

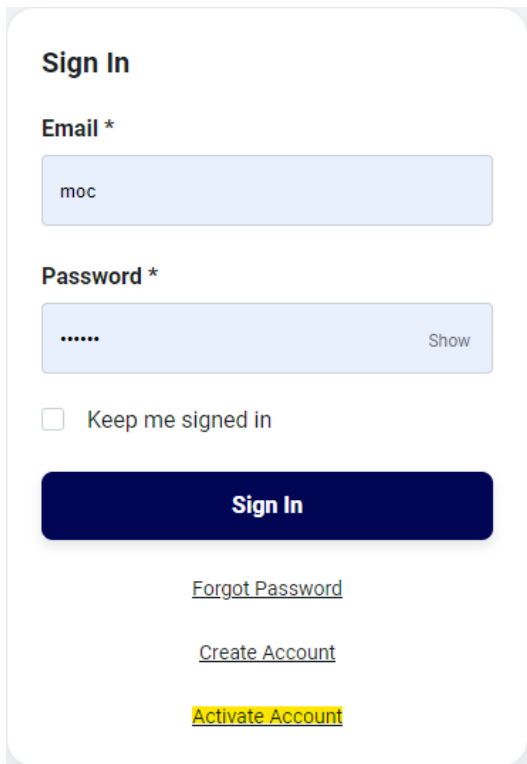
MY ACCOUNT

We're putting you in control of your tickets with our one-stop-shop! From downloading to transferring tickets plus more, we've got you covered.

HOW TO LINK TO YOUR ACCOUNT

You already have an account with us but you're using it online for the first time? Great. Here's how you access your account online.

1. Go to www.mbccentre.ca. Click on the three horizontal bars at the top right-hand corner of the screen then click on MY TICKETS.
2. Click on Activate Account



The screenshot shows a 'Sign In' form with the following elements:

- Sign In** header
- Email *** field containing 'moc'
- Password *** field with a 'Show' button
- Keep me signed in
- Sign In** button
- [Forgot Password](#)
- [Create Account](#)
- [Activate Account](#) (highlighted in yellow)

3. Activate your account by entering your customer number and online PIN. Please contact the Mary Brown's Centre box office at (709) 576-7657 if you do not know this information. Click Activate.

Activate My Account

Please contact the box office if you need help locating your customer number and PIN.

Account Info	
Customer Number	<input type="text"/>
Online PIN	<input type="text"/>

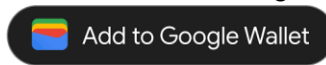
Activate

Your email address and password can now be used online via desktop or mobile device when accessing your account.

DOWNLOAD TICKETS TO MOBILE WALLET

Login to your account from your smartphone and download tickets to your smartphone's wallet for safekeeping, easy retrieval, and quick entry at the event!

1. Log in to your account from your smartphone at mbcentre.ca
2. Tap on the three horizontal bars on the top right-hand corner of the page then tap MY TICKETS to enter your account
3. From the dropdown box, click on My Account
4. Tap on the name of the event for the tickets you wish to download
5. Tap on the button: "Add to Apple Wallet" or "Add to Google Wallet"



6. Tap **ADD** when presented with your ticket
7. Go to your Wallet and your ticket should be there!

You can always access your ticket via your account on the mobile browser, but we encourage you to use your mobile wallet and download your ticket in advance to save you time.

HOW TO TRANSFER TICKETS + ACCEPT TRANSFERS

SENDING TICKETS

Sending tickets is easy.

1. Log in to your account from your smartphone
2. Tap on the three horizontal bars on the top right-hand corner of the page to enter your account
3. From the dropdown box, click on My Account
4. On the first page, click on the **TRANSFER TICKETS** button
5. Select the events and tickets you want to transfer, then fill in the mobile phone number of the recipient
6. Tap **CONFIRM** and your tickets will be sent via text message!

You can transfer multiple tickets from multiple events, transfer to multiple people, all with the same easy process.

ACCEPTING TICKETS

When someone sends a ticket transfer, you'll receive a text message letting you know you have a pending transfer.

If you already have an account, accept the transfer and you will be prompted to log in to retrieve the tickets.

1. Tap on the link from your text message
2. Tap **ACCEPT TRANSFER** — *note that there is an expiration date to the transfer*
3. Log in to your account
4. And you are done! Your new tickets are listed in your account and can be downloaded to your mobile wallet

If you do not have an account, you will be prompted to create one to complete the transfer and access your tickets.

BENEFITS

- Simplify the transfer of tickets to friends and family on short notice.
- Receive transferred tickets instantly.
- Support events by filling the venue.

TRANSFER TICKETS FAQs

CAN I SEND TICKETS TO SOMEONE WHO DOESN'T HAVE AN ACCOUNT?

Yes, you can. With the text message they receive, they will be prompted to create an account if they don't already have one. The recipient supplies first name, last name, phone number, email address, and chooses a password to create an account. They must have an account to complete and accept the ticket transfer.

WHEN CAN I TRANSFER A TICKET?

Ticket holders can transfer a ticket before the scheduled start of the event. The entire transfer (*offer and acceptance*) must be completed in 7 days, otherwise, the transfer expires. If you are transferring a ticket after the event starts, the transfer automatically expires at the event day, at the end of the day. If it's a multi-day event, the transfer automatically expires on the event end day

CAN I TRANSFER A TICKET MORE THAN ONCE?

A ticket can be transferred before the start of the event. Once it is transferred, it will be in the new user's account and they will have the ability to transfer it if needed. A transfer can be canceled prior to it being completed and accepted by the recipient.

CAN I CANCEL A TICKET TRANSFER?

Yes, if the transfer has not yet been accepted by the recipient. You can do this when you are logged into your account.

IS THERE A COST TO TRANSFER TICKETS?

There is no fee to transfer tickets (or receive) tickets from your account.

CAN I SHOW THE CONFIRMATION EMAIL/TEXT MESSAGE OF THE TRANSFERRED TICKET TO GET IN?

No. The confirmation text message or email does NOT act as a ticket. You will need to access an actual mobile ticket by clicking on the link in the text message or email you receive and then log in to your account, or if you do not have an account you will need to create one. Once you have an account, log in to mbcentre.ca to access the mobile ticket and add it to your smartphone wallet.

HOW TO MANAGE NEW TICKET PAYMENT SCHEDULES

If you purchased new tickets with a payment/bill plan, and the credit card used with the initial purchase is no longer valid (lost/stolen/expired), you can access your active payment schedules to update your credit card information.

1. Log in to your account on your Smart Phone
2. Tap on the three horizontal bars on the top right-hand corner of the page to enter your account
3. From the dropdown box, click on My Account
4. Go to **Manage Ticket Payment Plans**
5. Locate the payment schedule you wish to update
6. Select **Update expiration date** if you simply need to edit the existing credit card
 - a. Enter the new expiration date and click **Update**
7. Select **Change payment method** and then add the new credit card if you need to enter a new credit card number
 - a. Add the new credit card info and click the **Add Card** button
8. Future payments will now use the new/updated credit card information

Note: This functionality is available for new ticket purchases with a payment/bill plan selected at the time of purchase. This is not available for season ticket renewals.

HOW TO VIEW ORDER HISTORY

You can view all your previously purchased events/tickets directly from your online account.

1. Log in to your account on your smartphone
2. Tap on the three horizontal bars on the top right-hand corner of the page to enter your account
3. From the dropdown box, click on My Account
4. Tap on **View Order History**
5. By default, events purchased using your account will be listed in chronological order and grouped by season (2019 Football, 2018 Women's Basketball, etc.)
6. You can sort by:
 - Online Transfers
 - Renewals
 - Order Date
 - Event Date
7. Click a purchased item to view:
 - Pricing Information
 - Event Information
 - Ticket Information

HOW TO EDIT YOUR PROFILE

Easily update your account information online!

1. Log in to your account on your smartphone
2. Tap on the three horizontal bars on the top right-hand corner of the page to enter your account
3. From the dropdown box, click on My Account
4. To update email information, password and email preference, go to ***Edit Profile and Login***
 - To update the email address associated with your account used to log in, tap on **Change Email Address**. Enter the new email address and **Save**
 - To update the password associated with your account, tap on **Change Password**. Enter the Current Password, then enter the New Password and enter the new password again to confirm. Then click **Save**.
 - To update email preferences, tap on Email Preferences. Select how you would like to receive info from Mary Brown's Centre and **Save**.
5. To update saved addresses, go to ***Manage Saved Addresses***
 - Tap **Edit** on the address you wish to update and **Save**.
 - Repeat process to update another address.

THE MOBILE WALLET

Mobile tickets are specifically designed for smartphones and sent either via a text message or email directly to you as a link that you can download to your Apple Wallet or Google Wallet.

1. Order game tickets online at www.mbcentre.ca
2. Choose **MOBILE** as your preferred delivery method
3. Get your tickets! There are two easy ways to do this:
 - a. Log in to your account to manage your tickets moving forward. You can access your tickets at any time by logging in. *OR*
 - b. You will receive either a text message or an email with a link to access your ticket(s) and download your ticket(s) to your mobile wallet.
4. Tap on the link to Download Tickets to Wallet to save your ticket(s) to Apple Wallet or Google Wallet.
5. Use your smartphone as your ticket! Mary Brown's Centre staff will scan your ticket(s) at time of entry.

BENEFITS

- Avoid waiting in lines to pick up your tickets.
- No need to print your tickets! Simply present your smartphone with tickets at the gate.
- Stay safe with contactless interaction when presenting your ticket upon entry.

MOBILE WALLET FAQs

WHAT SOFTWARE OR HARDWARE DO I NEED?

If you have an iPhone or an Apple Watch: use the Apple Wallet app, which comes pre-installed and works with iPhone or Apple Watch devices running iOS 6 or later.

If you have a smartphone running an Android operating system: use the Google Wallet app, which comes pre-installed.

I DELETED THE TICKET DELIVERY EMAIL BEFORE DOWNLOADING THE TICKET(S) TO MY DIGITAL WALLET... HOW CAN I STILL GET THEM?

If you have an account and your smartphone, not to worry. Sign into your account, navigate to *My Tickets* choose the event, and download your mobile tickets from there.

HOW DO I USE MY MOBILE WALLET TO ENTER THE VENUE?

Once you have saved your mobile tickets to your Apple Wallet or Google Wallet, open your app and tap on the ticket so it displays on your smartphone. And then, hold your smartphone up to the scanner so the barcode is visible, and scan the barcode. Do not print the tickets.

GENERAL FAQs

I'M ALREADY AT THE VENUE, BUT I FORGOT MY PAPER TICKET AT HOME... HOW CAN I STILL GET IN?

If you have an account and your smartphone, no worries. Log in to your account, navigate to "My Tickets," choose the event, and download your ticket/pass from there.

WHO DO I CONTACT IF I STILL NEED ASSISTANCE?

Please contact the Mary Brown's Centre Box Office window by smartphone at (709) 576-7657 or by email at boxoffice@mbcentre.ca for further assistance. Hours of Operation vary by season. Please consult www.mbcentre.ca for current open times.

ARE MOBILE TICKETS THE SAME AS A PRINTED TICKET?

Each mobile ticket should be treated like any other valid ticket. Mobile tickets are individually scanned allowing one scan per entry. Any attempts to duplicate, alter, or sell copies of the mobile tickets may result in being refused admission to the event. This provides heightened security by identifying counterfeit and stolen tickets.

CAN I DOWNLOAD A MOBILE/DIGITAL TICKET TO A DESKTOP COMPUTER AND PRINT IT?

No.

A mobile ticket barcode cannot be transferred to paper. Any barcodes transferred to paper will not be acceptable for entrance into our venues.

CAN I TAKE A SCREENSHOT OF MY MOBILE/DIGITAL TICKET AND TEXT/EMAIL IT TO A FRIEND SO THEY CAN ENTER?

No. Screenshots of a ticket or pictures of the barcode will not be valid for entry.

CAN I HAVE MULTIPLE TICKETS ON A SINGLE SMARTPHONE?

Yes, you can swipe through your available tickets (using your digital/smartphone wallet) at the venue if the entire party is present. For easier entry, it is recommended to send each individual their own ticket.

WHAT IF I DON'T HAVE A SMARTPHONE, OR MY BATTERY DIED, OR SOMETHING ELSE HAPPENED ON EVENT DAY?

- If someone in your party has a smartphone, before heading to the venue you can transfer your tickets to them via mbcentre.ca - My Account. One smartphone can be used to scan multiple tickets so you can get in.
- If you do not own a smartphone, please contact the Mary Brown's Box Office for further assistance at (709) 576-7657 OR boxoffice@mbcentre.ca.
- On event days, please visit the ticket office for assistance.