

## Arsht Center Digital Ticket Wallet Frequently Asked Questions

Q: What are digital tickets?

A: Digital tickets are the newest and primary form of entry at the Arsht Center! Each ticket uses a dynamic QR code that is exclusive to your mobile device.

Q: Why is the Arsht Center moving to digital ticketing?

A: To curb ticket brokers and third-party sellers from preying on our guests, the Arsht Center sought digital ticketing as a safer and more secure delivery method for ticketed events.

Q: What makes the Arsht Center's digital wallet and tickets safe and secure?

A: With a digital ticket QR code, it is faster and easier than ever to receive your tickets and enter your show, while increasing protection against paper-ticket fraud. Your tickets are protected by your login and password. For added security, your QR code changes every minute, ensuring that your tickets are only accessible to you. In addition, there is a reduced risk of lost or forgotten tickets and increased health safety with reduced touchpoints when at the Arsht Center.

Q: Do I have to download an app?

A: No app is necessary! Your digital wallet can only be accessed through a mobile web browser at [wallet.arshtcenter.org](http://wallet.arshtcenter.org). We suggest creating a shortcut to your digital wallet on your smartphone's home screen for quick access on show day.

Q: I forgot my password and can't access my wallet. What do I do?

A: Use the 'Forgot password?' link on the [login](#) page to reset your password. You will receive an email with a link to create a new password. Once completed, go to [wallet.arshtcenter.org](http://wallet.arshtcenter.org) and enter your new credentials.

Q: I am getting an "Invalid Credentials" error. What does this mean?

A: Please call our box office at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org) to troubleshoot this error.

Q: I recently purchased tickets and they're not in my wallet. What do I do?

A: Tickets are sent to the wallet in advance of the performance. If you do not see your performance in "My Events" 48 hours before your show, please contact our box office at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org). Include your order number, found in your confirmation e-receipt, so we can better assist you.

Q: When will my digital ticket QR code begin to display?

A: Your QR code may not begin to display on your digital ticket until 2 hours prior to the start of your performance.

Q: Can I print my ticket from home?

A: No. Your mobile device is your ticket. With our digital ticket QR code, tickets are only valid on a mobile device, as the QR code changes every minute to keep your tickets secure. Please do not print your tickets at home, as they won't be valid for entry.

Q: What if I don't have a smartphone?

A: You are welcome to call ahead at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org) with your order number to have your tickets printed for pickup at will call on the day of your show.

Q: Can I use a screenshot of my ticket?

A: No. Our digital ticket QR codes are dynamic and refresh every minute. Your ticket must be scanned from your digital ticket wallet.

Q: What if I lose connectivity/can't connect to my digital ticket wallet?

A: Not to worry, as our box office will always be onsite to assist with any ticketing issues. Proceed to the box office with a photo ID, and we will print your tickets.

Q: What if my phone breaks, dies or is lost/stolen before I arrive?

A: Bring your photo ID to the box office, and we will print your tickets. You are welcome to call ahead at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org) with your order number to have your tickets held at will call on the day of your show.

Q: How can I share or send my tickets?

A: To transfer some or all your tickets to another account, please call our box office at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org) with the account details (name, phone number and email address) of the person(s) to whom you would like to send tickets.

Q: Can I scan multiple tickets from one phone?

A: Yes. Just swipe left to access all the tickets for your performance. If you do not see all your tickets, please call our box office at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org) with your order number.

Q: What if my entire party isn't with me when I arrive?

A: We are happy to print tickets for guests arriving separately to be held at will call under a first and last name. When they arrive, they must proceed to the box office for pickup with a photo ID. This arrangement can be made in advance (by phone or email) or upon arrival to the venue by the ticket purchaser.

Q: I bought these tickets as a gift. Can I transfer my tickets to another arshcenter.org account?

A: Yes. Please call our box office at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org) with your order number.

Q: Will the gift recipient need to have an existing arshcenter.org account to receive their tickets?

A: No, but you will need to have their name, phone number and email address.

Q: What if I transferred the tickets to the wrong email address?

A: Please call our box office at 305.949.6722 or email [tickets@arshtcenter.org](mailto:tickets@arshtcenter.org).

Q: I received tickets as a gift. How do I gain access?

A: If you have an existing arshcenter.org account, log on to [wallet.arshtcenter.org](http://wallet.arshtcenter.org) with your credentials. If this is your first time at the Arsh Center, use the "Forgot password?" link on the [login](#) page to establish your password. You will receive an email with a link to create a password. Once completed, go to [wallet.arshtcenter.org](http://wallet.arshtcenter.org) and enter your new credentials.

Q: Do you have a digital marketplace where I can sell my tickets?

A: No.