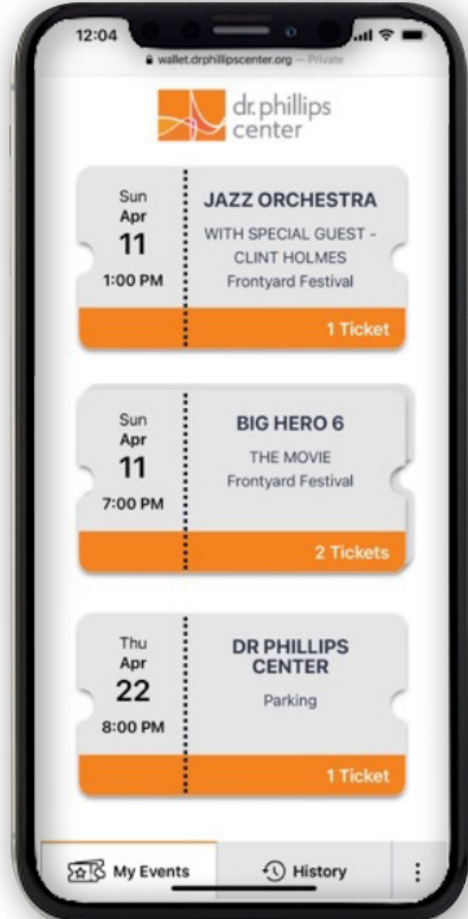
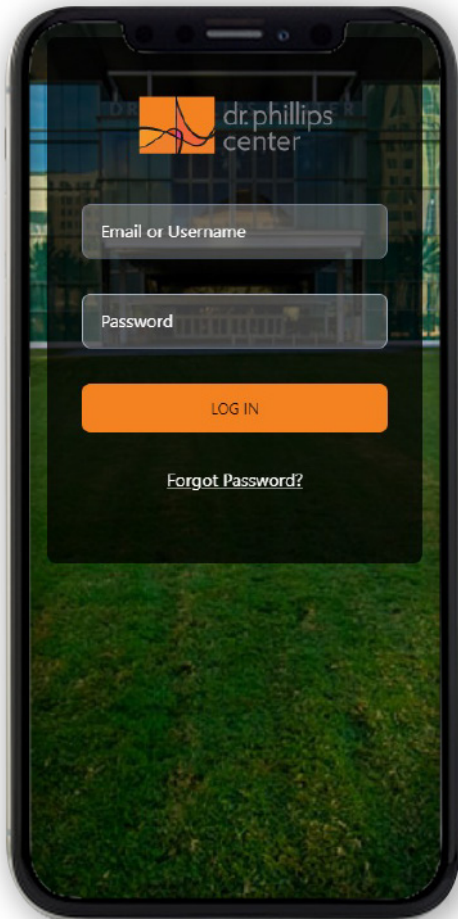


## HOW TO USE TRUE TICKETS

[wallet.drphillipscenter.org](http://wallet.drphillipscenter.org)

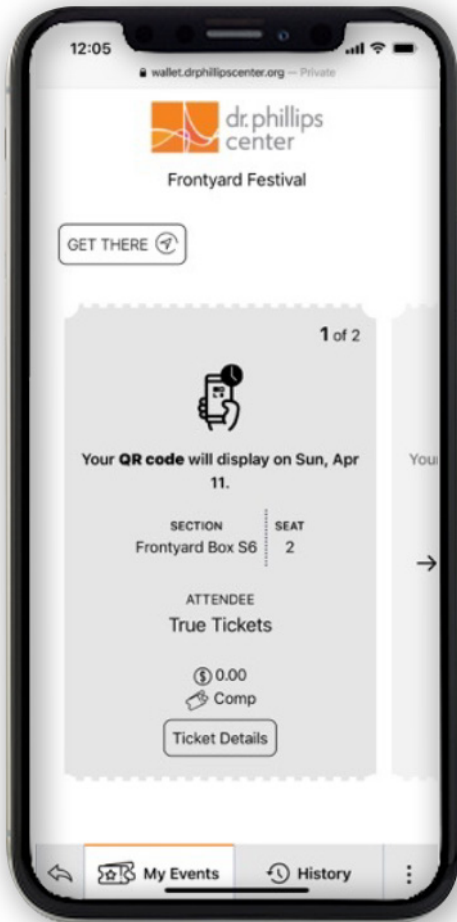


1. The person who bought tickets will log into [wallet.drphillipscenter.org](http://wallet.drphillipscenter.org) using the same email and password from their Dr. Phillips Center account.

There's a "Forgot Password?" option, if needed.

2. You'll find your current tickets under "My Events."

Tap a ticket for more information.



3. After tapping a ticket, you'll see information like seat location, number of tickets and when the QR code will be active—which will be 1–3 hours before your show.



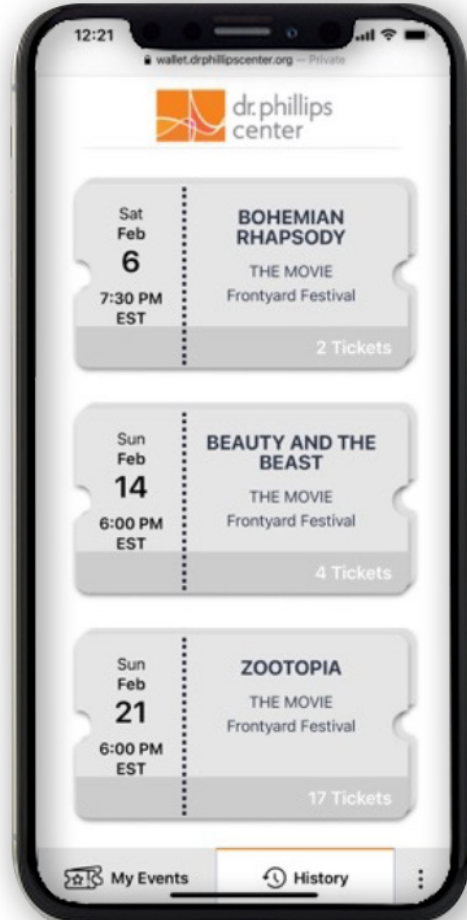
4. Once the QR code is active right before your show, it's important **not** to screenshot because it refreshes about every 30 seconds.

We have this new feature to help prevent fraudulent ticket sales on third party websites.



5. To flip through tickets for a show, tap the arrows or swipe right and left.

Tap "Ticket Details" for information you'd normally find on the back of a ticket, like the order ID and legal disclaimer.



6. Tap "History" to see tickets from past events.

## FAQs

### **What is True Tickets?**

True Tickets is a secure, contactless, digital ticketing service that uses dynamic QR codes (which refresh about every 30 seconds) that are only available 1–3 hours before showtime, when doors open and ushers start scanning tickets.

### **Why is the Dr. Phillips Center using True Tickets now?**

True Tickets' dynamic QR code feature helps prevent fraudulent tickets from appearing on third party websites. Using contactless ticket-scanning is also a health and safety precaution during COVID-19.

Guests will continue to buy tickets through the interface they're familiar with (the Dr. Phillips Center website), but then they'll access their digital tickets through True Tickets at [wallet.drphillipscenter.org](https://wallet.drphillipscenter.org).

### **Can I share tickets with my group?**

True Tickets is currently working on ticket sharing capabilities, so the option will be available in the near future. In the meantime, a guest could give a friend or family member their Dr. Phillips Center account details (email and password) to log in and access tickets.

### **Can I store my tickets in my Apple or Android wallet?**

As of right now, Apple and Android wallets don't support dynamic QR codes—which is the same for any other major ticketing system or provider, like Ticketmaster, for example. When Apple and Android wallets start supporting dynamic QR codes, True Tickets will explore adding that feature.