

Q: Why is the Southern Alberta Jubilee Auditorium (SAJA) moving to mobile tickets?

A: Mobile is the safest, most convenient and flexible way to receive and manage tickets. You're probably already using your smartphone to attend movies or when you travel, so why not for live events? Mobile tickets provide:

- Quick and easy entry to **SAJA** using your smartphone
- The ability to manage, transfer or sell your tickets at any time
- Reduced risk of lost, stolen, counterfeit or forgotten tickets
- An easy way to go green by printing less paper

Q: How much does the app cost?

A: The app and mobile ticketing are FREE. There are no costs associated with managing your tickets via the app or using AccountManager on your smartphone, including accessing tickets for mobile entry, forwarding tickets or selling tickets online.

Q: How do I access my tickets on my smartphone?

A: Download the Official App from the iTunes App Store or the Google Play Store. Go to "Tickets" or "Manage Tickets." Browse for the specific event you're looking for and tap to see your tickets. When you get to **SAJA**, present your smartphone to the ticket taker to have your ticket scanned. If you have guests and multiple tickets on your phone, swipe to navigate between them.

Q: Can I use a screenshot of my ticket?

A: No, screenshots of tickets will not be accepted. Mobile tickets must be presented within the app, the mobile website, or within your phone's wallet at **SAJA**.

Q: What happens if my ticket doesn't scan properly?

A: Turn the screen brightness on your smartphone to its highest setting, and that typically solves the issue. The ticket that is displayed is also accompanied by a number. If there are difficulties reading a valid ticket displayed within the app, a ticket taker can manually enter the ticket number into a scanning device to validate your ticket.

Q: What if I lose connectivity / can't connect to my account while at SAJA?

A: Since connectivity may be intermittent at **SAJA**, we encourage you to download your tickets to your supported device before heading to the event. If you have an iPhone, you can store your tickets in your Apple Wallet. If your tickets are on a mobile web browser, avoid clearing out your browser history until after the event.

Q: What is the alternative option if my phone breaks, dies, lost or is stolen on game day or prior to arriving?

A: If you're not getting a replacement phone, you'll need to contact the place where you purchased tickets. If tickets aren't accessible on game day, come to the box office with proof that you are the owner of record and we'll print tickets for you.

Q: Can I have multiple tickets on a single phone?

A: Yes. However, for ease of entry we recommend transferring tickets to individual attendees.

Q: What if my entire party isn't with me when I enter SAJA?

A: You'll need to send each member their ticket individually if they are not entering with you. Each person entering will need a ticket at time of entry.

Q: How do I transfer a ticket?

A: Ticket transfer is a simple process on your smartphone:

- Log in to your account on your smartphone.
- Select "Manage My Tickets" or "Tickets."
- Select an event by tapping on it.
- Select "Transfer"; Note: you will be notified if and when applicable, as not all events and seats are eligible for transfer.
- Select seats that you wish to transfer.
- Select "Done" to complete your action for this event.
- Click "Continue" to proceed into the transfer process.

Q: Does the person I send the tickets to need an account?

A: Yes. They'll need to sign into their Ticketmaster account, or they will create one in the acceptance process.

Q: What if I forward tickets to the wrong person? Can I recall tickets I've sent?

A: As long as the tickets have not been accepted by the recipient, you can reclaim them.

Q: How do I sell a ticket?

A: Selling a ticket is similar to transferring a ticket, with a few additional steps:

- Log in to your account on your smartphone.
- Select "Manage My Tickets" or "Tickets."
- Select an event by tapping on it.
- Select "Resell"; Note: you will be notified if and when applicable, as not all events and seats are eligible for sale.
- Select seats that you wish to sell.
- Enter the price you wish to be paid and the list price for the tickets.
- Select "Post for Sale" to complete your action for this event.

Q: What are you going to do with my personal information? Is my information secure?

A: Ticketmaster uses the highest security measures available to ensure that your customer data is protected. No one can see or have access to your credit card, driver's license or account password.