

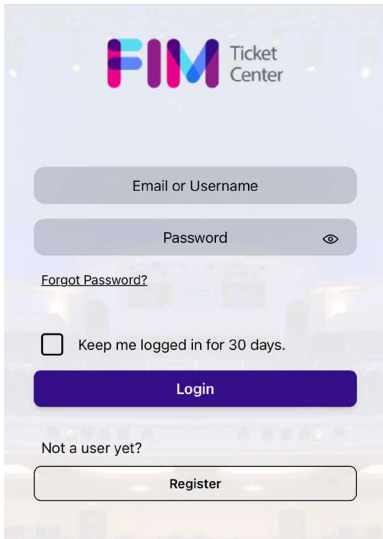


Flint Institute of Music

# How to Access Your Mobile Tickets On Your Mobile Device

1

Go to [mobile.thefim.org](https://mobile.thefim.org) or scan this QR code with your mobile device

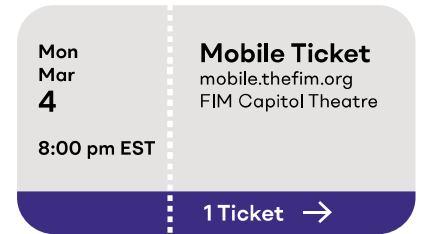


- Log in using the same username and password you used to purchase your tickets.
- Forgot your password? Click the link to reset it.

**Quick Tip!** — Check the box next to keep me logged in for 30 days and avoid having to login each time you open your wallet during that time.

2

Tap your event to view your tickets and event details.



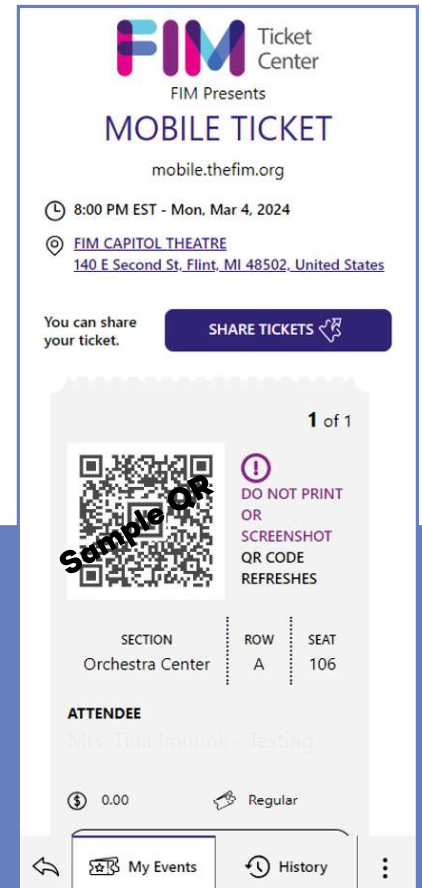
3

Scroll down to see details including your seat location and revolving QR code.

## No more screenshots or printouts!

- Mobile Tickets use a revolving QR code for increased security.
- Your revolving QR code, will not appear until the date and time listed in your wallet.
- When your QR code appears, your ticket is ready to be scanned at the performance.

*Note: Your tickets are accessible from any device, but you must log in on your mobile device to scan them at the performance.*



## Quick Troubleshooting Tips

- To view your Mobile Tickets, open a browser on your mobile device (ex. Safari, Google Chrome, etc.)
- Your QR code will not display until 48 hours before the performance.
- The QR code is continuously refreshing and can only be scanned from your mobile device. **Do not take screenshots or bring printouts as they will not be accepted at the door.**
- Make sure your phone is in light mode.
- Still need help? Contact our FIM Ticket Center at 810.237.7333 or email [tickets@thefim.org](mailto:tickets@thefim.org).