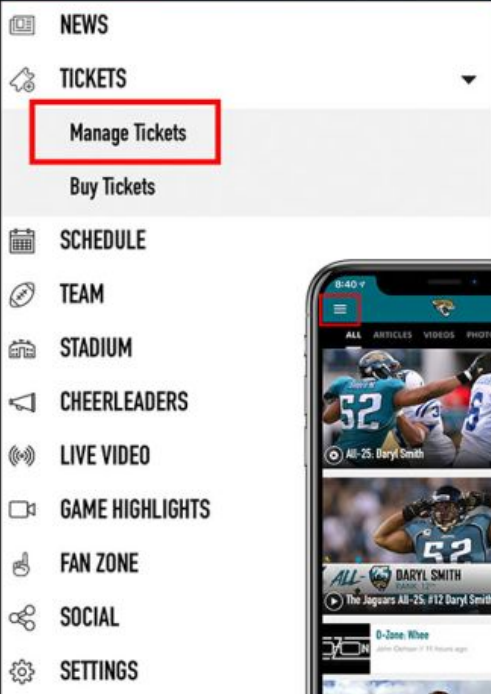


## Mobile App Instructions



### Step 1

Download the Official Jacksonville Jaguars App and tap 'Manage Tickets' from the left menu.



### Step 2

Log into your Jaguars Account and tap your event to view your tickets.

CLUB LEVEL BAR RAIL

SEC	ROW	SEAT
138	BR	7



East Club



TIAA BANK FIELD  
Eagles vs. Jaguars

SECTION	ROW	SEAT	ENTRY INFO
213	K	3	Florida Blue Gate 2



Hold Near Reader

## Step 3

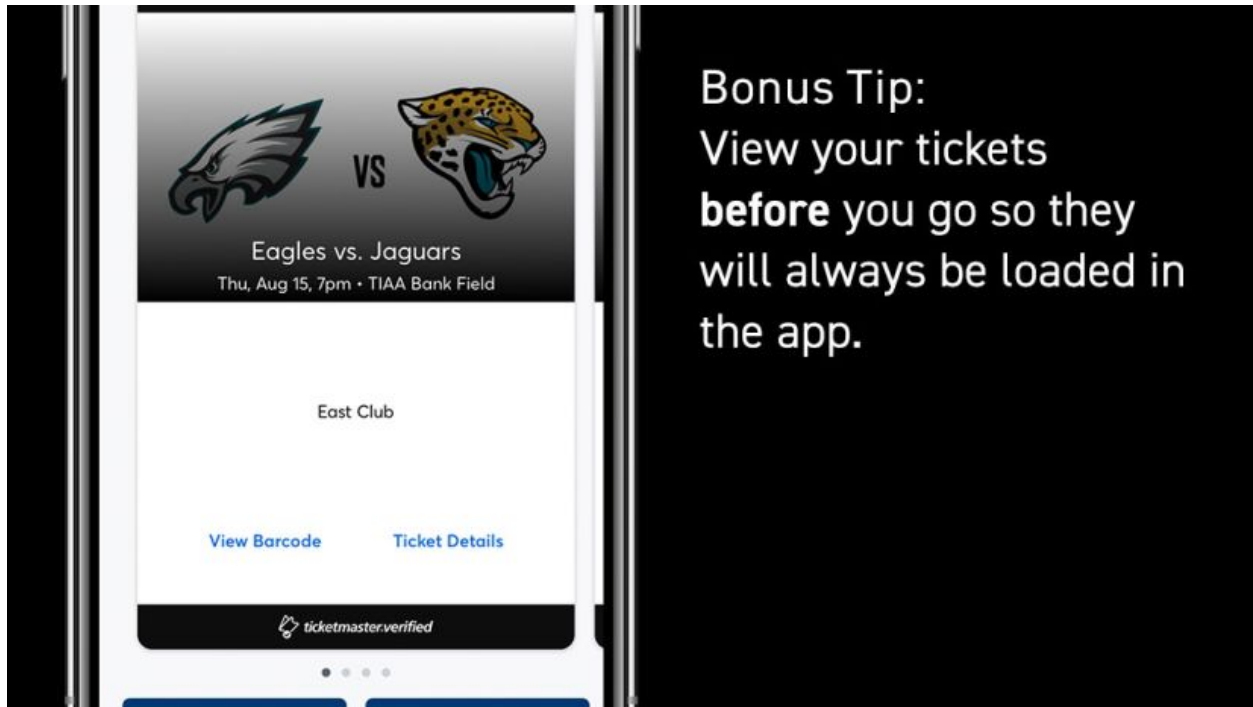
To get in, you'll simply scan your ticket right from your phone.

IF YOU HAVE AN IPHONE:

## Step 4

Add your ticket to your Apple Wallet. You will not see a barcode.

*NOTE: 'Add to Wallet' is not available on Android devices.*



## Mobile Ticketing FAQs

### WHY DO THE JACKSONVILLE JAGUARS USE SECURE DIGITAL TICKETS?

A digital ticket is the safest, most convenient and flexible way to receive and manage tickets while increasing protection against fraud. You probably use your smartphone to travel and attend movies. Now you can use it for live sport and entertainment events. It's our effort to make your Jacksonville Jaguars and TIAA Bank Field experience the very best.

Digital tickets provide:

- Quick and easy entry to TIAA Bank Field using your mobile phone or smart device
- Instant access to all your season tickets through the Official Jacksonville Jaguars app or [jaguars.com/myaccount](http://jaguars.com/myaccount)
- The ability to manage, transfer and sell your tickets at any time
- An easy way to go green by printing less paper
- Reduced risk of lost, stolen, counterfeit or forgotten tickets
- 

### CAN I STILL PRINT MY TICKETS FROM HOME?

As was the case beginning with the 2016 season, tickets for all Jacksonville Jaguars games will no longer include a printable PDF option. This decision was made to protect the integrity of your season tickets and to prevent fraud and counterfeit problems that often accompany PDF tickets. Printed PDF tickets WILL NOT be accepted at TIAA Bank Field gates for admittance.

This year, all season tickets and single game tickets are fully digital and only accessible via your mobile device. Your phone is your ticket!

### HOW DO I GET THE OFFICIAL JACKSONVILLE JAGUARS APP?

The official Jacksonville Jaguars app is free in the App and Google Play stores. Your username is your email address and the same information you use to log into your Jaguars Account Manager. Once you've logged into your account, you can view, transfer, resell or add tickets to your wallet right from your phone.

**NOTE: If this is your first time logging in, you'll need to select 'Forgot Your Password' to have a temporary password sent to you.**

**CAN I HAVE MULTIPLE TICKETS ON A SINGLE PHONE?**

Yes, you can swipe to view multiple tickets within your account, however, transferring each attendee their ticket is the preferred way of entering TIAA Bank Field. Transferring tickets provide:

- A way for all ticket holders to obtain event updates during an event, if applicable.
- Accessibility to their seat information at all times.
- An easy way to enter TIAA Bank Field without having to wait for your friends and family.
- 

**WHAT IF MY ENTIRE GROUP ISN'T WITH ME WHEN I'M READY TO ENTER?**

Transfer tickets to your group in advance - so you don't have to wait to get into the event. Since each person entering TIAA Bank Field will need a ticket to get in, you can transfer each member their ticket individually prior to arrival. Head to your Jaguars account manager to transfer tickets.

**WILL THE PERSON I TRANSFER THE TICKET TO NEED A JAGUAR S ACCOUNT?**

Yes. If they don't have one already, they can create one when they accept the ticket. \_ Please note: If the recipient has a Jaguars account, the email address used for transfer must be the one associated with their Jaguars account. Make sure you double-check this prior to starting the transfer so you don't transfer tickets to the wrong person.\_

**WHAT IF CONNECTIVITY/MOBILE SERVICE IS UNAVAILABLE AT TIAA BANK FIELD?**

Our team app includes an offline mode so once the tickets have been added to your account, you will be able to access them regardless of internet connectivity. *This is only applicable if they have previously accessed their tickets in the app and are logged into their account already. Otherwise, they can't access them if they have no service.*

To ensure seamless entry, we highly recommend downloading your tickets to your phone before arriving to the game. If you have an iPhone, you can store your tickets in your Apple Wallet. Complimentary Wi-Fi is available throughout TIAA Bank Field. Guests may connect by selecting the "xfinitywifi" network on their mobile device.

**WHAT IF MY PHONE DIES? IS THERE SOMEWHERE I CAN CHARGE MY PHONE?**

For your convenience, we will have mobile assistance centers available on site to assist with mobile inquiries. Mobile charging stations provided by JEA will be available throughout the stadium for fans. In addition, Fanatics does sell charging devices in our team stores.

**CAN I MANAGE MY TICKETS ON MY COMPUTER INSTEAD OF MY MOBILE DEVICE?**

You can manage your tickets from your computer, but you will need a ticket on your mobile device to enter the game. When accessing your Jaguars Account via computer you will have the ability to:

- Transfer tickets to friends, family or clients
- Post tickets for resale
- Donate tickets to charity
- Update account information

**WHAT IF I HAVE ADDITIONAL QUESTIONS AT THIS TIME REGARDING DIGITAL TICKETING?**

Please contact our Member Experience Team at (904) 633-2000 option 1 or [ticketing@jaguars.com](mailto:ticketing@jaguars.com) for assistance.