

Columbus Crew SC Ticketing FAQs



If I purchase Crew SC tickets for the 2019 season, what is changing for me?

If you are a Crew SC Season Ticket Member, you will be able to manage your tickets through the Major League Soccer app, the Crew SC mobile [Account Manager](#) page or by printing your tickets at home prior to the match. For 2019, your membership card will NOT be valid for match entry. If you are using the MLS app or mobile [Account Manager](#) site, it is recommended you download your tickets from the site to your Apple Wallet or Google Pay 24 hours prior to the match to ensure quick entry.

Group ticket buyers can manage and access their tickets on their smartphone through the Major League Soccer app, Crew SC mobile [Account Manager](#) page or by printing your tickets at home from the Crew SC Account Manager page prior to attending the match. Tickets can also be forwarded to other members of your group prior to the match via Account Manager.

Single match buyers purchasing online via Ticketmaster.com will have the option to choose tickets on their smartphone, or choose paper tickets at Will Call.

Can I request paper tickets?

Crew SC Season Ticket Members may contact the Membership Team at 614.447.2739 ext 3 or membershipteam@columbuscrewsc.com if they are unable to access their tickets through Account Manager for other arrangements.

Single Match buyers should select Will Call as the delivery method during your online ticket purchase, in order to receive paper tickets.

Can I still print tickets as a PDF file?

Yes, you may still print your tickets at home for the 2019 season.

What does a ticket on a smartphone look like?

For 2019, tickets viewed on smartphones will have a square QR code along with all the regular ticket information – match date and time, section, row, seat.

What if I don't have a smartphone?

All Season Ticket Members and Group Ticket purchasers are able to print tickets from your [Account Manager](#) page for all matches.

If purchasing tickets on Ticketmaster.com, you can select Will Call delivery to receive a paper ticket.

If you received a ticket transfer from friends or family, you can accept the transfer on your computer. After accepting the transfer, you will receive an email confirmation. Once you accept the tickets, you will be able to print the tickets from home or another computer at any time.

How do I manage or access my tickets?

Download the official Major League Soccer app for free. After downloading the app, you can set the Crew as your favorite club. After that, you can tap "More" from the app home screen and then tap "My Tickets" to get access to your account securely. From there you will use your normal [Account Manager](#) login credentials and be able to forward tickets, show your tickets for entry or download your tickets to your Apple Wallet or Google Pay (recommended for easiest entry to MAPFRE Stadium)

**If you purchased tickets on Ticketmaster.com and you are using a computer, you must log into your Ticketmaster Account to manage your tickets. It is not the same portal as the Crew SC Account Manager. Click this link to access your Ticketmaster.com Account.

What does "manage my tickets" mean?

Print your tickets from home

Transfer tickets to friends or family

Add your tickets to Apple Wallet or Google Pay (recommended for faster entry)

What if I forgot my password?

Click "Forgot Password?" then enter the email address associated with your account and check your email to reset your password.

When I transfer tickets via Account Manager, how does the recipient access the tickets?

Once you transfer tickets, the recipient will receive an email from the Crew SC. The recipient can accept the transfer via their computer or smartphone.

Can I enter MAPFRE Stadium with multiple tickets for multiple people using one smartphone?

Yes, as long as everyone is present and enters the Stadium at the same time. The ticket holder (smartphone holder) can access multiple tickets on their phone and swipe to scan as their friends or family enter after each ticket scan. However, we recommend that you transfer tickets to each person attending the match for easier access into and throughout MAPFRE Stadium.

What if my smartphone battery dies or my screen is cracked?

If your smartphone battery dies before entering MAPFRE Stadium, you can visit the Supporter Service windows at the Ticket Office to get your tickets reprinted (proof of purchase and/or identity will be required). Depending on the location and severity of the cracked screen you may have to visit the Ticket Office to get your tickets reprinted.