igniter™tickets.com

Account Welcome Guide

Table of Contents

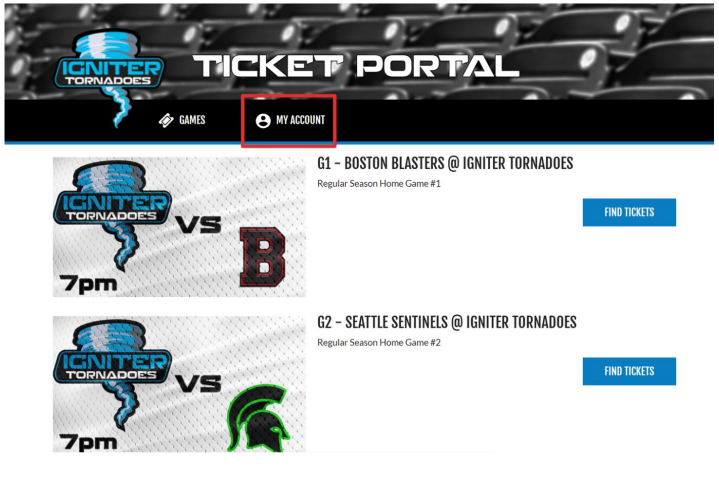
3. Account Access
4. Account Overview
5. Receipt
6. Managing Tickets
9. Wallet Passes
10. Mobile Ticket PNG’s
11. Season Ticket Renewals and Playoff Tickets
14. Flex & Account Credit
17. Ticket Sharing Process
19. Receiving Ticket Shares
20. Using Vouchers

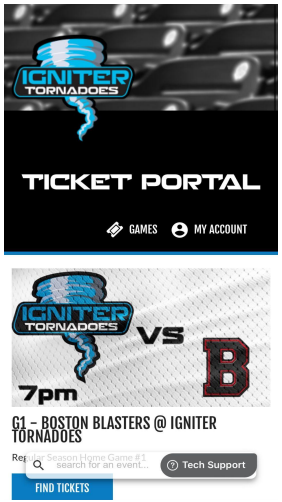
Account Access

How to Access your Account:

Access your account here: EXAMPLE: tickets.your-favourite-team.com
(Most teams will have a link to the ticket portal from the main team website)

You can access the portal from a computer, phone or tablet. Look for the **MY ACCOUNT link.**





Season ticket holders have an online account where they can access tickets at anytime, download season passes and renew/purchase additional tickets.

If you have never used your account before or have forgotten your password, you can reset your password. Use the **Forgot Password** link and enter the email address associated with your account. You will receive an email with instructions on how to reset your password. **Be sure to check your junk or spam folders if you do not have the email within a few minutes.**

Account Overview

Once you have logged into your account, use the Account Overview or Orders and Tickets menu options to view or download any of your tickets or receipts.

Account Overview | My Orders | Sharing History | Account Details | Account Credit ($0.00)

ACCOUNT OVERVIEW

OUTSTANDING ORDERS

Order	Event	Balance Owed	
P242176658	**G1 - Boston Blasters vs. Igniter Tornadoes** | 2:32pm - Thursday, Apr 4, 2024	$80.00	Make a Payment
P387267378	**G1 - Boston Blasters vs. Igniter Tornadoes** | 2:32pm - Thursday, Apr 4, 2024	$10.00	Make a Payment

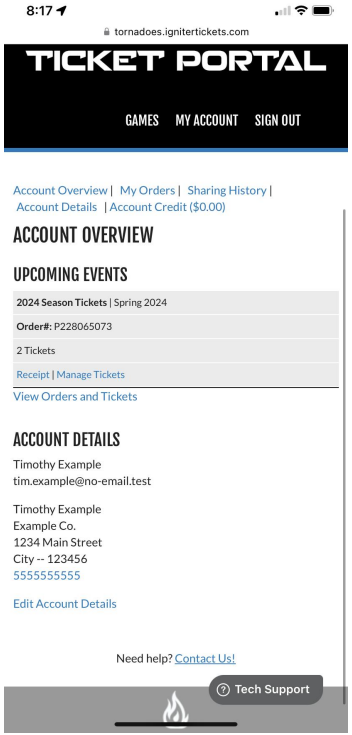
UPCOMING EVENTS

Los Angeles Grizzlies vs Tornadoes G2 | 9:15am - Thursday, Apr 11, 2024	**Order#:** P027848838	2 Tickets	Receipt | Tickets
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P242176658	1 Tickets	Make a Payment
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P387267378	2 Tickets	Make a Payment
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P155022085	2 Tickets	Receipt | Tickets
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P778101002	2 Tickets	Receipt | Tickets
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P278742618	1 Tickets	Receipt | Tickets
Season Tickets 2024-25 | Fall 2024	**Order#:** P083323008	2 Tickets	Receipt | Tickets

View Orders and Tickets

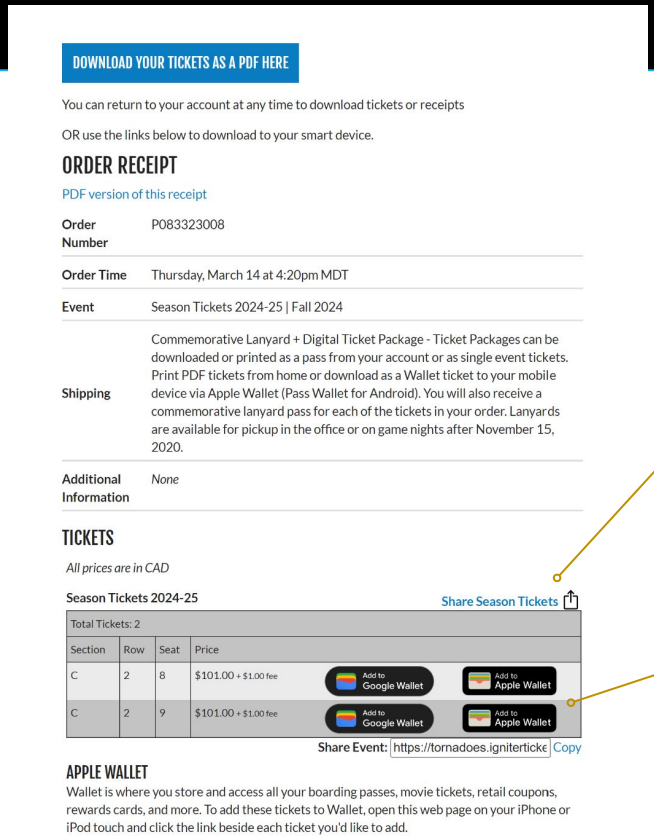
ACCOUNT DETAILS

Support Team
support@ignitertickets.com



Receipt

From the Account Overview page, use the receipt link to view your order details, balance, and download your OneTicket Passes.



Share your OneTicket Pass to others

Download OneTicket Wallet Passes

A OneTicket Pass is a ticket that works for all games in your package (1 per seat/ticket). OneTicket Passes should be saved as a Wallet Pass to your mobile device for easier entry to games.

Managing your Tickets

Use **Tickets** to easily access all tickets in your season or ticket package for mobile access, PDF download, printing and sharing.

UPCOMING EVENTS

Los Angeles Grizzlies vs Tornadoes G2 | 9:15am - Thursday, Apr 11, 2024	**Order#:** P027848838	2 Tickets	Receipt | Tickets
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P242176658	1 Tickets	Make a Payment
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P387267378	2 Tickets	Make a Payment
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P155022085	2 Tickets	Receipt | Tickets
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P778101002	2 Tickets	Receipt | Tickets
G1 - Boston Blasters vs. Igniter Tornadoes | 2:32pm - Thursday, Apr 4, 2024	**Order#:** P278742618	1 Tickets	Receipt | Tickets
Season Tickets 2024-25 | Fall 2024	**Order#:** P083323008	2 Tickets	Receipt | Tickets

View Orders and Tickets

Managing your Tickets part one

MOBILE TICKET ACCESS

Use Apple Wallet or Google Wallet from the ticket options below on your mobile device. If you prefer to not use an app, you can view mobile-friendly passes here: Access passes in browser

DOWNLOAD ALL TICKETS AS A SINGLE PDF

DOWNLOAD VOUCHER(S)

OneTicket Pass - Valid for all events

2024 Season Tickets

Spring 2024
SECTION H ROW 13 SEAT 8

2024 Season Tickets

Spring 2024
SECTION H ROW 13 SEAT 9

Single Event Tickets

G1 - Boston Blasters @ Igniter Tornadoes

7:30pm - Sunday, Apr 7, 2024
SECTION H ROW 13 SEAT 8

This page is a valid OneTicket - a multi-event pass.
Subject to the terms below, use this ticket for entry to all events in this package.

Tornadoes 2019 Season
All Regular Season Games
Tornadoes Field
Adult Season - Premium
Valid for Entry

Order: P228065073 - $399.00

Section H Row 13 Seat 8

BP859425758501

This purchase is subject to our Terms of Service, Purchase, and Refund Policies. Please see **https://tornadoes.igniertickets.com** for additional information on our ins>Terms of Service</ins>, Purchase, and Refund policies.

Test E-Ticket note.

Did it work?

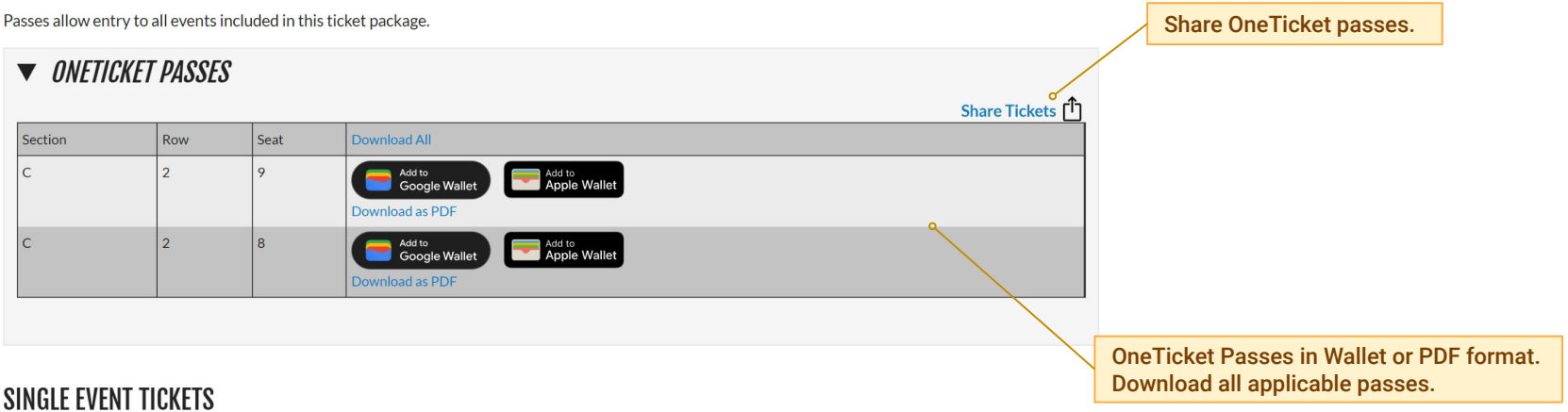
Important Instructions:

* This is your ticket. You must present this for admission.
* This ticket and barcode will allow 1 entry per scan.
* Unauthorized duplication of this ticket will prevent entry.

BP859425
758501

Managing your Tickets part two

Passes allow entry to all events included in this ticket package.



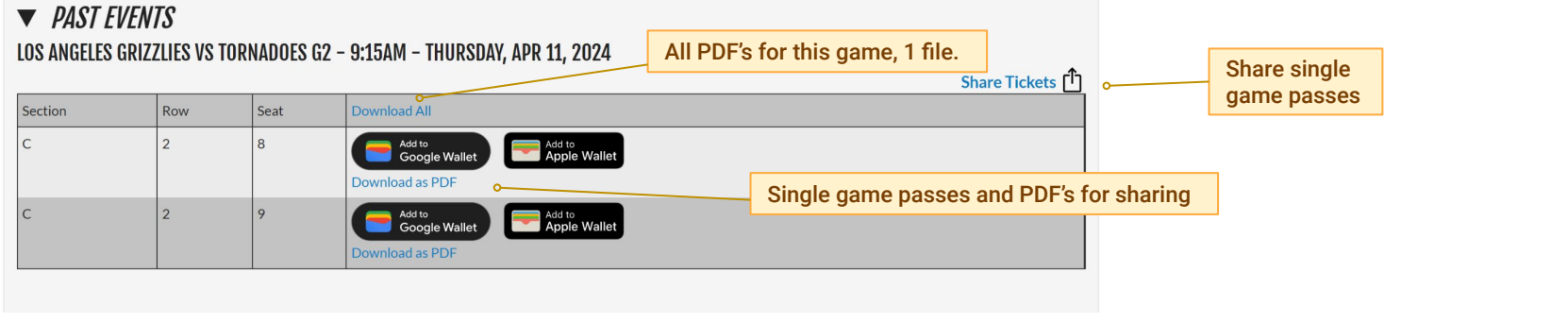
Share OneTicket passes.

OneTicket Passes in Wallet or PDF format. Download all applicable passes.

SINGLE EVENT TICKETS

Use these tickets for sharing **specific event tickets** to other parties. You can use your OneTicket pass or your single event tickets for entry, but not both.

▶ UPCOMING EVENTS



All PDF's for this game, 1 file.

Share single game passes

Single game passes and PDF's for sharing

Apple & Google Wallet Passes

Apple Wallet Tickets for Your Apple Device:

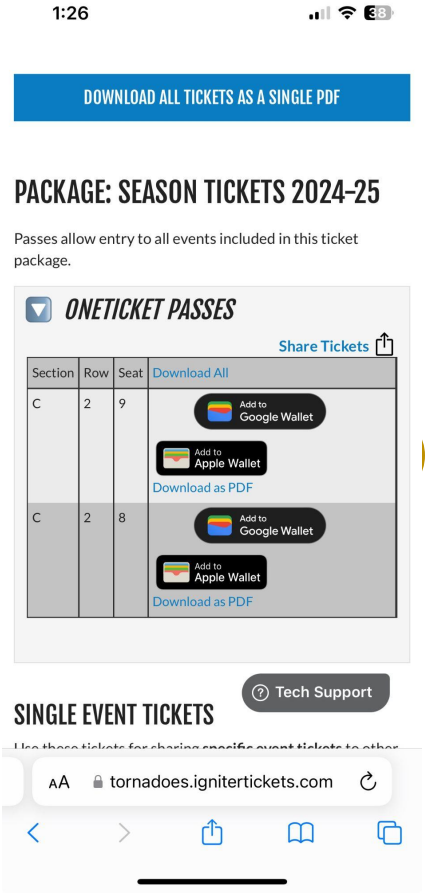
To access your Apple Wallet tickets, **log into your account on your mobile device**, select either the *Receipt* or *Manage Ticket* option for the event you want:

- Look for the "*Add to Apple Wallet*" icon beside each of your tickets in your order.
- Tap or click the icon to save to each ticket to your mobile device.
- Wallet tickets can be easily texted, emailed, or shared with friends.

Android:

To access your Google Wallet tickets, **log into your account on your mobile device**, select either the *Receipt* or *Manage Ticket* option for the event you want:

- Look for the "*Add to Google Wallet*" icon beside each of your tickets in your order.
- Tap or click the icon to save to each ticket to your mobile device.
- Wallet tickets can be easily texted, emailed, or shared with friends.



Mobile Ticket PNG's

Mobile Wallet Tickets for Your Mobile Device:

To access your Mobile Wallet tickets, log into your account on your mobile device, select Tickets or the Receipt option for your order.

MOBILE TICKET ACCESS

Use Apple Wallet or Google Wallet from the ticket options below on your mobile device. If you prefer to not use an app, you can view mobile-friendly passes here: Access passes in browser

- Look for the "Mobile Ticket Access" link. Open in your mobile browser.
- Tap or click the download icon to save to each ticket as a photo to your device.
- Mobile Wallet tickets can be easily texted, emailed, or shared with friends.
- Mobile Wallet tickets can be downloaded directly onto a mobile device or computer for easy sharing.

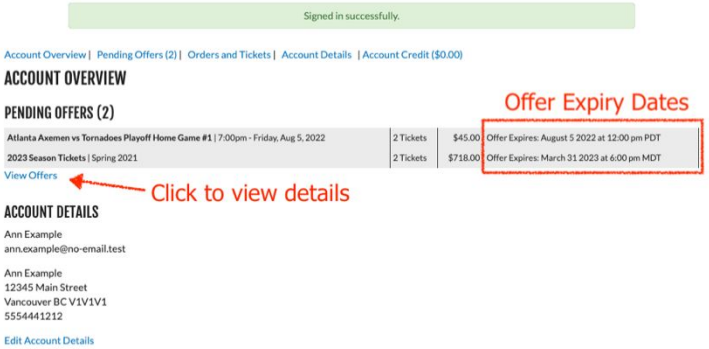
Season Ticket Renewals and Playoff Tickets Pt. 1

Renewals are held in your account as a Pending Offer. A pending offer is a first right of refusal for your tickets and is held and linked to your account until:

1. You purchase the tickets at which time it becomes an order.
2. The offer expires and tickets are released for general purchase.

Ensure that you are aware of the Offer Expiry date/time for each of your offers. This information can be found in your account and on notification emails sent to you. When you log into your account, your offers will be listed under your Account Overview (main page) and under the sub-menu item Pending Offers.

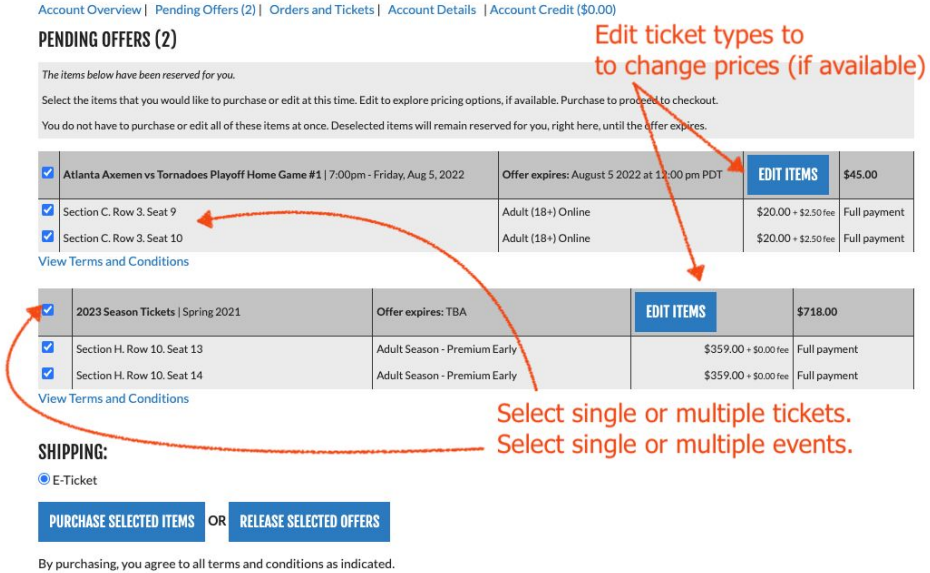
Use the View Offers link to reveal further details.

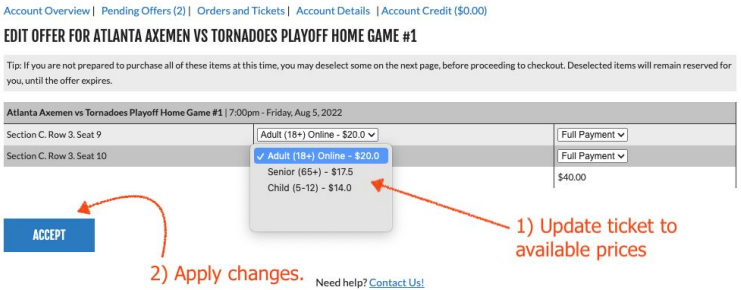


Season Ticket Renewals and Playoff Tickets Pt. 2

You may have more than one offer in your account at any given time. You can purchase some or all tickets when you are ready. Any remaining tickets will be available for later purchase prior to the expiry date/time.

You can update your ticket pricing to available types by clicking on Edit Items, making any adjustments, and applying your changes.

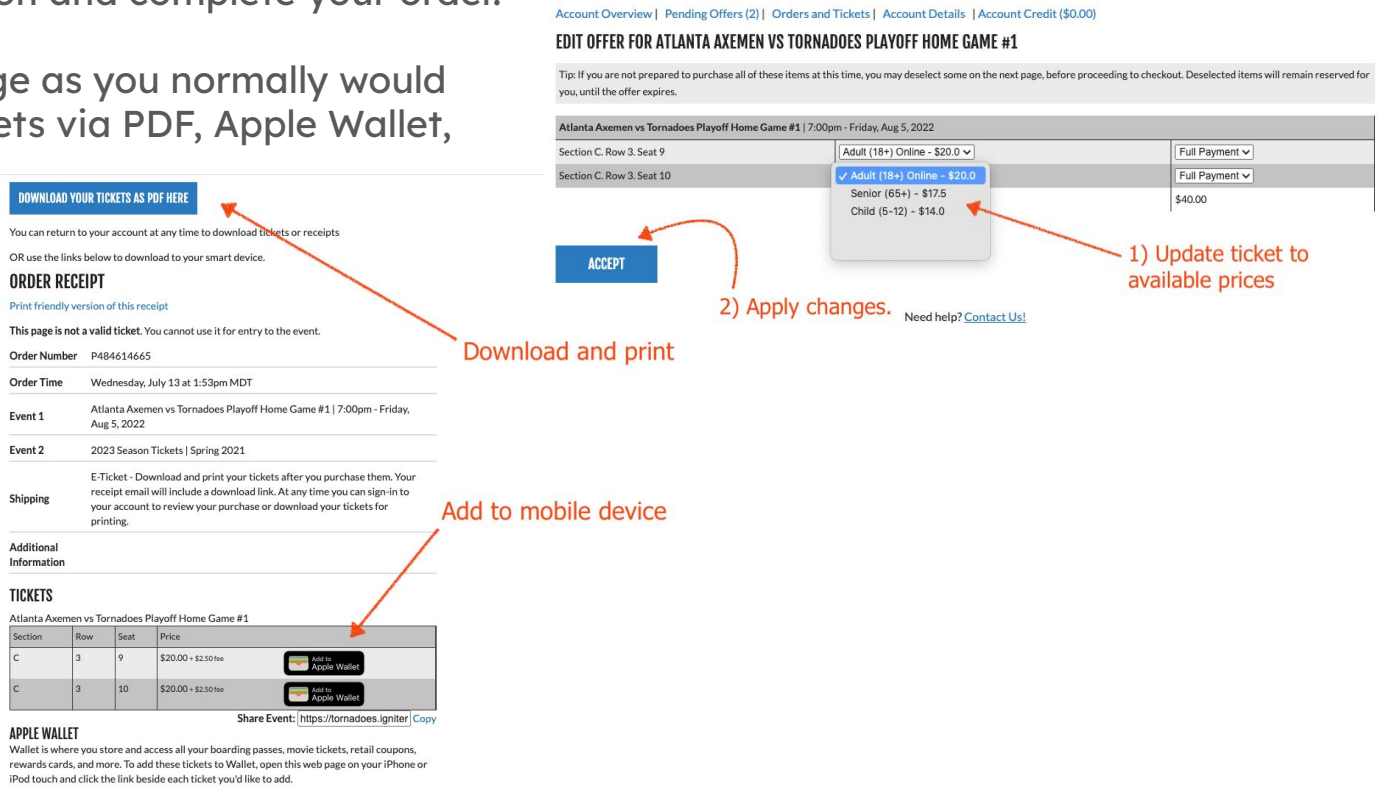




Season Ticket Renewals and Playoff Tickets Pt. 3

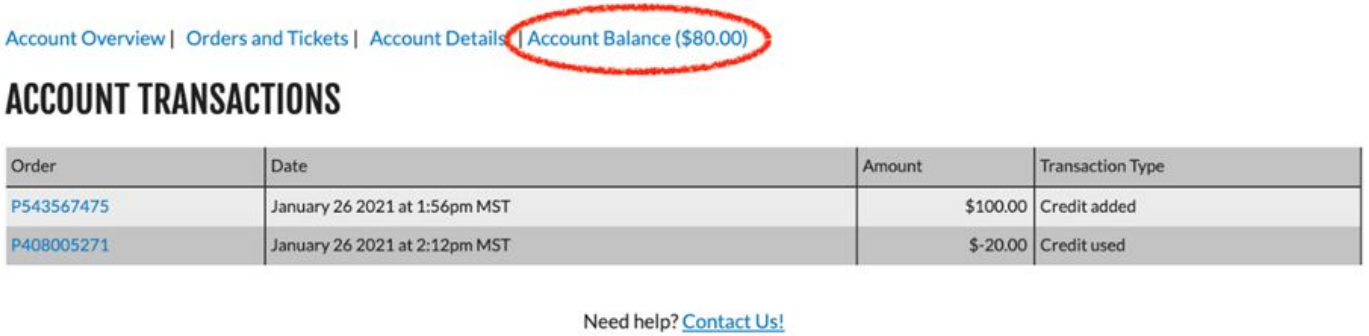
When ready, use the purchase selected items button to proceed to the checkout page to enter your payment information and complete your order.

Use the receipt page as you normally would to access your tickets via PDF, Apple Wallet, or Mobile Wallet.



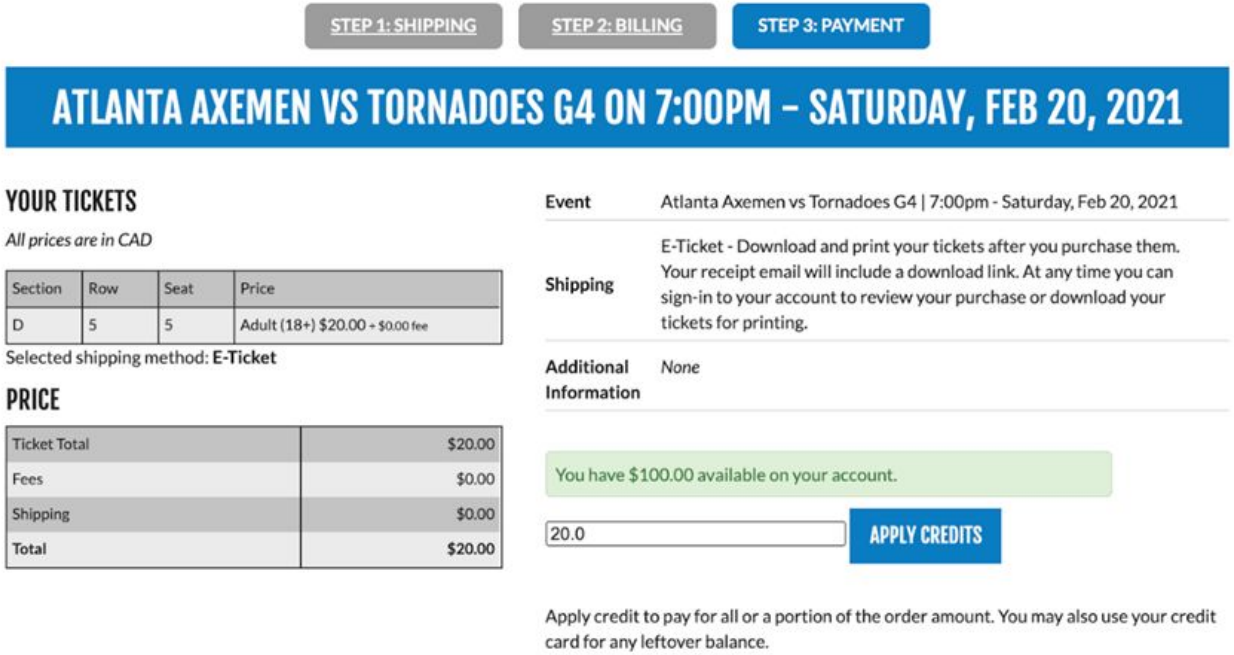
Flex/Account Credit

If you have purchased Flex Credit, when viewing your account, the amount of credit will reflect along the top under the “Account Credit” tab. Selecting this tab will show all Account Credit transactions for your account.



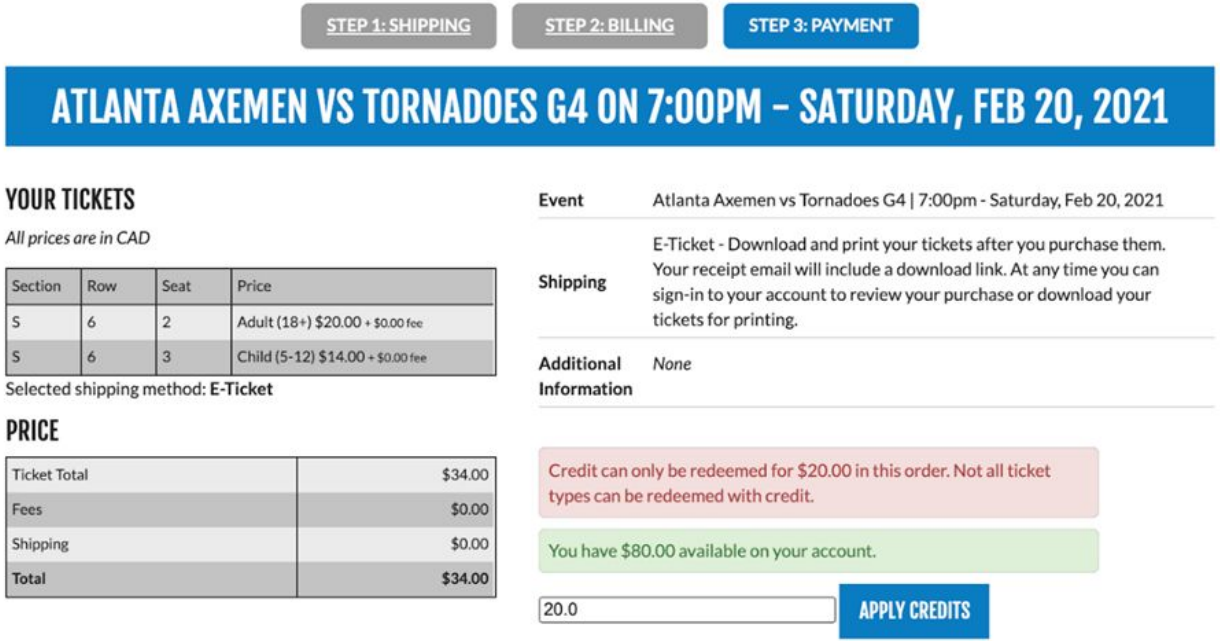
Flex/Account Credit

To use Account Credit, if the event and ticket types you are purchasing tickets for allow credit purchase, an “Apply Credits” option will be visible at checkout. Use the “Apply Credits” button after filling in the amount of credit you wish to apply to the order:



Flex/Account Credit

Some ticket types for an event may not allow credit purchases. In this case, you will get a message stating that not all types in your cart can be redeemed with credit:

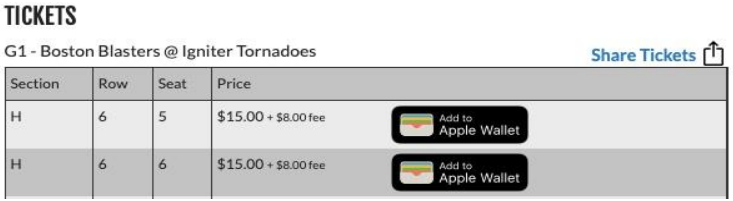


If there is no “Apply Credits” option showing, no ticket types in your cart allow credit purchase.

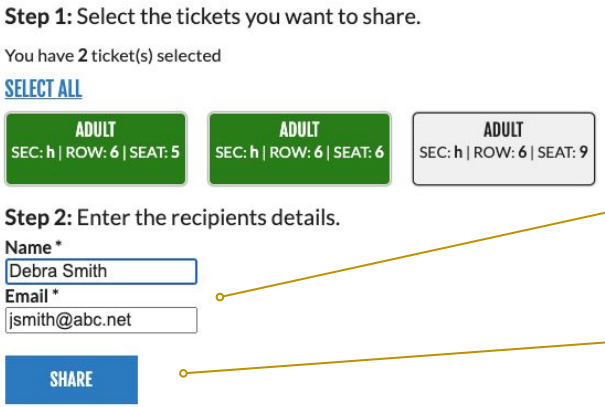
Please contact your team's box office if you believe that you should be able to use Account Credit for a specific event or ticket type.

Ticket Sharing Process Pt. 1

We recommend sharing single game tickets instead of OneTicket Passes. Tickets can be shared to multiple recipients and in the quantities you desire.



1. Use “Share Tickets” link from the receipt or Manage Tickets page.



2. Select the tickets to share and enter the recipient’s contact information.

3. Select ‘SHARE’ and recipient is notified and invited to accept the tickets.

Ticket Sharing Process Pt. 2

G1 - Boston Blasters @ Igniter Tornadoes (this one!) Share Tickets

Section	Row	Seat	Price	
H	6	5	$15.00 + $8.00 fee	Share Invitation Sent.
H	6	6	$15.00 + $8.00 fee	Share Invitation Sent.
H	6	7	$15.00 + $8.00 fee	Shared and Accepted by recipient.
H	6	8	$15.00 + $8.00 fee	Shared and Accepted by recipient.
H	6	9	$15.00 + $8.00 fee	Add to Apple Wallet

4. Track status from receipt page, manage tickets or new Sharing History page.

MY SHARES – UPCOMING GAMES

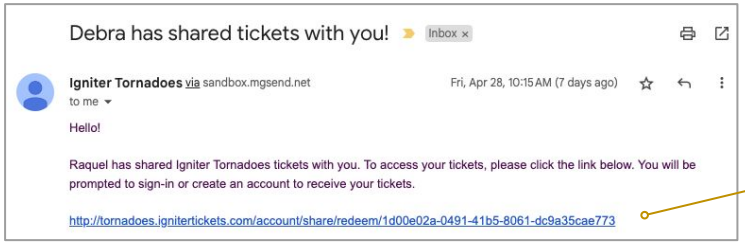
G1 – BOSTON BLASTERS @ IGNITER TORNADOES (THIS ONE!) – 7:30PM – SUNDAY, MAY 7, 2023

Ticket	Recipient	Status Cancel All
Adult SEC: h | ROW: 6 | SEAT: 7	Raquel raquel@igniterickets.com	ACCEPTED Cancel
Adult SEC: h | ROW: 6 | SEAT: 8	Raquel raquel@igniterickets.com	ACCEPTED Cancel
Adult SEC: h | ROW: 6 | SEAT: 5	Debra Smith jsmith@abc.net	PENDING Cancel
Adult SEC: h | ROW: 6 | SEAT: 6	Debra Smith jsmith@abc.net	PENDING Cancel

Tech Support

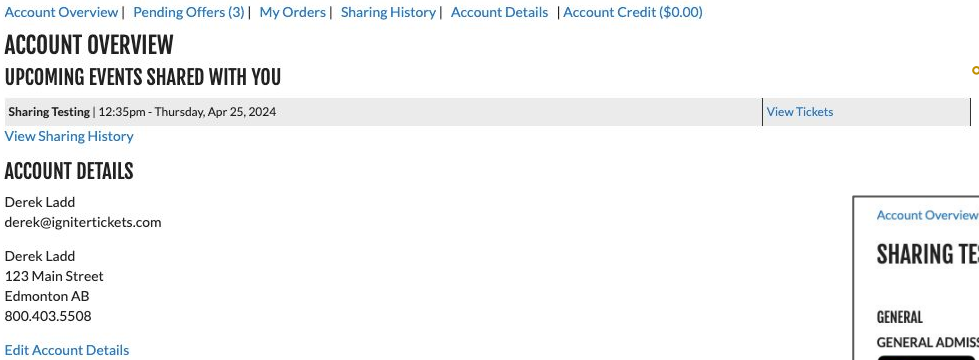
5. Cancel pending or accepted tickets as needed.

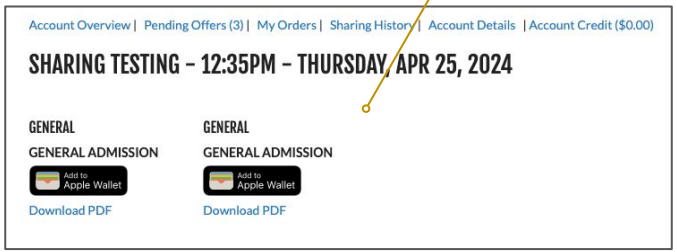
Receiving Ticket Shares



1. Click the link from the invitation. Customer is prompted to Sign-in or Sign-Up.

2. Tickets accessible from Account Overview or Sharing History



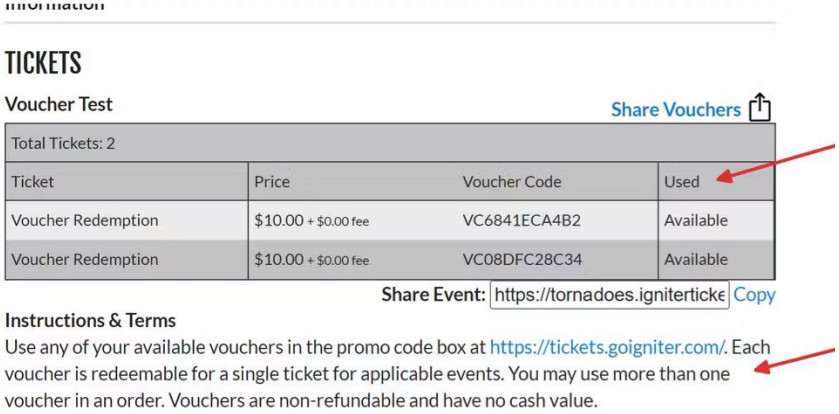


Using Vouchers

Flex Vouchers are digitally redeemable vouchers, vouchers can be redeemed for discounted or complimentary ticket types. Customers can track and manage vouchers they have redeemed/used and can also share vouchers as they would tickets. Multiple vouchers can be applied in the same transaction so that clients can redeem them in the quantities desired. Similar to single-use promo codes, vouchers can only be used once.

How to redeem a voucher

Copy the voucher code and paste it in the promo code box on the event you would like to purchase tickets for. You will then be able to purchase tickets with the voucher code applied.



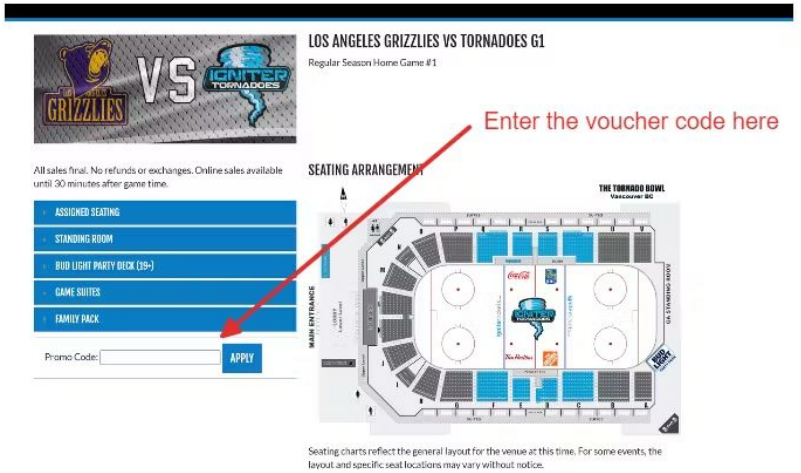
TICKETS

Voucher Test

Share Vouchers

Total Tickets: 2			
Ticket	Price	Voucher Code	Used
Voucher Redemption	$10.00 + $0.00 fee	VC6841ECA4B2	Available
Voucher Redemption	$10.00 + $0.00 fee	VC08DFC28C34	Available

Share Event: https://tornadoes.igniterticke Copy

Instructions & Terms

Use any of your available vouchers in the promo code box at https://tickets.goigniter.com/. Each voucher is redeemable for a single ticket for applicable events. You may use more than one voucher in an order. Vouchers are non-refundable and have no cash value.