



ROOS GO MOBILE

Everything you need to know

FREQUENTLY ASKED QUESTIONS

WHAT ARE MOBILE TICKETS?

Mobile tickets are delivered in a Mobile PDF or Passbook format specifically designed for smartphones, and are emailed directly to you immediately after your purchase. You will receive two emails after purchase: One will be your tickets that can be scanned on your smartphone or added to Passbook and the second email will be your order confirmation email, which does not include actual tickets.

WHY USE MOBILE TICKETS?

1. Allows for contactless entry; the most sanitary way to receive your tickets
2. No need to print your tickets! Simply present your tickets on your smartphone as the gate!
3. Prevent your tickets from ever getting lost in the mail!

WHAT IF MY PHONE IS NOT COMPATIBLE?

Any smartphone that can browse the internet can load a mobile ticket.
Please note, iPads do not support Passbook regardless of iOS version.

WHAT DOES A MOBILE TICKET LOOK LIKE?

A mobile ticket contains a unique ticket verification QR code. It also contains the customary ticket information that you are familiar with seeing on a traditional hard stock paper ticket such as game date, time, section, row, seat, etc.

WHY HAVE I NOT RECEIVED MY TICKETS YET?

1. Make sure you have used the correct email address.
2. Check your junk or spam folder
3. Adjust your spam guard mail settings to receive emails with attachments.
4. Add our email address, kcroos@umkc.edu to your list of trusted email addresses.
5. Please allow at least 1 hour for your emails to arrive.

NEED ASSISTANCE? CONTACT:

Kansas City Athletics Ticket Office

Phone: 816-235-2752

Email: garciacr@umkc.edu

Address: 5030 Holmes St., #201 Kansas City, MO 64110-2499

