



AXS Accounts and Ticketing Info

AXS account is only for JAS June and Labor Day Experiences, not applicable for JAS Cafe or Paul JAS Center Events

How do I create an AXS account?

If you do not currently have an AXS account, one will be created for you through JAS after you upload your tickets for JAS JUNE and LABOR DAY Experience. You will need to use the email above (or the new one provided) to log in and reset your password.

What is AXS Mobile ID?

AXS Mobile ID is a digital ticketing technology that provides the flexibility and convenience of safely and securely managing tickets online or in the Jazz Aspen Snowmass mobile app. It eliminates paper tickets and allows you to get your wristband for JAS with your AXS Mobile ID, the credit card used to purchase tickets, or a valid ID (ID must be registered to the AXS account). AXS Mobile ID is currently in use at other popular Colorado venues, including Pepsi Center and Red Rocks Amphitheater, and allows you to manage your tickets digitally. AXS Mobile ID gives you the ability to transfer, sell, and buy seats through an official marketplace endorsed by JAS.

Why did Jazz Aspen Snowmass decide to use AXS Mobile ID?

AXS Mobile ID allows for convenience, flexibility, and security. Fans can manage tickets digitally, transfer or sell tickets when needed (if applicable) and remain assured that all tickets are authentic and secure. The move to AXS Mobile ID is designed to put tickets in the hands of JAS fans, reduce ticket scalping from unauthorized resale sites & ensure that we know who is coming to the show.

How do I get into my wristband/enter a show?

AXS Mobile ID tickets via the Jazz Aspen Snowmass mobile app are the recommended form of entry, but if you don't have access to a smartphone, you may use your ID at the Will Call counter (ID must be registered to your AXS account). However, this may add a significant wait time on entry.

Get the Jazz Aspen Snowmass (JAS) App if you haven't already.

Open the App and sign in to see your tickets.

Show the ticket in the App at the box office for pass holders or venue entrance and get it scanned to enter. You may also present another convenient form of ID – your driver’s license associated with your AXS Mobile ID (only available for certain states and the newest versions of their IDs).

Bought tickets for a group?

Make sure everyone enters together, OR transfer tickets to friends before the event, and have them follow the steps above to enter the venue.

What if my guests arrive at different times?

Many fans find it best to TRANSFER the seats to their guests prior to the event. This way, your guests will be able to enter when they arrive using their own AXS Mobile ID.

Transferring your Ticket

A ticket transfer allows you to digitally give each guest in your party their own ticket via AXS Mobile-ID. With seat transfers, you no longer need to worry about delivering the paper tickets to them in advance or meeting them outside of the gates to walk in together. There is no fee for transferring seats, and you are allowed unlimited transfers. Your guests will need to create an AXS account to receive tickets. Guests can transfer the tickets back to you if they can’t attend, or you can cancel the transfer if they have yet to set up their AXS account. If they already have an AXS account set up, the tickets will go into their account automatically.

Here’s how it works:

Click the Transfer button next to the event in your AXS account.

Select the tickets to transfer and enter the recipient’s information.

On the review page, click the Transfer button to send the tickets. The recipient will get an email about the transfer, and they’ll need to create an AXS account (if they don’t have one yet) to complete the transfer. After that, the tickets will be theirs to use with the AXS app.

**** 2-Day GA Passes and We Trust JAS passes are not able to be transferred by individual days****

How will I know if my transfer was successful?

Review your transfer history within the JAS App by clicking on MY EVENTS and selecting TRANSFERRED. You may also review your transfers and purchase history at AXS.com.

How do I accept Transferred Tickets?

If you already have an AXS account, the tickets will be transferred to your account automatically. Otherwise, you'll get an email letting you know you need to create an AXS account to claim the tickets. Just follow the simple steps to make the tickets yours officially.

Once I've downloaded the Jazz Aspen Snowmass App and AXS account, do I have to accept the transfer every time?

Nope. Once you have an account, seats transferred to you will be accepted by your account automatically (there is no need to accept them manually).

Can seats be transferred to someone who doesn't have an AXS account?

Yep! To claim their tickets, they'll just have to create an AXS account. They'll also need to get the Jazz Aspen Snowmass app. When it's time for the event, they can open the app to show their tickets on their phones. Make sure they do this prior to arriving at the venue to avoid any connectivity issues.

Can I cancel a transfer?

It depends. If your friend already has an AXS account, the tickets will be transferred instantaneously. Otherwise, you have until your friend creates an account to cancel the transfer. Remember, your friends can always transfer tickets back to you.