logging into Account Manager, you will see a yellow notification at the top of your landing page. Click on "(Accept, Decline or Print)".



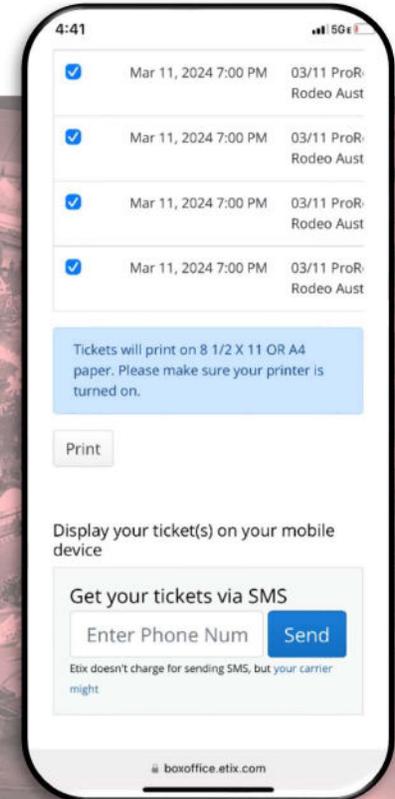
3

Toggle the buttons to either accept or decline each of the transferred tickets, then select "Submit".



4

From here, you can choose to either print or text your tickets. If you are not ready to do so, you may exit the page and resume the process another time.

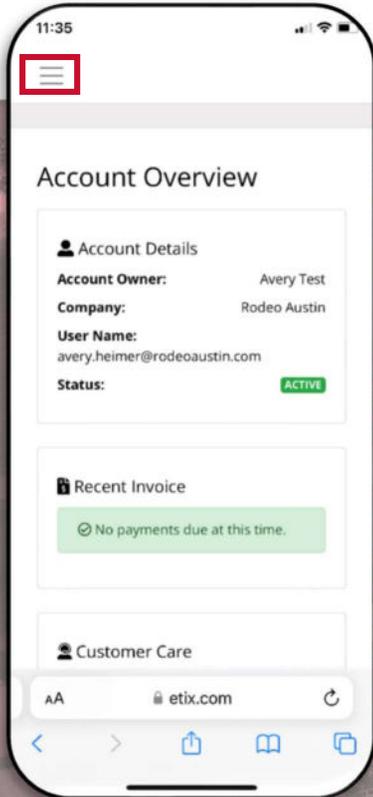


*Even after acceptance, recipients of transferred tickets can return tickets to the sender by clicking on the yellow notification at the top of your landing page.*

# HOW TO **DONATE** YOUR TICKETS BACK TO RODEO AUSTIN (PART 1):

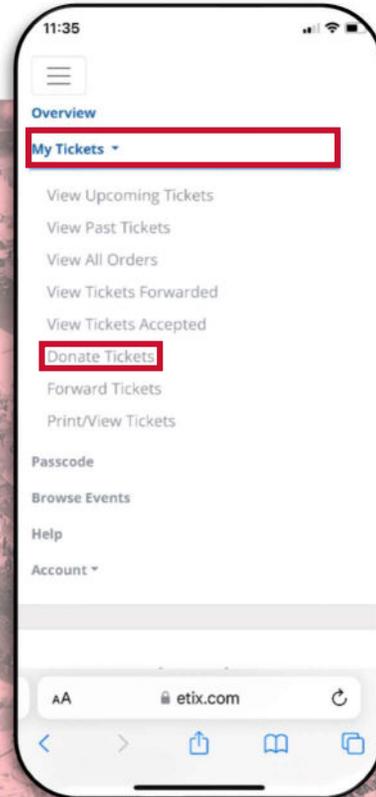
**1**

Once logged into your Account Manager, click the three lines in the upper left-hand corner.



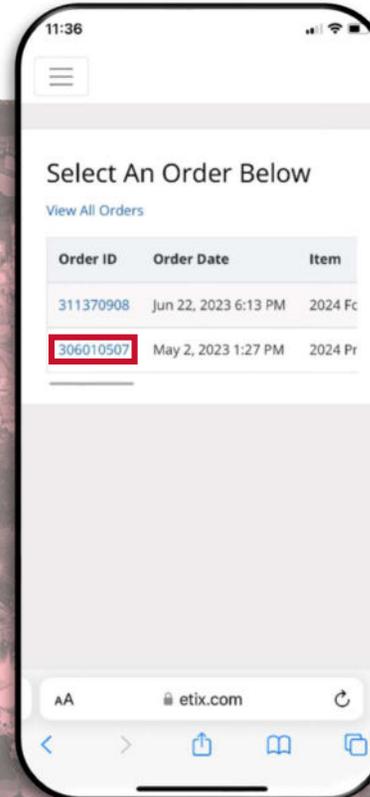
**2**

Select "My Tickets," then select "Donate Tickets".



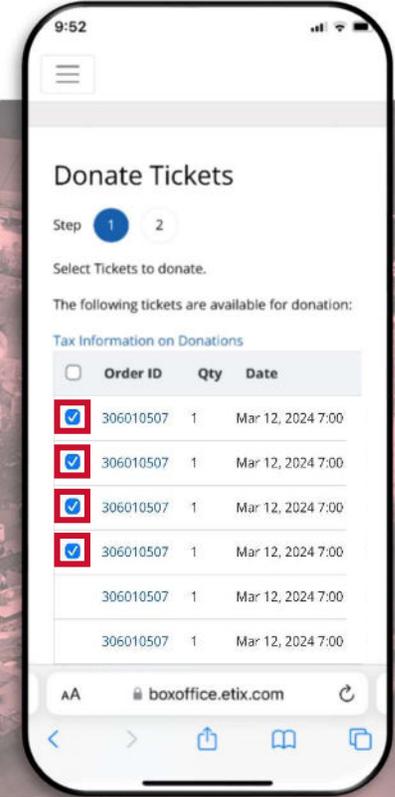
**3**

Select the Order ID of the package from which you'd like to donate tickets.



**4**

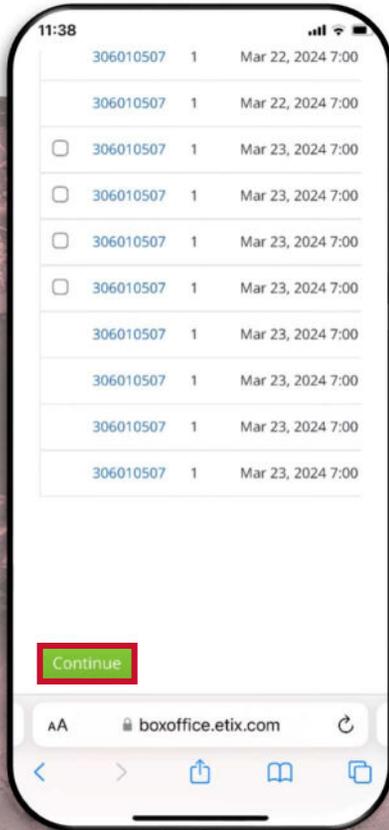
Check the box for each ticket to be included in the donation.



# HOW TO **DONATE** YOUR TICKETS BACK TO RODEO AUSTIN (PART 2):

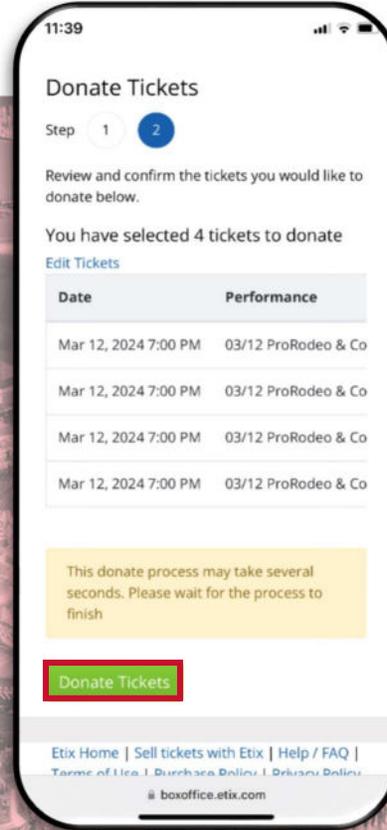
5

Scroll to the bottom of the page and click “Continue”.



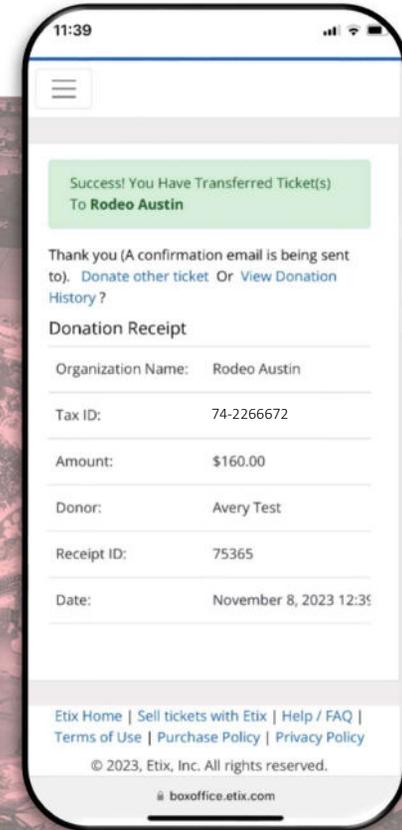
6

Review the tickets that you have selected to donate before clicking “Donate Tickets”.



7

Review the details of your donation and retain this information for your records.



**Please note - once tickets are donated back to Rodeo Austin, they become the sole property of Rodeo Austin for the current season. All donations are final and non-revokable. You will not receive financial compensation from Rodeo Austin for tickets donated.**