

How to Use Your Jr. Jazz Ticket Voucher

The Jazz have begun to use a voucher system instead of the actual ticket that they have traditionally done. This will help alleviate many problems that were present with the old ticket system. But it will require you to know how to redeem and use your Jazz voucher.

In the past recreation personnel had to sort through hundreds of tickets to make sure that tickets that went to the same team were in seats that were next to each other.

If parents wanted to buy extra tickets to go with their child to the game it was nearly impossible to find a ticket that was next to the ticket their child received from the program. To be able to get a ticket either the Jazz had to come out and sell tickets at the local Jr. Jazz games or the parents had to go into the arena to take care of it.

With the new voucher system parents can go online and redeem the voucher. If they want to purchase more tickets they can do so through the same online system. If a team wants to go to the game together then the coach can redeem all the vouchers for the whole team so they are sitting together. Then with the Flash Seats App he can transfer tickets to the responsible adults who will be bringing the kids.

In addition to being able to purchase more tickets online you can also choose instead to get discounted lower bowl tickets. The way the system works to get lower bowl tickets is you must redeem the voucher for the upper bowl ticket. During the process you can choose to purchase lower bowl tickets at a discounted price. You will still receive the free upper bowl ticket but you will also receive the lower bowl tickets that you purchased at the Jr. Jazz discounted price.

Here is how to redeem and use your Jr. Jazz ticket voucher:

1. Go to the website that is printed on the Jr. Jazz ticket voucher. <https://jazz.imaginapp.com/jazz/>
2. Follow the prompts to choose your Jr. Jazz program and enter in your voucher passcode
3. Choose to redeem just the voucher or purchase additional tickets
4. Once you are done the system will send your tickets to Flash Seats
5. Set up a Flash Seats account. You can go online to do so but it is far simpler to just get the Flash Seats App on your phone and setup an account through the app.
6. **MAKE SURE YOU USE THE SAME EMAIL ADDRESS WITH YOUR FLASH SEATS ACCOUNT THAT YOU USED TO REDEEM THE TICKET VOUCHER.**
7. Once the app is downloaded you can create your account using your email address, a personalized password, and your first and last name.
8. You will be prompted to enter credit card information but this is not required if you are using a mobile device for entry. Entering a card number and presenting that card at the gate is an alternate method of entry. ***NOTE YOU WILL NOT BE CHARGED***
9. As soon as you are logged in you are ready to attend the event. Simply select "Mobile ID" at the bottom left of your screen and your next event and mobile ID will appear.

10. Now you can use your mobile device to enter at any entrance of the Vivint Smart Home Arena. No need to go to the box office! Simply present your smart phone with the mobile ID showing to the usher at ANY door.
11. The usher will scan your phone and present you with a seat locator slip that will contain your seat location.

How to transfer tickets after they have been redeemed?

1. If you need to view or transfer your tickets to a friend use the account button in the bottom center of the screen.
2. To transfer tickets go into "My Tickets" and select the appropriate seats. Then enter name and email of the person receiving the tickets. Click preview transfer, and then confirm you wish to transfer the seats.
3. Make sure the person you transferred them to has setup a Flash Seats account.

What if your team wants to go together and needs to buy extra tickets?

1. If you want your seats in the same location as a team all vouchers need to be redeemed in the same transaction.
2. Either the parents on the team need to get together (at practice would be a good time) and do it or the coach can do the transaction. Only one credit card can be used during the transaction so whoever does the transaction will need to be reimbursed by those who bought extra tickets.
3. Once the transaction is complete the coach or person who did the transaction can login to their Flash Seats account and transfer the tickets to whoever needs them at the door of the Arena.

VERY IMPORTANT

You must redeem your vouchers at least 48 hours in advance of the game. After that the Jazz will begin selling empty seats and you will NOT be guaranteed a seat to the game. You will be guaranteed a seat if you redeem at least 48 hours in advance. The earlier you register the better your seats will be.

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