

Digital Tickets – Instructions & Frequently Asked Questions

How do I access my Digital Tickets?

- Follow our step by step walk through [here](#).

Which tickets show as digital tickets?

- Only tickets with a delivery method of **Digital Tickets** will show in the Digital Tickets Wallet. Tickets printed or Print at Home will not.

How do I see my digital tickets?

- Digital tickets are delivered in a web page with no app required! Go to <https://wallet.bravovail.org> and log into your account to access your tickets.

What if I don't have or don't remember my login?

- On the login page, click on the [Forgot Password](#) link to retrieve a lost login password. If an online order has been processed with Guest Checkout, the Forgot Password link will still work for adding a password to the account. Without a password, tickets cannot be retrieved.

Can I share my tickets with others?

- Yes, you can share your tickets with the new Digital Tickets feature! Read more below on how to share your tickets:
 1. Pick the concert from the Events list to see the tickets,
 2. Select the **Share Tickets** button.
 3. Enter the Full Name of the person who will get the tickets,
 4. Select which seat(s) they will get from your ticket order,
 5. Agree to the terms, and select **Next**.
 6. Confirm the ticket share, click on **Share With Your Guest** button,
 7. Then send the ticket claim link by email, text, or any messaging tool.

How do my guests access their tickets?


- When shared, they will receive a link to claim their ticket(s). If they already have an account with Bravo! Vail, they can use that account as their Digital Ticket Wallet. If not, they will have to create an account to access the tickets. Guests can decline tickets as well, which will return the tickets back to the original owner.

What if need to request/get my ticket back after sharing?

- No problem! The shared ticket still shows in your Digital Ticket Wallet. To get the ticket back, just click on the **Get this ticket back** button for the previously shared ticket.

Can I add my tickets to my phones Home Screen?

Yes! Instructions are different between iPhones and Android phones but both can do this.

- iPhone – Open the Digital Tickets Wallet in a browser window. Click on the  Share icon and scroll down and tap the **Add to Home Screen** option. Tap **Done**.
- Android – Open the Digital Tickets Wallet in a browser window.

Still have questions? Contact our box office at ticketing@bravovail.org