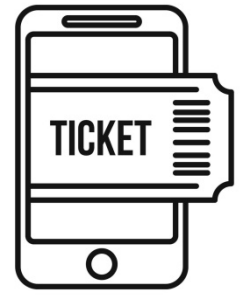


# MOBILE TICKETING INFORMATION & DIRECTIONS



Mobile ticketing is here to stay and with that comes a new kind of normal. Smartphones, apps, mobile tickets... This can be confusing for many. Not to worry... our staff at Green Bay Ticket Service can help you out.

**PLEASE NOTE: IT IS VERY IMPORTANT TO READ THROUGH ALL OF THE INFORMATION EMAILED TO YOU WITH YOUR RECEIPT AND TAKE CARE OF DOWNLOADING YOUR GAME TICKETS AND TAILGATE PASSES PRIOR TO GAME DAY.**

FIRST thing's FIRST.... IF YOU ALREADY HAVE A TICKETMASTER or TICKETSTAR ACCOUNT, PLEASE MAKE SURE TO USE THE SAME EMAIL ADDRESS WHEN ORDERING. We will transfer the tickets to the email address you place your order with.

SECONDLY, YOU WILL NEED TO DOWNLOAD THE GREEN BAY PACKERS APP ON TO YOUR SMARTPHONE. TICKETSTAR DOES NOT HAVE AN APP ,SO YOU WILL NEED TO GO THROUGH YOUR BROWSER ON YOUR SMARTPHONE.

Don't worry if you don't have a Ticketmaster/ TicketStar account set up, we'll get to that shortly.

Once you place your order, you will receive an email confirmation and receipt from Green Bay Ticket Service. This email will have a link with all of your documents (NOT game tickets). You will receive separate emails from Ticketmaster to claim your game tickets and from Ticket Star to claim your tailgate passes.

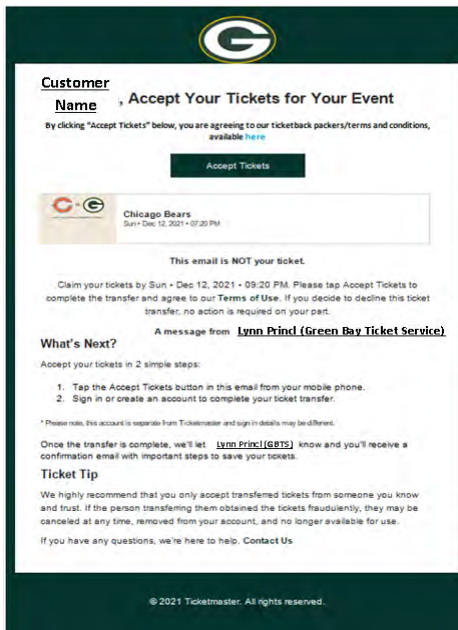
Your hotel package confirmation email will look like this:



HOTEL  
DOCUMENTS  
LINK



The email to accept your tickets will look like this:

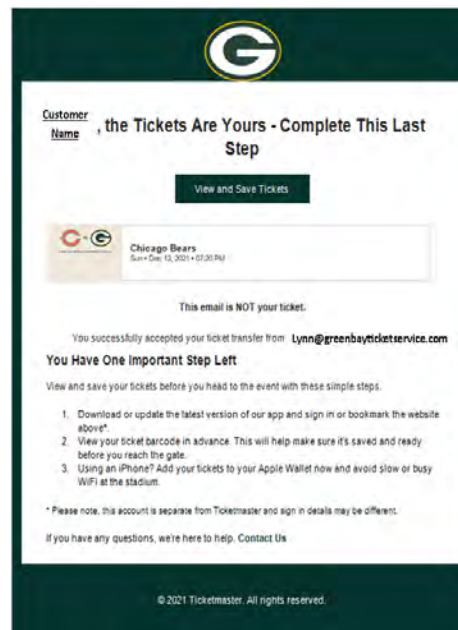


Click on "Accept Tickets"

This will bring you to the Ticketmaster screen.

Sign In to your account  
OR  
Create an Account.

Once accepted, you will receive an email that looks like this:

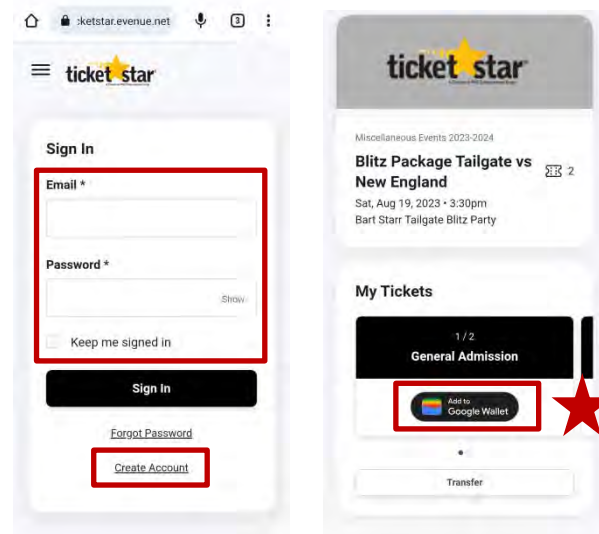
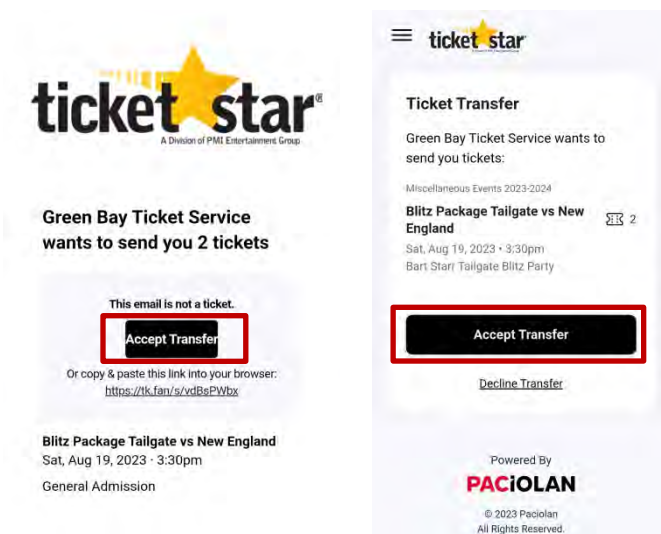


Click on "View and Save Tickets"

This will bring you to the Ticketmaster screen.

Sign In to your account. You will see the tickets appear in your account under Tickets → Game. Add to your Digital Wallet **PRIOR TO GAME DAY**

The email to accept your tailgate passes will look like this:



Click "Accept Transfer" → "Accept Transfer" → Sign In/ Create a Ticket Star account → Tailgate passes will show in your account. Click "Add to Wallet (Google or Apple)" to save passes to your phone. You may also access the website through your browser. Please go to [www.ticketstaronline.com](http://www.ticketstaronline.com)

It is recommended to add these tailgate passes to your digital wallet **PRIOR TO GAME DAY**.

For larger groups, you will have the option to transfer individual passes to each person through your Ticket Star Account.

\* Passes can only be scanned ONCE and are voided after being scanned.

**Shipping Methods:**

**GAME TICKETS:** Transferred via Ticketmaster to the email address used for ordering. You **MUST** download the Packers app on your smartphone in order to access the tickets.

**TAILGATE PASSES:**

**BART STARR PLAZA BLITZ & MVP PARTIES:** Transferred via Ticket Star to the email address used for ordering. Go to [www.ticketstaronline.com](http://www.ticketstaronline.com) and set up an account with the email address associated with your order. Follow the prompts once you receive the email.

**IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE, PLEASE CONTACT US BEFORE GAME DAY.**

**(920) 497-9204    [sales@greenbayticketservice.com](mailto:sales@greenbayticketservice.com)**