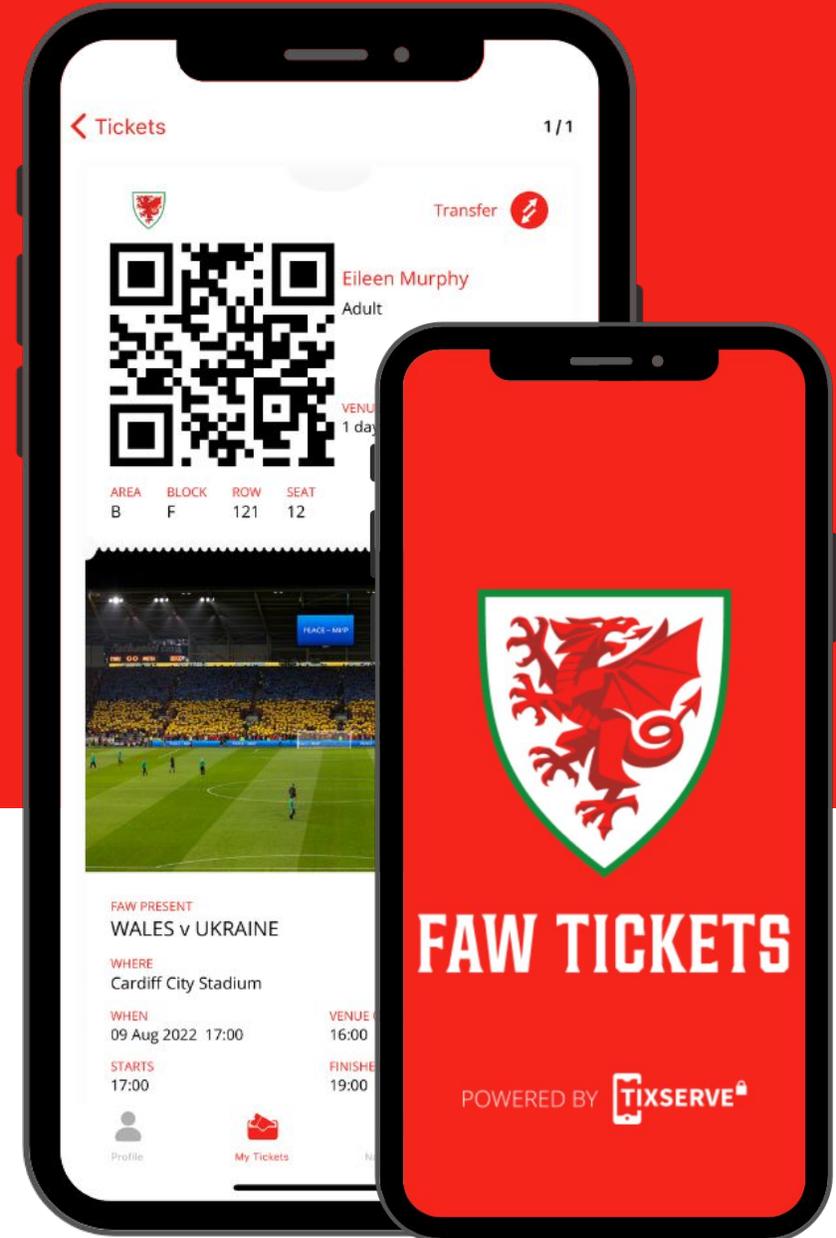




Guide to using digital tickets on the FAW Tickets app

POWERED BY 





Welcome to the guide to using digital tickets on the FAW Tickets app.

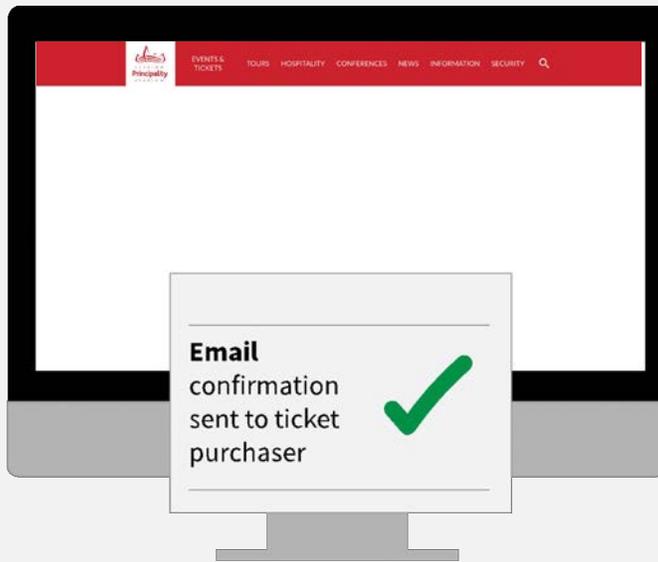
The app is designed to make the ticketing experience faster, more secure, more convenient and engaging.

We hope you enjoy!

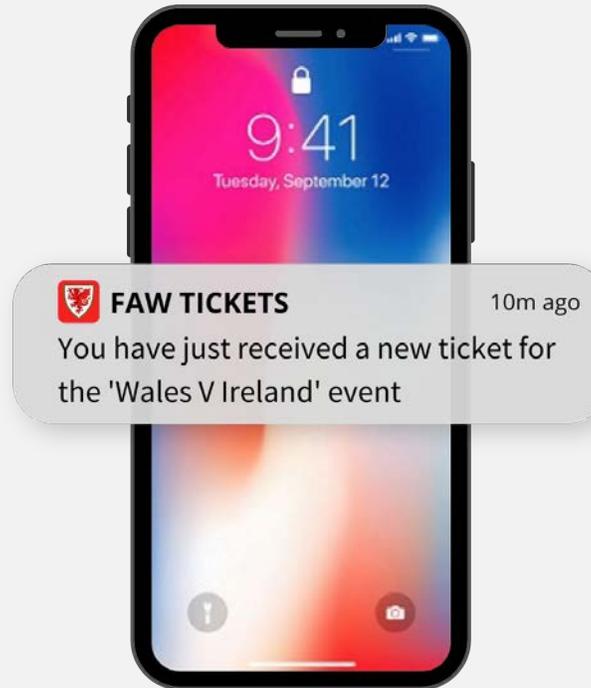
1. Step-by-step guide to receiving tickets if you do have the FAW Tickets app pre-installed and registered
2. Step-by-step guide to receiving tickets if you don't have the FAW Tickets app pre-installed and registered
3. Ticket transfer guide
4. How your digital ticket works
5. Purchase-to-receiving tickets overview (1 page)



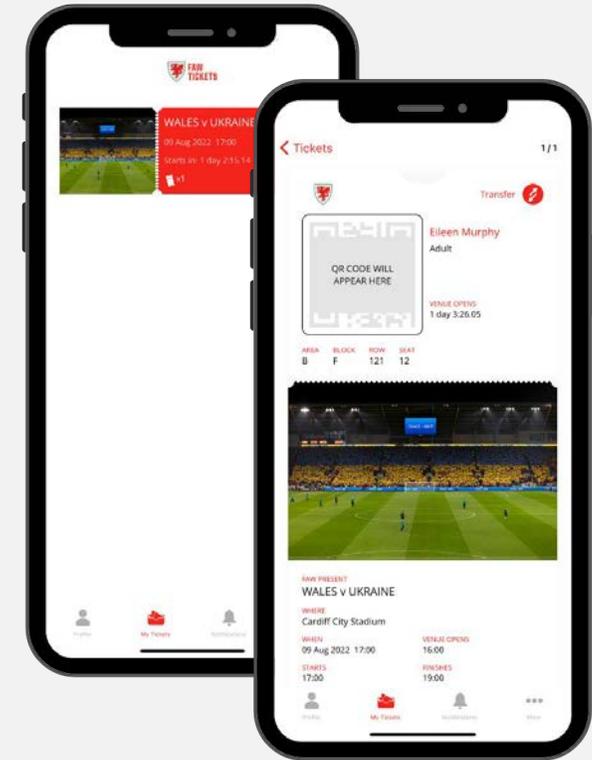
1. Step by step guide if you do have the FAW Tickets app installed and registered



1 Ensure your mobile number is correct on your FAW ticketing account. Purchase your tickets and check out as normal from the FAW ticketing website.



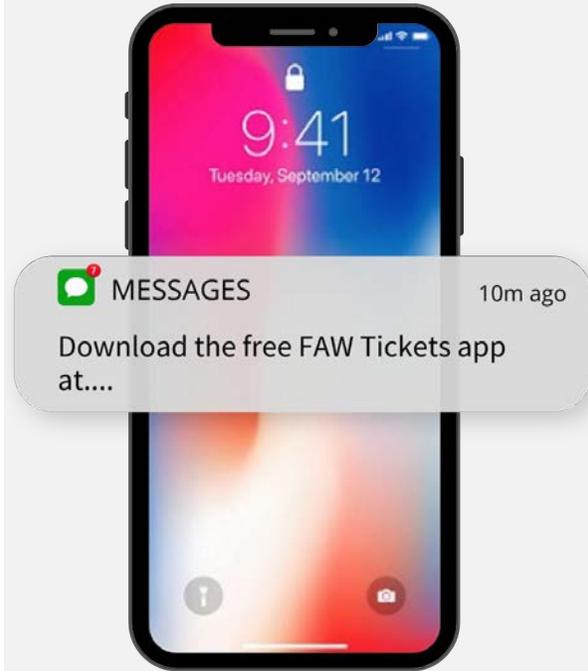
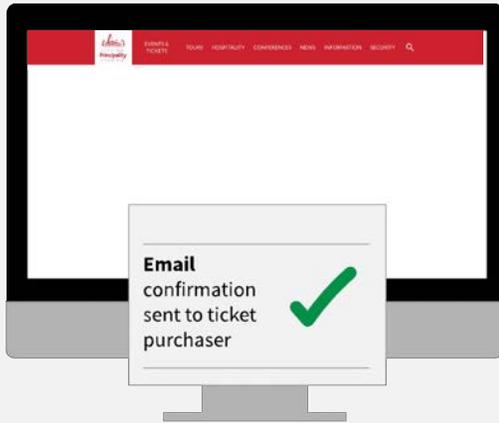
2 If you have the FAW Tickets app installed and registered already, a **push notification** is triggered to confirm that your tickets have been delivered into the app.



3 Your ticket(s) are delivered into the app in the **“My Tickets”** tab. The ticket QR code will appear on the day of the event. To see multiple tickets, swipe the QR code area to the left.



2. Step by step guide if you don't have the FAW Tickets app installed and registered



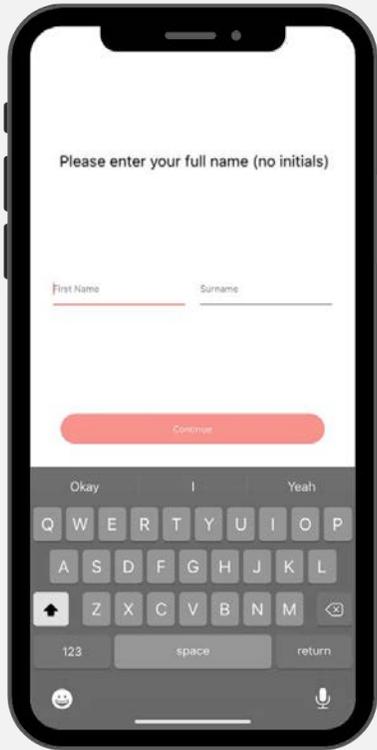
1 Ensure your mobile number is correct on your **FAW ticketing account**. Purchase your tickets and check out as normal from the FAW ticketing website.

2 If you don't have the app installed and registered, an SMS will be sent to the ticket purchaser with a link to the App Store or Google Play to download the **FAW Tickets** app.

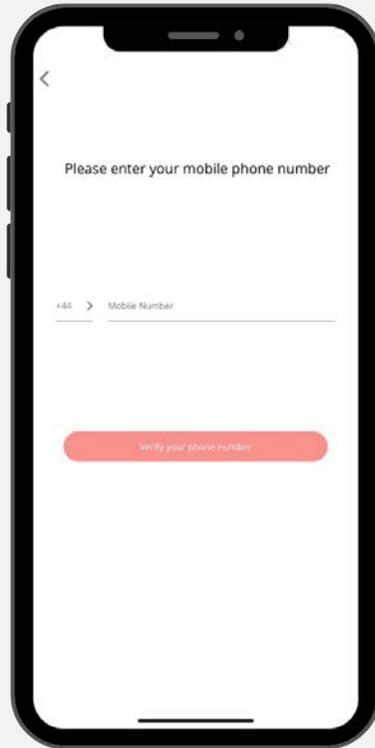
3 Download the free FAW Tickets app.

4 Begin the registration process.

2. Step by step guide if you don't have the FAW Tickets app installed and registered



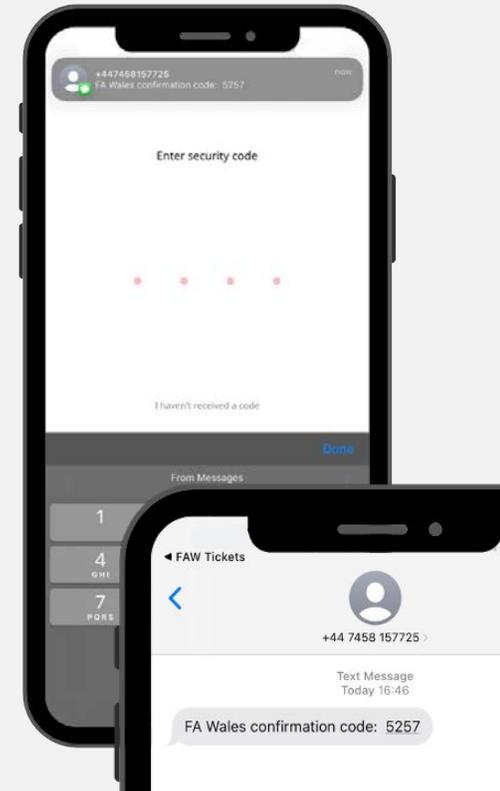
5 Enter your full name (no initials) and press continue.



6 Enter your full mobile phone number.

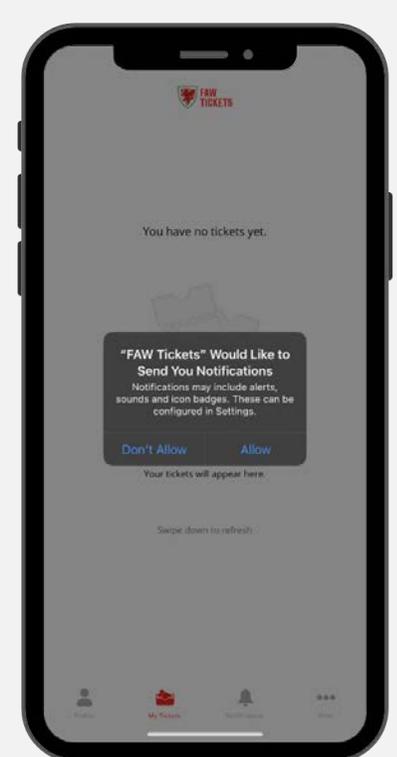
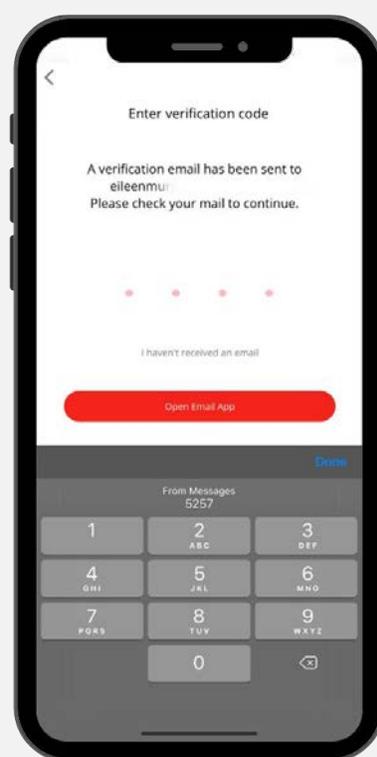
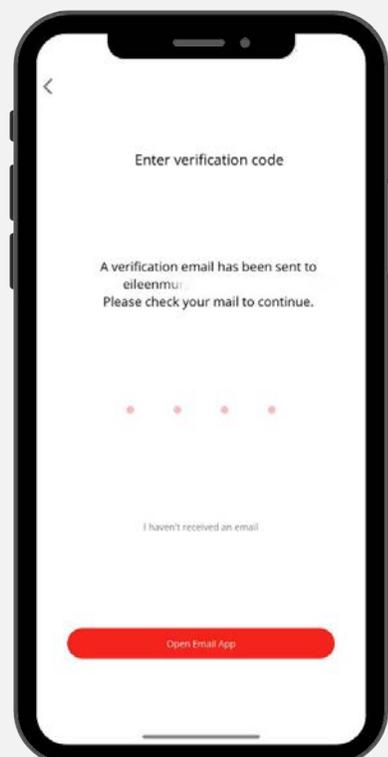


7 To validate the phone and number, you will be sent a four-digit security code via SMS.



8 On **Apple** devices, open the SMS and type the unique 4-digit code into the app. On **Android** devices, the device will automatically consume the code for you.

2. Step by step guide if you don't have the FAW Tickets app installed and registered



9 Please enter your email address and click the **'Send verification'** button.

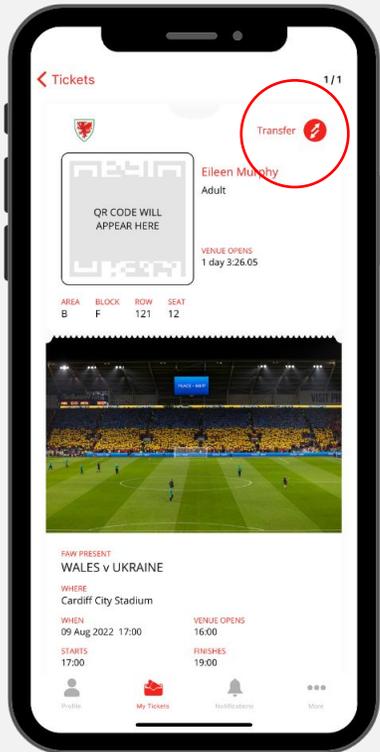
10 Click the **'Open Email App'** button to obtain the unique four-digit verification code that has been sent to your email address.

11 Enter the four-digit code. If you have not received the code, check that your email address is correct and check your spam mail.

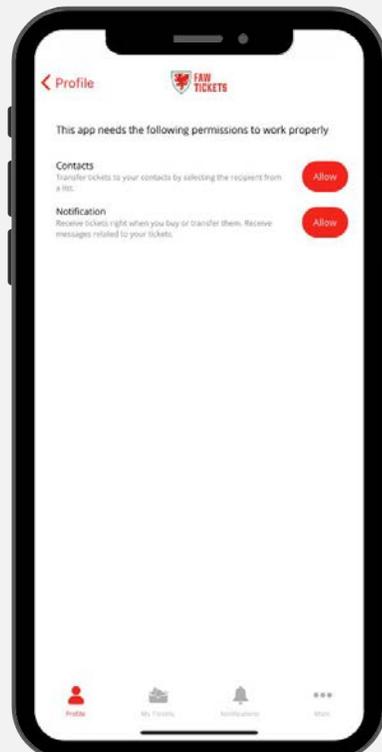
12 **Registration is complete!** Click the continue button.

13 The FAW Tickets app works best when you allow access to notifications. Allowing notifications keeps you up-to-date with event announcements.

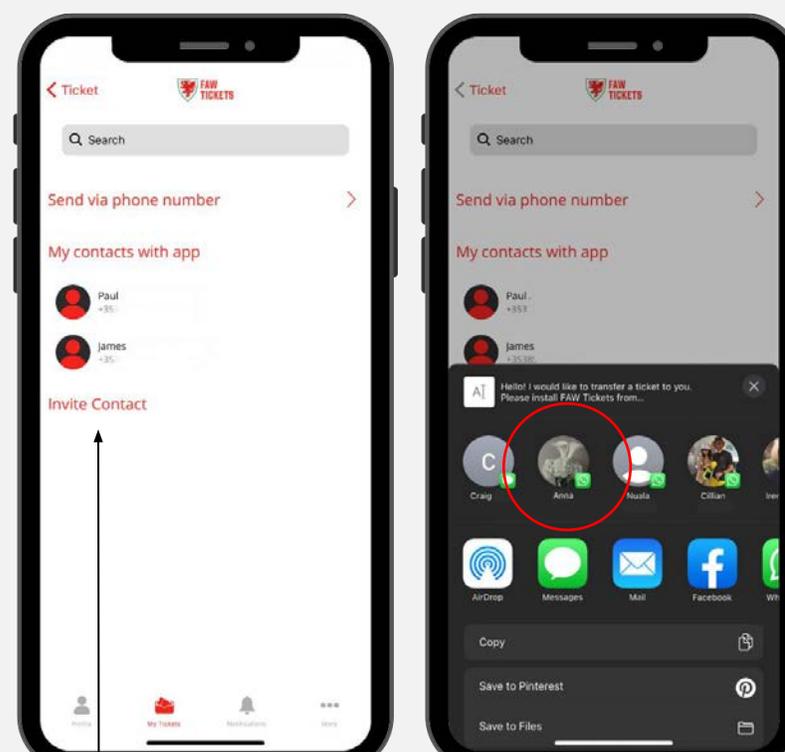
3. Ticket transfer guide



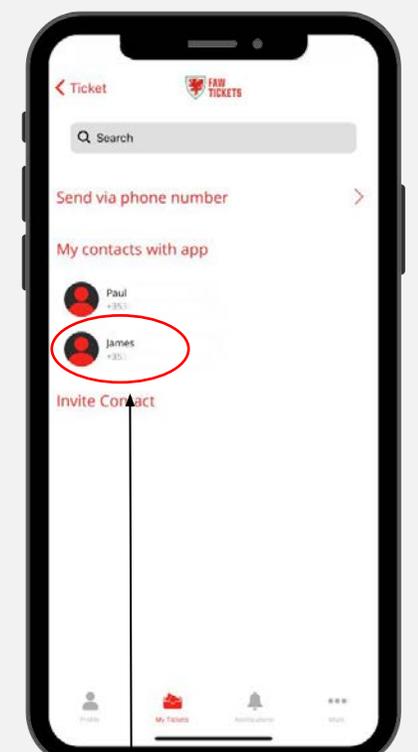
1 Open 'My Tickets' and select the event. Swipe to the ticket you want to transfer and select the 'Transfer' button.



2 If you have not already allowed access to your contacts, you can do so in the 'My Profile' tab. This feature makes it easier to transfer tickets.

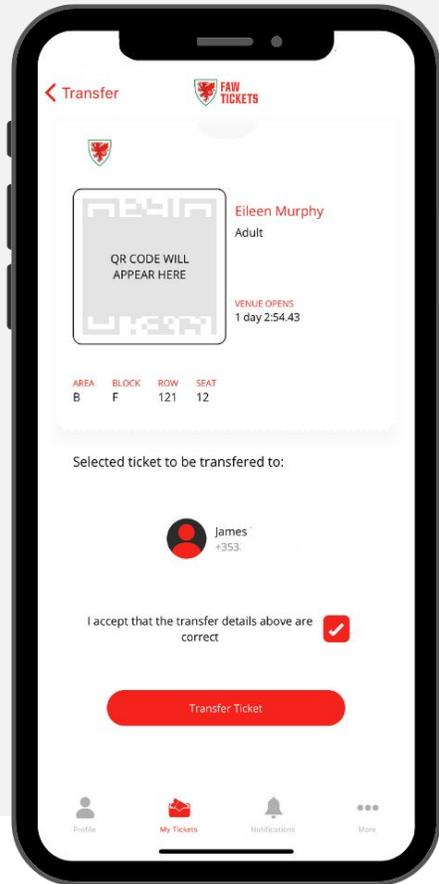


3 Ticket transfer is **app-to-app only**. The person you wish to transfer the ticket to, must have the FAW Tickets app. Use the 'Invite Contact' button. This will send an SMS with a link inviting your contact to download the app.

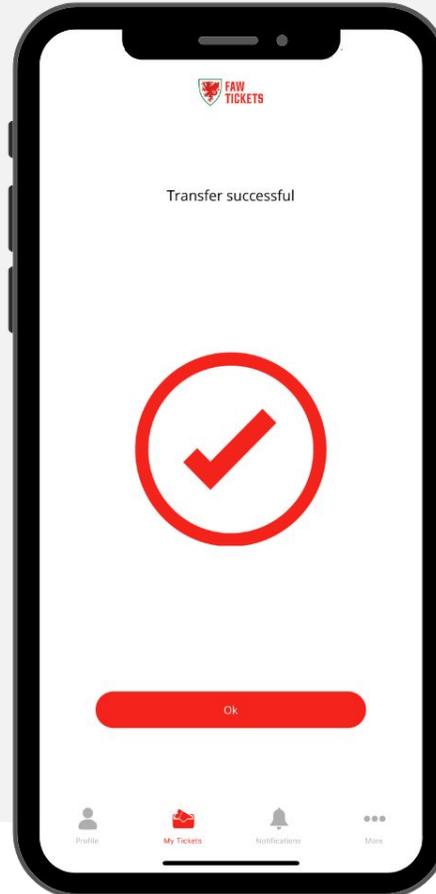


4 Once your contact has downloaded and registered their app, and **providing they are already a contact in your phone**, their name will appear.

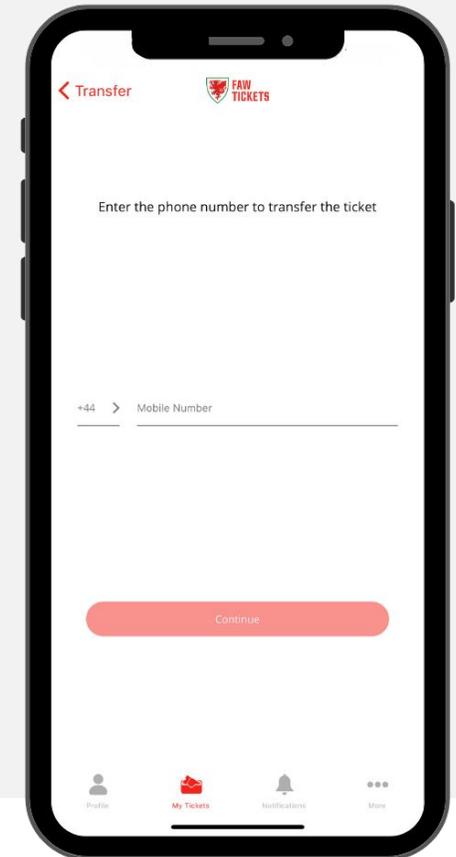
3. Ticket transfer guide



- 5 Select the person you want to transfer the ticket to and confirm that **you accept the details are correct**. Then press 'Transfer Ticket'.



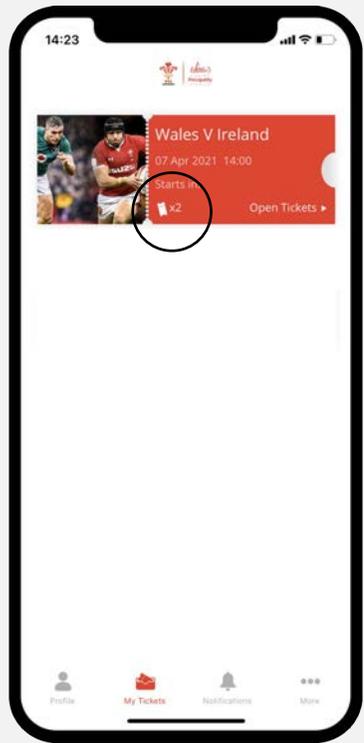
- 6 Transfer will take place and you will see a ticket-transfer confirmation screen. **The ticket will leave your app** and appear on the other person's app, in their name.



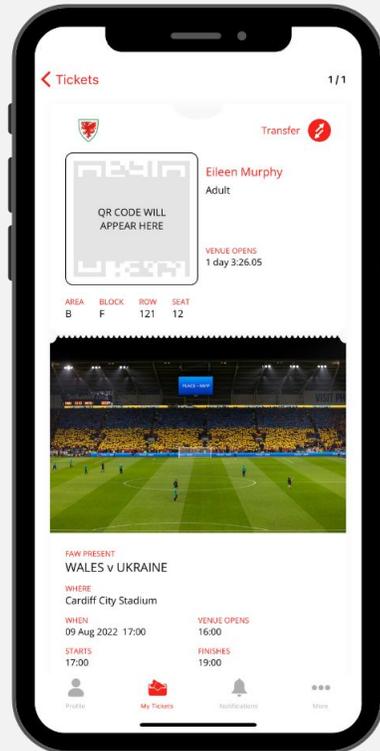
- ! If the person you want to transfer a ticket to **is not in your contacts**, use the 'Send via phone number' option. Enter the number and follow the instructions.



4. How your digital ticket works



Your tickets appear in the **'My tickets'** tab. There is an icon that denotes the number of tickets enclosed for this event. **Click on the ticket to open it.**



On the day of the event, the QR code will become active and animated. **Event details are in the lower part of the ticket.**



For security, the entry QR code on the ticket(s) **only activates on the day of the event.**

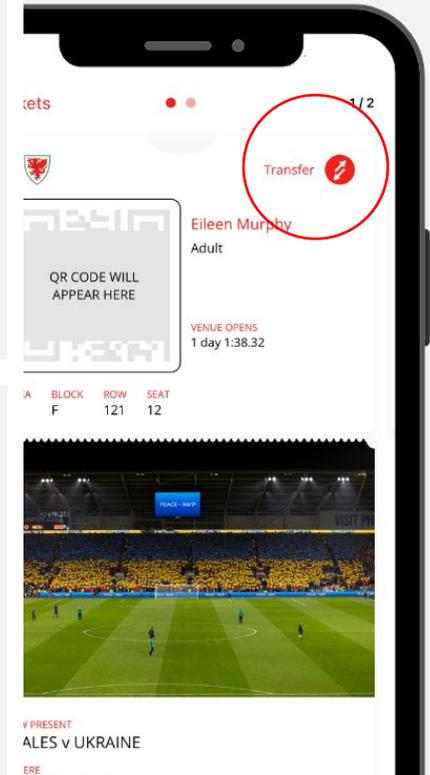
Single ticket



Indicates multiple tickets

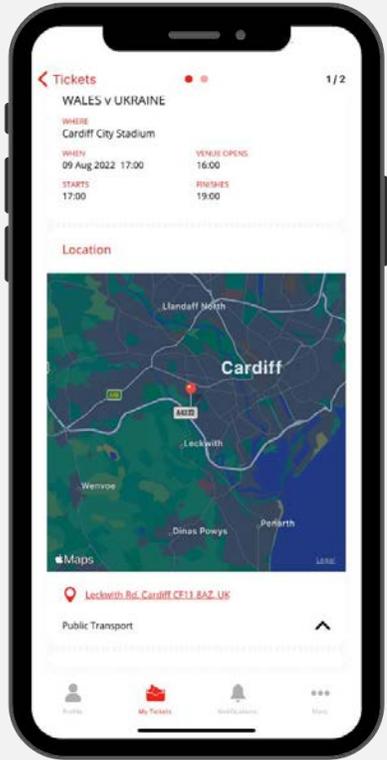


If you have bought multiple tickets for the same event, **simply swipe across to access more tickets.**

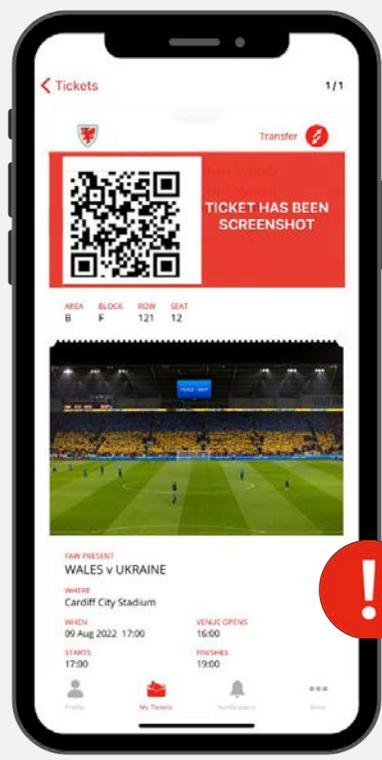


You can transfer a chosen ticket to someone else following the steps in **section 3.**

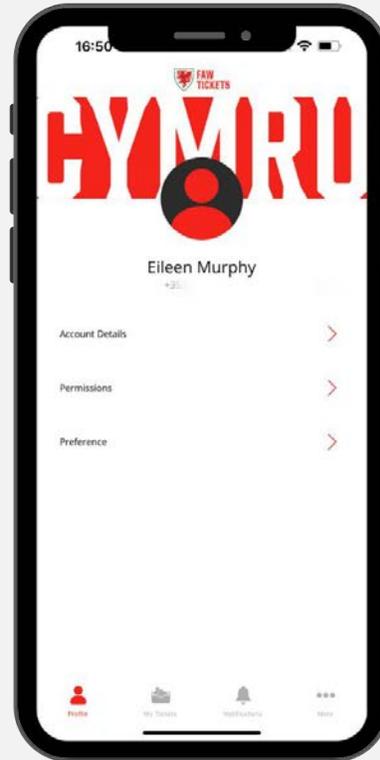
4. How your digital ticket works



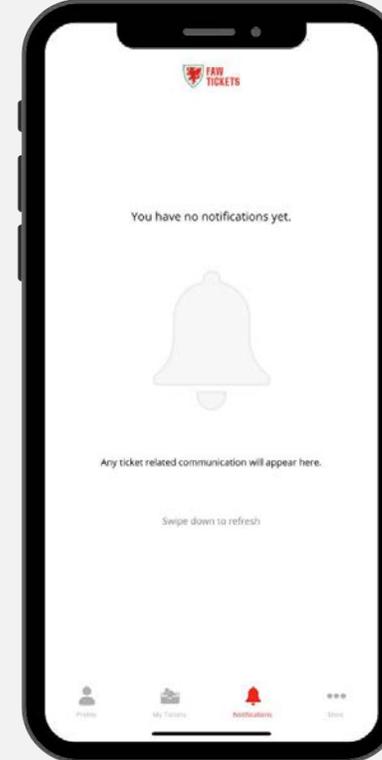
There is a location map in the lower part of the ticket, along with public transport services information; and any promotional offers, content or videos.



To prevent ticket fraud, the app detects any screenshots made of the live ticket and clearly identifies this for staff at the entrance. **The system may cancel a ticket that has been screenshot.**



This is your 'Profile' tab and contains your registration details.



The 'Notifications' tab keeps you updated with event announcements.

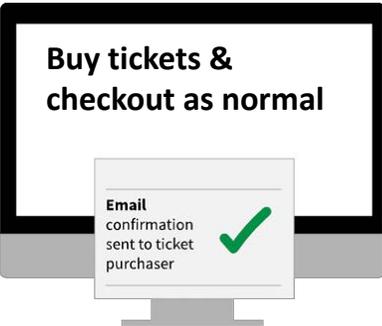


The 'More' tab reveals a series of options that you can use and reference as required.

Purchase-to-receiving tickets overview



1 Buy tickets & checkout as normal



If you have the app

If you already have the FAW Tickets app installed & have registered, you will get your tickets almost immediately.

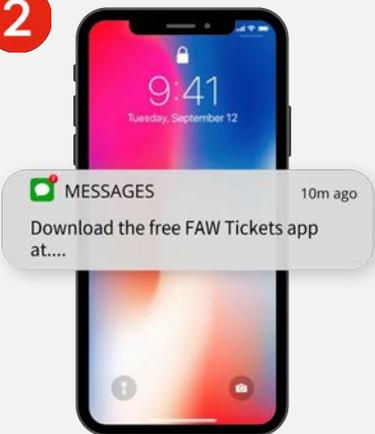
2 You will receive a push notification when the ticket(s) have arrived.



If you don't have the app

No problem, your tickets are not far away, just follow the process below.

2 SMS sent to ticket purchaser with link to App Store or Google Play.

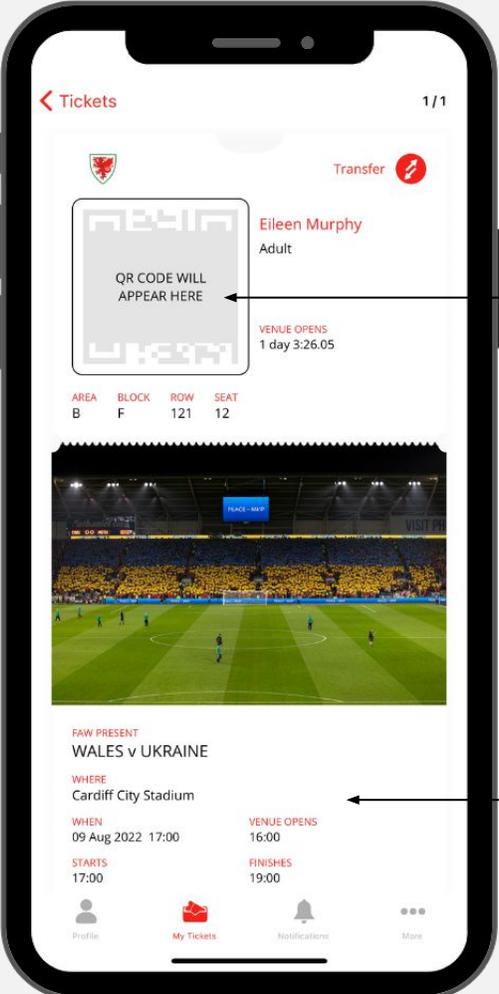


3 GET IT ON Google Play
Download on the App Store



Click the link in the SMS and download the free FAW Tickets app from the App Store or Google Play.

4 Complete the app registration process.



Ticket delivered into 'My Tickets' tab of the FAW Tickets app on the purchaser's phone.

The QR code is protected for security and will activate on the day of the event.

If you have purchased multiple tickets, swipe the QR code to the left to access the other tickets' QR codes.

All the event info and content is in the lower part of ticket - scroll to view.