

# ACCESS YOUR TRUE TICKETS MOBILE WALLET

## 1 Open Your True Tickets Mobile Wallet

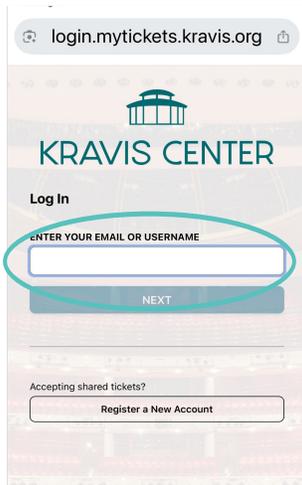
On your mobile device, visit **mytickets.kravis.org** or scan the QR code. Log in using the same email address you used to purchase.

*You must have a registered account to login. If you are not yet registered with us, please click Register a New Account.*

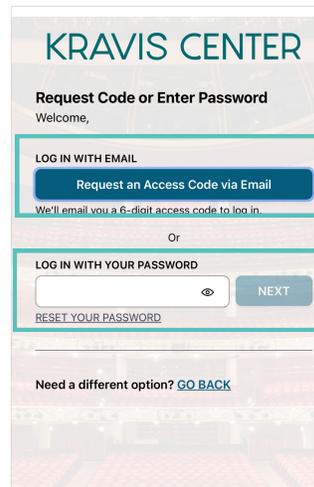


SCAN ME

1



2



## 2 Access Your True Tickets and Details

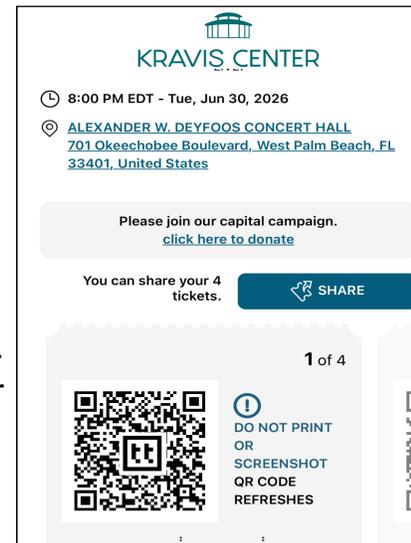
Tap your event to see your ticket(s). Scroll down to see details including your seat location and revolving QR code (once available).



## 3 Scan Your True Tickets at the Venue

**Screenshots & printouts of your True Tickets revolving QR code are not accepted!**

- True Tickets use a revolving QR code for increased security.
- While your True Tickets will be available immediately in your True Tickets mobile wallet, your revolving QR code will not appear until 4 hours prior to the scheduled performance.
- When your revolving QR code appears, your ticket is ready to be scanned at the performance.



## QUICK TROUBLESHOOTING TIPS

- To get to the True Tickets mobile wallet, open a browser (e.g., Safari, Firefox or Google Chrome) and visit [mytickets.kravis.org](http://mytickets.kravis.org)
- You must use the same email address used to purchase on the [kravis.org](http://kravis.org) site. This may also be the email you use to log into your [kravis.org](http://kravis.org) account. If you experience any issues with your tickets or revolving QR code, refresh the page. The revolving QR code works best when using your mobile device in light mode.
- **Still need help?** Contact the Box Office (M-Sa 12pm-5pm or Will Call 2 hours prior to your scheduled performance) at 561.832.7469 or [boxoffice@kravis.org](mailto:boxoffice@kravis.org).