

# axs FANACCOUNT GUIDE

(FOR DESKTOP DEVICES)



**Rodeo Austin**

**512 - 919-3000**

**[Tickets@RodeoAustin.com](mailto:Tickets@RodeoAustin.com)**

**AXS**

**1-888-929-7849**

**[AXS.com](https://www.axs.com)**

# FAQs:

## Questions?

If you have questions or need assistance,  
please contact Rodeo Austin:

**Tickets@RodeoAustin.com**

or

**512-919-3000**

## Technical Assistance:

If you need technical assistance with the  
AXS Tickets App, please contact AXS:

Visit **AXS.com** and click “Have a Question”

or

**1-888-929-7849**

## Important Notes:

**Screenshots and/or pictures of tickets cannot and will not be redeemed by Rodeo Austin.**

**Recipients of transferred tickets may now transfer their tickets to others!**

**When using digital tickets for our event, you must download the AXS Tickets App to display them for redemption upon arrival.  
Please do so prior to arriving at Rodeo Austin to expedite your experience.**

## New For 2025: Resale Market

**You may now resell your ProRodeo & Concert tickets through Rodeo Austin’s Official Ticket Provider, AXS.**

**Your ProRodeo & Concert tickets may not be listed at less than face value or at more than 300% of face value.**

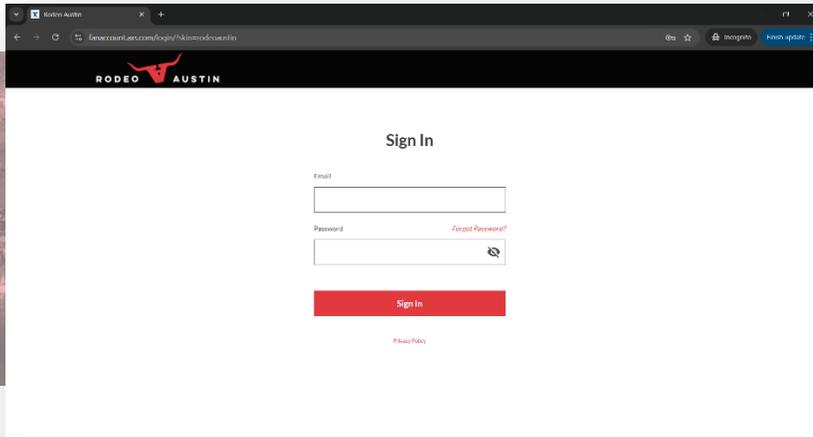
**If tickets that you have listed for resale are purchased, a credit will appear in your AXS account, and you’ll receive an email notification. Funds cannot be collected until the event\* concludes. Upon conclusion of each event\*, you can “Transfer Money” via the “Payments” tab in “Your Account” and you will receive your funds within 7-10 business days.**

*\* The “event” is defined as each individual ProRodeo & Concert (i.e., 3/15 ProRodeo & Concert, 3/16 ProRodeo & Concert, etc.)*

# HOW TO **LOG IN** TO YOUR FANACCOUNT FOR THE FIRST TIME:

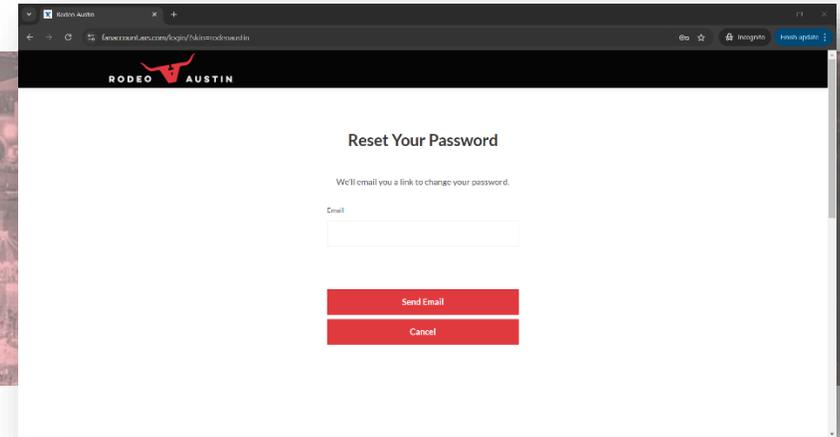
**1**

Go to [RodeoAustin.com](https://RodeoAustin.com) and locate “Click Here to Access Rodeo Austin’s FanAccount”. Once you’ve reached FanAccount, click “Forgot Password?”.



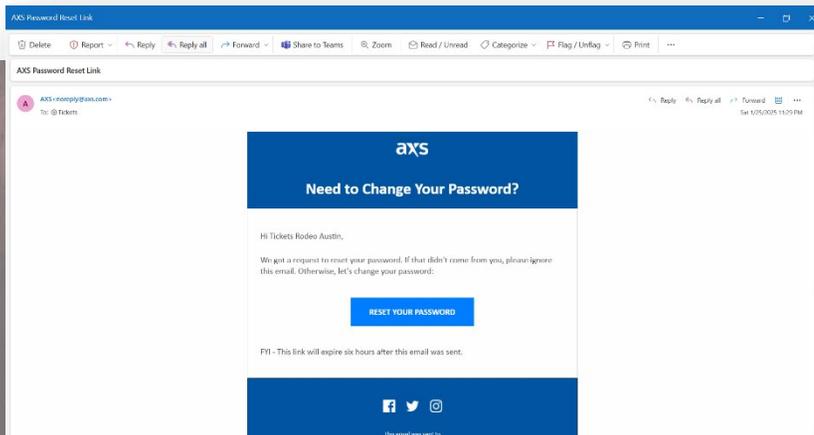
**2**

Enter your email address and then click “Send Email”



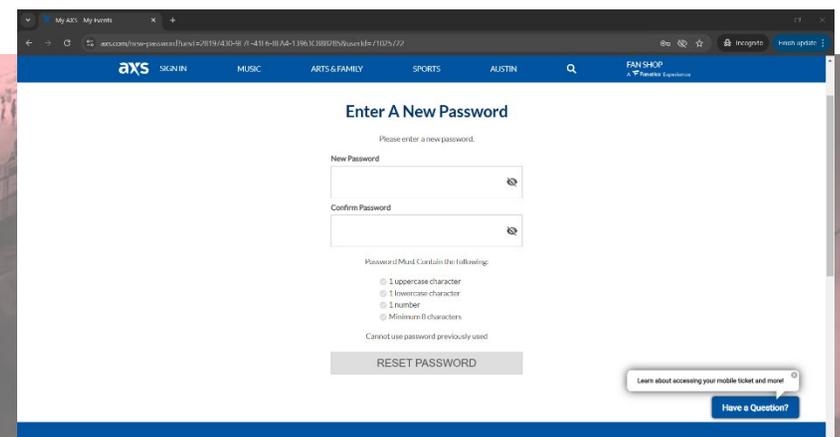
**3**

Check your email for the “AXS Password Reset Link” and click “Reset Your Password”



**4**

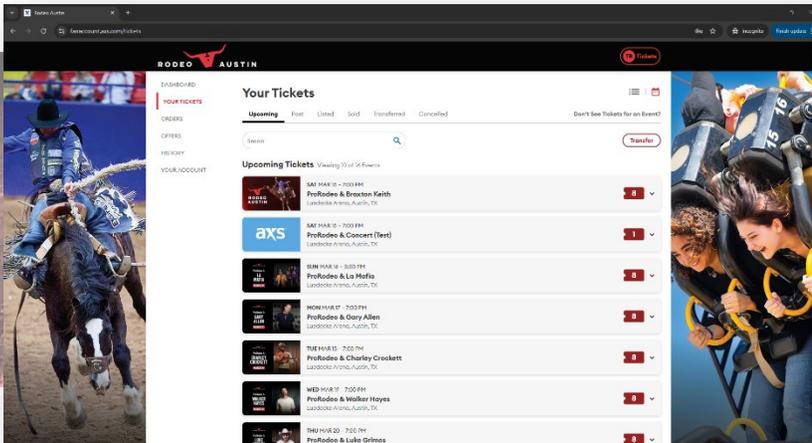
Reset your password and then return to FanAccount to log in



# HOW TO TRANSFER YOUR TICKETS:

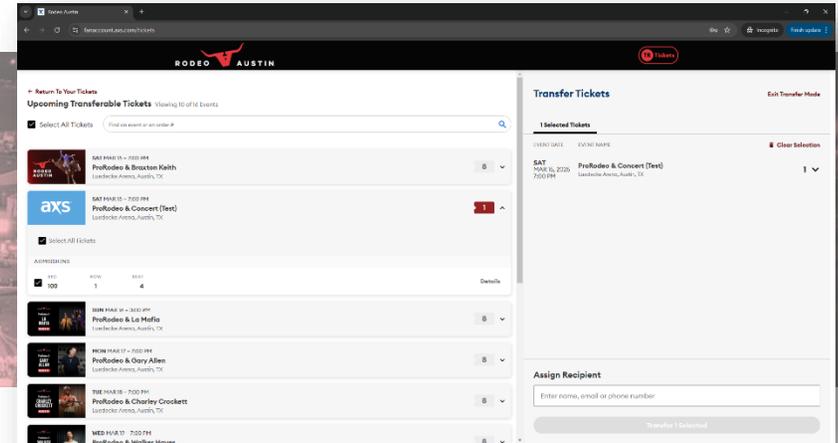
1

From the “Your Tickets” tab, click “Transfer” in the upper right-hand corner



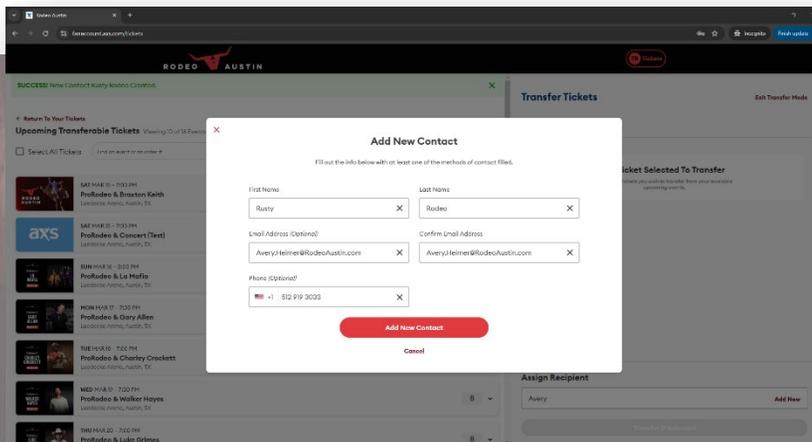
2

Select the tickets that you would like to transfer, enter the recipient’s name, email or phone number and then click “Add New”



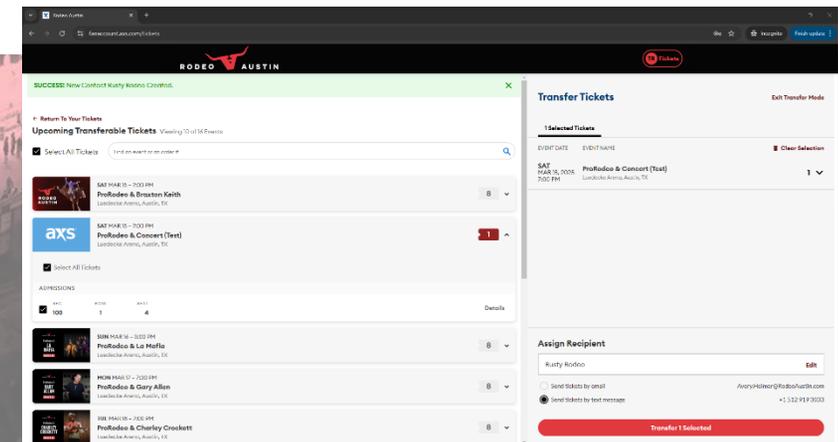
3

Enter the recipient’s contact information and then click “Add New Contact”



4

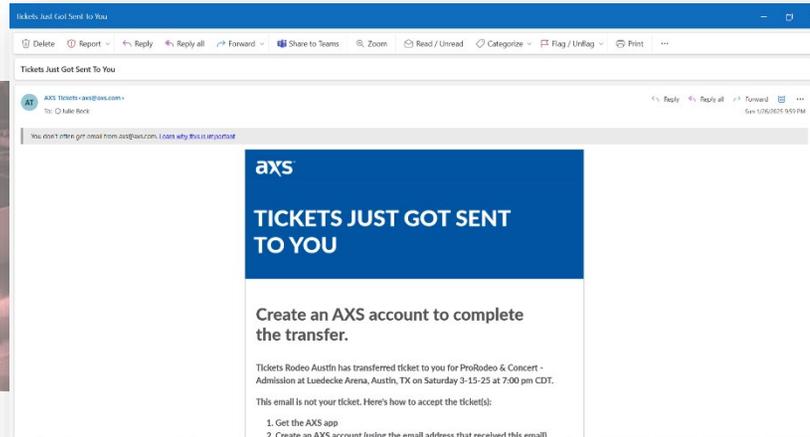
Use the buttons to select between “Send tickets by email” or “send tickets by text message” and then click “Transfer Selected”



# HOW TO **ACCEPT** TICKETS TRANSFERRED VIA EMAIL:

1

The recipient will receive an email to prompting them to claim their ticket(s)



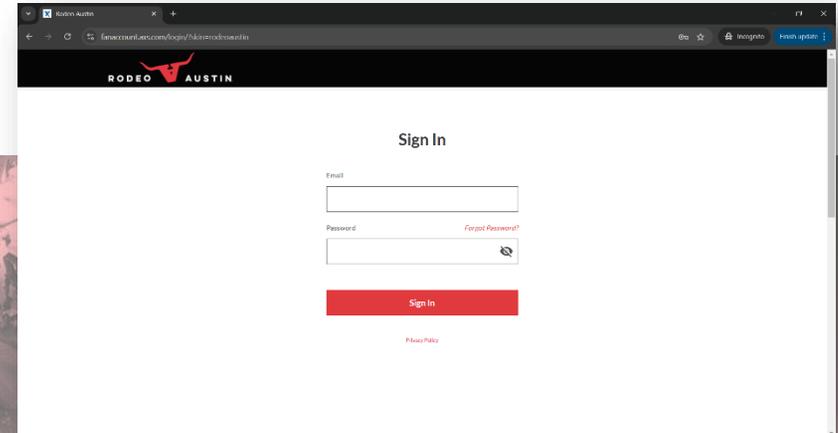
## OPTION 1

The email will direct the recipient to download AXS App  
(See “How to Accept Tickets Transferred via Email”  
in the AXS Ticket App Guide)



## OPTION 2

Create an account on AXS.com using the email to which  
tickets were transferred and then return  
to FanAccount to manage your tickets

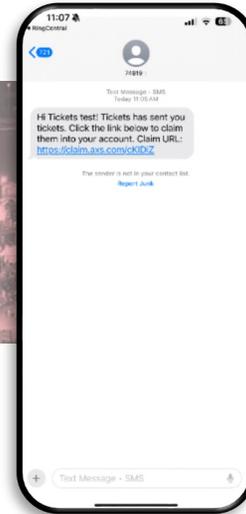


If you already have an AXS Tickets App account, FanAccount *or* if you create an account on AXS.com, you will not need to “claim” tickets transferred to you. Instead, you will receive a notification via email that tickets have been transferred to you and they will automatically show up in your AXS App and in your FanAccount.

# HOW TO **ACCEPT** TICKETS TRANSFERRED VIA TEXT:

**1**

The recipient will receive an email to prompting them to claim their ticket(s)



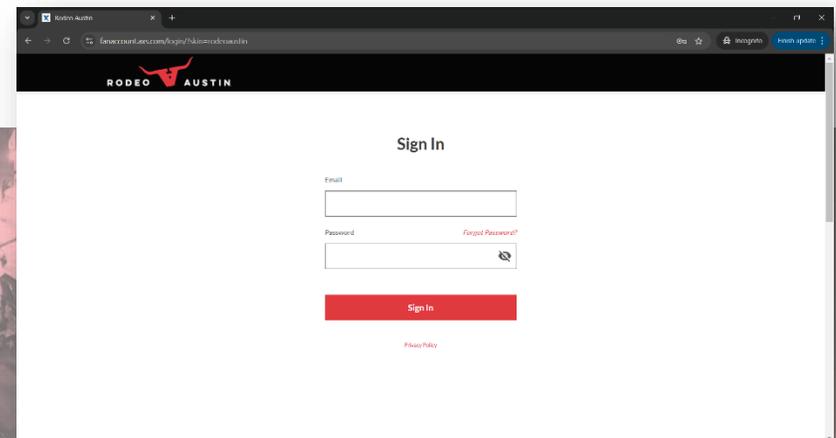
**2**

The link in the text will re-redirect the recipient to the AXS App (See “How to Accept Tickets Transferred via Text” in the AXS Ticket App Guide)



**3**

After creating your account in the AXS App, you may then log into FanAccount to manage your tickets

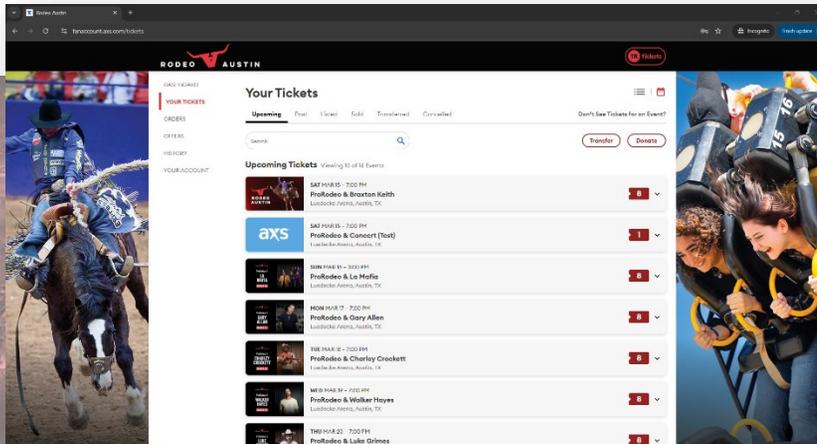


If you already have an AXS Tickets App account, FanAccount *or* if you create an account on AXS.com, you will not need to “claim” tickets transferred to you. Instead, you will receive a notification via text that tickets have been transferred to you and they will automatically show up in your AXS App and in your FanAccount.

# HOW TO **DONATE** YOUR TICKETS BACK TO RODEO AUSTIN:

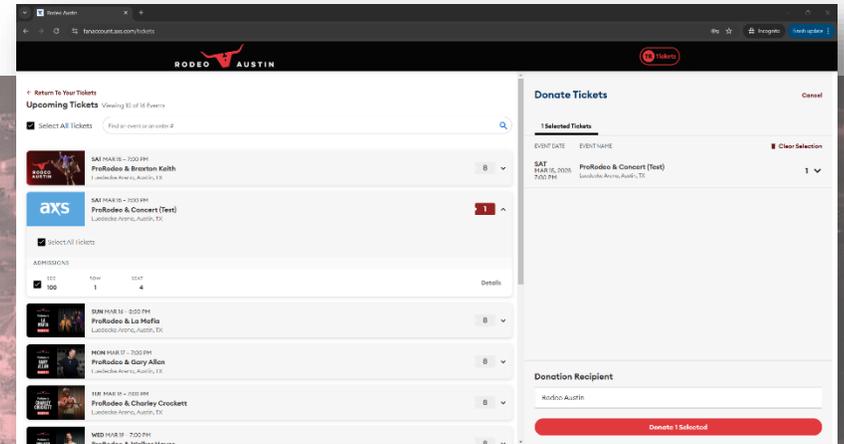
1

From the “Your Tickets” tab, click  
“Donate” in the upper right-hand corner



2

Select the tickets that you would like to  
donate and then click “Donate Selected”



***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 AXS or Rodeo Austin for tickets donated;***

# HOW TO **SELL** YOUR TICKETS (PART 1):

## New For 2025: Resale Market

You may now resell your ProRodeo & Concert tickets through Rodeo Austin's Official Ticket Provider, AXS.

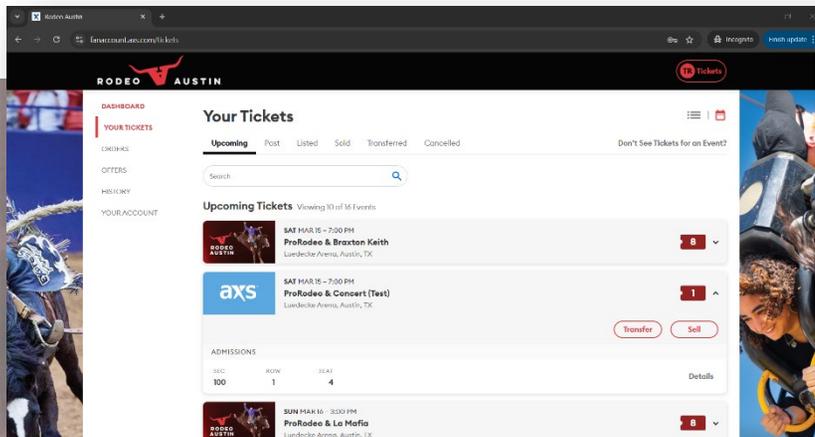
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\*The "event" is defined as each individual ProRodeo & Concert (i.e., 3/15 ProRodeo & Concert, 3/16 ProRodeo & Concert, etc.)

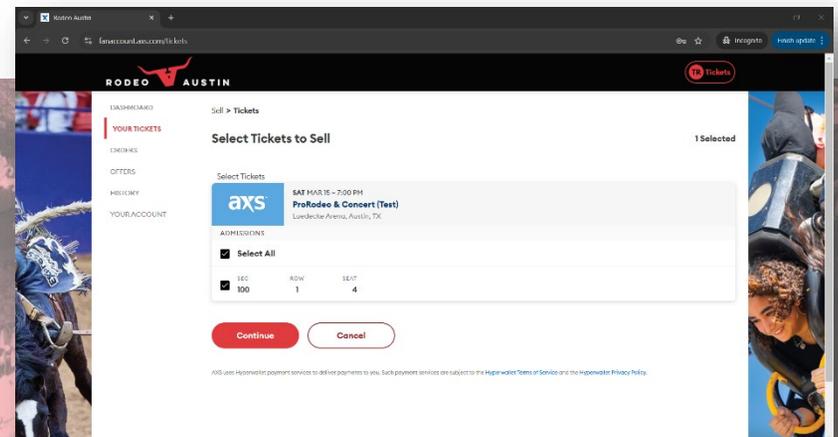
1

From either the "Dashboard" or "Your Tickets" tab, select the tickets that you would like to sell and then click "Sell"



2

Select the tickets that you would like to sell and then click "Continue"





**YOU ELECTED TO RECEIVE YOUR TICKETS DIGITALLY.**

**RODEO AUSTIN RECOMMENDS THAT YOU CONTINUE TO MANAGE YOUR TICKETS DIGITALLY FOR THE BEST EXPERIENCE.**

**IF YOU FIND THAT YOU NEED TO **PRINT YOUR TICKETS AT HOME**, PLEASE SEE BELOW FOR REQUESTING A CHANGE OF DELIVERY METHOD:**

**1**

Contact Rodeo Austin via email at **Tickets@RodeoAustin.com** to request a change of delivery method from digital tickets to “Print at Home” tickets.

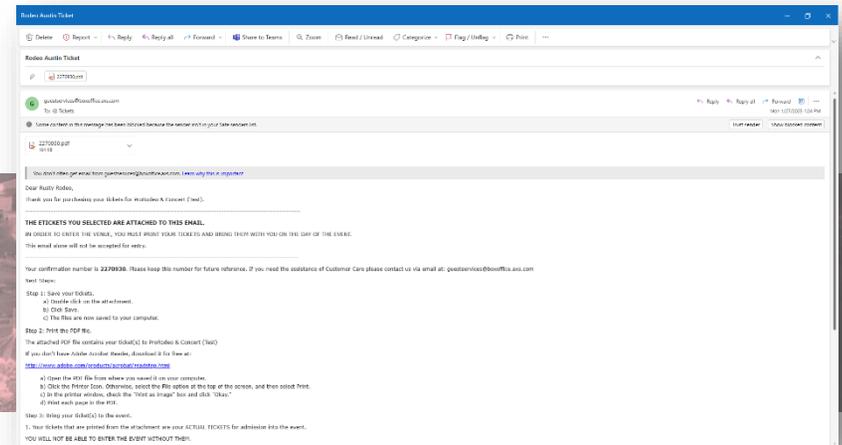
*We ask that you notify us 12 hours in advance to ensure adequate time to process your change of delivery request.*

You may either request that all tickets on your account be changed to “Print at Home” or you may specify individual tickets.

After your request has been processed, you will receive your “Print at Home” ticket(s) via email as a PDF attachment from **GuestServices@BoxOffice.AXS.com.**

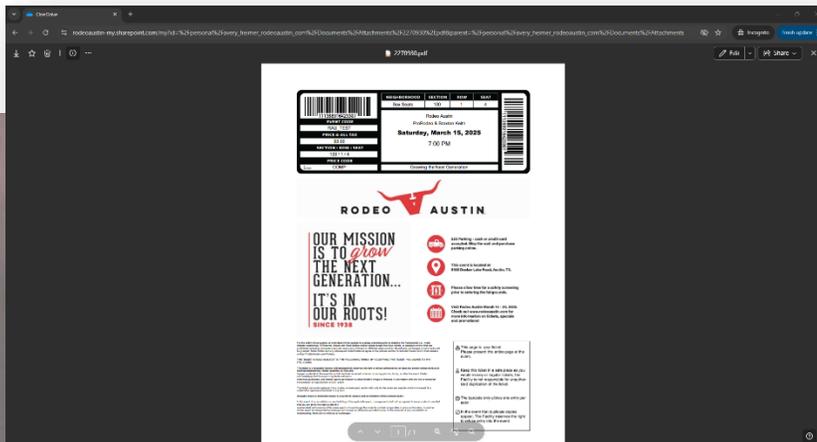
**2**

After your request has been processed, you will receive your “Print at Home” ticket(s) via email as a PDF attachment from **GuestServices@BoxOffice.AXS.com**



**3**

Open the PDF attachment and print your tickets on an 8.5” x11” sheet of paper.



## Important Notes

Requesting to convert your digital ticket(s) to “Print at Home” ticket(s) will result in the following:

**Loss of ability to view and manage tickets in both the AXS Tickets App and FanAccount**

**Loss of ability to resell converted tickets via Rodeo Austin’s Official Ticket Provider, AXS**

