



Mobile Tickets: FAQ

What are mobile tickets?

Mobile tickets are tickets delivered in a Mobile PDF or Apple Wallet format specifically designed for smartphones. Mobile tickets are emailed directly to you as a link within your email. You will receive two emails after your purchase – one will be your order confirmation (does not include tickets) and the second email will contain your mobile tickets that can be added to Apple Wallet or scanned on your smartphone for entry.

Benefits

- 👍 **Avoid waiting in “Will Call” lines to pick up your tickets.**
- 👍 **Prevent your tickets from getting lost in the mail.**
- 👍 **No need to print your tickets! Simply present your smartphone with tickets at the gate.**

Special Notes

Mobile tickets will arrive as a link within the email you will receive. All tickets for the same event will be in one link. If you are using any spam filters and want to ensure that you receive the email containing your tickets, please add our email address, kcroos@kcroos.com, to your spam filter list. Please set your email to accept attachments.

Mobile tickets may be used on any type of smartphone with a PDF viewer (such as Apple, Android, etc). Apple Wallet files may only be used on Apple iPhones with the Wallet app.

KANSAS CITY ATHLETICS TICKET OFFICE

Swinney Center

5030 Holmes Street, #201

Kansas City, MO 64110

P: (816) 235-2849 E: garciacr@umkc.edu

Hours: Monday – Friday 9:00 AM – 5:00 PM



Order game tickets online at

<https://kcroos.com/>



Choose mobile tickets as your preferred delivery method.



You will receive an email with either your mobile PDF ticket(s) or Apple Wallet ticket(s). *Be sure to save this email (all tickets for the same event will be in one link) or add the tickets to Apple Wallet as you will need to present it for entry.*



Kansas City Roos Athletics scans all tickets at each facility using the barcode on each ticket. *Each ticket should be treated like any other valid ticket.*

Mobile tickets are individually barcoded allowing one scan per entry. Any attempts to duplicate, alter, or sell copies of the mobile ticket may result admittance being refused to the event. This provides heightened security by identifying counterfeit and stolen tickets.



Mobile PDF Ticket

Apple Wallet Ticket



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Why use mobile tickets?

- A**
- 1) Avoid waiting in "Will Call" lines to pick up your tickets.
 - 2) Prevent your tickets from getting lost in the mail.
 - 3) No need to print your tickets! Simply present your smartphone with tickets at the gate.

How do mobile tickets work?

- A**
- 1) For mobile PDF, you will receive one email with one link per event. All tickets for the same event will be in one link. *(For example, if you purchased four tickets, all four tickets will be in one link.)*
 - 2) For Apple Wallet, you will receive one email with a file attachment for each ticket ordered. *(For example, if you purchased four tickets, you will have four Wallet attachments and would then click on each attachment to add the ticket to Wallet.)*
 - 3) The ticket that is emailed to you is a valid ticket. Make sure you protect it like you would any other ticket. Each ticket contains a unique barcode that is scanned at the event. If any copies are made of the ticket, only the first scan of the barcode will be allowed entry. If a unique barcode has already been scanned, the attendant will be alerted and entry will not be permitted.

What software or hardware do I need?

- A**
- 1) Mobile PDF links may be used on any type of smartphone with a PDF viewer *(such as Apple, Android, Windows, etc.)*
 - 2) Apple Wallet files may only be used on Apple iPhones with the Wallet app. Wallet comes preinstalled as an App from Apple in operating system iOS 6. Apple Wallet is only available on iPhone devices running iOS 6 or later.
 - 3) *Please Note:* iPads do not support Wallet regardless of iOS version.

Why haven't I received my mobile tickets?

- A**
- 1) Mobile Tickets will arrive as a link within the email you will receive.
 - 2) Make sure you have used the correct email address.
 - 3) Check your junk mail folder.
 - 4) Make sure that your spam guard and junk mail settings allow you to receive emails with attachments.
 - 5) Be sure to add our email address, kcroos@kcroos.com, to your list of trusted email addresses.
 - 6) Please allow at least one hour for your emails to arrive.

Who do I contact if I still need assistance?

- A**
- Please contact the Kansas City Roos Ticket Office window Monday through Friday from 9:00 AM – 5:00 PM by phone at (816) 235-2849 or by email at garciacr@umkc.edu for further assistance.

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