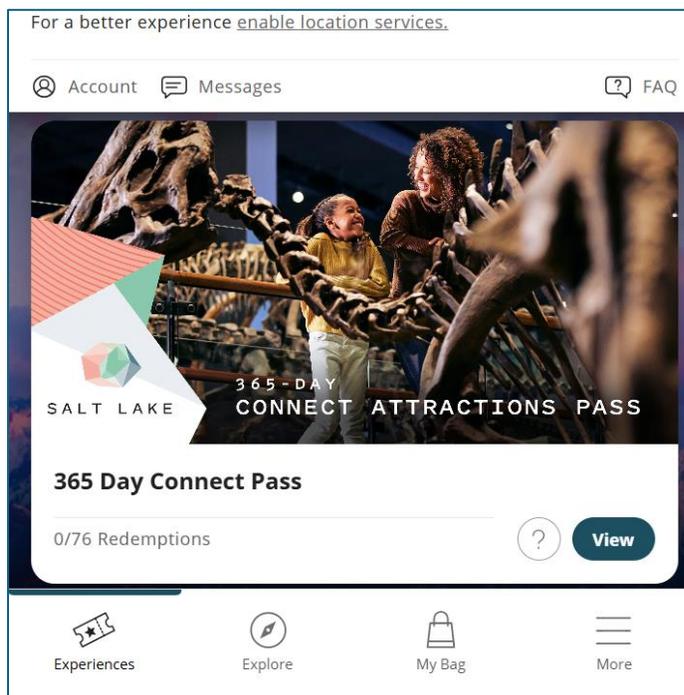


# How To Send a Pass to Another Mobile Device:

(Note: Some images may be slightly different from your current pass)

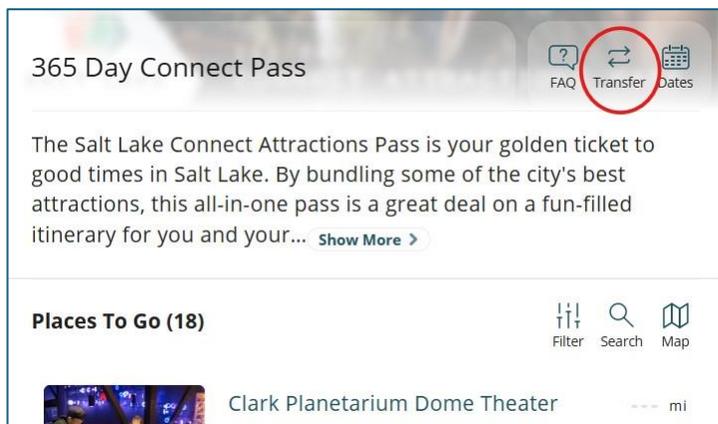
\*Please remember that each pass can only be used by ONE recipient and EACH visitor must have their own pass.

Step 1: Open the pass on your phone or desktop.



Click “View” on the pass you are interested in transferring. Your additional passes can be seen once you view the pass.

Step 2: Find the “Transfer” button.



Two arrows pointing in opposite directions. This can be found under the picture, to the right of the pass title, between the “FAQ” and the “Dates” buttons.

### Step 3: Transfer Passes

The screenshot shows a mobile application interface for transferring passes. At the top, there is a dark blue header with a back arrow and the text 'TRANSFER OWNERSHIP'. Below the header, the title '365 Day Connect Pass' is displayed. The main content area is divided into two steps. 'Step 1 of 3: Select passes to transfer' contains three list items, each with an unchecked checkbox: '365 Day Connect Pass - Adult Pass', '365 Day Connect Pass - Child Pass #1', and '365 Day Connect Pass - Child Pass #2'. 'Step 2 of 3: Send to' contains four input fields: 'First Name\*', 'Last name\*', 'Email\*', and 'Mobile Phone (optional)'. At the bottom of the screen is a grey button labeled 'REVIEW TRANSFER'.

-For each transfer recipient: Choose the pass(es) that you wish to transfer and enter the email address and/or phone number for the recipient. If you enter only a phone number, the user will be prompted to enter an email address upon opening the pass. \*There MUST be an email address associated with each voucher.

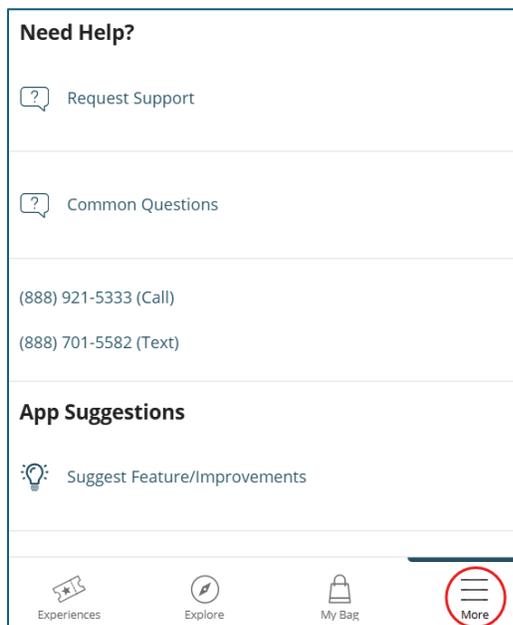
-Click “Review Transfer” and confirm once you have double checked the information. **You cannot undo a transfer, so please check carefully.**

-Once the transfer is complete, the pass will be removed from the original device.

Note: You may send multiple passes to one recipient, but you must do a separate transfer for each email address/phone number you want to send passes to.

Example (see image above): You are sending 2 passes to sally@email.com. You select 1 adult and 1 child pass and fill in Sally's information. After you complete that transfer, you view the pass and select the remaining child pass to send to betsy@email.com in another transfer. You will have no passes remaining on your device/account when the transfers are complete.

## Remember, we're here to help!



Here are 3 ways to contact us:

- Connect with Bandwango Support by clicking the More tab with the menu lines at the bottom of the pass. From there you can search the FAQs, call, or text with Bandwango.
- Email [support@bandwango.com](mailto:support@bandwango.com) Be sure to include the name of the pass and screenshots when applicable.
- Email [tickets@visitsaltlake.com](mailto:tickets@visitsaltlake.com) and include the name of the pass and screenshots of the issue you need help with.