

axs FANACCOUNT GUIDE

(FOR DESKTOP DEVICES)



Rodeo Austin

512 - 919-3000

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](https://www.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 *can* 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.**

Reminder For 2026: Resale Market

You may 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.

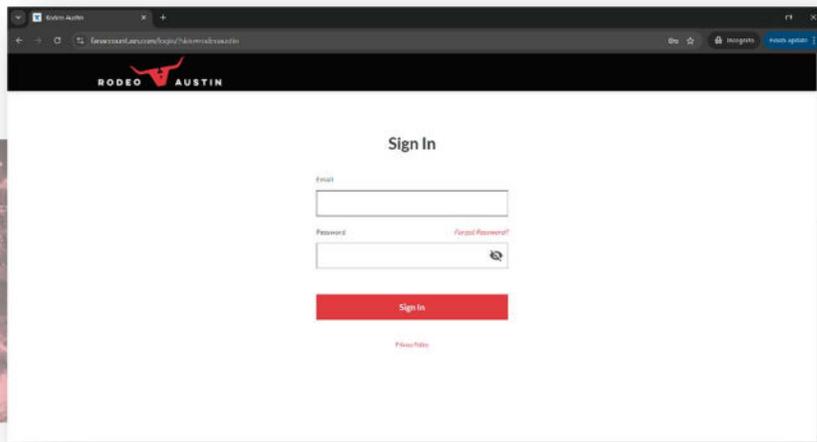
If tickets that you have listed for resale are purchased, a credit will appear in your AXS account, and you’ll receive an email notification. Funds cannot be collected until the event* concludes. Upon conclusion of each event*, you can “Transfer Money” via the “Payments” tab in “Your Account” and you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

RETURNING DIGITAL TICKET HOLDERS – HOW TO LOG IN TO YOUR FANACCOUNT:

1

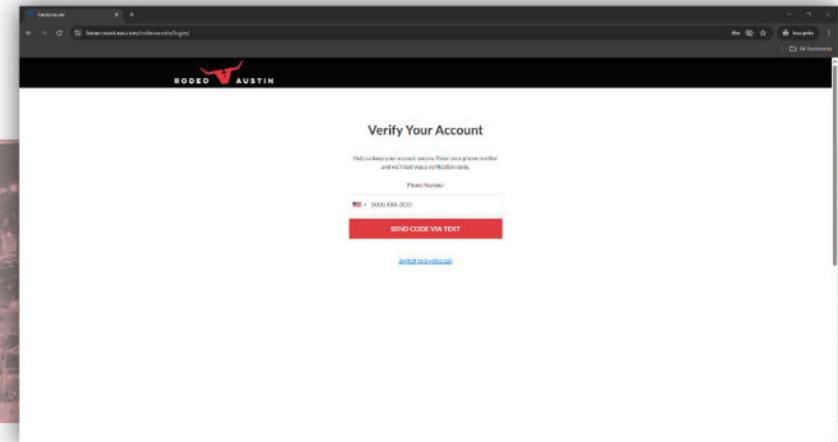
Go to RodeoAustin.com and locate
“Click Here to Access Rodeo Austin’s FanAccount”.
Enter your email address and password, then click “Sign In”.



A screenshot of the Rodeo Austin website's sign-in page. The page has a black header with the Rodeo Austin logo. Below the header, the text "Sign In" is centered. There are two input fields: "Email" and "Password". The "Password" field has a red "Forgot Password?" link to its right. Below the input fields is a red "Sign In" button. At the bottom, there is a "Forgot Your Password?" link.

2

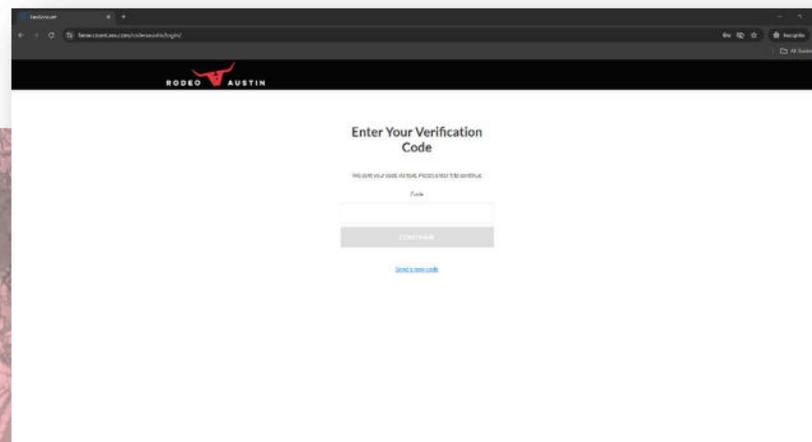
Review the phone number associated with your account,
then click “Send Code Via Text”



A screenshot of the Rodeo Austin website's verify account page. The page has a black header with the Rodeo Austin logo. Below the header, the text "Verify Your Account" is centered. There is a small paragraph of text: "This is how your account works. Enter your phone number and we'll text you a verification code." Below this is a "Phone Number:" label and a text input field containing "903.000.0000". Below the input field is a red "SEND CODE VIA TEXT" button. At the bottom, there is a "Forgot My Phone Number?" link.

3

Enter the 6-digit code and click “Continue”

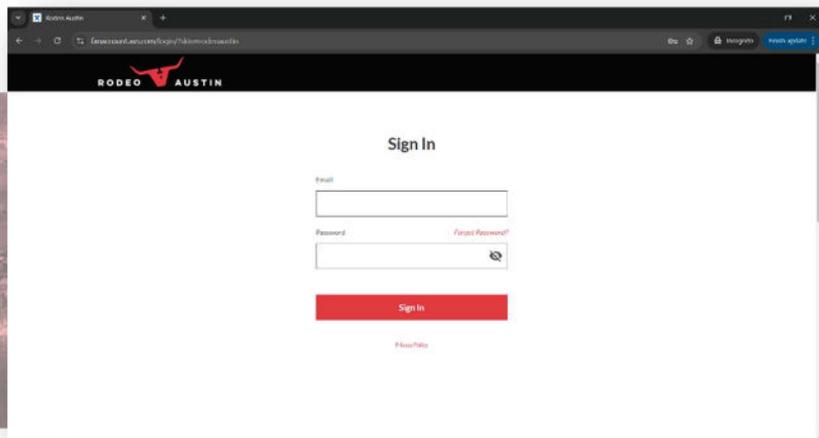


A screenshot of the Rodeo Austin website's verification code page. The page has a black header with the Rodeo Austin logo. Below the header, the text "Enter Your Verification Code" is centered. There is a small paragraph of text: "We've just texted you a 6-digit code to verify your account." Below this is a "Code:" label and a text input field. Below the input field is a grey "CONTINUE" button. At the bottom, there is a "Forgot My Code?" link.

NEW DIGITAL TICKET HOLDERS – HOW TO LOG IN TO YOUR FANACCOUNT FOR THE FIRST TIME:

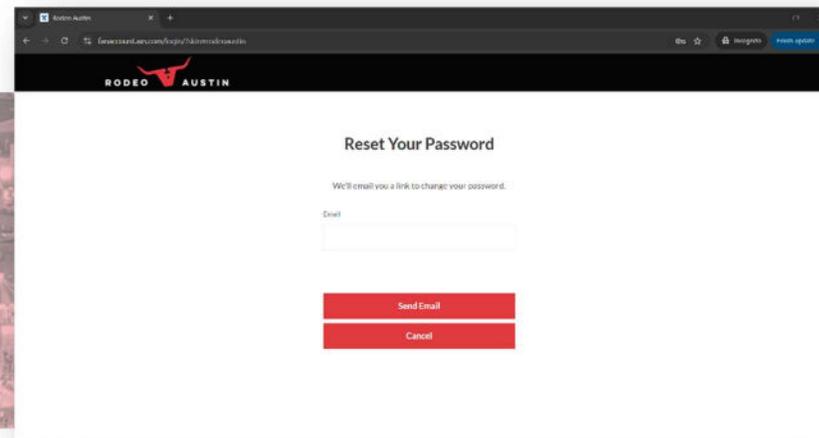
1

Go to RodeoAustin.com and locate “Click Here to Access Rodeo Austin’s FanAccount”. Once you’ve reached FanAccount, click “Forgot Password?”.



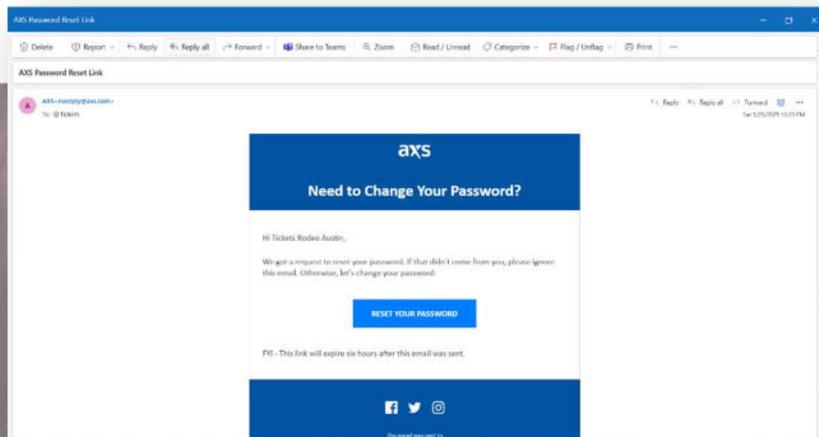
2

Enter your email address and then click “Send Email”



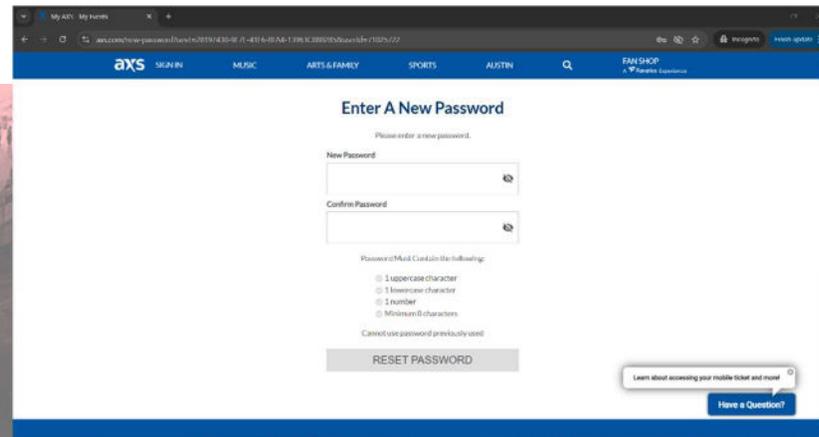
3

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



4

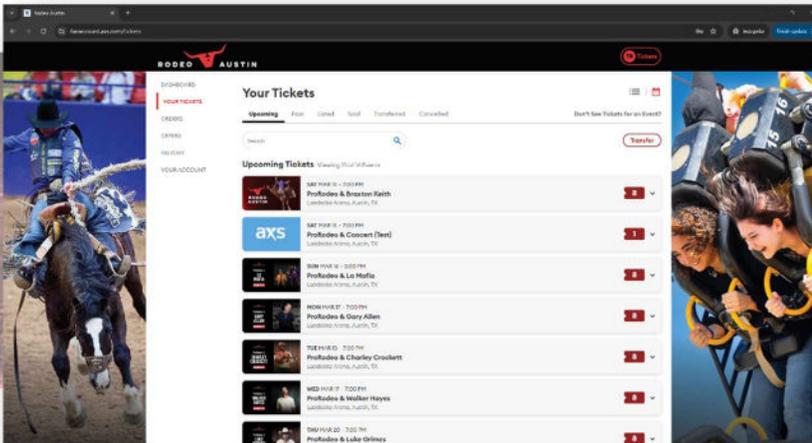
Reset your password and then return to FanAccount to log in



HOW TO **TRANSFER** YOUR TICKETS:

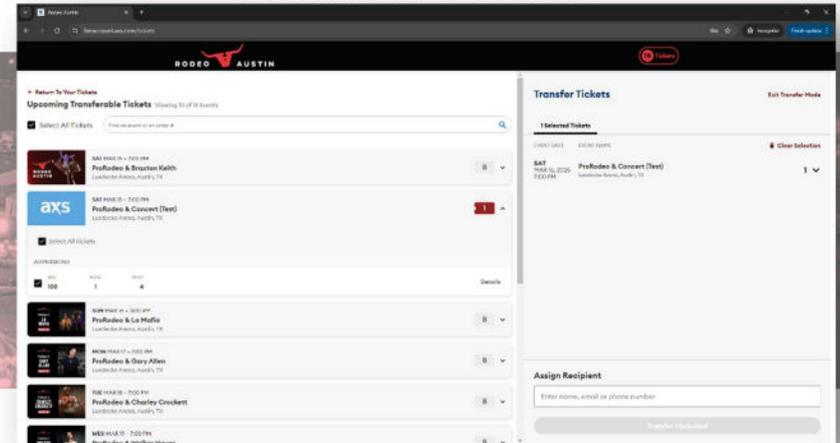
1

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



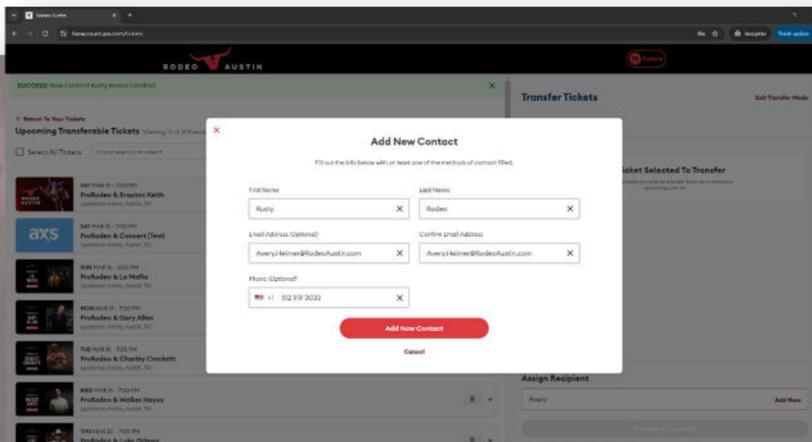
2

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



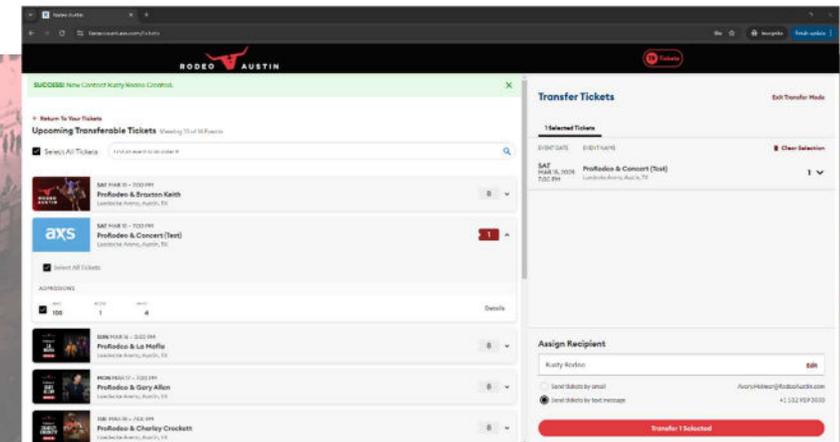
3

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



4

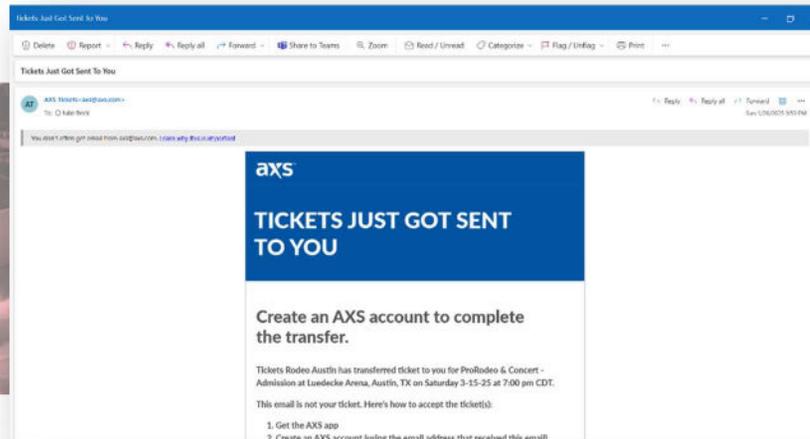
Use the buttons to select between “Send tickets by email” or “send tickets by text message” and then click “Transfer Selected”



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

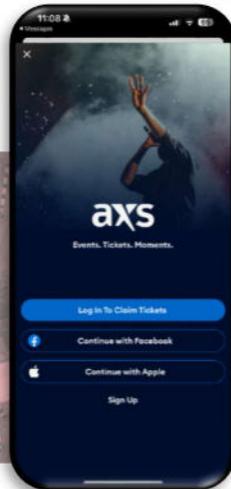
1

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



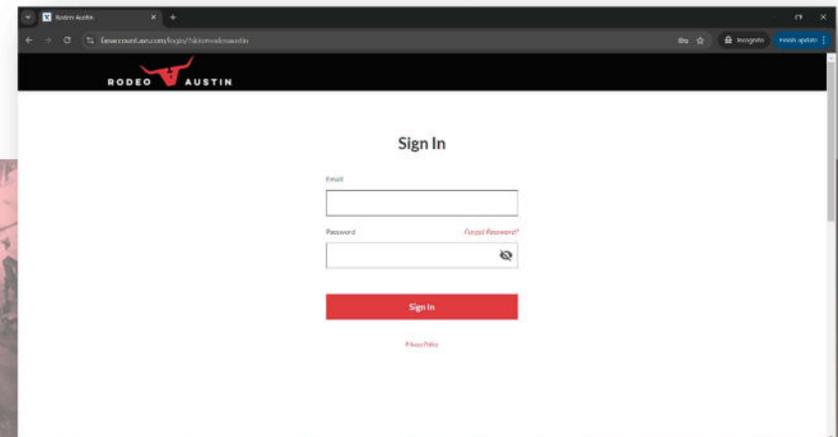
OPTION 1

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

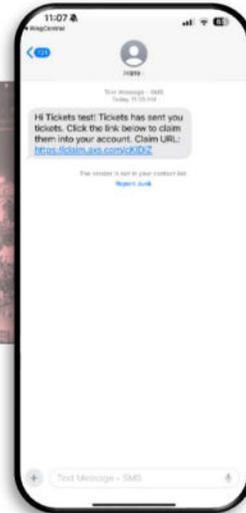


If you already have an AXS Tickets App account, FanAccount or if you create an account on AXS.com, you will not need to “claim” tickets transferred to you. Instead, you will receive a notification via email that tickets have been transferred to you and they will automatically show up in your AXS App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

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

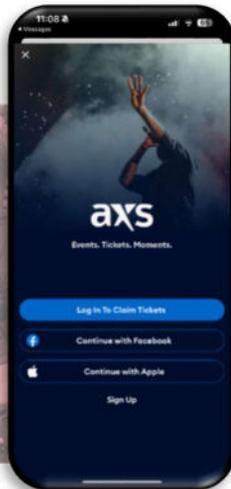
1

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



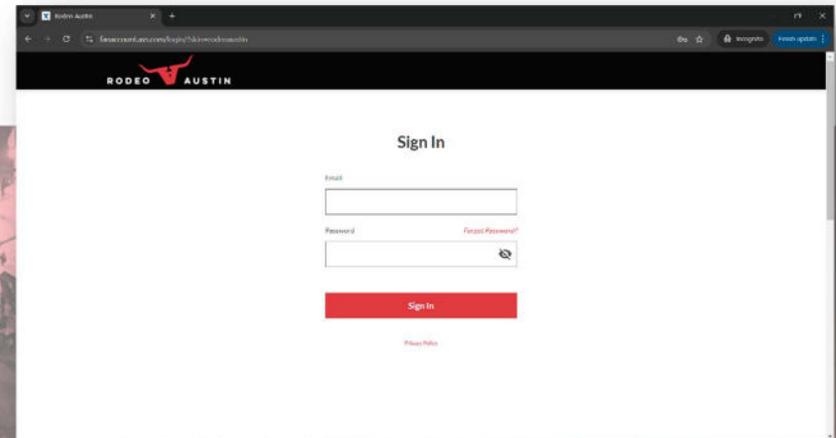
2

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



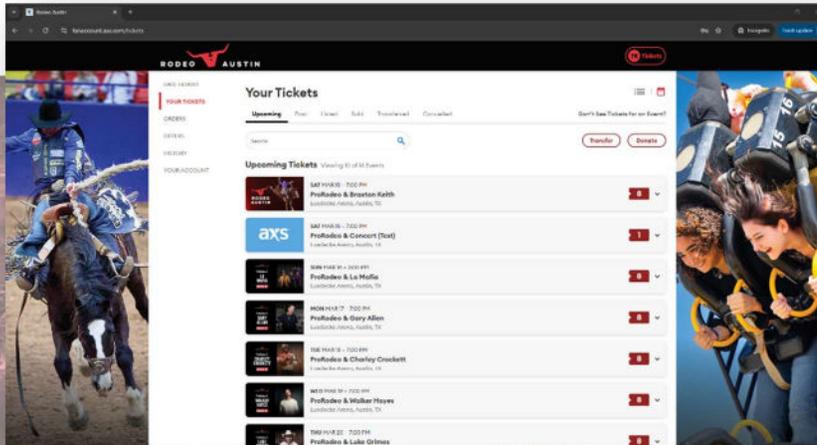
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HOW TO **DONATE** YOUR TICKETS

BACK TO RODEO AUSTIN:

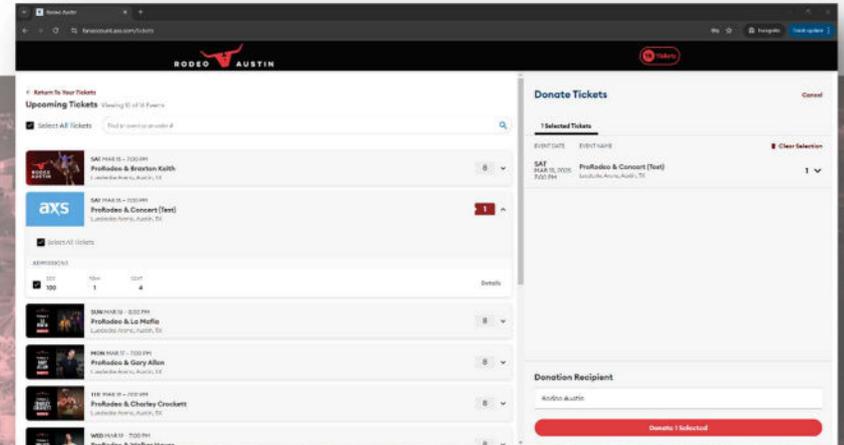
1

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):

Reminder for 2026: Resale Market

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

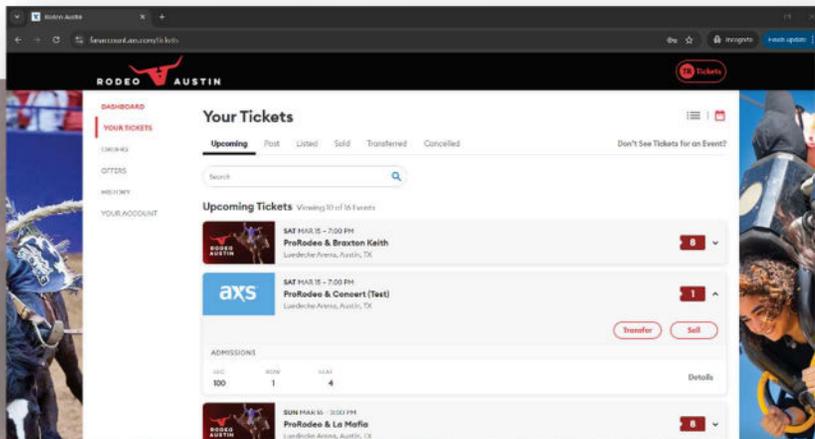
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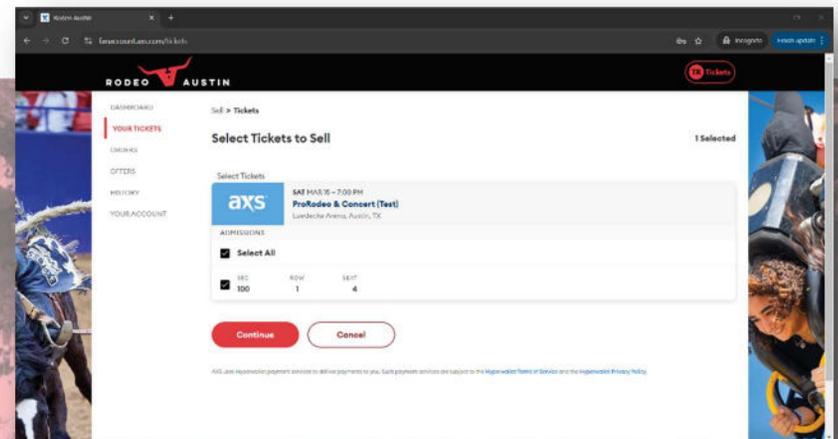
1

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



2

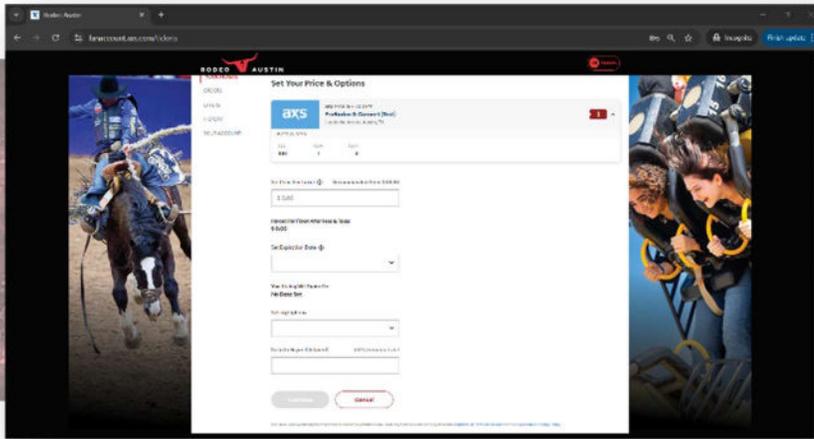
Select the tickets that you would like to sell and then click "Continue"



HOW TO **SELL** YOUR TICKETS (PART 2):

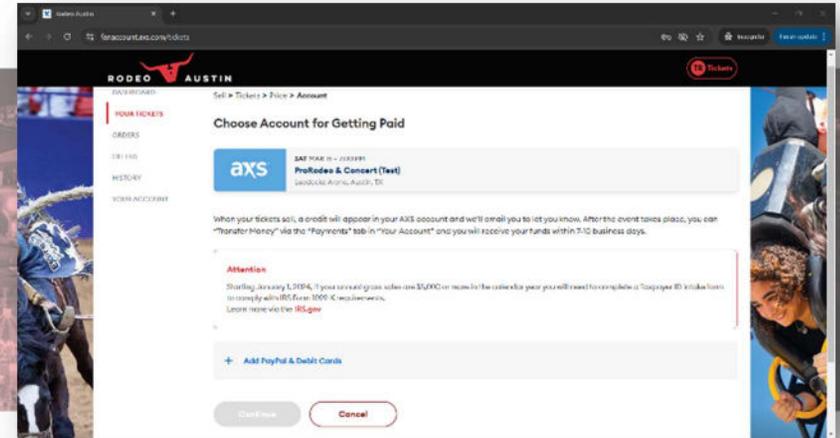
3

Select your options and then click “Continue”



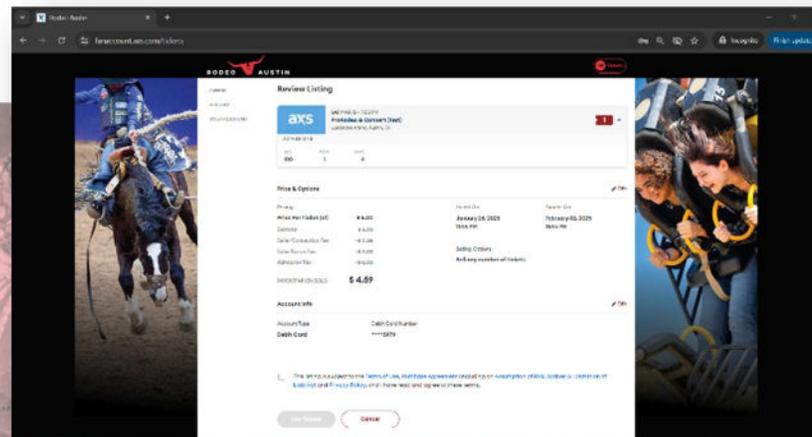
4

Enter your financial information and then click “Continue”



5

Review the information provided, acknowledge that you’ve read and agreed to the terms and then click “List Tickets”



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.

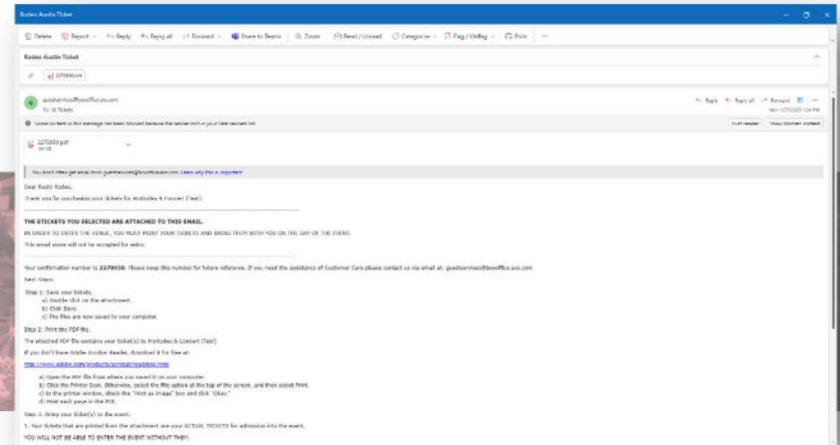
We ask that you notify us 24 hours in advance to ensure adequate time to process your change of delivery request.

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.

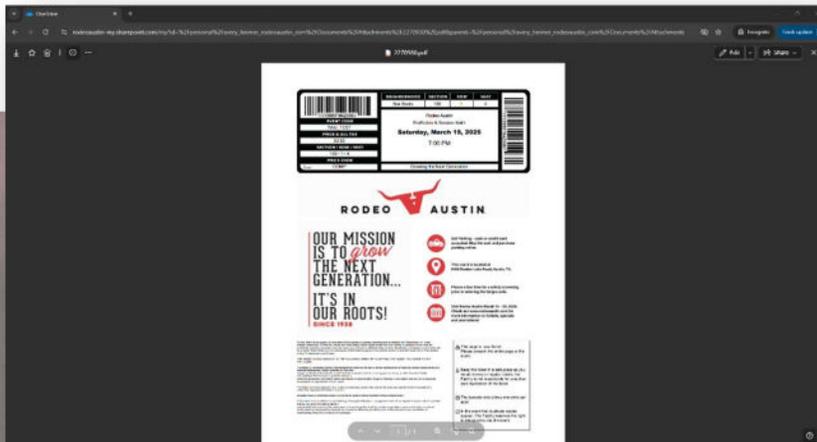
2

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

