



# LONDON GAME 2026

Presented by **T + TISSOT**

## Mobile Ticket Guide



MEMPHIS  
GRIZZLIES



# Managing Your Account

## Creating an Account

1. All tickets will be accessed and managed through the AXS app. The AXS app can be downloaded through the [Apple App Store](#) or [Google Play Store](#).
2. You will be prompted to create an account, if one does not already exist, when you receive tickets. There is no need to create an account in advance.

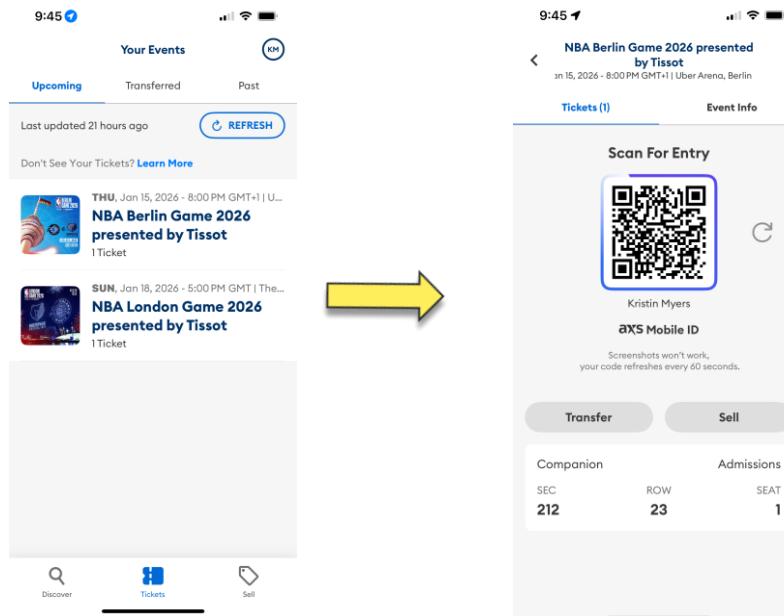
## Accepting Tickets

1. You will receive a notification email or text from your NBA contact once they have sent your tickets. NOTE: You will receive a separate email for each event you have tickets for.
2. Tickets will automatically be loaded into your AXS account in the AXS App. The login that you use for the app must match the email that tickets were transferred to.

*Note – tickets can only be accessed through the AXS app. They cannot be added to apple or google wallet.*

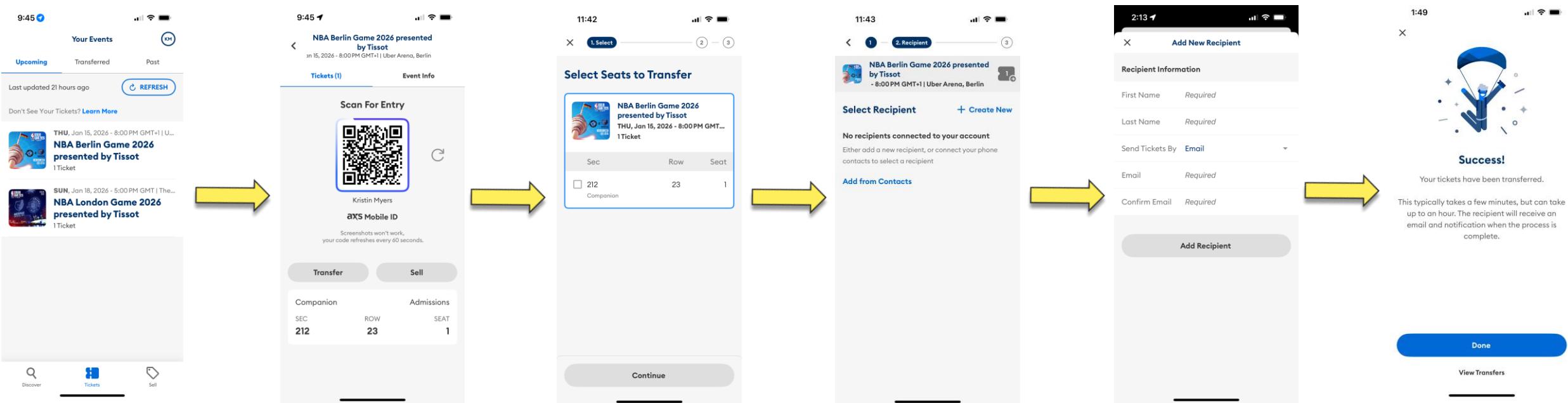
# Accessing Your Mobile Ticket

1. Navigate to the AXS app and select the ticket icon in the bottom center of the menu. Tickets are only available within the app and cannot be added to Apple or Google wallet.
2. Select the event and then the seat you are using. The barcode will populate like below. Screenshots of the ticket will not be accepted.
3. Once a ticket is scanned at the venue, it CANNOT be scanned again.



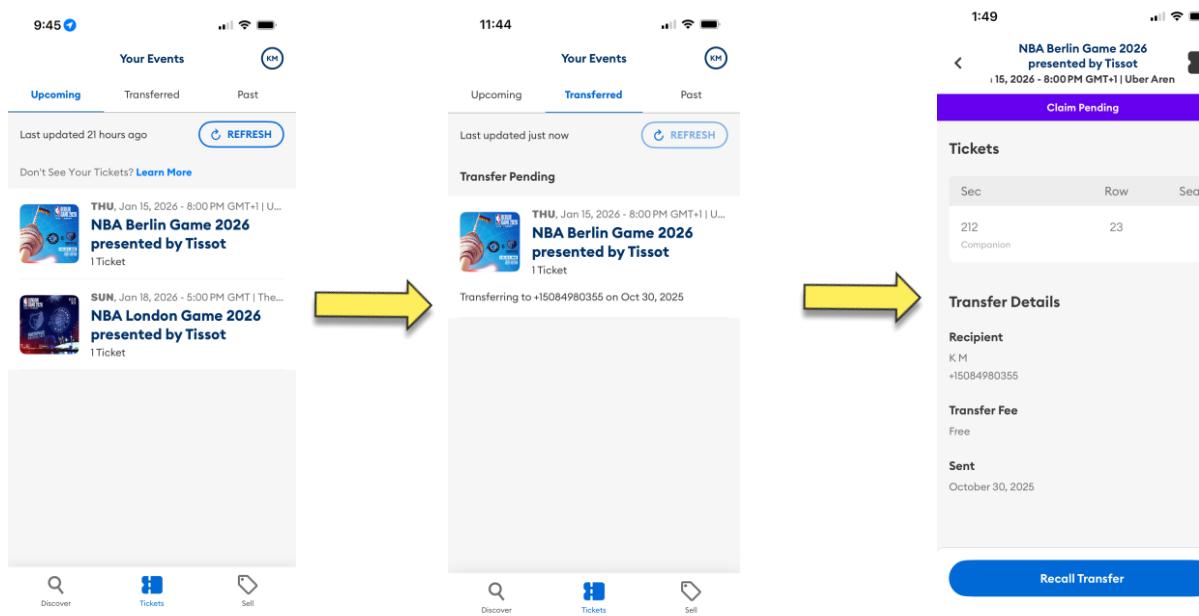
# Transferring Tickets

1. You can transfer tickets back to the sender if you are no longer able to attend, or on to other members of your group if you have received multiple tickets.
2. Select the event and then clicking “Transfer”.
3. Select the tickets you are wanting to transfer and then fill out the email address or phone number and any other information as requested and follow the prompts.



# Recall/Cancel Transferred Tickets

1. To recall or cancel a ticket that has been transferred, but not yet accepted by the recipient, navigate to “transferred” section on the Tickets screen.
2. Find the applicable pending transfer and click into it and select “Recall Transfer”. This will put the ticket back into your available inventory to manage.
3. If a ticket is no longer pending, it cannot be cancelled. The guest will either need to transfer it back to you or you'll need to reach out to your NBA contact for assistance.





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