

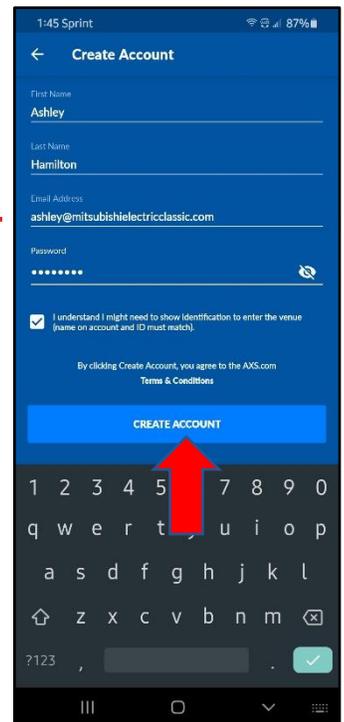
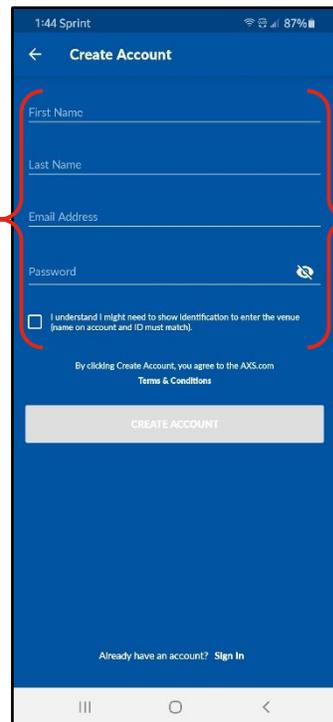
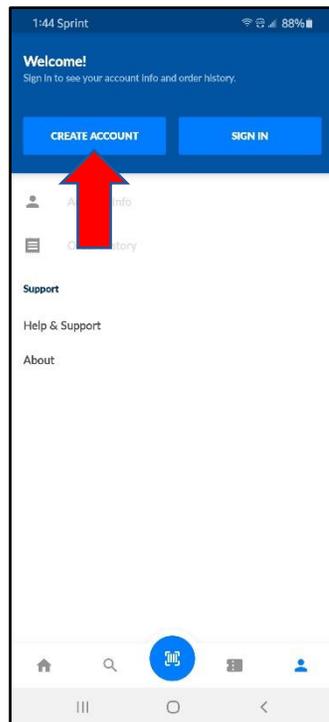
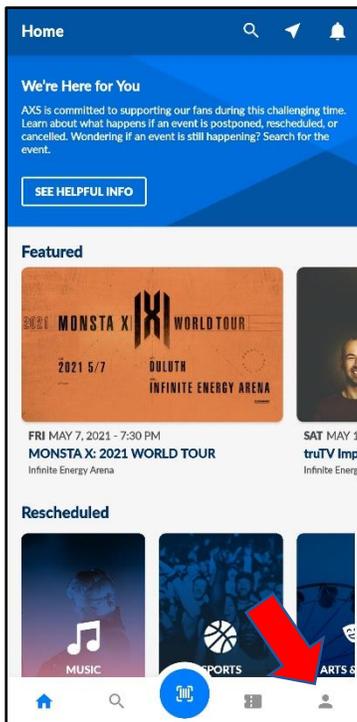


Classic

axs MOBILE ID TICKET GUIDE

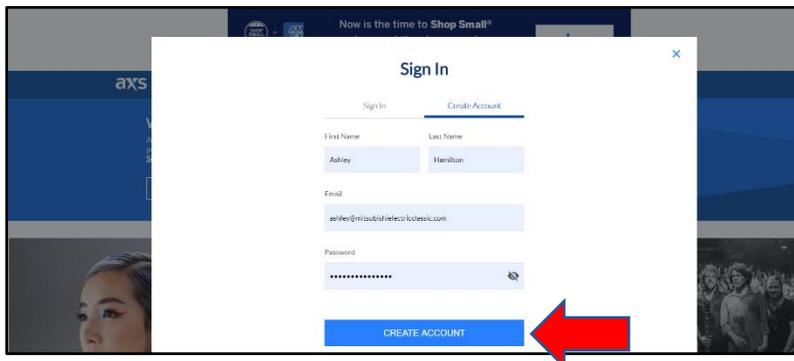
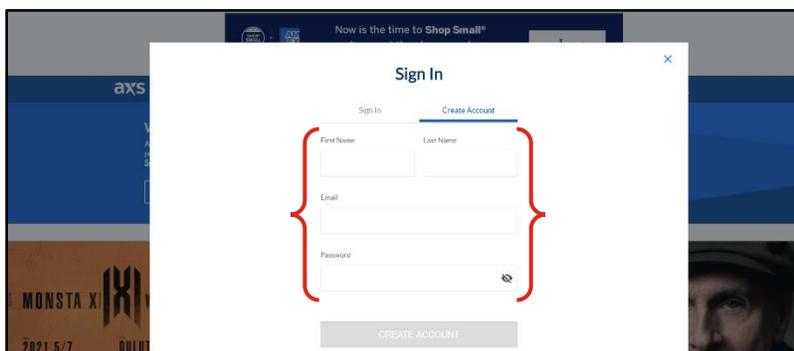
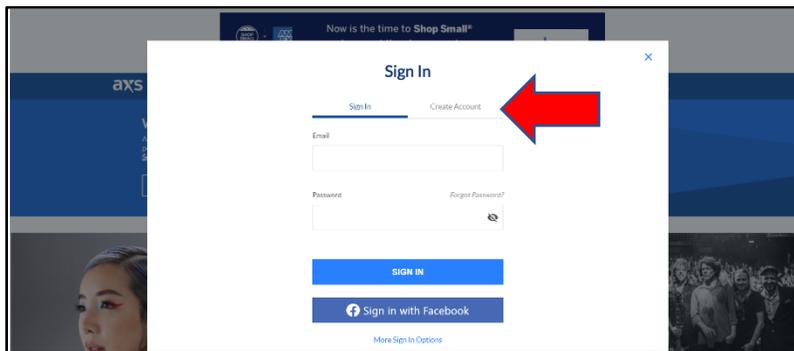
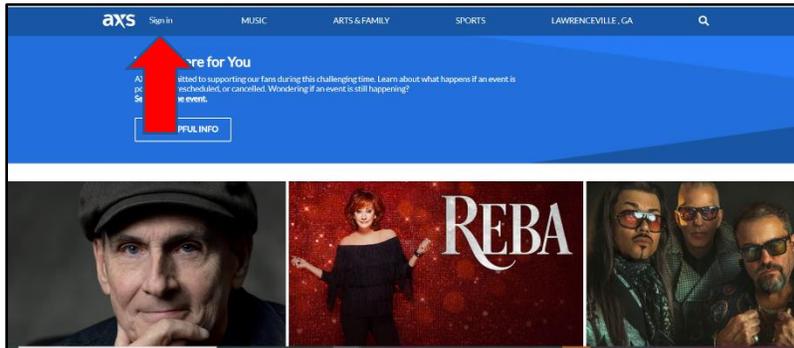
CREATE AN AXS ACCOUNT (APP):

1. **DOWNLOAD** AXS App
 - a. [Apple App Store](#)
 - b. [Google Play](#)
2. **CLICK** "Sign-In"
3. **CLICK** "Create Account"
4. **INPUT** the recipient's first name, last name, and email address
 - a. **NOTE:** If using an e-mail **other than** the e-mail used for regular daily communications, the Mitsubishi Electric Classic team will need to know the new e-mail address entered in this step to ensure the tickets are delivered to the correct account.
5. **CREATE** Password
6. **CLICK** "Create Account"



CREATE AN AXS ACCOUNT (WEBSITE):

1. VISIT www.axs.com
2. CLICK "Sign-In"
3. CLICK "Create Account"
4. INPUT the recipient's first name, last name, and email address
 - a. NOTE: If using an e-mail **other than** the e-mail used for regular daily communications, the Mitsubishi Electric Classic team will need to know the new e-mail address entered in this step to ensure the tickets are delivered to the correct account.
5. CREATE Password
6. CLICK "Create Account"



TRANSFER TICKETS (WEBSITE)

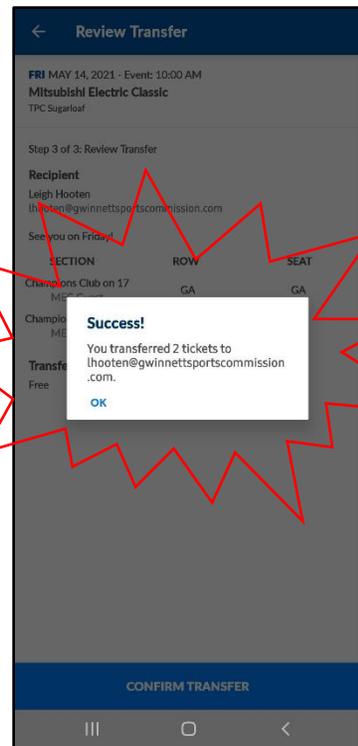
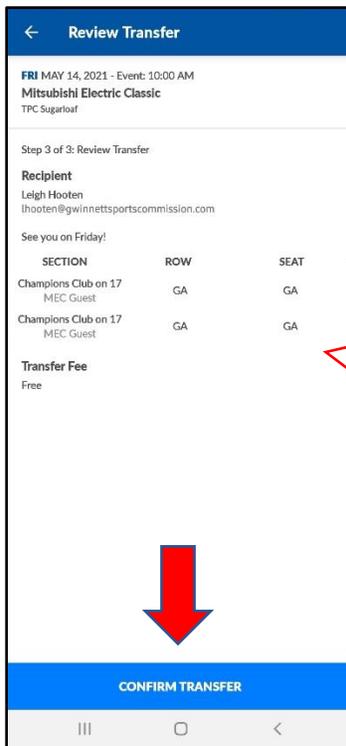
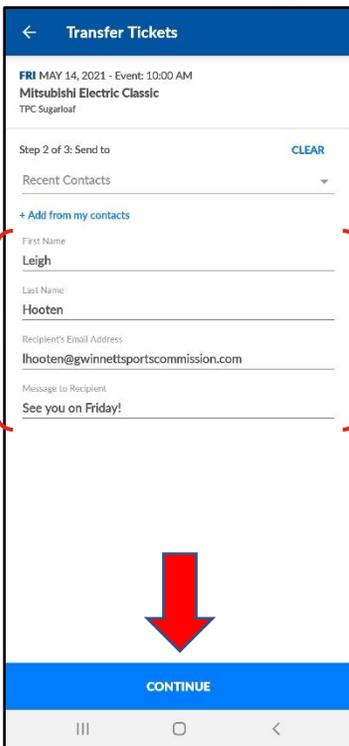
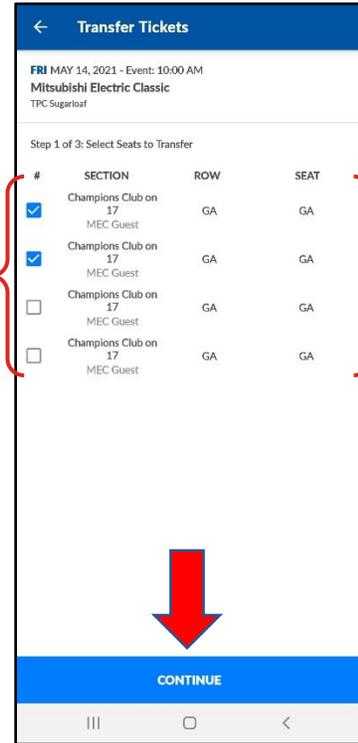
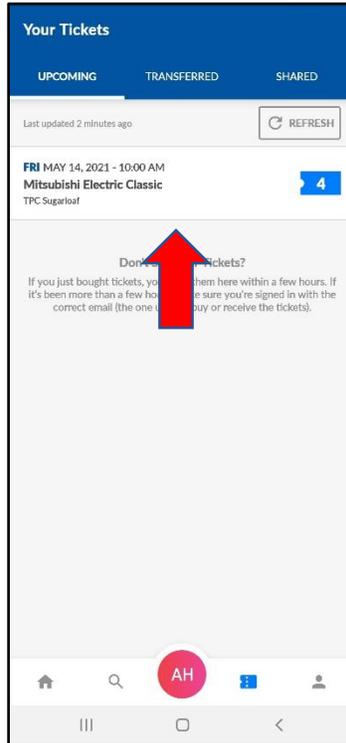
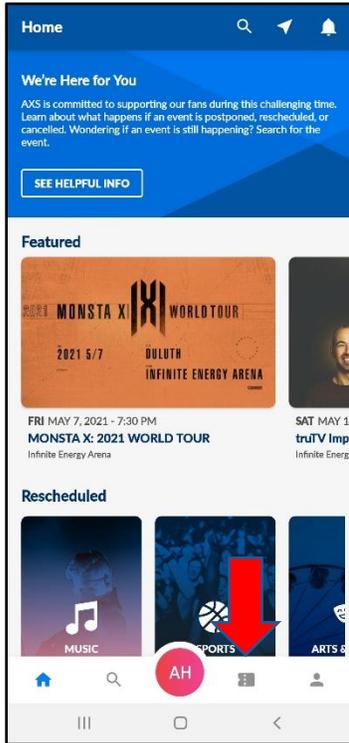
1. **LOG INTO** your AXS account and from "Your Events,"
2. **CLICK** on the event you would like to transfer tickets from.
3. **CLICK** on "Transfer Tickets"
4. **SELECT** the ticket(s) you would like to transfer
5. **INPUT** the recipient's first name, last name, and email address
6. **CLICK** "Continue"
7. **REVIEW** the information and **CLICK** "Transfer"

The screenshots illustrate the following steps:

- Step 1:** The user is on the AXS homepage. A red arrow points to the 'Log In' link in the top navigation menu.
- Step 2:** The user is on the 'Your Events' page. A red arrow points to the 'Mitsubishi Electric Classic' event listing.
- Step 3:** The user is on the event page. A red arrow points to the 'TRANSFER TICKETS' button.
- Step 4:** The user is on the 'Transfer Tickets' selection screen. A red arrow points to the 'TRANSFER TICKETS' button at the bottom of the screen.
- Step 5:** The user is on the 'Review Ticket Transfer' page. A red arrow points to the 'TRANSFER' button at the bottom.

TRANSFER TICKETS (APP)

1. **LOG INTO** your AXS account and **CLICK** "Ticket"
2. **CLICK** on the event you would like to transfer tickets from.
3. **CLICK** on "Transfer Tickets" *(for security reasons, this screen cannot be "screenshot" and is not pictured below)*
4. **SELECT** the ticket(s) you would like to transfer and **CLICK** "Continue"
5. **INPUT** the recipient's first name, last name, and email address and **CLICK** "Continue"
6. **REVIEW** the information and **CLICK** "Transfer"
7. **SUCCESS!** The tickets will show in the account they were transferred to within minutes.



MONITORING MOBILE TICKETS (WEBSITE)

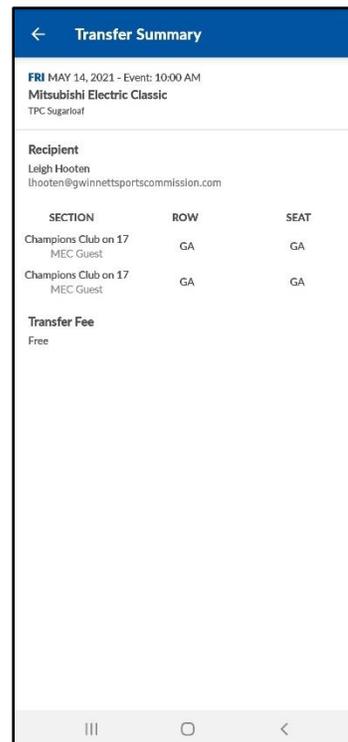
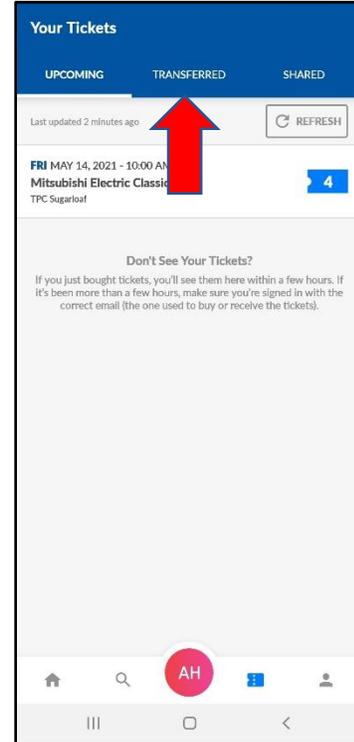
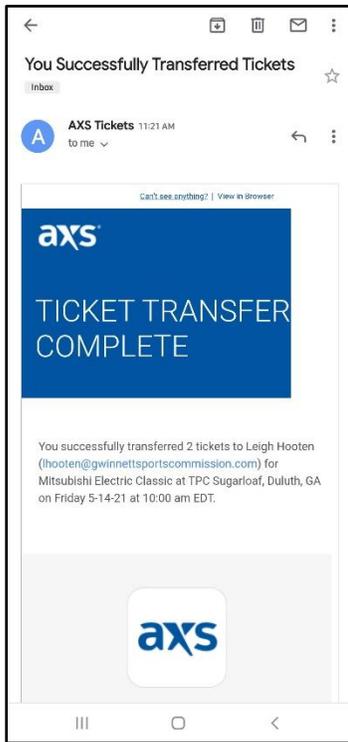
1. **VIEW** e-mail in your inbox stating the transfer has been completed
2. **LOG INTO** your AXS account and from "Your Events,"
3. **CLICK** on the event you would like to see your transferred tickets.
4. **CLICK** "View More" under your purchased tickets
5. **SCROLL** to see the details of tickets
 1. Tickets available to be transferred will be BLUE
 2. Tickets that have been transferred will be GREY

The screenshots illustrate the following steps:

- Email Confirmation:** An email from AXS Tickets confirms the successful transfer of 2 tickets to Leigh Hooten for the Mitsubishi Electric Classic.
- Event Selection:** The user logs into their AXS account and navigates to the 'Your Events' page. A red arrow points to the 'Mitsubishi Electric Classic' event card.
- Viewing Transferred Tickets:** The user clicks on the event to view details. A red arrow points to the 'VIEW MORE (+)' button, which leads to a list of tickets. In this list, the two transferred tickets are highlighted with a red bracket and are shown in a greyed-out state, indicating they have been successfully transferred.

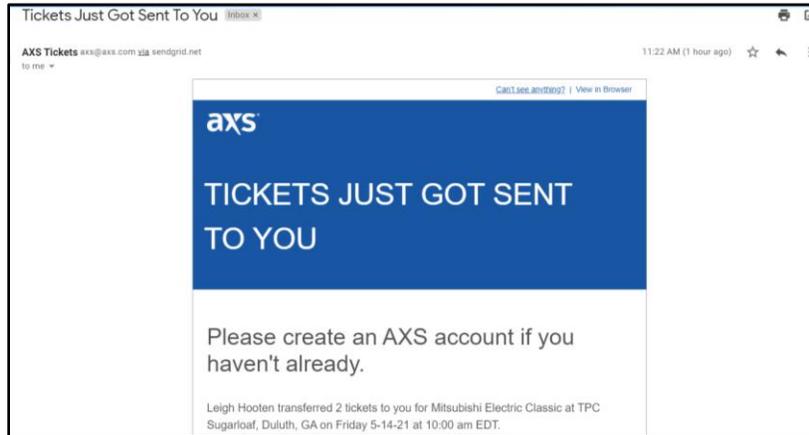
MONITORING MOBILE TICKETS (APP)

1. **VIEW** e-mail in your inbox stating the transfer has been completed
2. **LOG INTO** your AXS account and **CLICK** "Ticket"
3. **CLICK** on the event you would like to manage / view tickets
4. **CLICK** "Transferred" from the top menu bar
5. **SCROLL** to see the tickets that have been transferred
6. **CLICK** on individual ticket groups to view Transfer Summary



ACCEPTING MOBILE TICKETS (WEBSITE / APP)

1. **VIEW** e-mail in your inbox stating tickets have been sent to you
2. If tickets are sent to an e-mail address that already has an account associated with it:
 1. Tickets will automatically appear in the wallet
3. If tickets are sent to an e-mail address that does not have an account associated with it:
 1. Follow steps in e-mail to create an account
 2. Tickets will automatically appear in the wallet



FREQUENTLY ASKED QUESTIONS:

Q: What is AXS Mobile ID?

A: AXS Mobile ID digital tickets are tickets you use with your phone and they make getting in easier than ever.

Q: Do I need the AXS App to use my AXS Mobile ID?

A: Yes, your tickets display as a digital barcode that refreshes after a certain timeframe. For security reasons, screenshots and printing mobile tickets are not available and tickets can only be accessed through the AXS app.

Q: Can I print my AXS Mobile ID ticket?

A: AXS Mobile ID tickets are digital and cannot be printed for venue entry.

Q: Can I transfer AXS Mobile ID tickets via screen shots?

A: No. AXS Mobile ID tickets include an anti-tout mechanism that ensures the tickets cannot be copied; as part of this, the bar code changes within the AXS app every few seconds. You will need to complete a ticket transfer or enter at the same time as the rest of your party.

Q: What if there is no internet or Wi-Fi at the venue?

A: Your AXS ID will still generate even if there is no internet connection or Wi-Fi. Make sure you login to your account on the app at least once with a connection. After that, you will see a prompt at the top of the screen when the app notices connection issues so you can access your tickets offline.

Q: How many times can an AXS Mobile ID ticket be transferred?

A: There is no limit on how many times a ticket can be transferred.

Q: Can I still use a ticket after I have transferred it to someone else?

A: Once the transfer for an AXS Mobile ID digital ticket is complete, the original ticket is no longer valid.

Q: How do I use my AXS Mobile ID to enter the venue?

A: When you arrive at the venue, open your AXS app and click the ticket icon at the bottom of the screen. Select your event and your tickets will display. Simply show your mobile device to the gate associate to be scanned in.