

# **axs TICKETS APP GUIDE**

**(FOR MOBILE DEVICES)**



**Rodeo Austin**

**512 - 919-3000**

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

**AXS**

**1-888-929-7849**

**[AXS.com](http://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 *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 AXS APP:

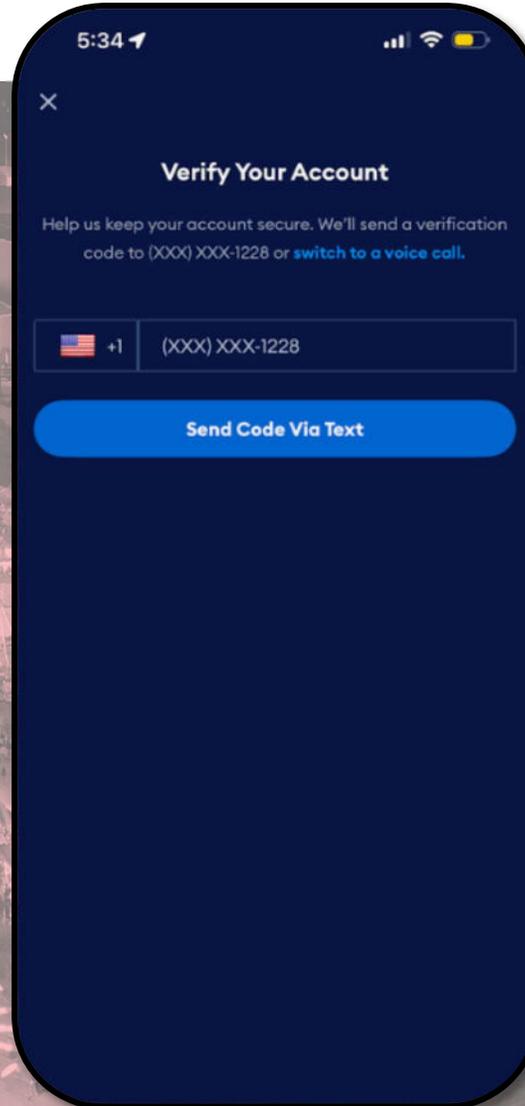
1

Ensure your AXS Tickets App is updated to the latest version and open the app



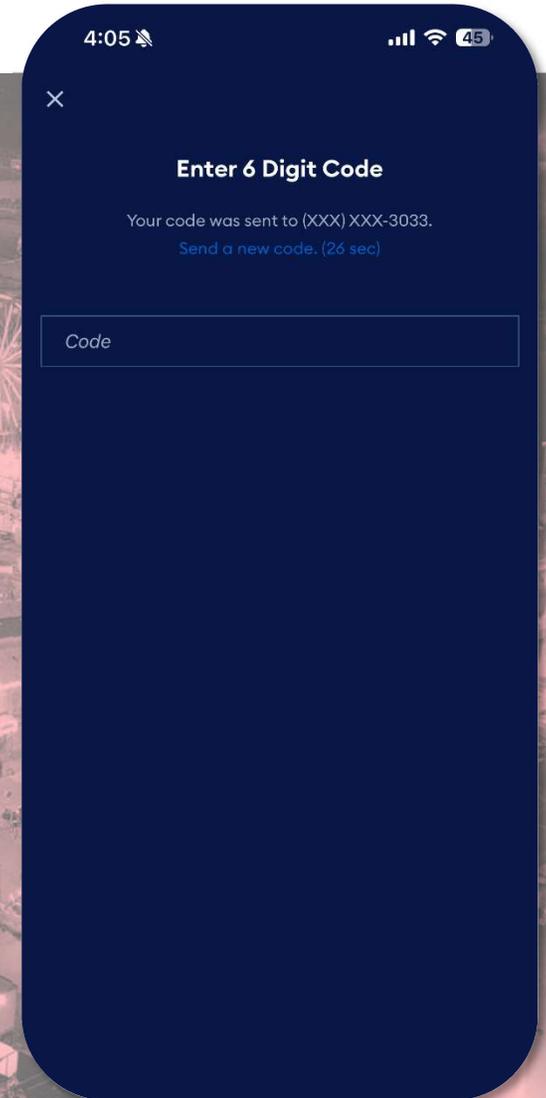
2

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



3

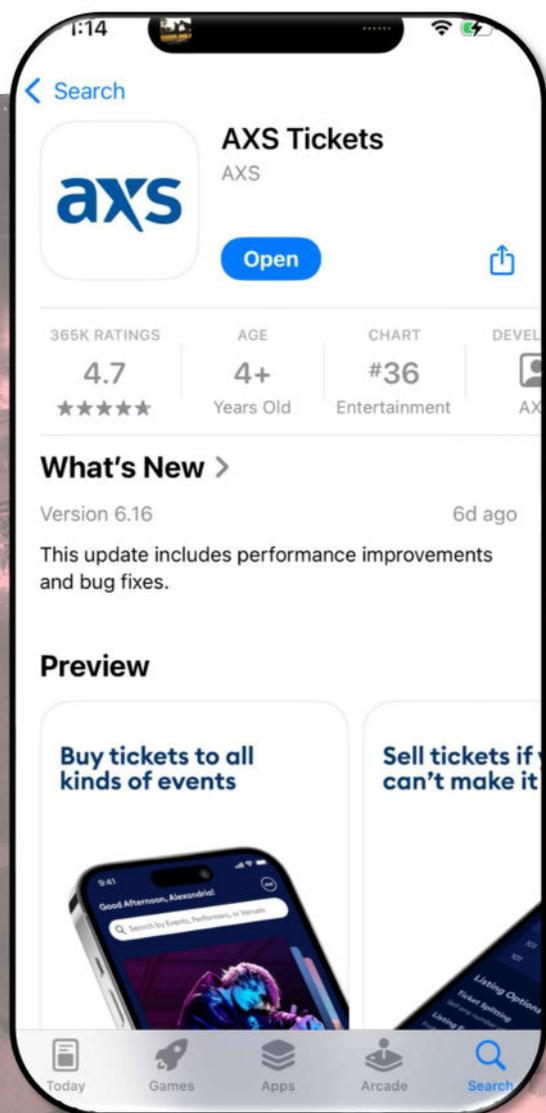
Enter the 6-digit code



# NEW DIGITAL TICKET HOLDERS - HOW TO LOG IN TO YOUR AXS APP FOR THE FIRST TIME (PART1):

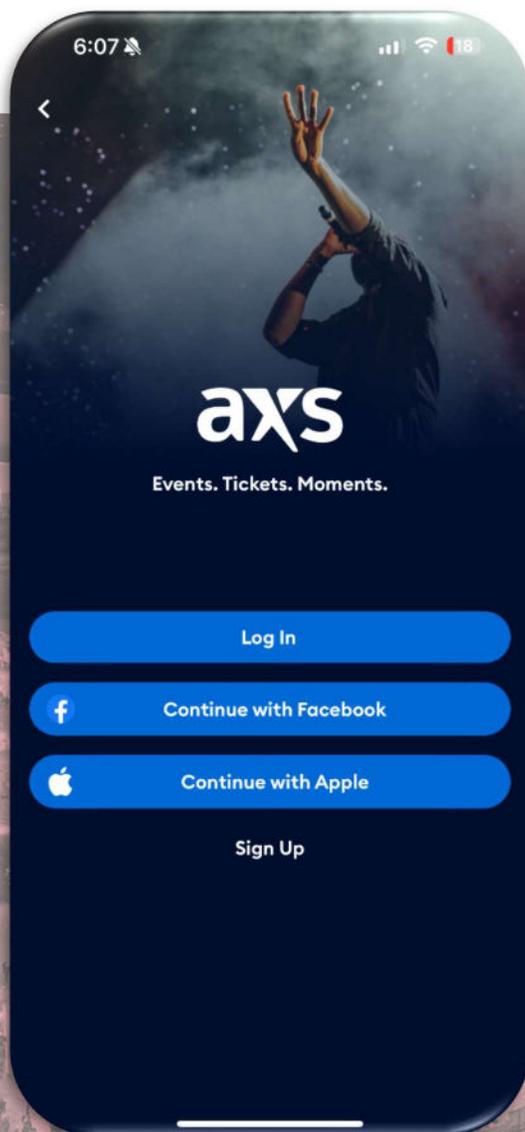
1

Visit your App Store to download the AXS Tickets App



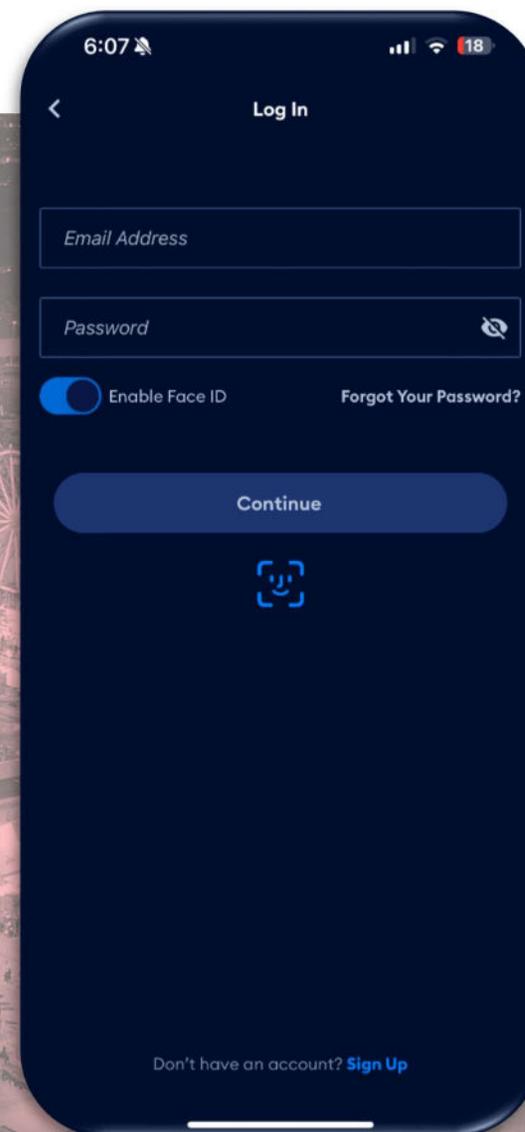
2

Open the AXS App and click "Log In"



3

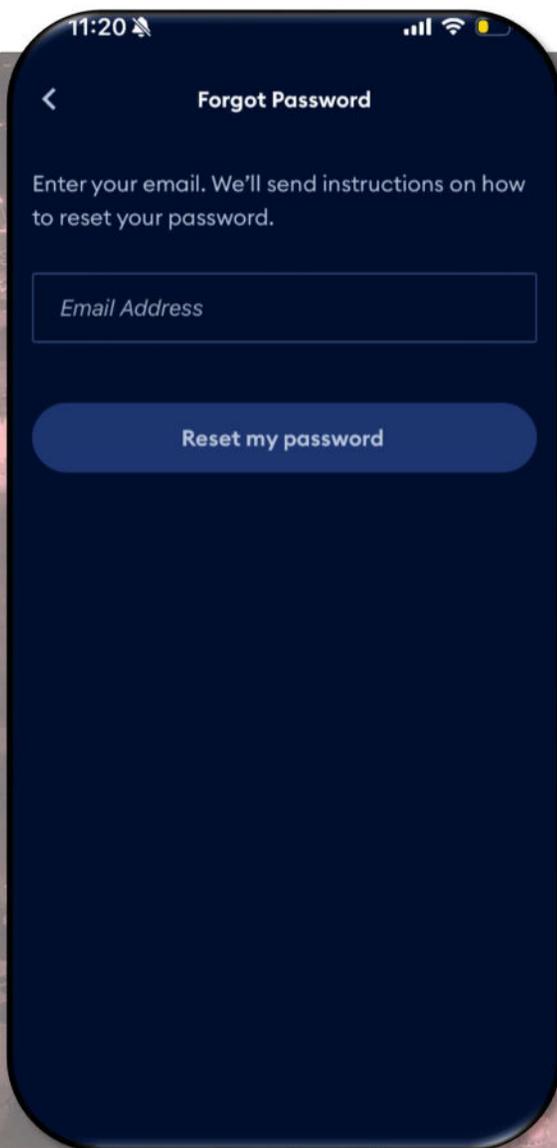
Click "Forgot Your Password?"



# NEW DIGITAL TICKET HOLDERS - HOW TO LOG IN TO YOUR AXS APP FOR THE FIRST TIME (PART 2):

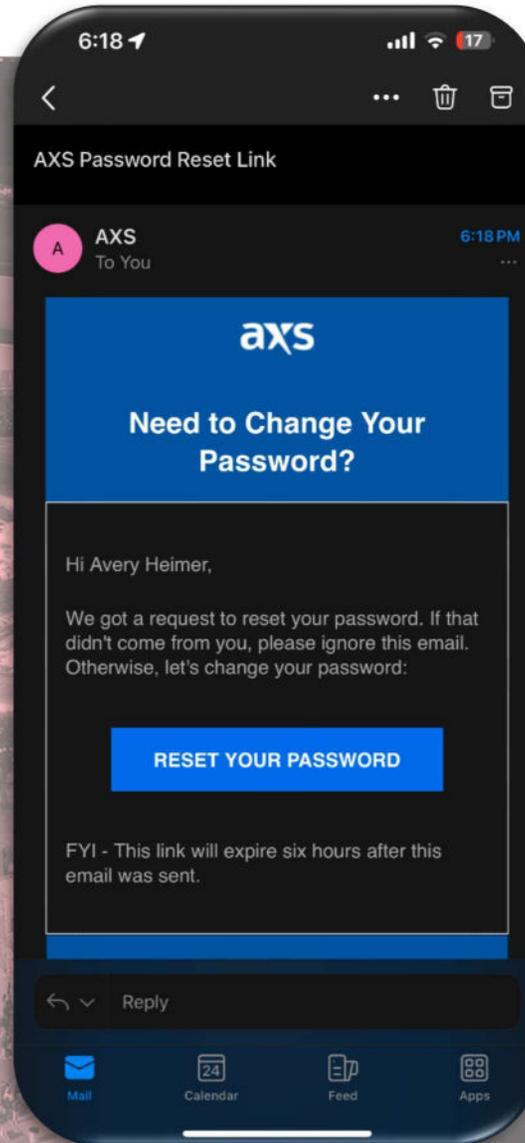
4

Enter your email address to and then click “Reset my password”



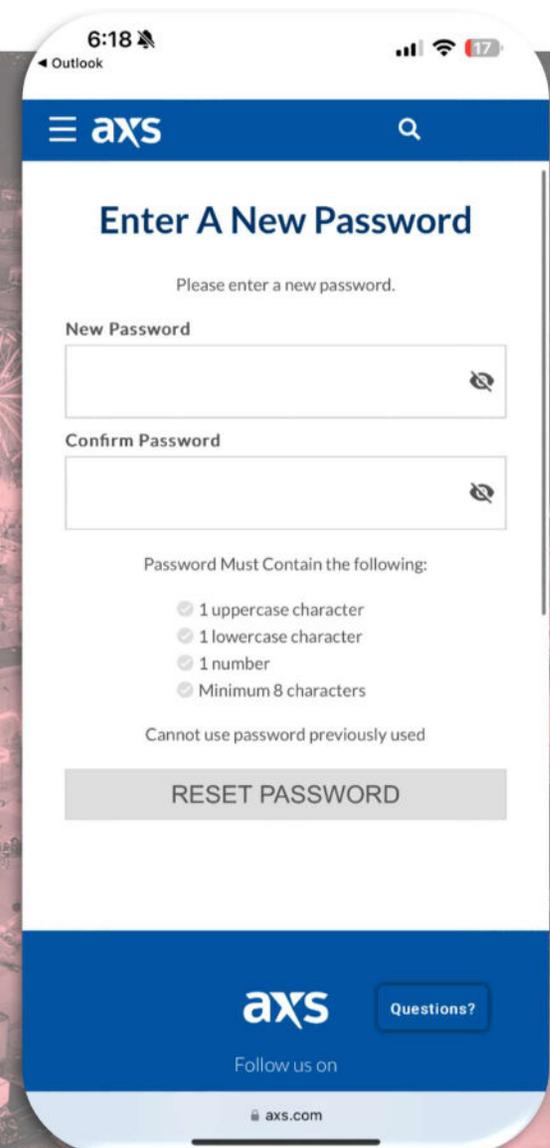
5

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



6

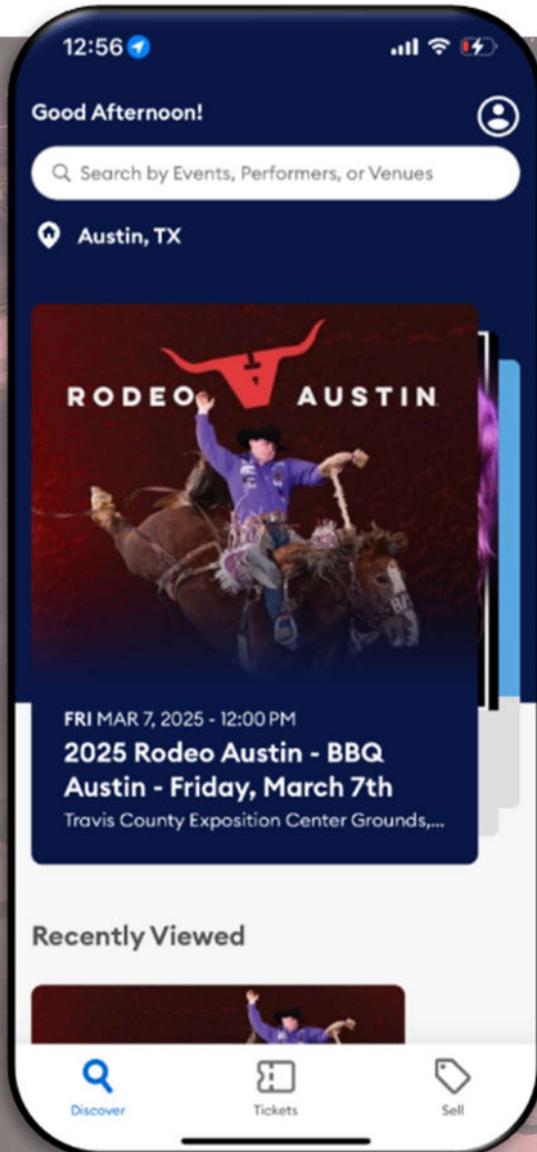
Reset your password and then return to the AXS App to log in



# HOW TO **ACCESS** YOUR TICKETS:

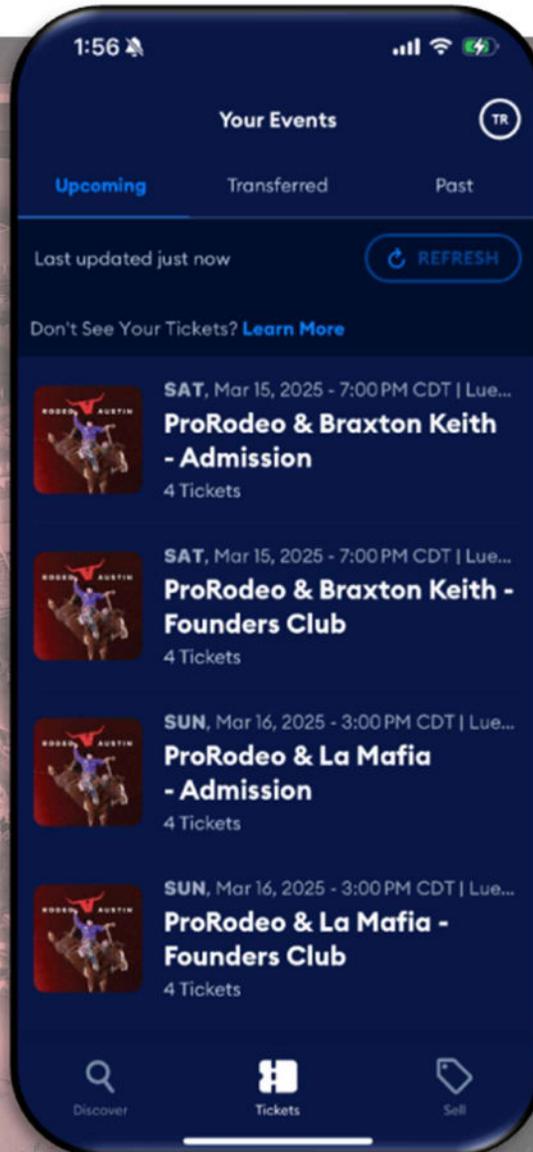
**1**

After logging into your AXS App, click the “Tickets” button



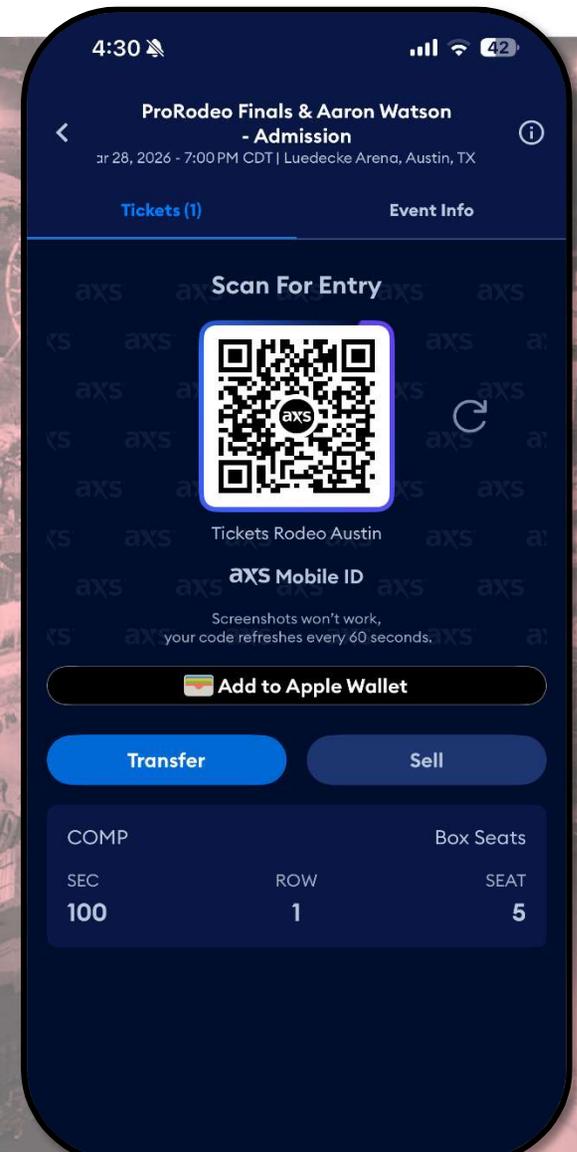
**2**

Select the event for which you'd like to access your tickets



**3**

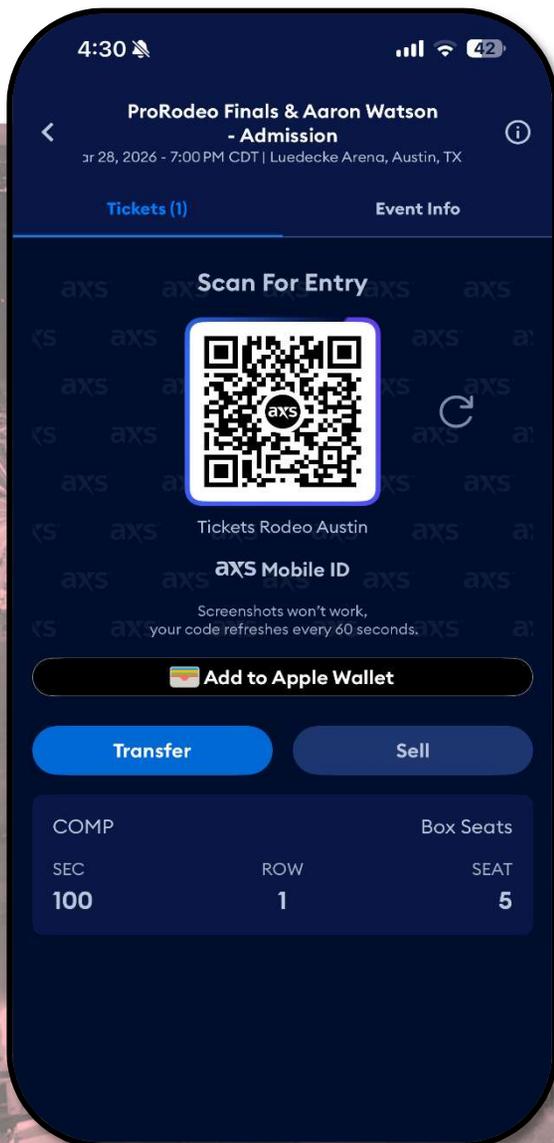
Done!



# HOW TO ADD TICKETS TO YOUR **MOBILE WALLET:**

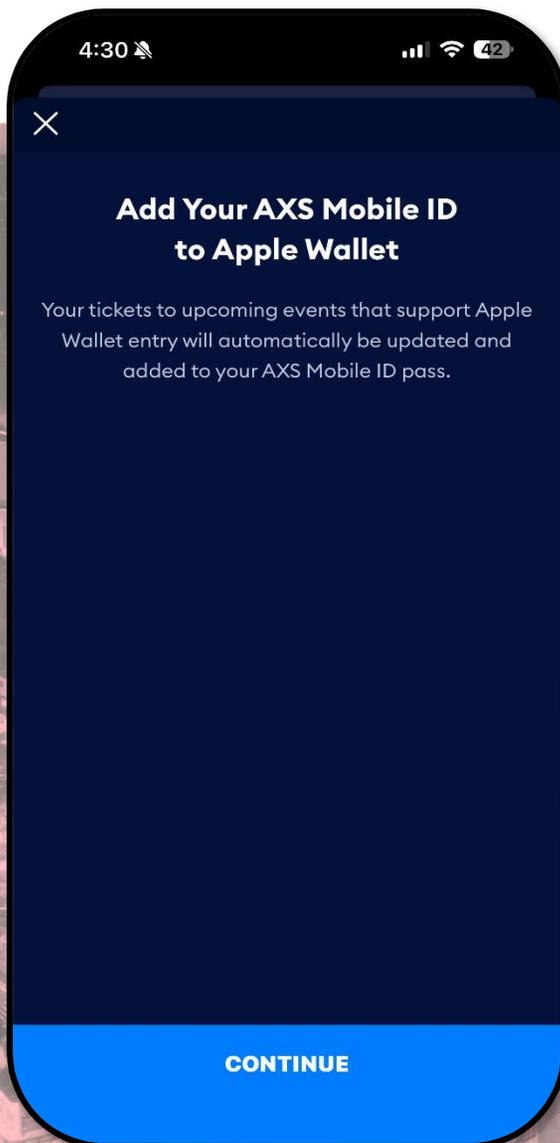
**1**

Follow instructions for “How to Access Your Tickets” and then click “Add to Apple Wallet”



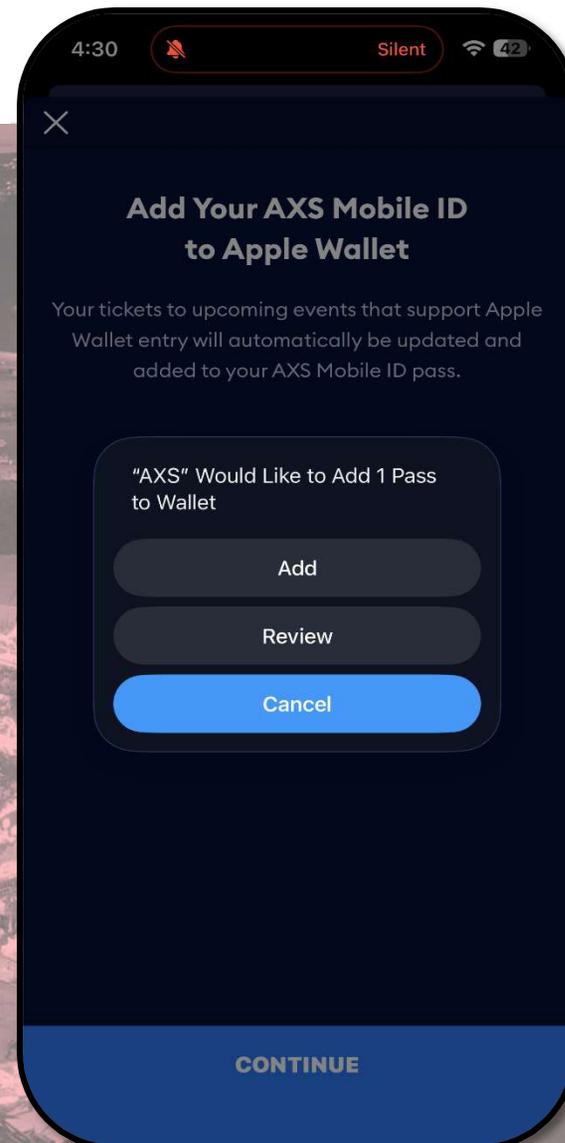
**2**

Click “Continue”



**3**

Click “Add”

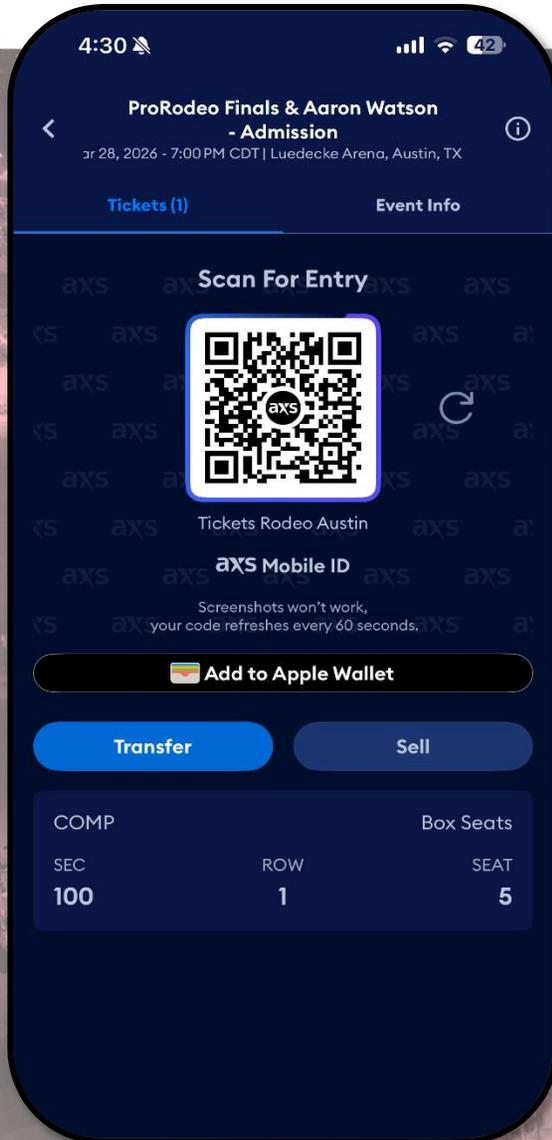


Once you’ve added tickets to your Mobile Wallet for the first time, all AXS tickets to upcoming events that support Mobile Wallet will be automatically added to your Mobile Wallet.

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

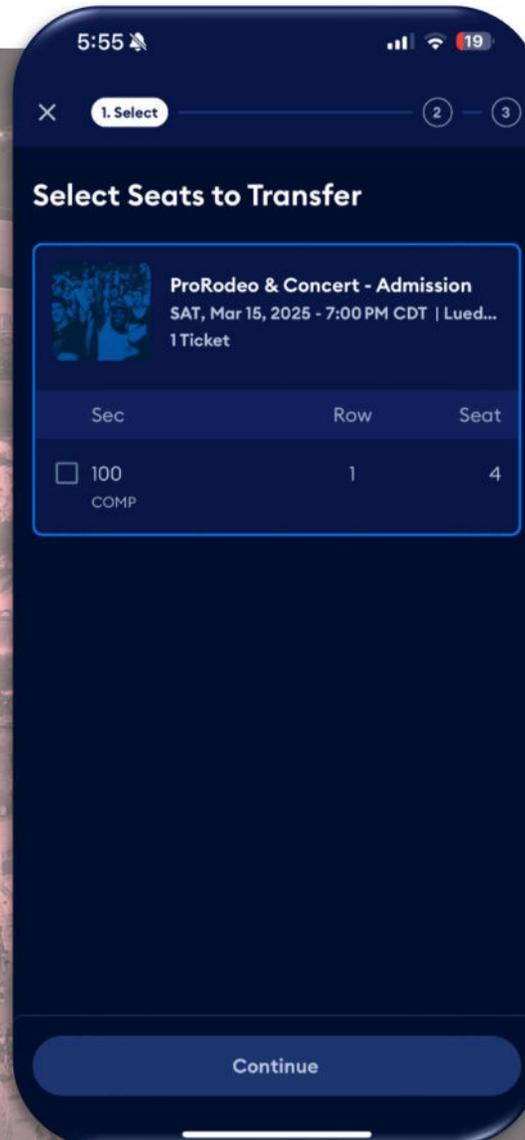
**1**

Follow instructions for “How to Access Your Tickets” and then click “Transfer”



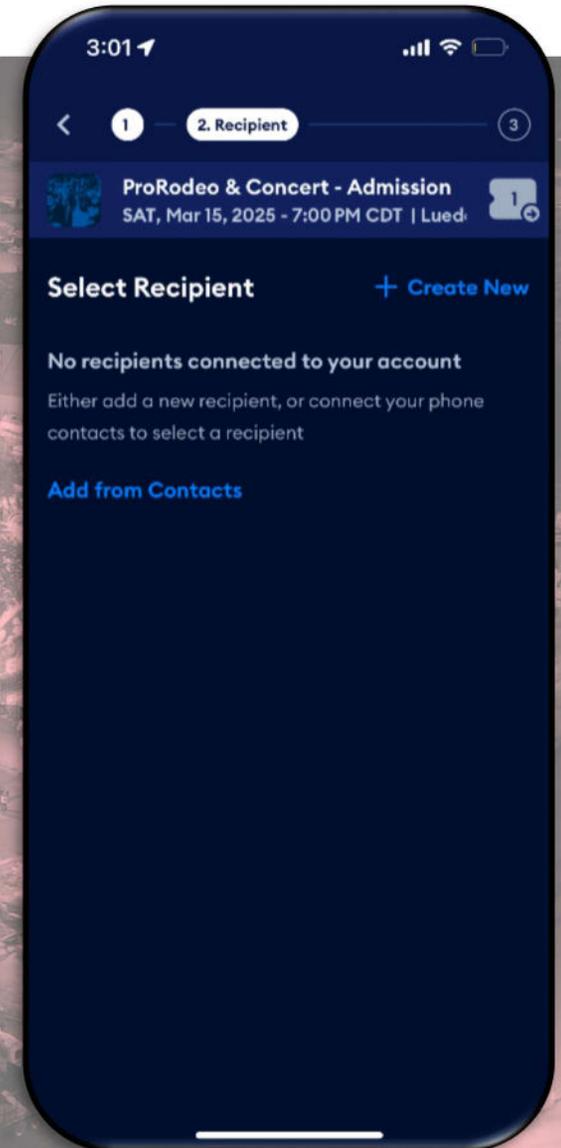
**2**

Select the tickets that you would like to transfer and then click “Continue”



**3**

Click “Create New”



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

**4**

Enter the recipient's contact information and select between "Send Tickets by Email" or "Send Tickets by Phone Number"

5:55

Add New Recipient

Recipient Information

First Name *Required*

Last Name *Required*

Send Tickets By Email

Email *Required*

Confirm Email *Required*

Add Recipient

**5**

Review the recipient's contact information and then click "Transfer Tickets"

3:01

1 2 3. Review

ProRodeo & Concert - Admission  
SAT, Mar 15, 2025 - 7:00 PM CDT | Luede

### Review Your Transfer

Tickets To Be Transferred [Edit](#)

Sec	Row	Seat
100 COMP	1	4

### Transfer Options [Edit](#)

**Recipient**  
Transfer Test  
tickets@rodeoaustin.com

**Transfer Fee**  
Free

**Message to Recipient**  
(Optional) Add a message.

Back Transfer Tickets

**6**

Done!

3:01

Success!

Your tickets have been transferred.

This typically takes a few minutes, but can take up to an hour. The recipient will receive an email and notification when the process is complete.

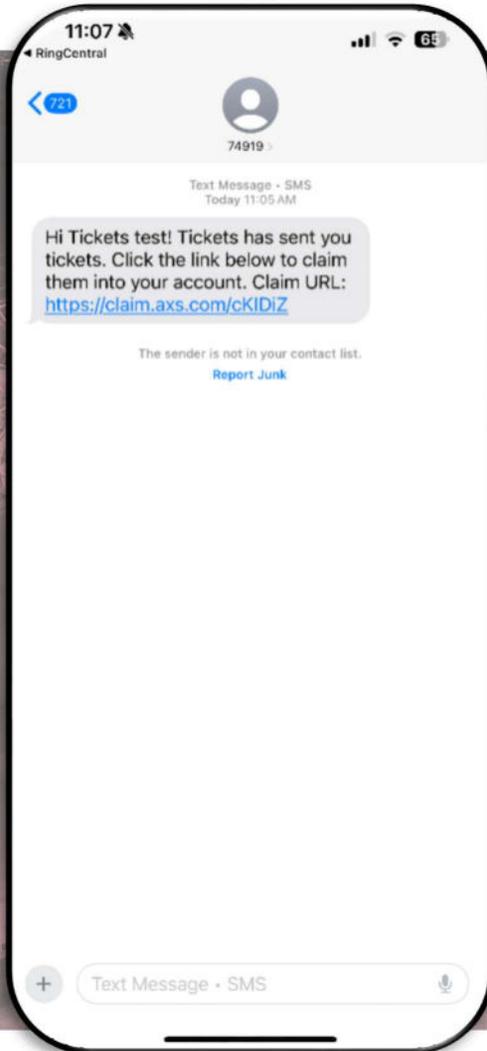
Done

View Transfers

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

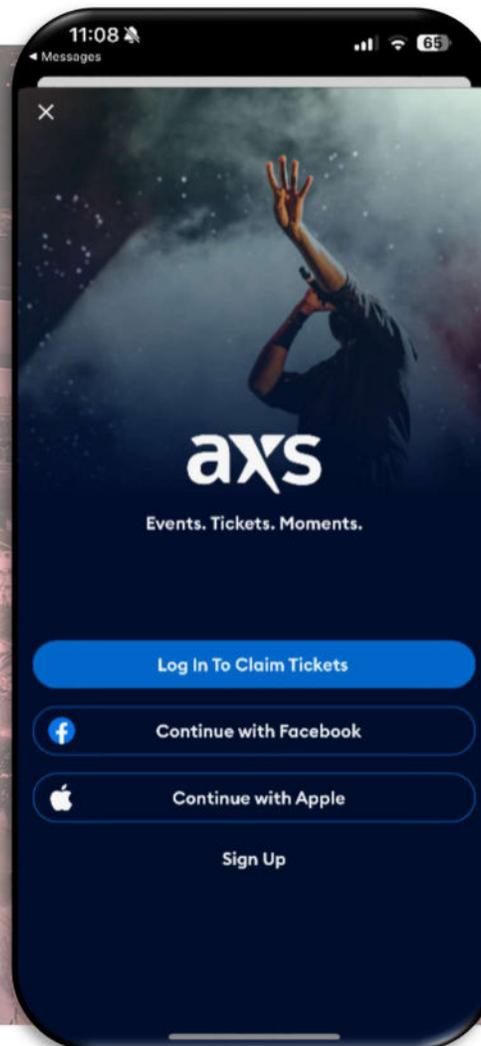
**1**

The recipient will receive a text to prompting them to claim their ticket(s)



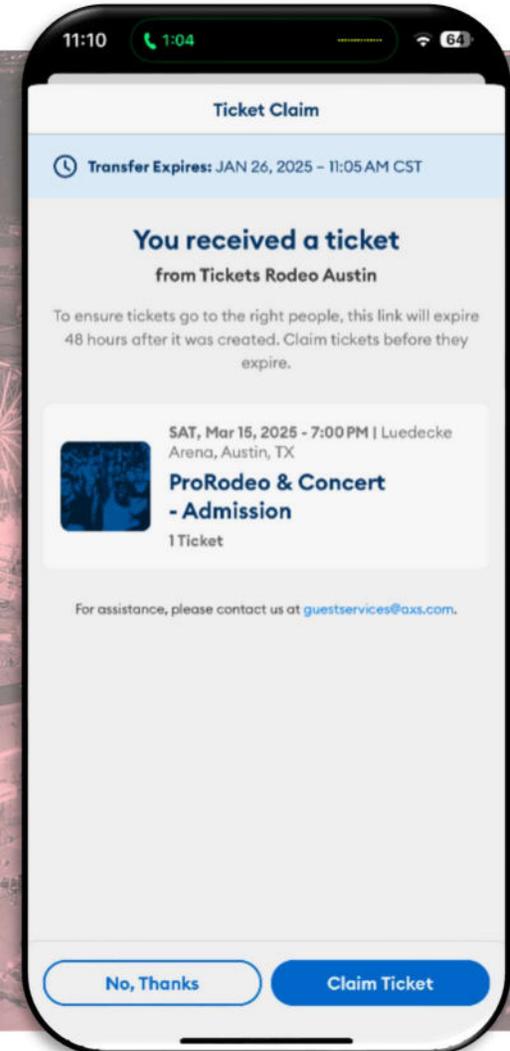
**2**

The link in the text will re-direct the recipient to the AXS App (See “How to Log in to Your AXS App for The First Time”)



**3**

Once logged into the AXS App, click “Claim Ticket(s)”



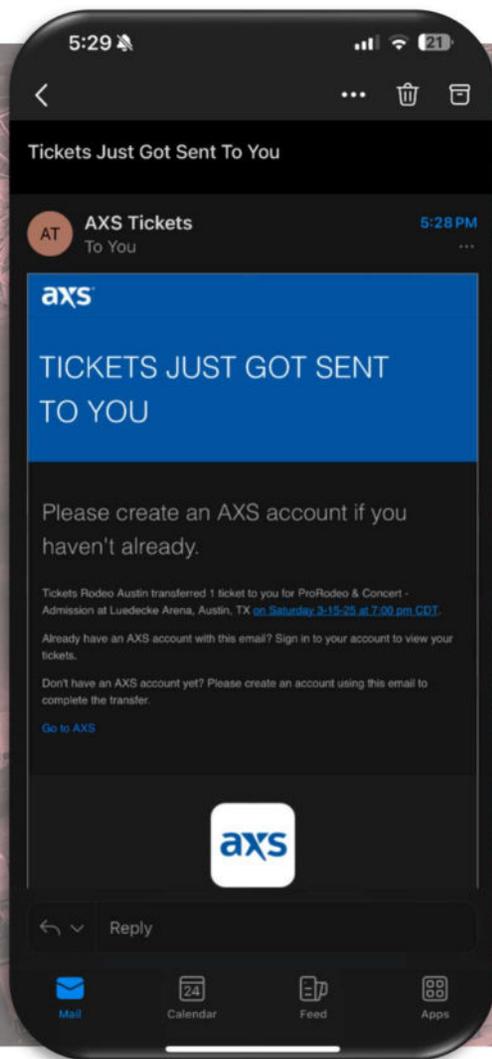
**If you already have an AXS Tickets App account, you will not need to “claim” tickets transferred to you.**

**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.**

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

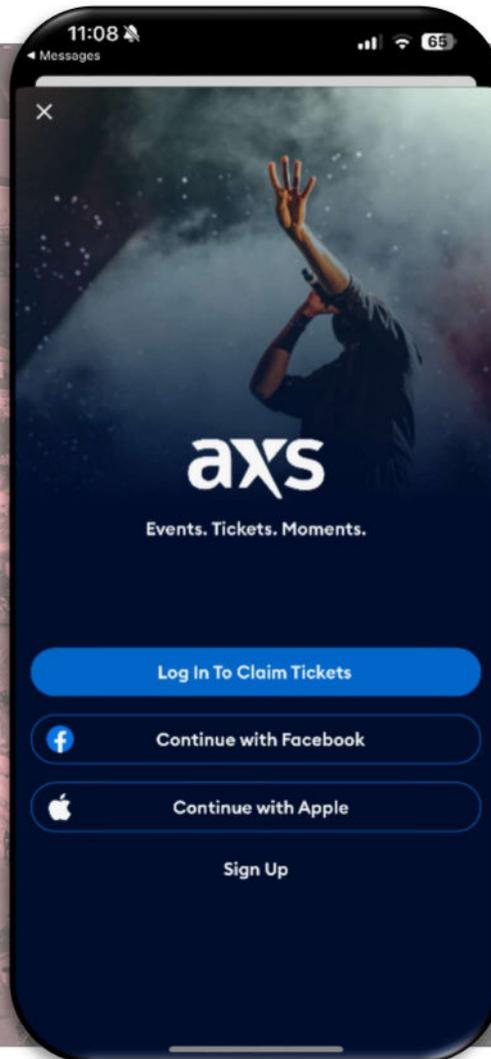
**1**

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



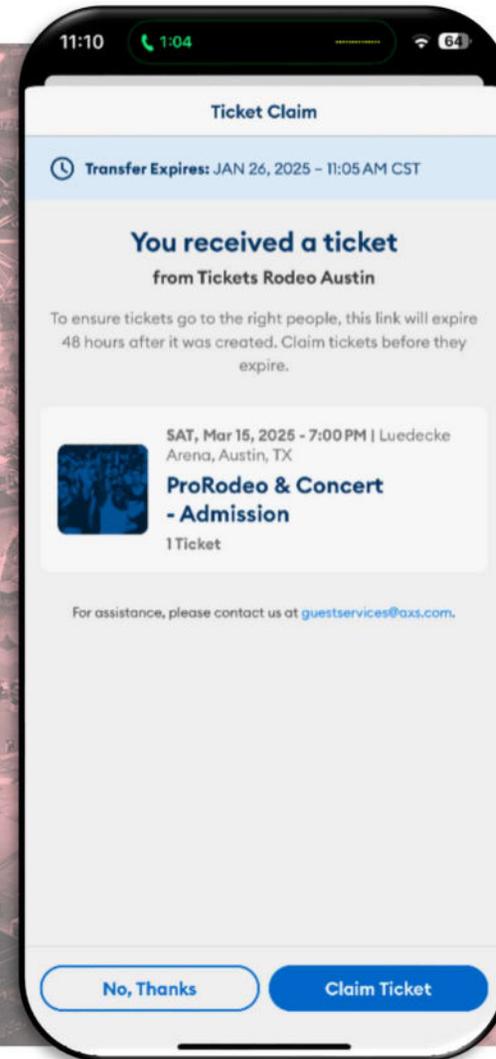
**2**

The email will direct the recipient to download AXS App (See “How to Log in to Your AXS App for The First Time”)



**3**

Once logged into the AXS App, click “Claim Ticket(s)”



**If you already have an AXS Tickets App account, 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.**

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

## Reminder For 2026: Resale Market

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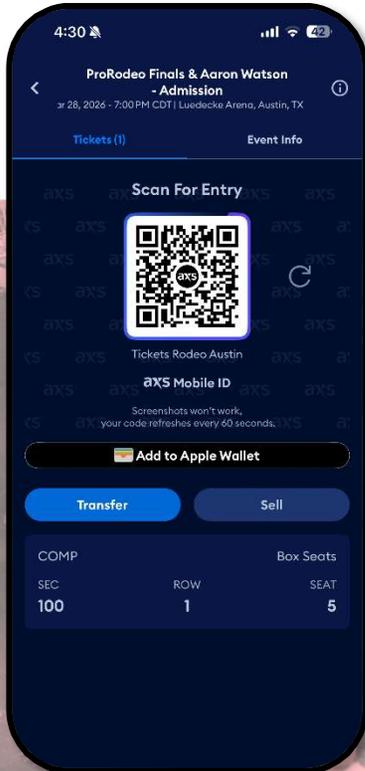
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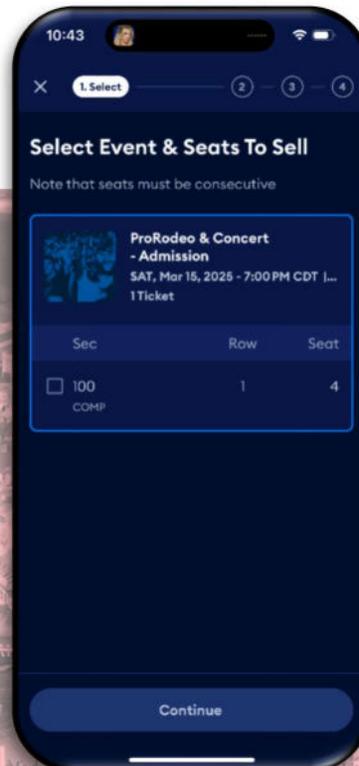
1

Follow instructions for "How to Access Your Tickets" and then click "Sell"



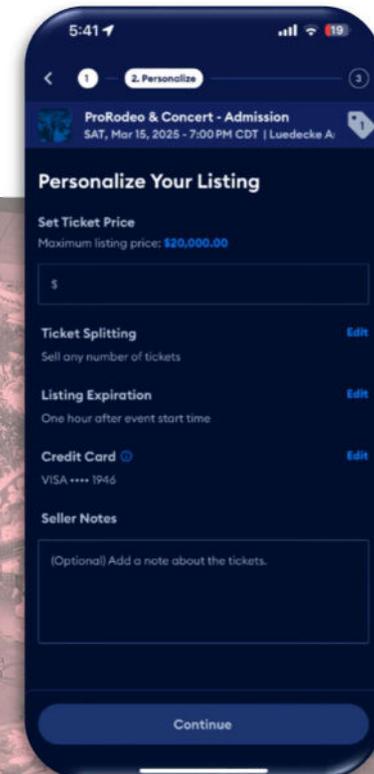
2

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



3

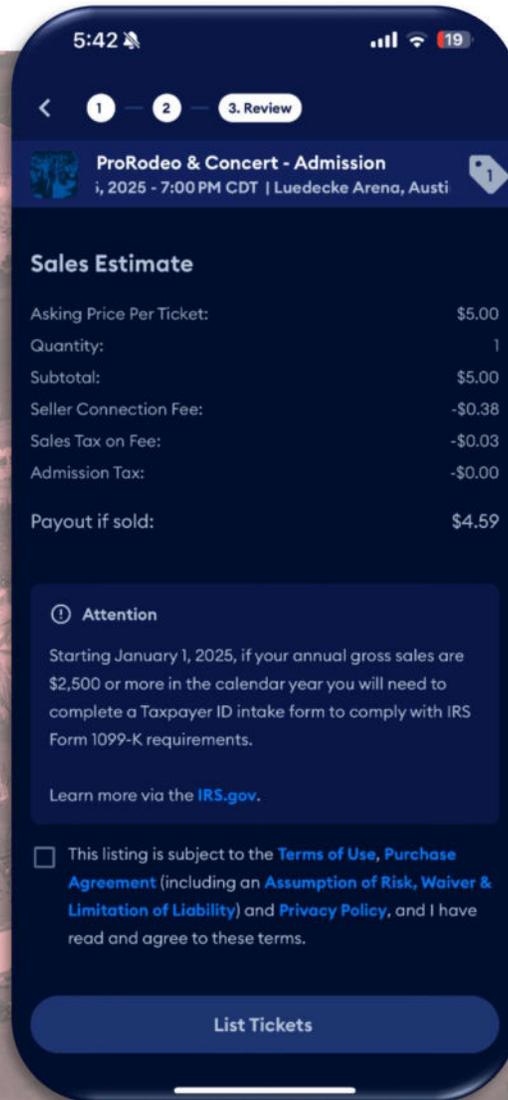
Select your options, enter your financial information and then click "Continue"



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

4

Review the information provided, acknowledge that you've read and agreed to the terms and then click "List Tickets"



5

Done!

