



## **DETROIT RED WINGS MOBILE TICKETING GUIDE**

[nhl.com/redwings](http://nhl.com/redwings)



# Mobile App Ticket Purchasing | Single Game Tickets

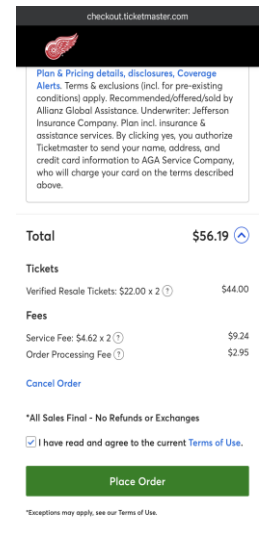
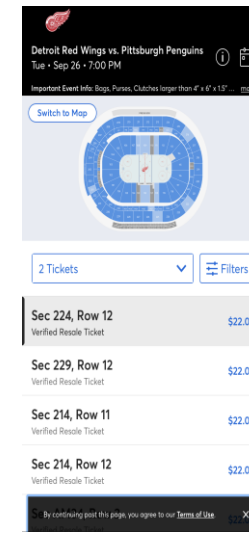
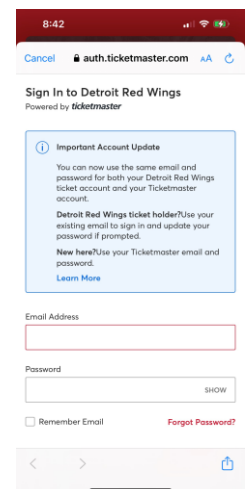
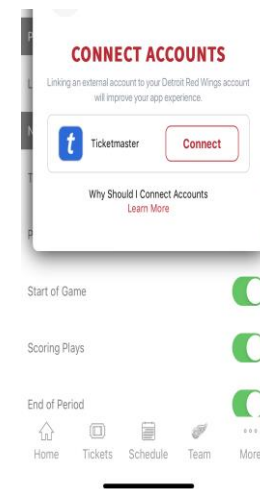
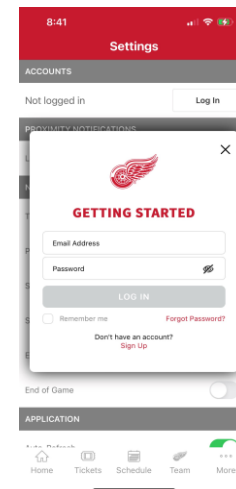


## Mobile App Entry & Registration

1. Download the official Detroit Red Wings mobile application.
2. Sign into the mobile app via Red Wings account. Create an account if you don't have one.
3. Connect and link your Ticketmaster Account (will require account sign in).

## Mobile Ticket Purchasing

1. Select the 'Tickets' button on the lower panel of the app.
2. Select Single-Game Tickets option.
3. Toggle through the available home games and select the game you're looking to purchase tickets for.
4. Click "Get Tickets." You will then be redirected to Ticketmaster.com
5. You will then select which section and row you would like to purchase for, as well as the quantity of tickets.
6. A virtual 360-degree angle view will appear to allow you to get a glance of what your in-game view will look like from your selected seats.
7. You will then be routed to the check-out portion of the purchase where you will input your preferred payment method based on the listed options (debit, credit, PayPal).
8. Review your order on the bottom of the screen and place your order when ready.



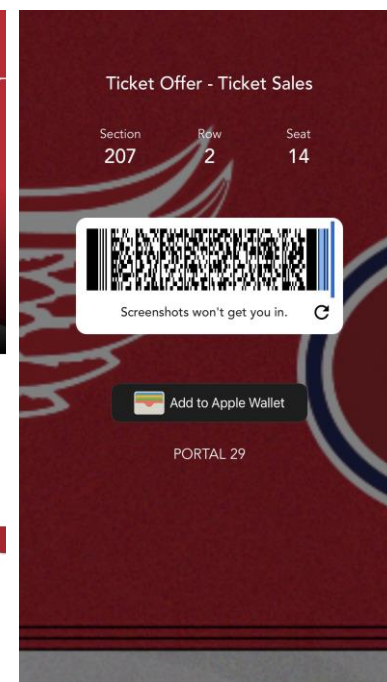
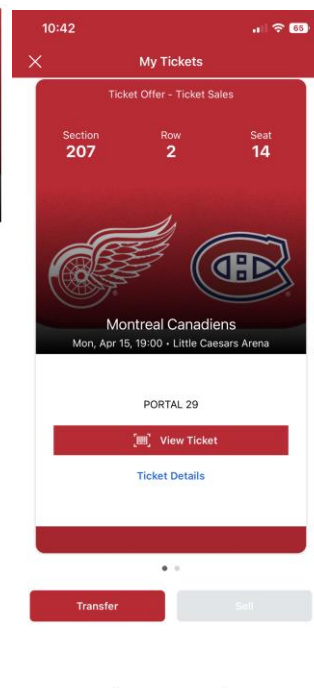


# My Tickets/My Events



## Steps to Ticket/Event Viewing

1. **Access Your Tickets:** After purchasing tickets, go to the 'Tickets' tab and select 'My Tickets'.
2. **View Your Events:** Your purchased tickets will be available under 'My Events' 2 weeks in advance of game day.
3. **Select Your Game:** Click on the listed game to transfer or sell your ticket, or to view event details.
4. **View Your Barcode:** You can access your barcode 3 weeks before the scheduled event start, which will be used for entry into the arena on game day.
5. **Add to Wallet:** Fans using a mobile device can add their tickets to either their 'Apple Wallet' or 'Google Wallet' for easy access and barcode scanning.
  - If you're using iOS 16.4 or higher, you'll see a one-time screen that connects your Ticketmaster account to your Apple ID for better security. You won't have to do this again for future passes.
  - **Complete the One-Time Setup:** If you're using iOS 16.4 or higher, you'll see a one-time screen that connects your Ticketmaster account to your Apple ID for better security. You won't have to do this again for future passes.
6. **Important:** Please verify that your Ticketmaster account is linked to your Apple ID. To avoid any issues, refrain from adding tickets from another person's Ticketmaster account to your wallet, as this could lead to a "Disabled Pass" notification.
7. **Enjoy the Game:** When you arrive at the arena, just scan your barcode to enter and enjoy the game!



# Commonly Reported Issues (as of Sep 2024)



*"Pass Disabled" in Apple Wallet*

*"Unable to refresh your tickets"*

*Problem loading data "Error 200"*

## Suggested Corrective Actions for Fans

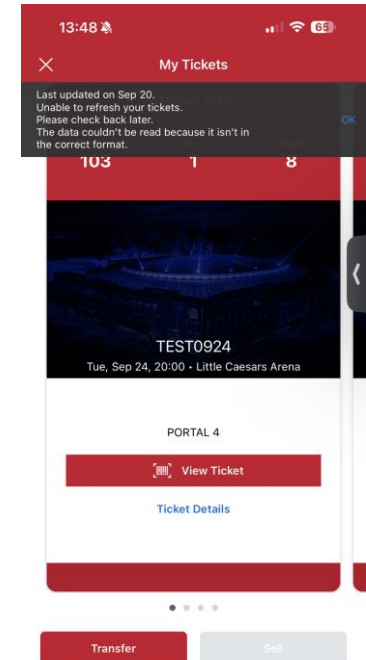
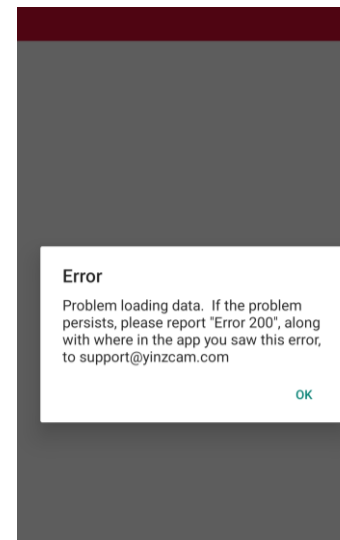
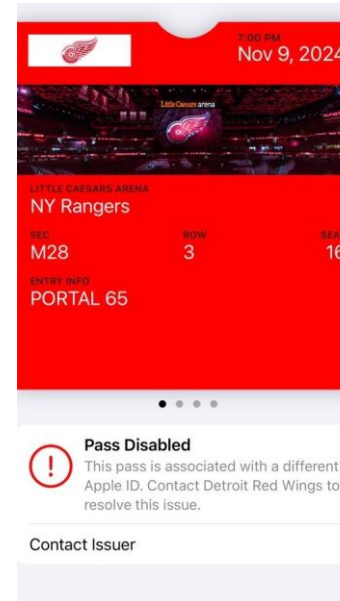
1. **Log Out:** Instruct guests to log out of their app
2. **Log Back In:** Log back into the app to refresh their session
3. **Check Operating System:** Ensure guests are using the latest version of iOS or Android
4. **Update Apps:** Confirm that guests have the latest version of the Detroit Red Wings app and Ticketmaster app.

## If problems persist, advise Guest Services

- Guests can view their tickets and barcodes on their mobile device via Ticketmaster Account Manager

WEBSITE: <https://am.ticketmaster.com/redwings/>

- For issues related to ticket transfer failures, please refer to the following resource: [Ticket Transfer Failure Help](#).



# FAQs



## **Do I need internet signal to be able to access my tickets?**

- An internet connection is required to access and view tickets on the mobile app. While complimentary wireless access is available at Little Caesars Arena and in The District Detroit, we encourage you to also download the tickets to either your Apple Wallet or Google Wallet before heading to the event as you can still access your tickets even without internet signal once saved on either wallet.

## **Is it possible to upgrade my seats or make seat changes using the app?**

- Once a ticket has been purchased, there is not an option to complete this action through the app. However, you do have the option to sell your ticket and purchase another.

## **How do I contact customer support for any issues related to mobile ticketing?**

- If you have any questions, please directly contact a box office representative at [TICKETOPERATIONS@OLYENT.COM](mailto:TICKETOPERATIONS@OLYENT.COM) or call 313-471-7929 during regular business hours. We're happy to help.

## **Can I print out PDFs of my tickets through the mobile app?**

- There is not an option to print out tickets using the Detroit Red Wings Mobile app.

## **What is the cutoff to transfer tickets?**

- Tickets may be transferred up to and throughout the event, you are attending. Once the ticket is scanned at the gate, however, it will no longer be available for entry into the venue.

## **What if I forgot my password?**

- Click "Forgot Password?" then enter the email address associated with your account and check your email to reset your password.

## **I accidentally sent my tickets to the wrong email address. Can I reclaim them?**

- Yes. If the tickets have not been accepted on the end of the recipient with the wrong email address, you can cancel the transfer in Ticketmaster's Account Manager and re-send them to the correct email address.

## **What if I am not attending the event but the tickets are purchased under my name?**

- If you purchased tickets for a relative, friend or client, you need to transfer the tickets to them. The recipient will need to create a Red Wings account (if they don't already have one) to receive the transferred tickets. Once the transfer is complete, the recipient will receive an email notification. Once they accept the transfer, the tickets will appear under 'My Tickets' within their Red Wings account and app for arena entry. Please Note: Once the recipient accepts the tickets you've transferred, your original tickets will automatically be voided.

## **Can I enter Little Caesars Arena with multiple tickets for more than one person using one smartphone or mobile device?**

- Yes. When all attendees arrive together at Little Caesars Arena, the individual holding the smartphone with the tickets can access multiple tickets on their device and swipe to scan them as each member of their group enters. For a smoother entry experience at Little Caesars Arena, we advise transferring tickets to each person attending the game.

## **What are you going to do with my personal information? Is my information secure?**

- The Detroit Red Wings and Little Caesars Arena use the highest security measures available to ensure your personal information is protected. No one can view or access your credit card or driver's license numbers, or account password.



# FAQs

## What is the cost for managing and viewing mobile tickets?

- There are no costs to view or transfer your mobile tickets.

## If I can't download the Red Wings app, can I still access my mobile tickets?

- Yes. You can still access and view your mobile tickets through the Red Wings browser on your mobile device.

## Can I screenshot my mobile tickets and provide it to someone else for mobile entry?

- No, screenshotting your mobile tickets will not work for mobile entry. If you are looking to transfer your tickets, you will need to do so through the transfer feature on the mobile app when viewing your tickets.

## If I don't have access to a smartphone, how do I access my tickets?

- If you don't have access to a smartphone, please visit the XFINITY Box Office the day of the game to get your tickets.

## What does a mobile ticket look like?

- Refer to the 'My Tickets/My Events' slide. The screenshots attached will reflect your mobile tickets with a specific barcode to be scanned at the entry point for arena access.

## Can I have multiple tickets stored on a single mobile device?

- Yes. Once you select the event you are attending, you can swipe to view all your tickets.

## How do I get the Detroit Red Wings app?

- You can get the Detroit Red Wings app by downloading it on your mobile smartphone through either the App Store (Apple) or Google Play markets (Android).

## How do I transfer a ticket?

1. Log in to your Detroit Red Wings account on your smartphone.
2. Select through prompts to link your account to your Ticketmaster account.
3. Select the 'Tickets' tab on the bottom panel of your app.
4. Select the 'My Tickets' button at the top of the screen.
5. You will then view all the games you currently have tickets for. Select the game you are looking to transfer tickets from.
6. Select the specific ticket from that game you are looking to transfer and select the 'transfer' button below.
7. Confirm the ticket you are looking to transfer and select option to transfer tickets to a selected email address or phone number.

## How do I sell my ticket?

1. Log in to your Detroit Red Wings account on your smartphone.
2. Select through prompts to link your account to your Ticketmaster account.
3. Select the 'Tickets' tab on the bottom panel of your app.
4. Select the 'My Tickets' button at the top of the screen.
5. You will then view all the games you currently have tickets for. Select the game you are looking to sell tickets from.
6. Select the specific ticket from that game you are looking to sell and select the 'Sell' button below.
7. Confirm the ticket(s) you are looking to sell back onto Ticketmaster.
8. Create seller profile and review preferred ticket pricing and the account that funds will be deposited into before confirming listing.