

Using the → ShowTicks app

Your guide to using digital tickets
on the **ShowTicks app**

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→ Using the ShowTicks app

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

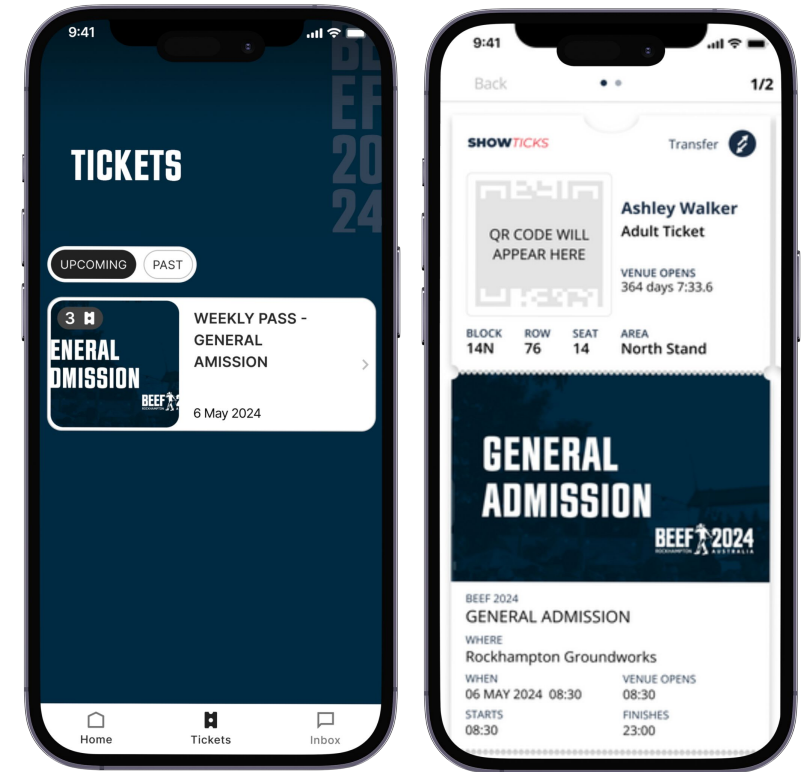
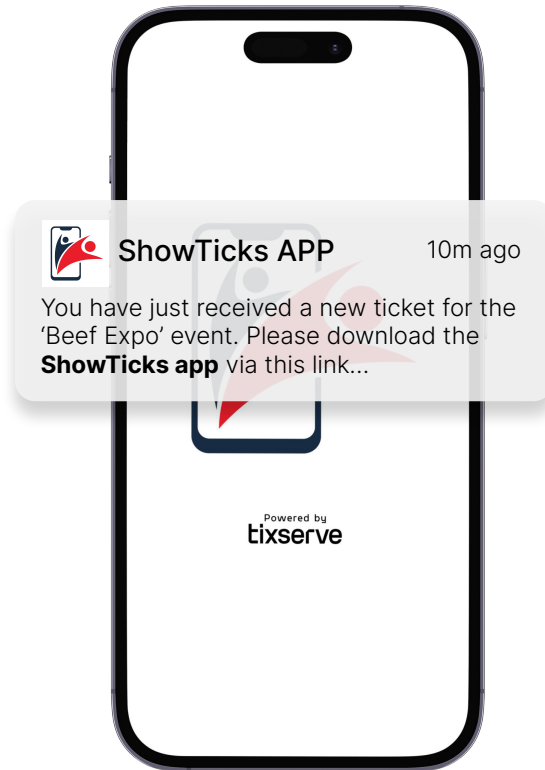
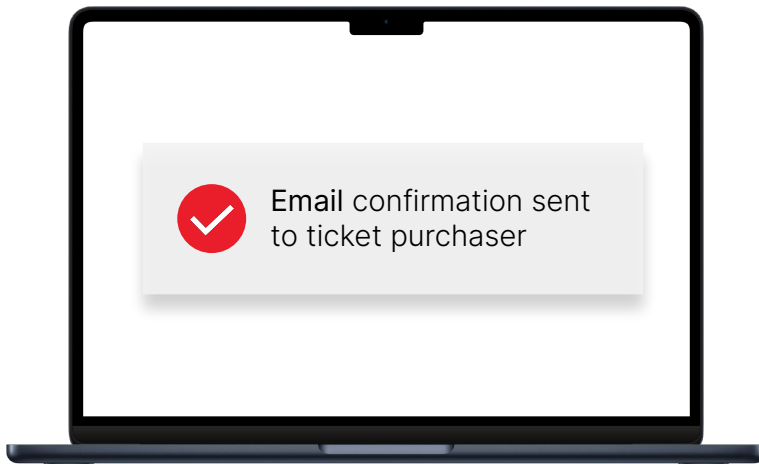
We hope you enjoy!



- 1 If you do have the ShowTicks app
- 2 If you don't have the ShowTicks app
- 3 Registering in the ShowTicks app
- 4 Transferring tickets
- 5 How your digital ticket works
- 6 Overview - Purchasing to receiving tickets

→ 01

If you do have the ShowTicks app



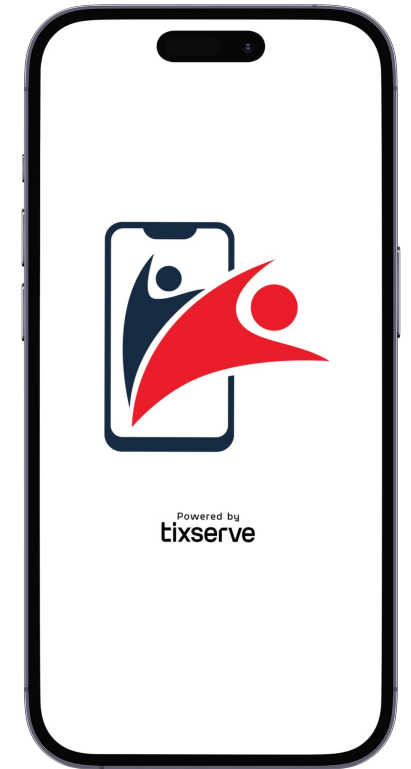
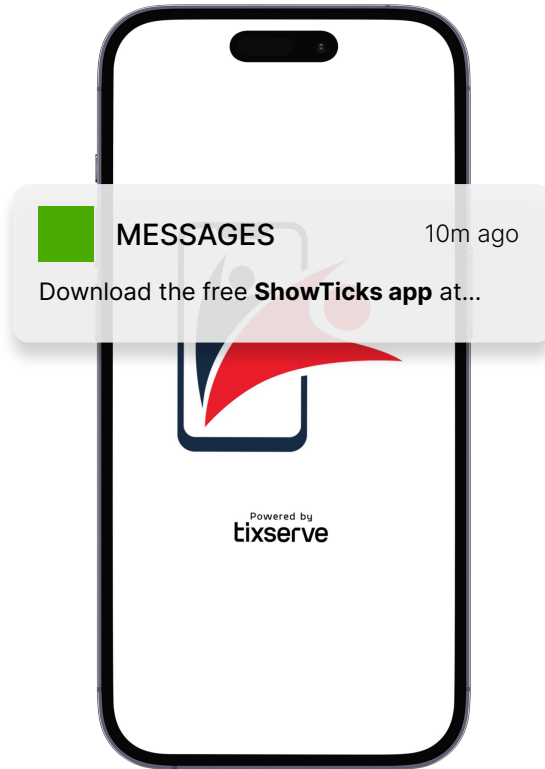
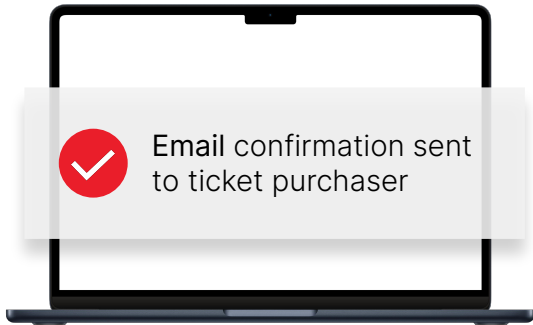
1 Before installing the app, **ensure your mobile number is correct on your online e-ticketing account.**

2 If you have the **ShowTicks app** installed and registered already, you'll receive a **push notification** to access your ticket(s).

3 Your ticket(s) are available in the **"Tickets"** tab. The QR code will be hidden and will activate closer to the event.

→ 02

If you don't have the ShowTicks app



1 Before installing the app, **ensure your mobile number is correct on your online e-ticketing account.** (e.g. +61 XXX XXXX)

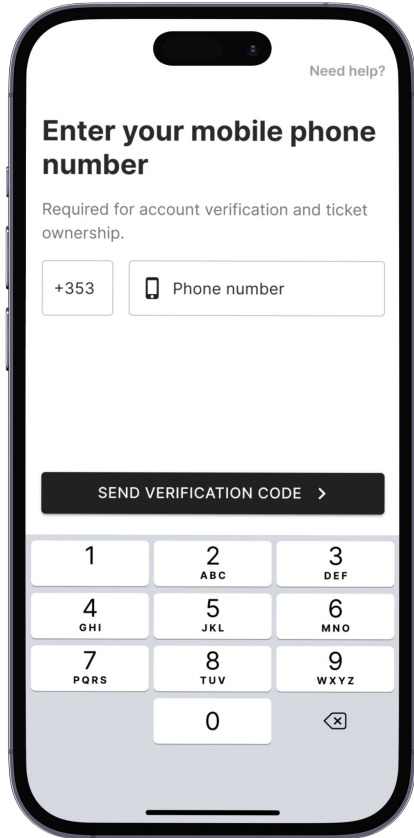
2 An SMS will be sent with a link to the App Store or Google Play to download the **ShowTicks app.**

3 Download the **ShowTicks app.**

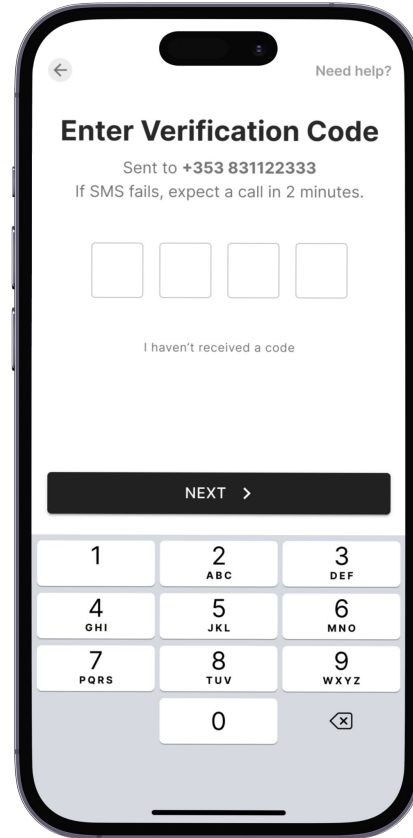
4 Begin the registration process.

→ 03

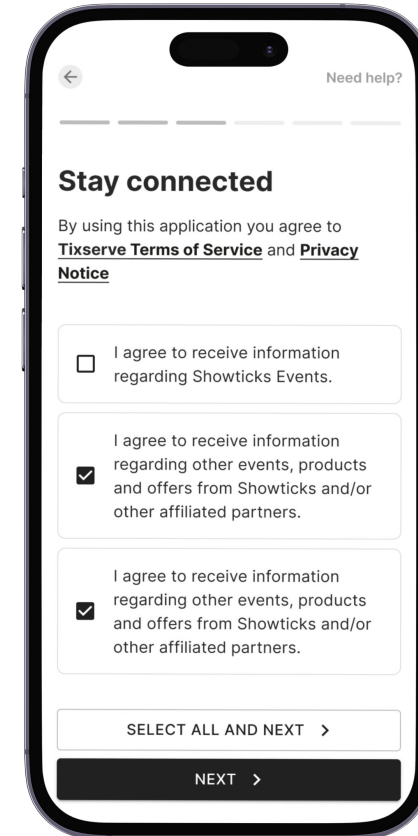
Registering in the ShowTicks app



1 Enter your full mobile number, including the **country code** (e.g. +61).



2 Enter the verification code that will arrive to your phone via SMS.
If SMS fails, expect a call within 2 minutes providing your code.

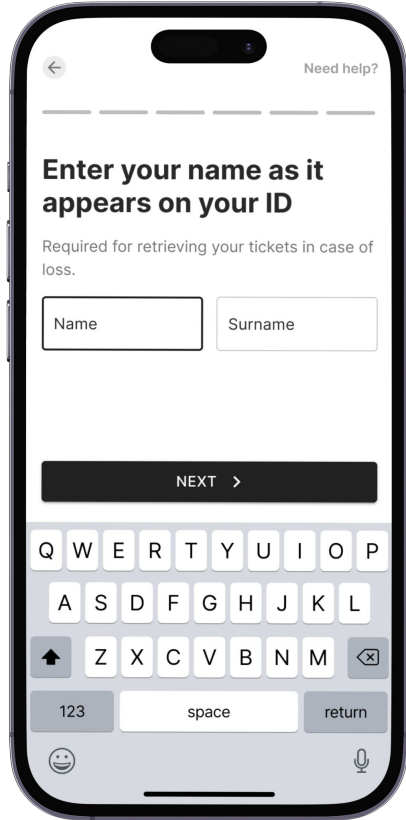


3 Select your Marketing Consent preferences

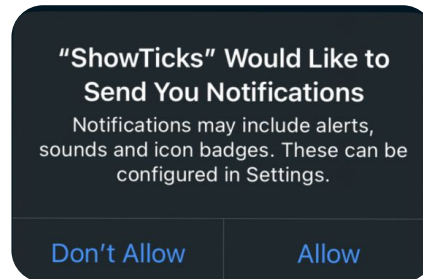


03

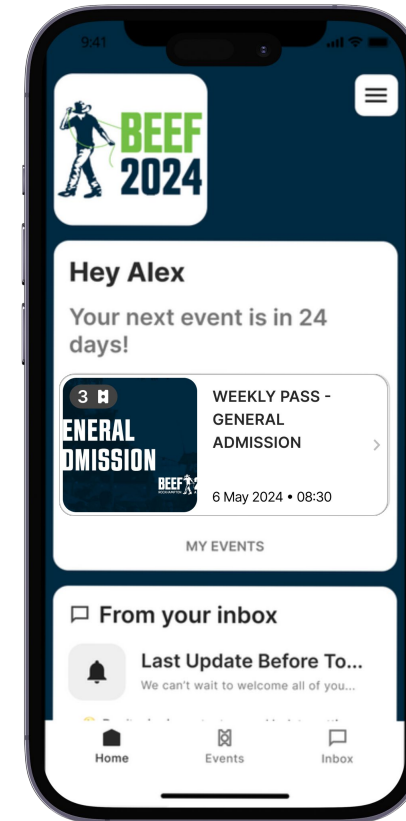
Registering in the ShowTicks app



4 Enter your full name.



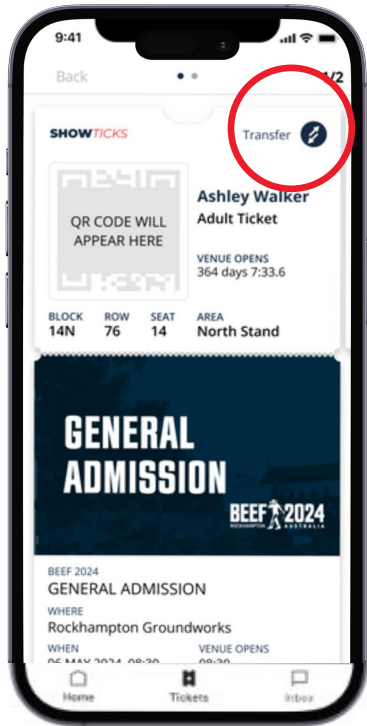
5 'Allow' notifications



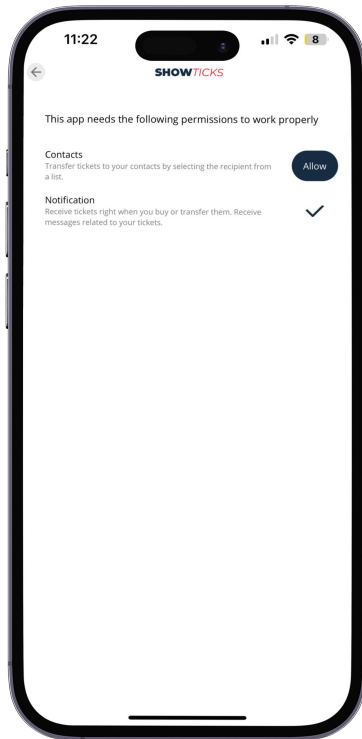
6 You're are all set!

→ 04

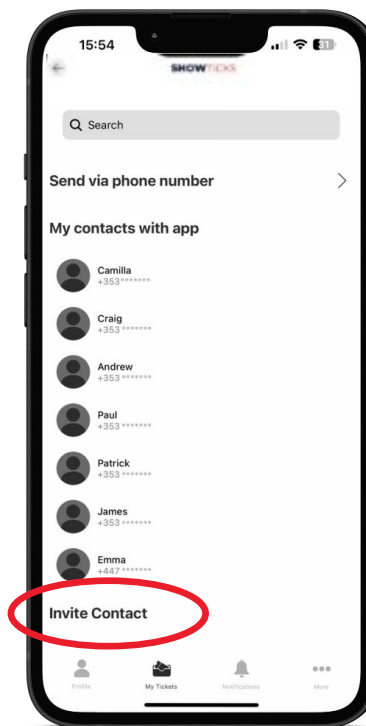
Transferring tickets



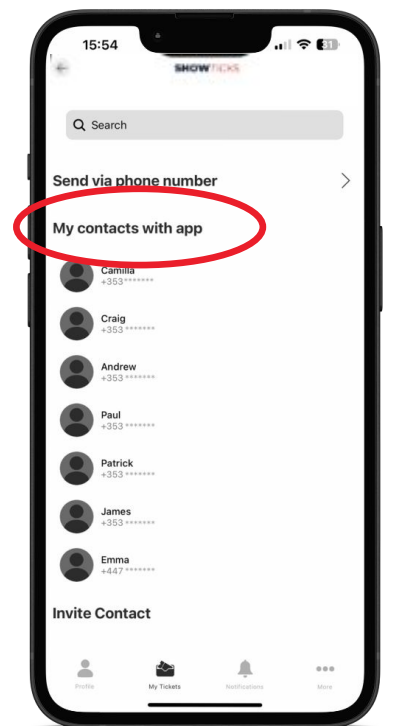
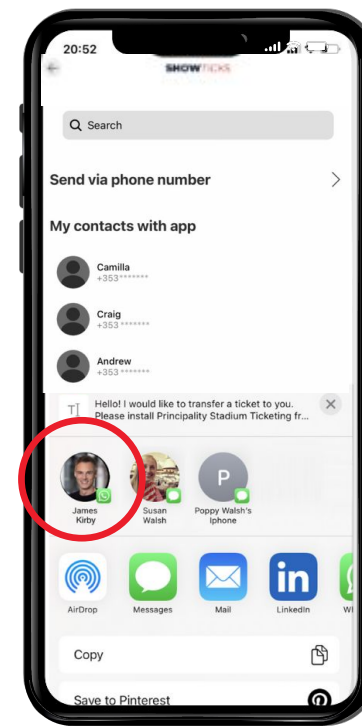
1 Select the ticket you want to transfer.
Tap the 'Transfer' button on the top right of the ticket.



2 For easier transfers, 'Allow' access to your Contacts.
This can be done in your 'Account' tab.

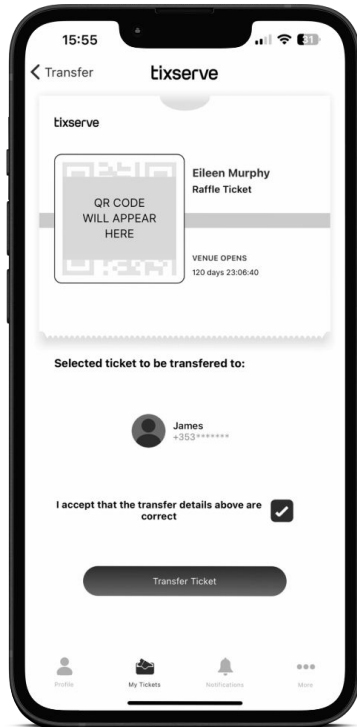


3 **Ticket transfer is app-to-app only.** The person you wish to transfer the ticket to, must have the ShowTix app.
Use the 'Invite Contact' button. This will send an SMS with a link inviting your contact to download the app.



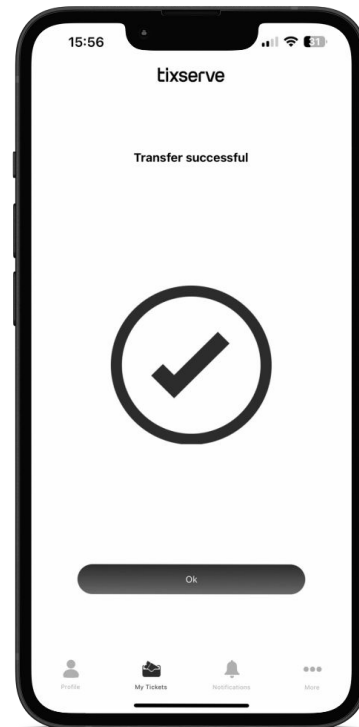
4 Any contacts that have the app (and registered) will appear here.

→ 04 Transferring tickets



5 Select the Contact you want to transfer the ticket to.

Confirm the details are correct and tap 'Transfer Ticket'



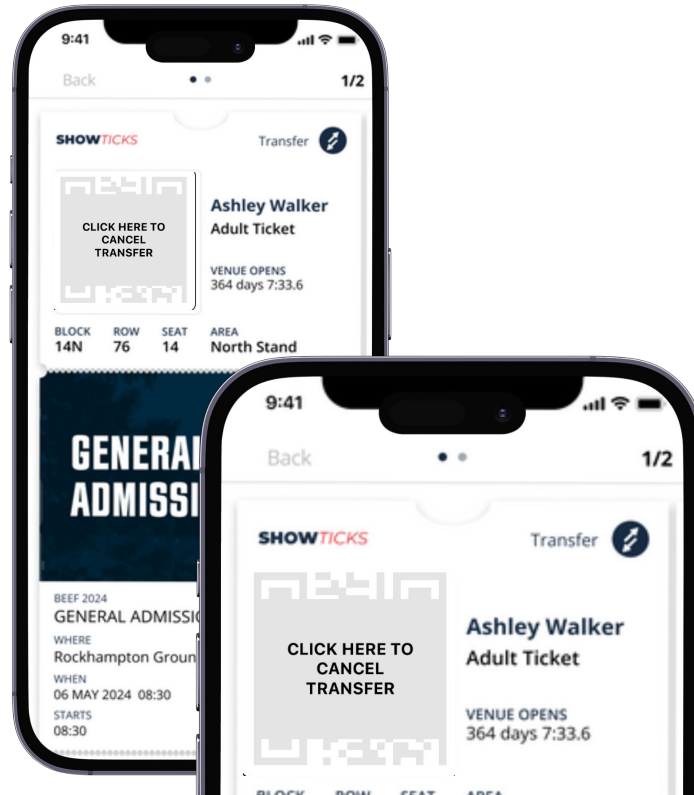
6 The ticket will instantly leave your app and appear on their app, in their name.



! If the person you want to transfer a ticket to is **not in your contacts**, use the 'Send via phone number' option. Enter the mobile number (+61) and follow the instructions.

→ 04

Retrieving a transferred ticket



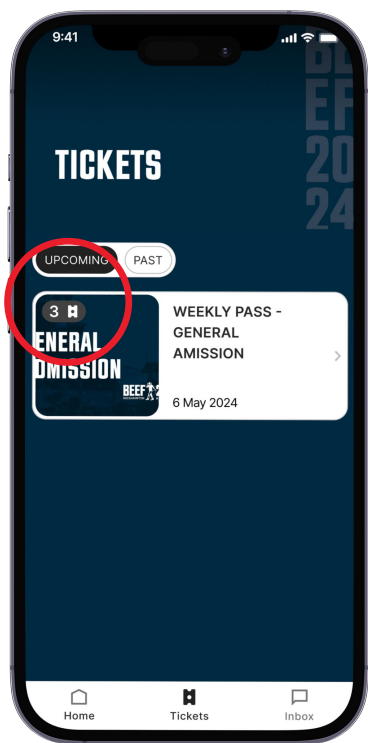
6

Have you transferred the ticket to the wrong number? You can cancel the transfer by clicking the QR code.

Take caution when entering the mobile number manually, as the ticket can be accepted instantly. If the transferee accepts it, contact customer service.

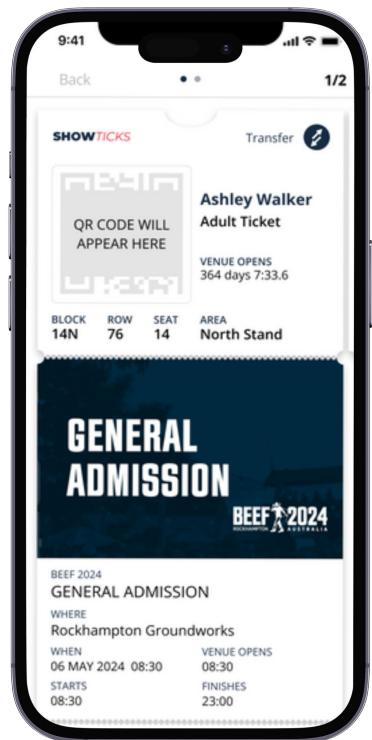
→ 05

How your digital tickets work



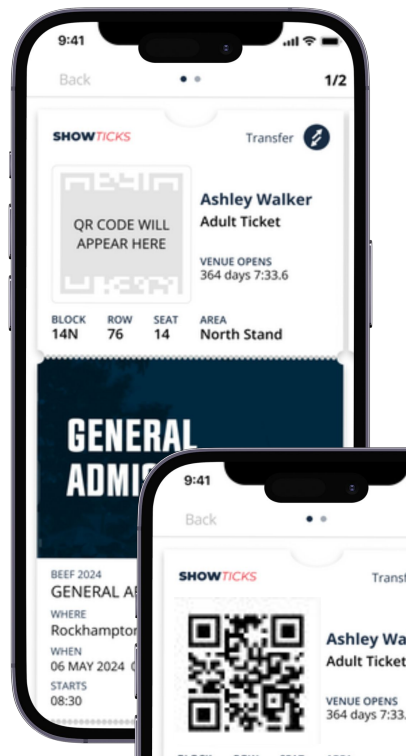
Your tickets appear in the 'Tickets' tab. There is an icon that shows the number of tickets you have for the event.

Click on the ticket to open it.



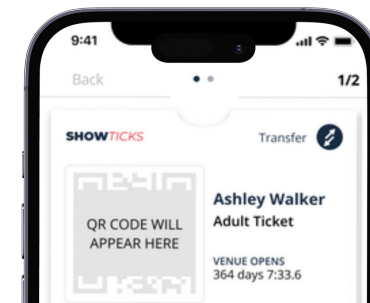
Close to the event, the QR code will become active and animated.

Event details are in the lower part of the ticket.

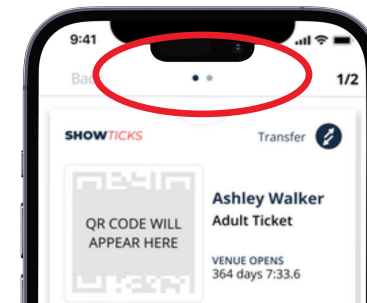


For security purposes, the entry QR code on the ticket(s) **only activates closer to the day of the event.**

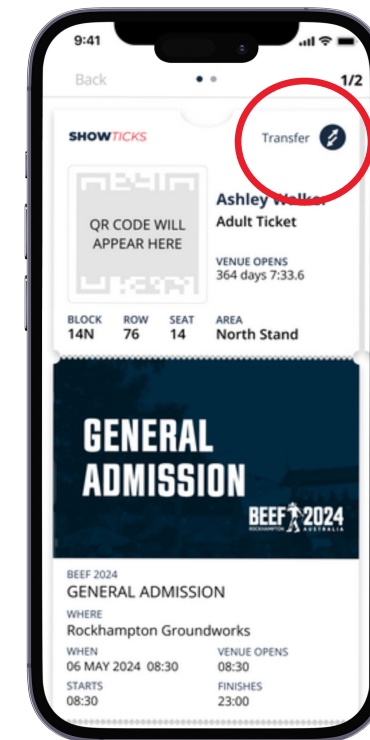
Single ticket



Indicates multiple tickets



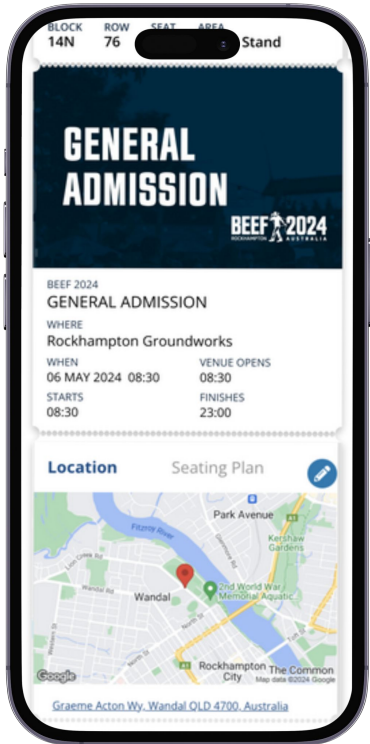
If you have bought multiple tickets for the same event, **swipe across to access them.**



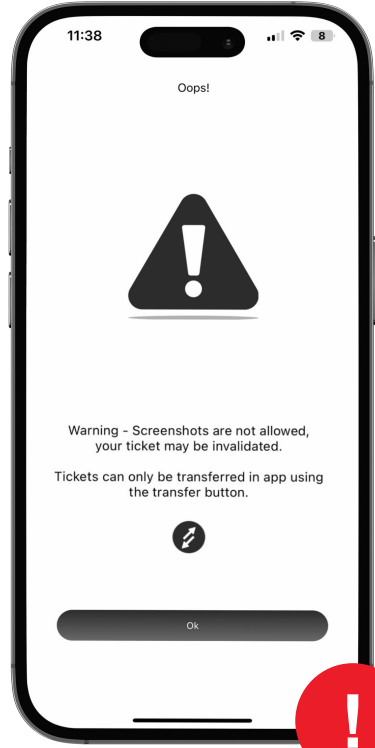
You can transfer a chosen ticket to someone else following the steps in **section 4.**

→ 05

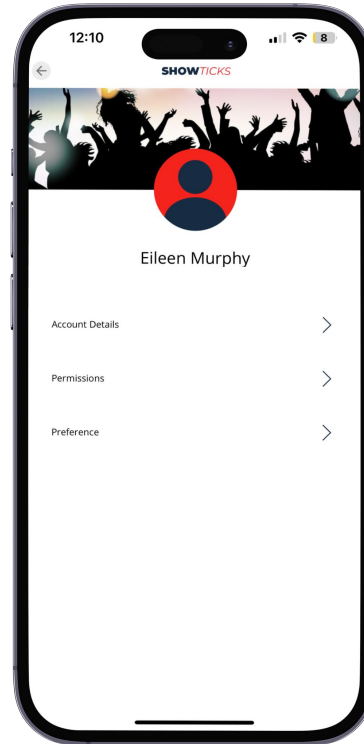
How your digital tickets work



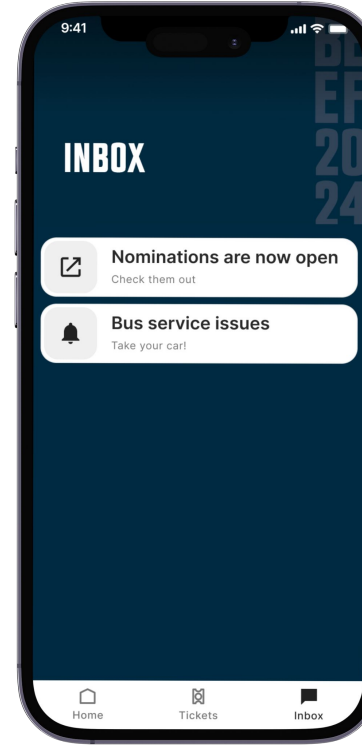
There is a location map and seating plan in the lower part of the ticket; along exciting event-related content.



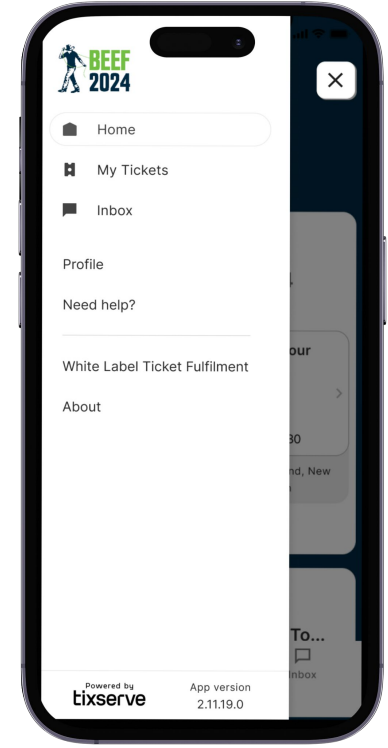
To prevent ticket fraud, the app detects any screenshots made of the ticket and clearly identifies this for staff at the entrance.



This is your **'Account'** tab and contains your registration details.



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



The **'Menu'** bar reveals a series of options that you can use and reference as required.

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Overview - Purchase to receiving your tickets



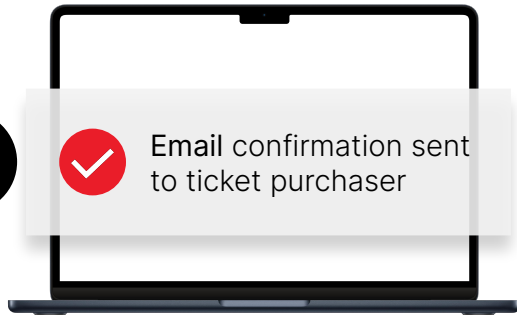
If you have the app →

You'll get your tickets almost immediately

1



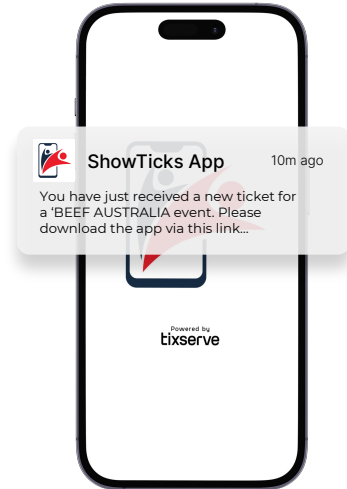
Email confirmation sent to ticket purchaser



If you don't have the app →

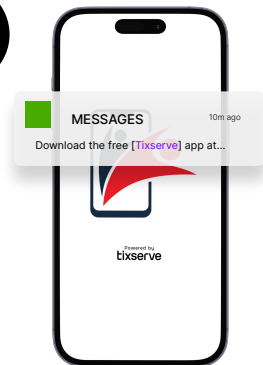
Your tickets are not far away

2



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

2



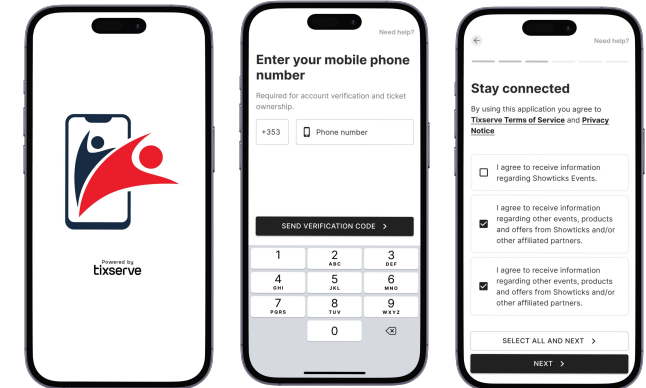
SMS with a link to the App Store / Google Play.

3



Download the free ShowTicks app

4



Register your details

→ 06

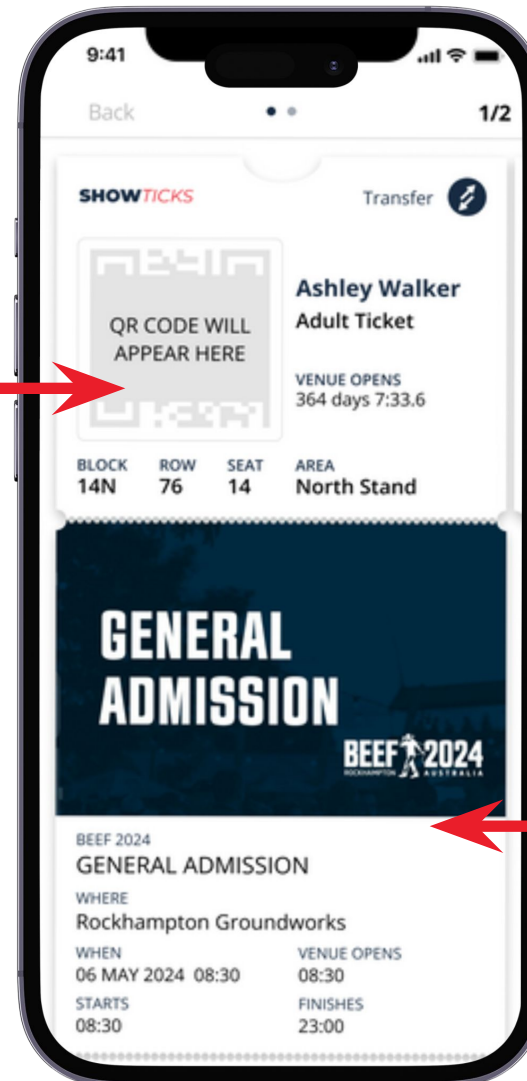
Overview - Purchase to receiving your tickets



5 Tickets will appear in the 'Tickets' tab.

The QR code is protected for security and will activate closer to the event.

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



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