GUIDE TO USING DIGITAL TICKETS

on the Principality Stadium
Ticketing App

POWERED BY TIXSERVE
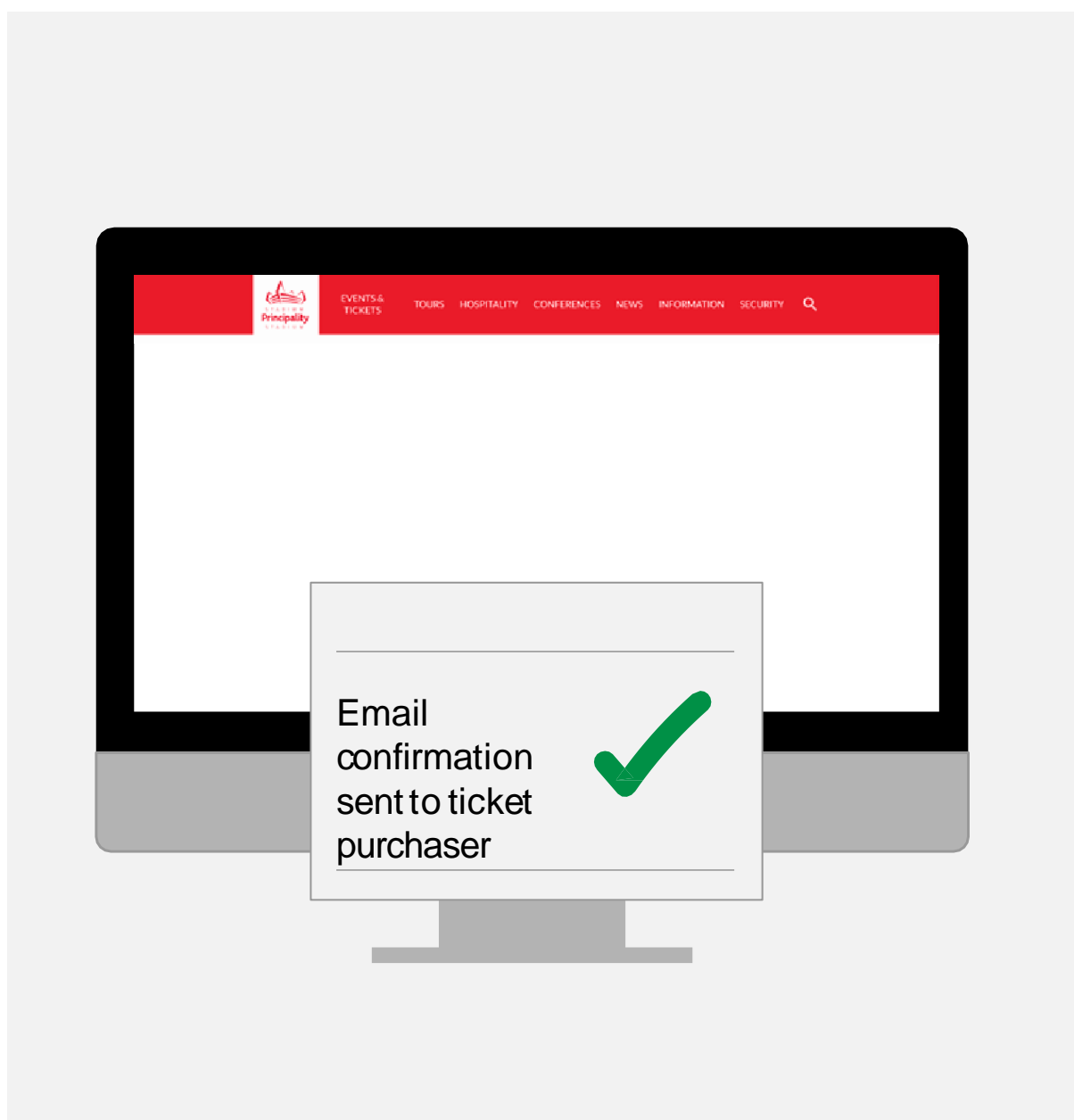
Wales V Ireland

07 Apr 2021 14:00

Starts in:

x2

Open Tickets ▶

14:23

Principality Stadium Ticketing App

Welcome to the guide
to using digital tickets on the
Principality Stadium Ticketing
app.

The app is designed to make
your ticketing experience at
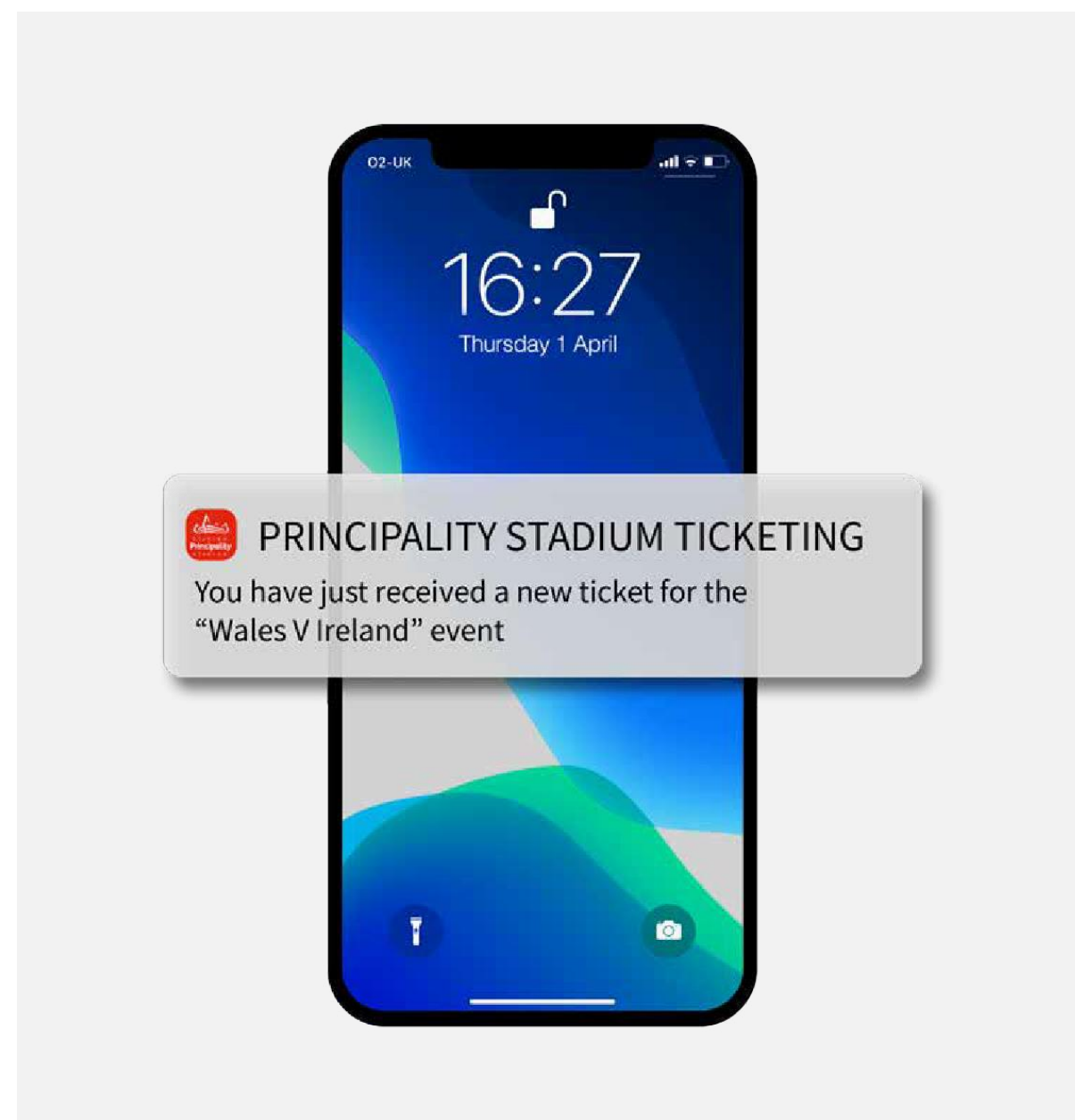Principality Stadium faster,
more secure, more convenient
and engaging.

We hope you enjoy!

1. **Step by step guide to receiving tickets
   <u>if you do</u> have the Principality Stadium Ticketing
   app pre-installed and registered**

2. **Step by step guide to receiving tickets
   <u>if you don't</u> have the Principality Stadium Ticketing
   app pre-installed and registered**

3. **Ticket transfer guide**

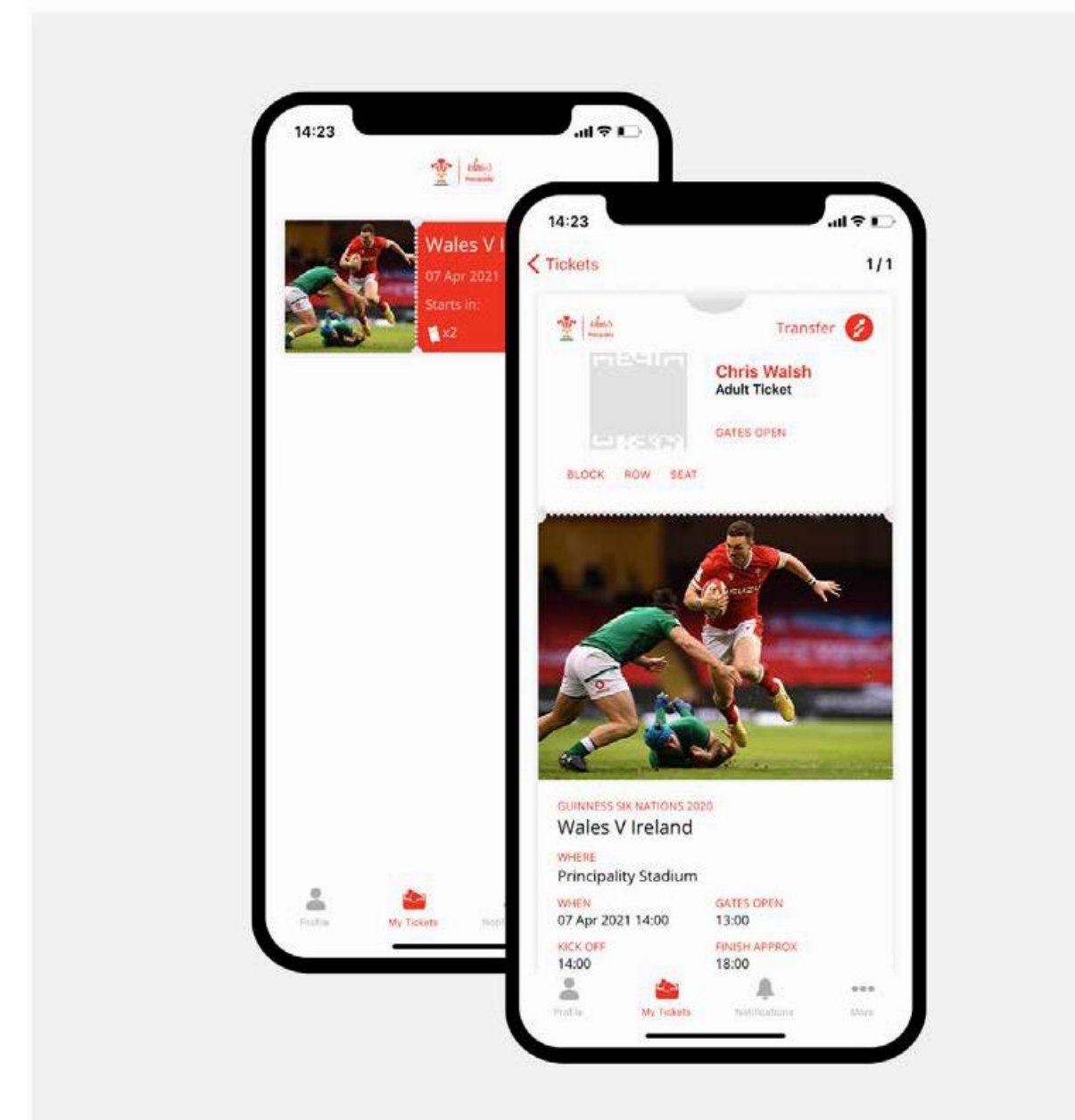4. **How your digital ticket works**

5. **Summary (1 page)**

Step by step guide *if you do* have the Principality Stadium Ticketing app pre-installed and registered

1 Complete your ticket purchase using the WRU Official Online Ticket Office. Following your purchase, an email confirmation will be received.
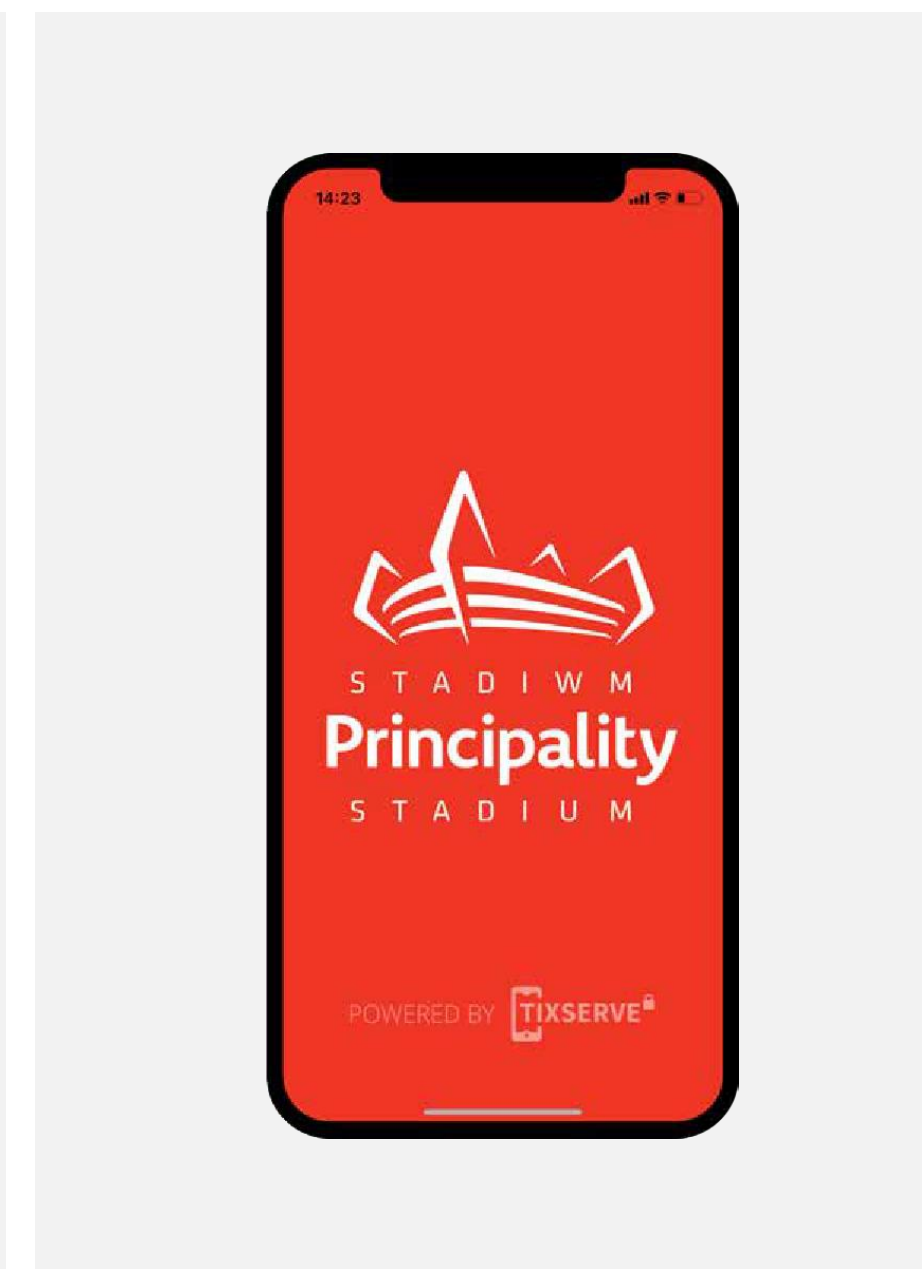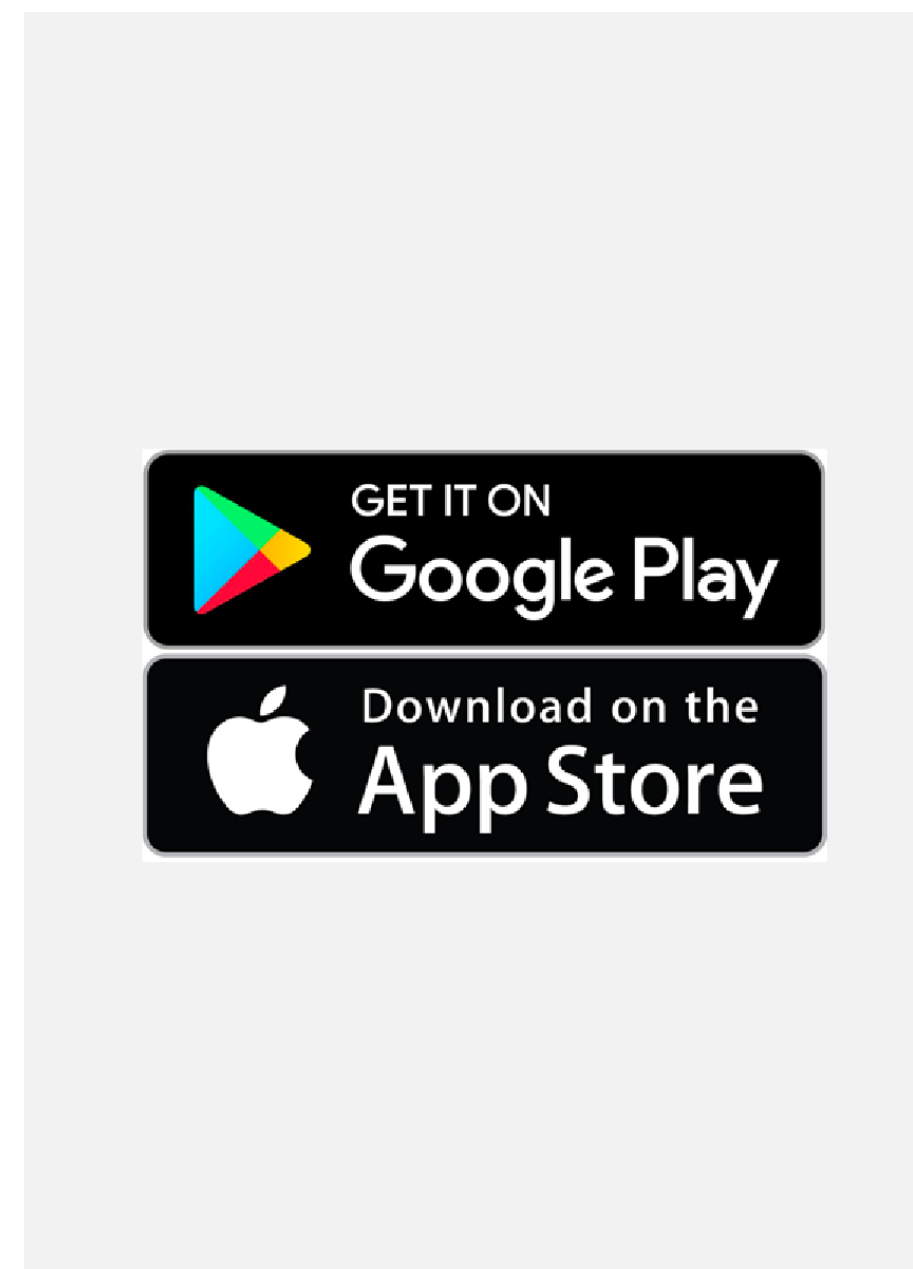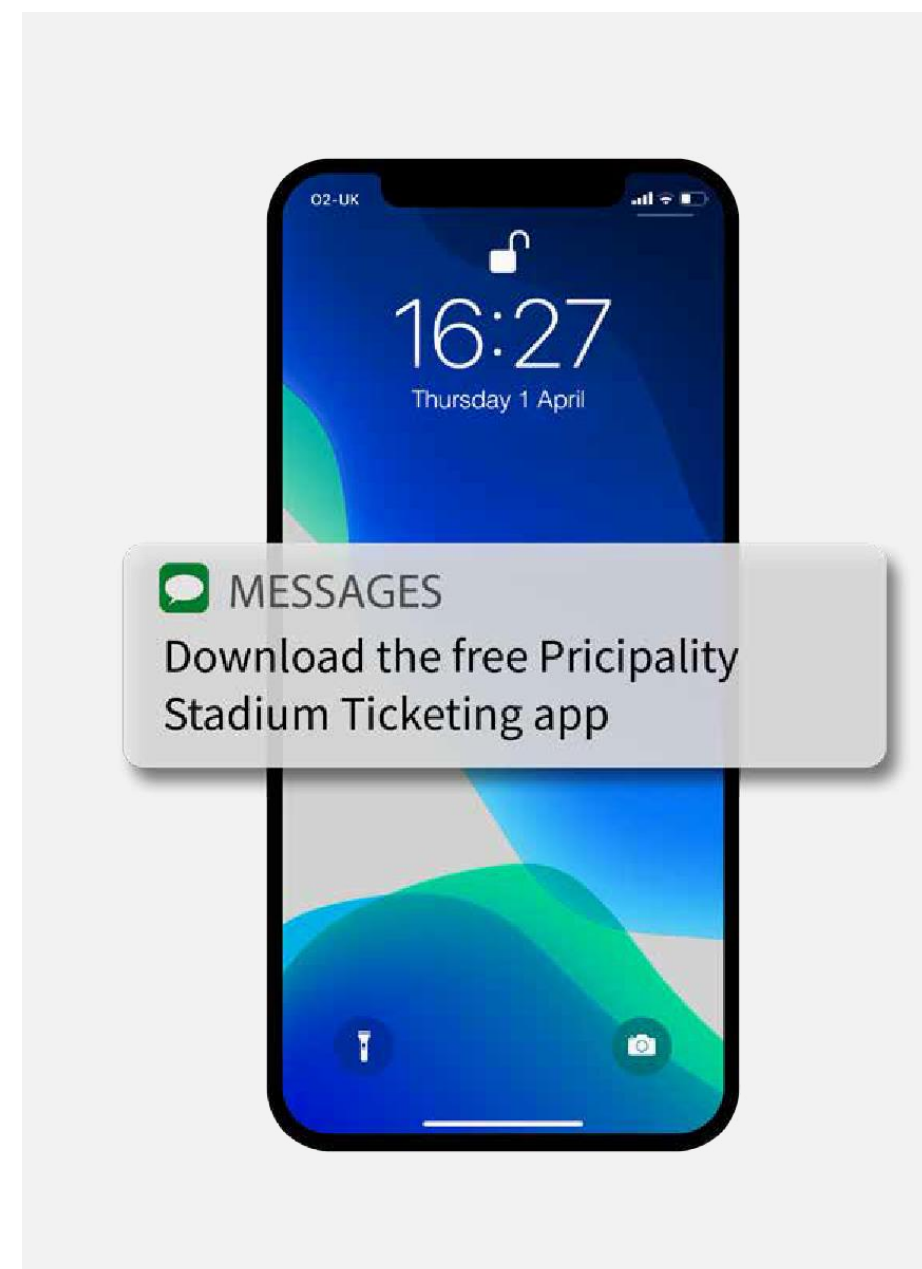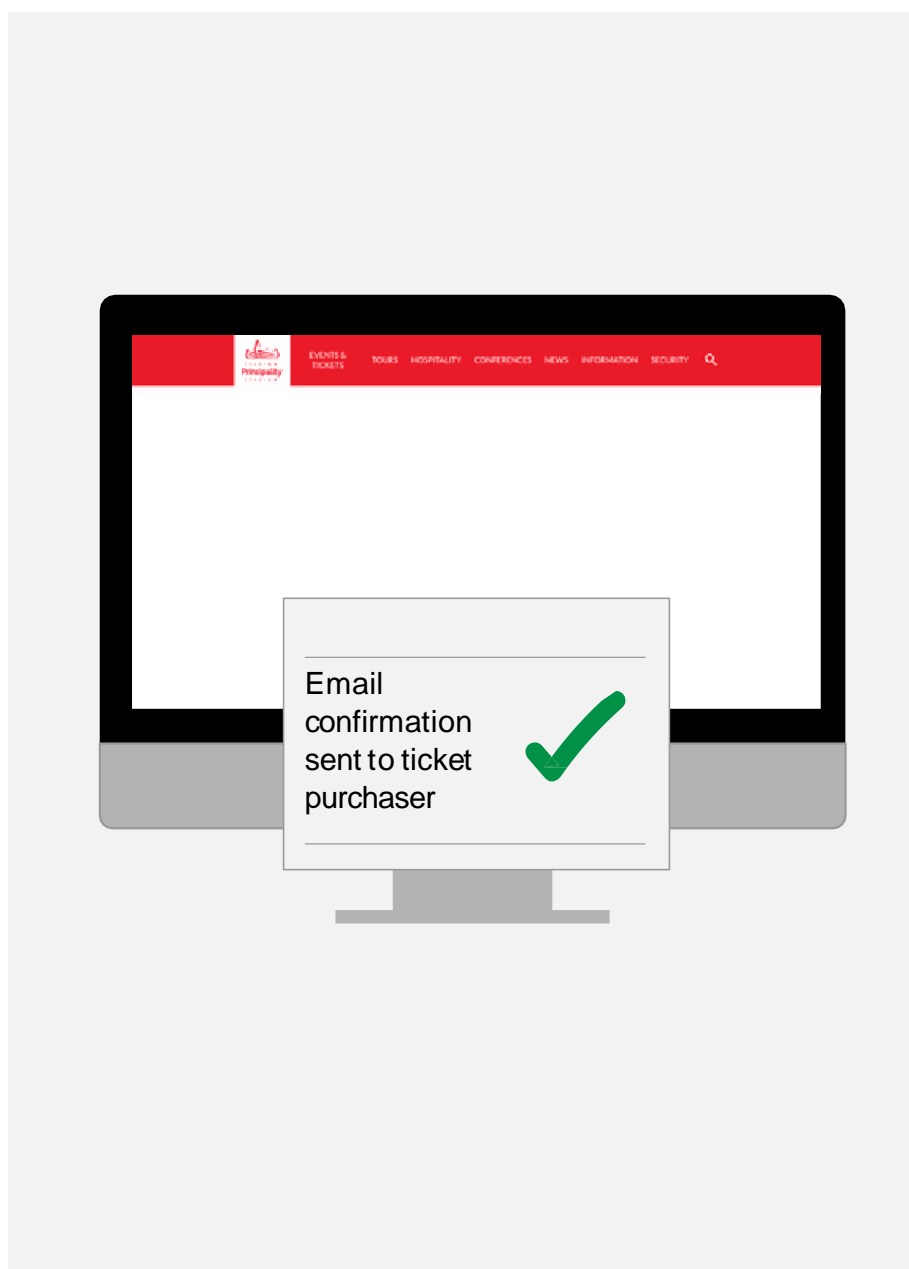
2 If you already have the Principality Stadium Ticketing app installed and have completed the registration process, a push notification will be received to confirm that your tickets are available within your app.

3 Your tickets can be found within the the "**My Tickets**" tab. A rotating QR code will appear on your ticket 48 hours prior to the event.
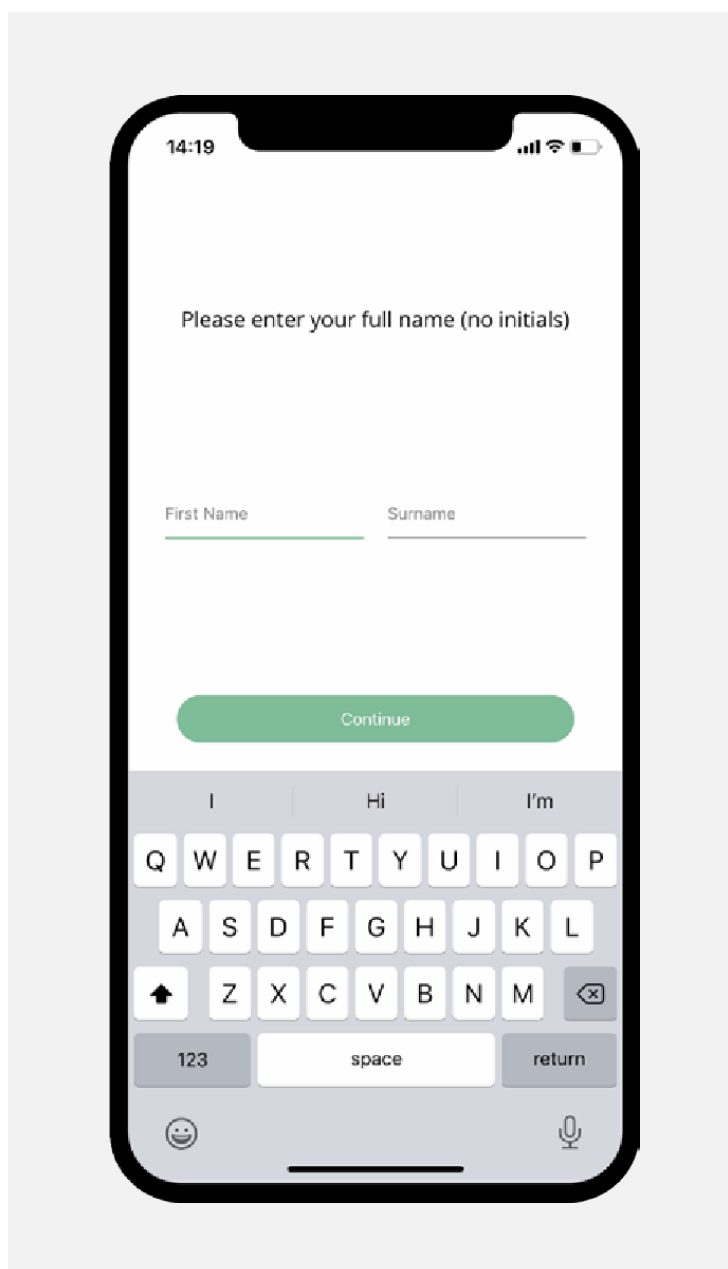
1 Complete your ticket purchase using the WRU Official Online Ticket Office. Following your purchase, an email confirmation will be received.

2 If you don't have the app, you will receive an SMS message containing a link to download to Principality Stadium Ticketing app.
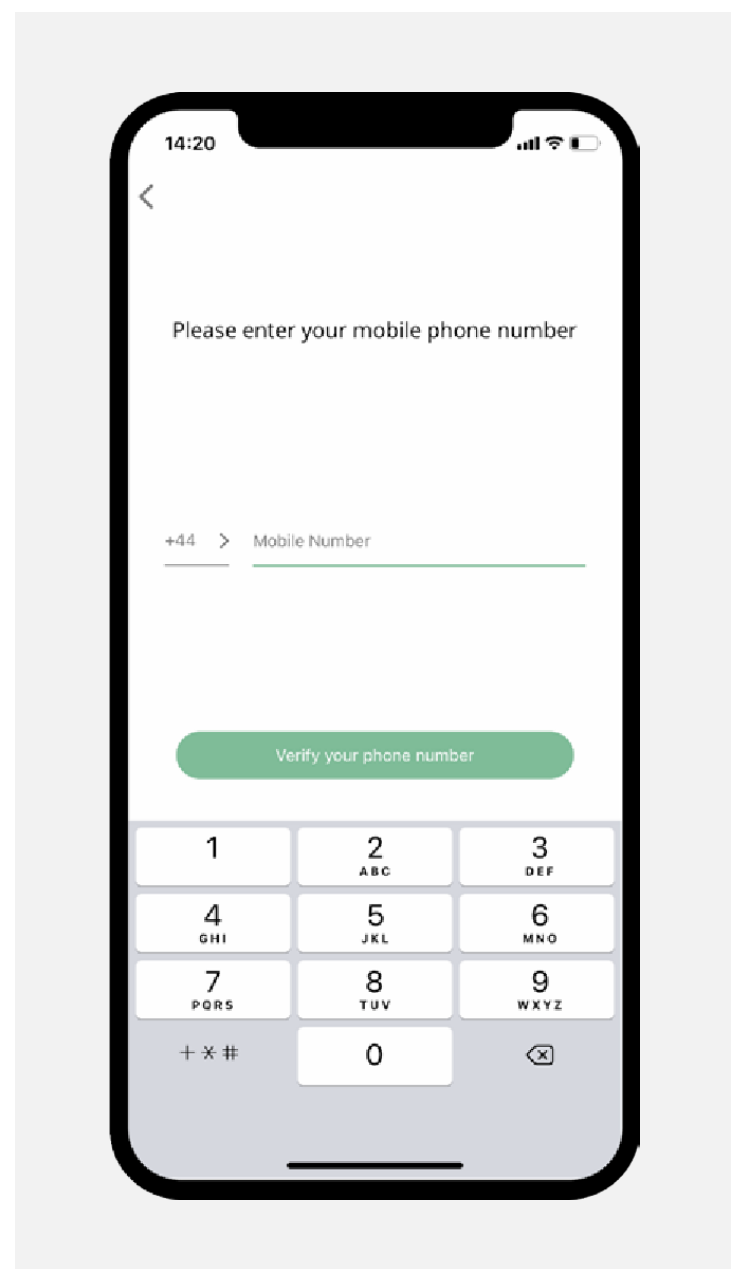
3 The link in the SMS will take you to the relevant app store for your device and allow to download the free Principality Stadium Ticketing app.

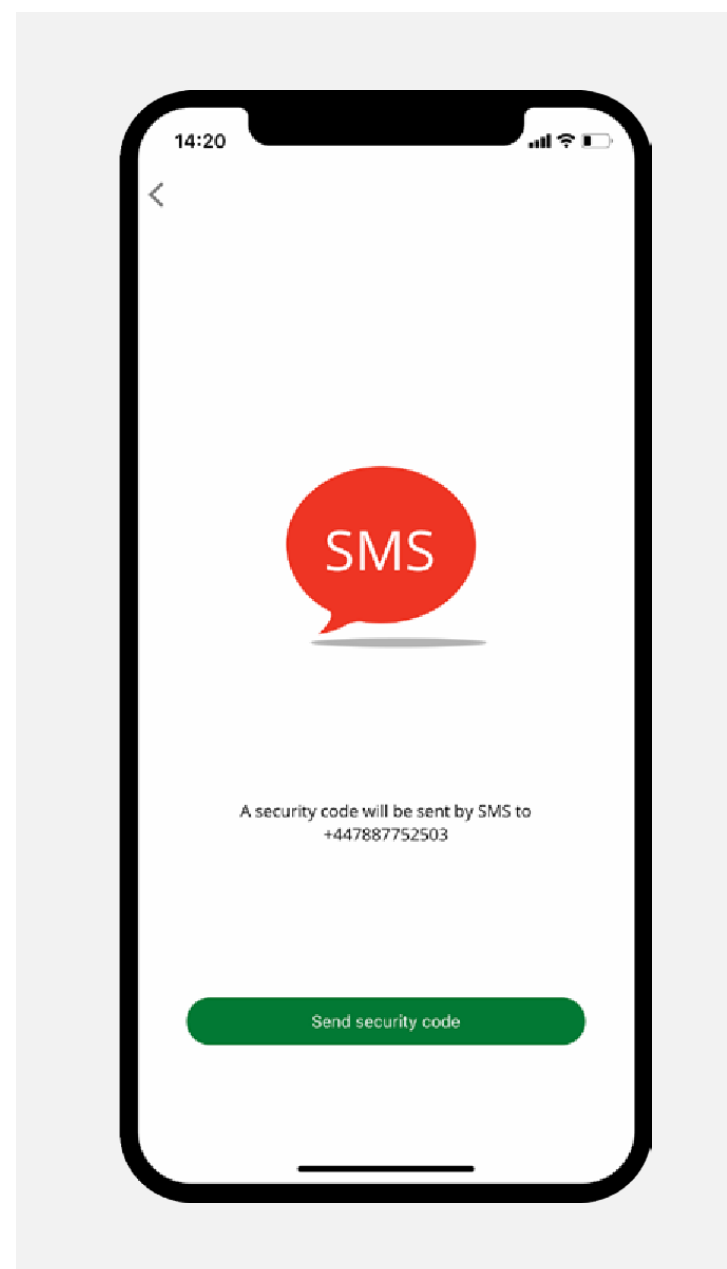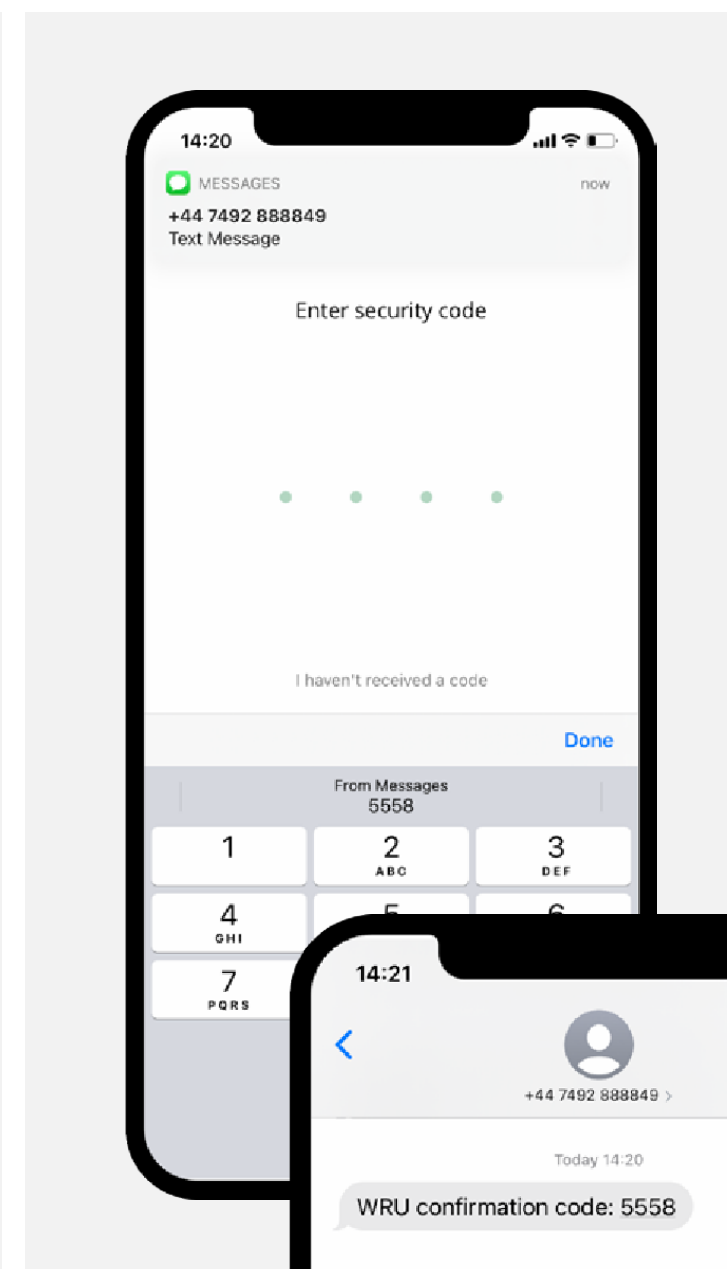**4** Begin the registration process.

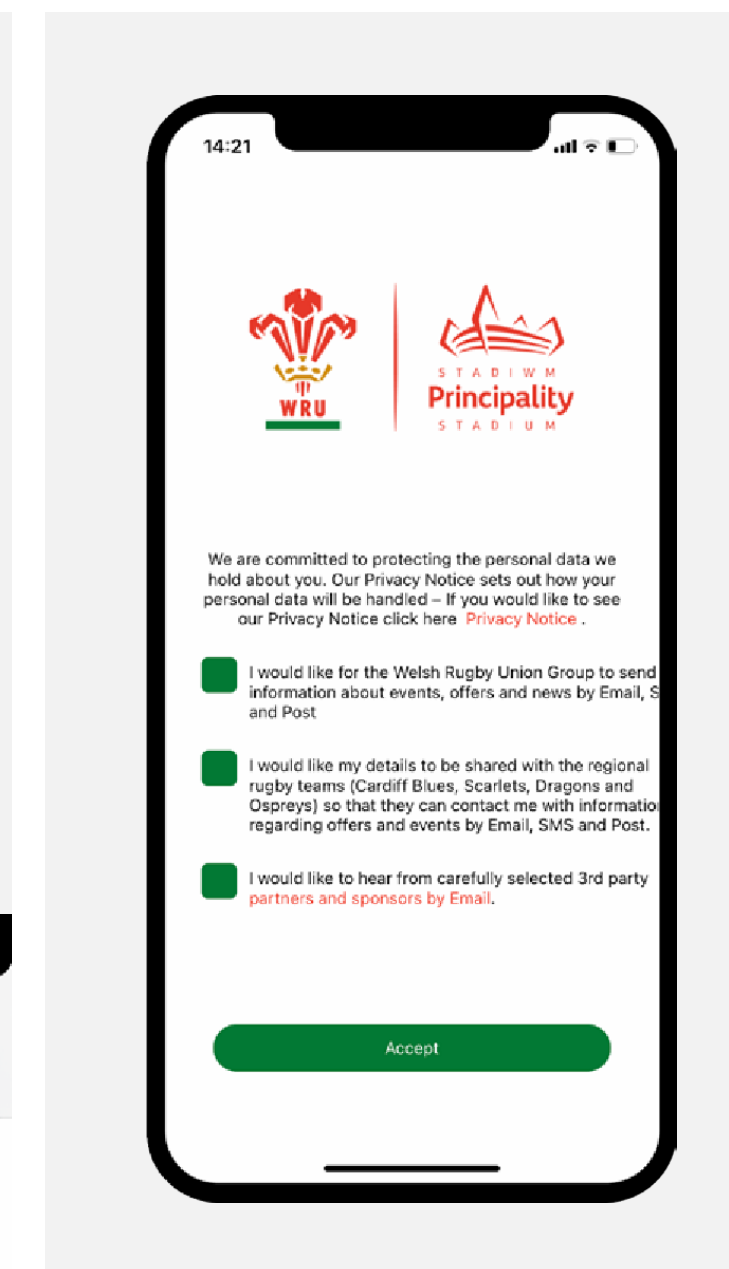**5** Enter your full name (no initials) and press continue.

6 Enter your mobile phone number.

7 To validate the phone and number you will be sent a four digit verification code via SMS.
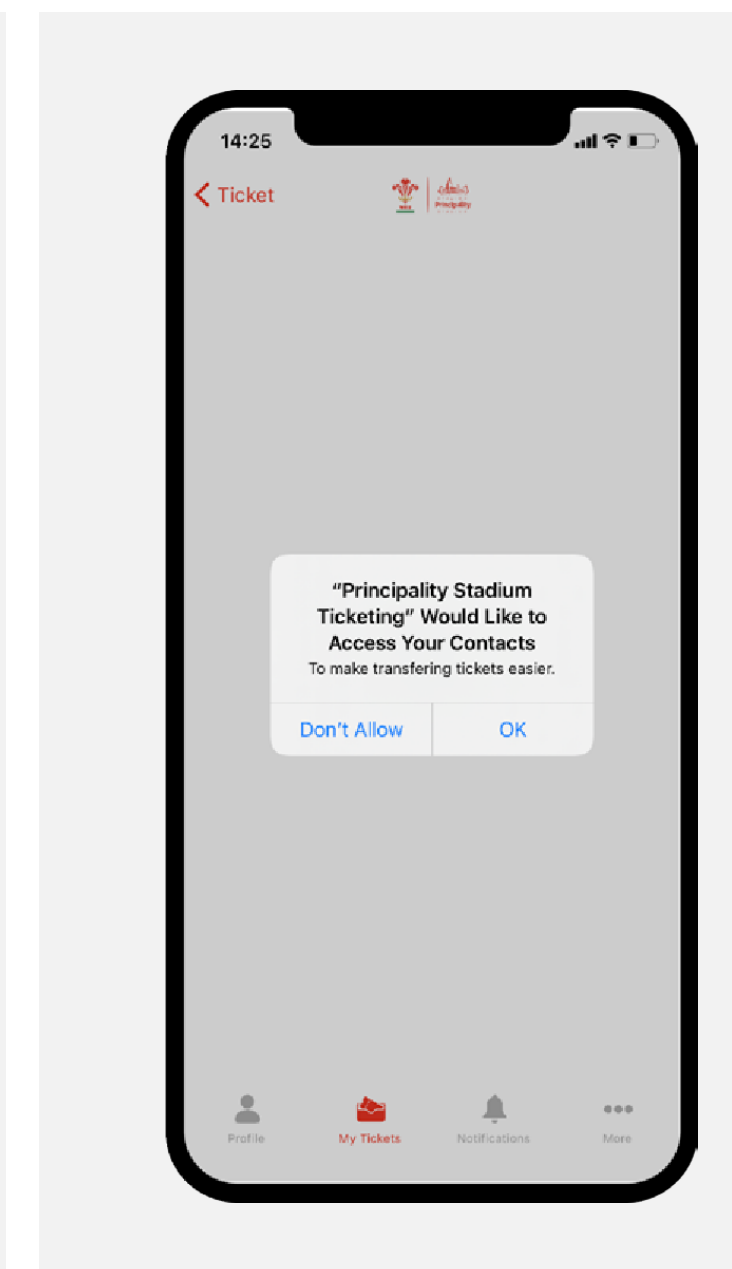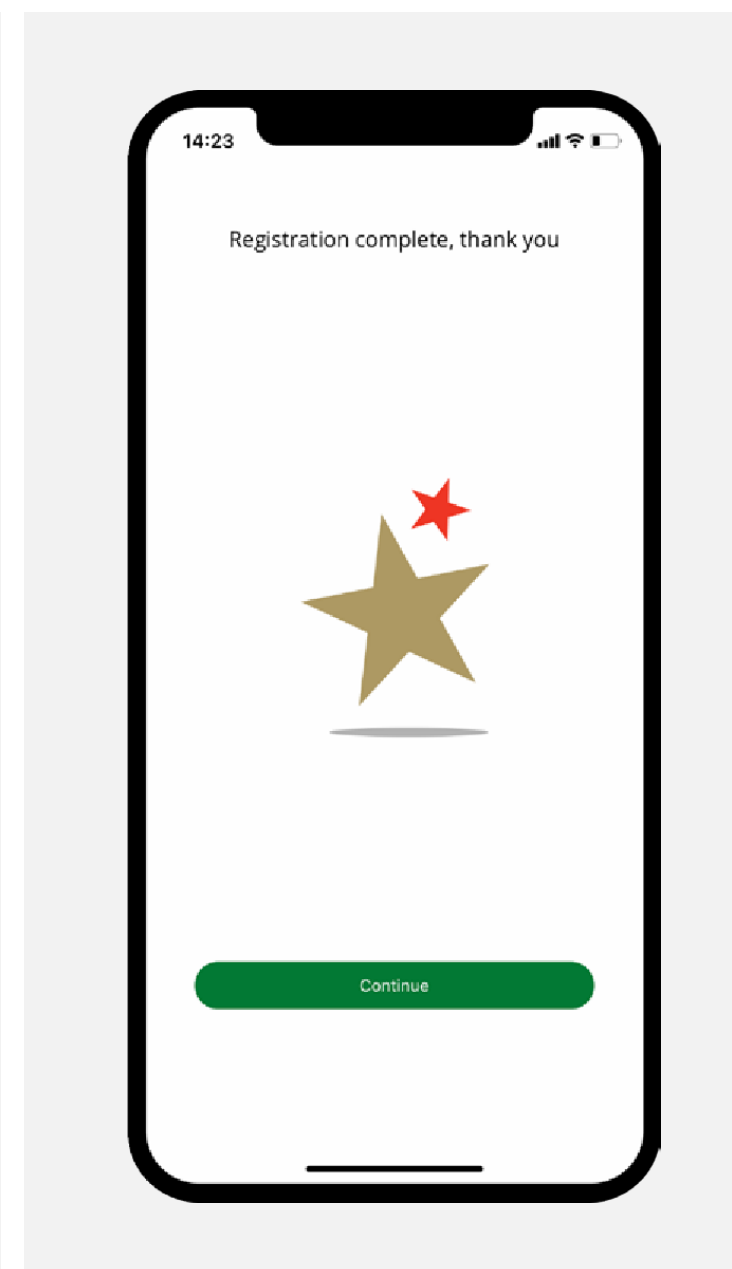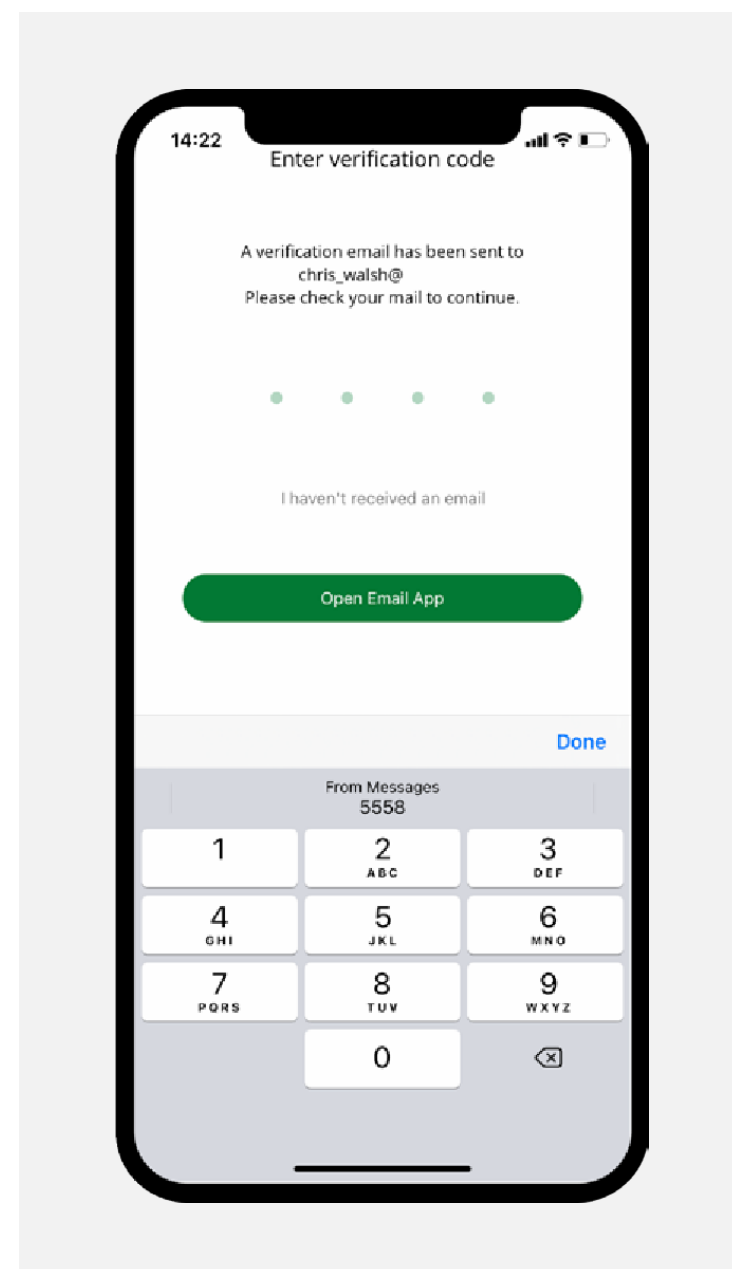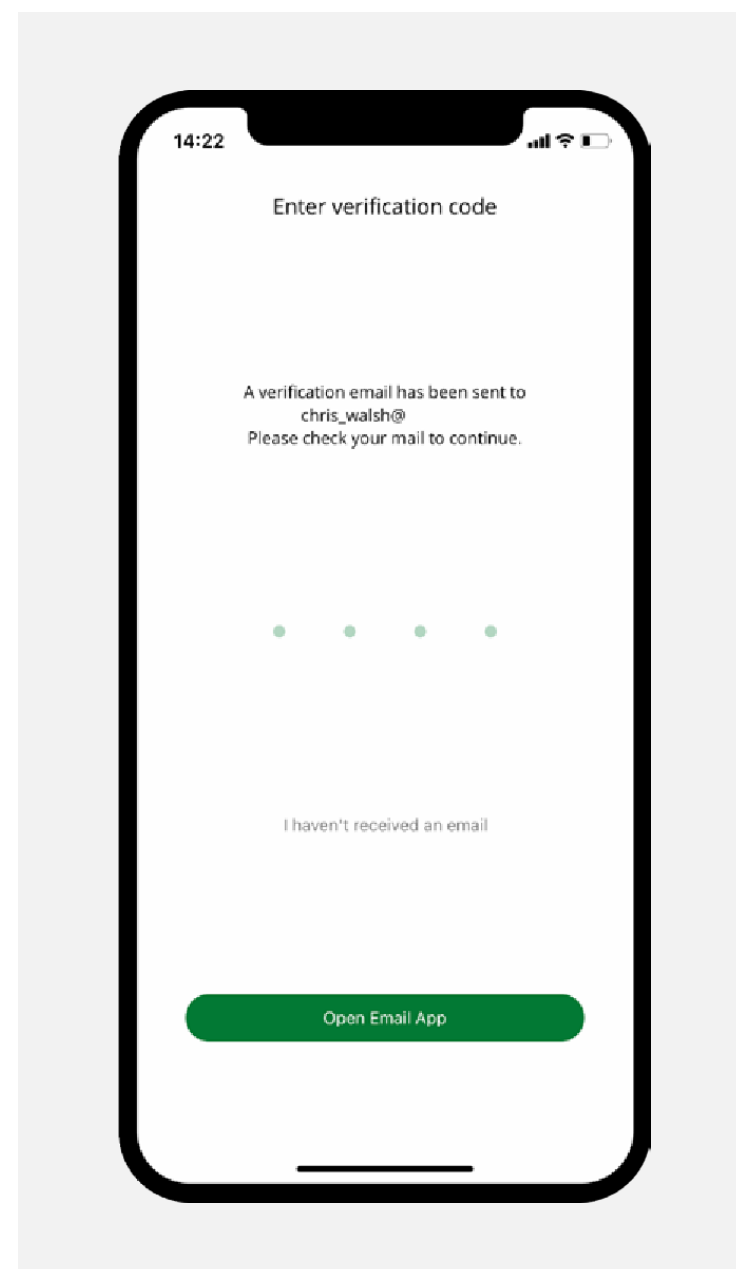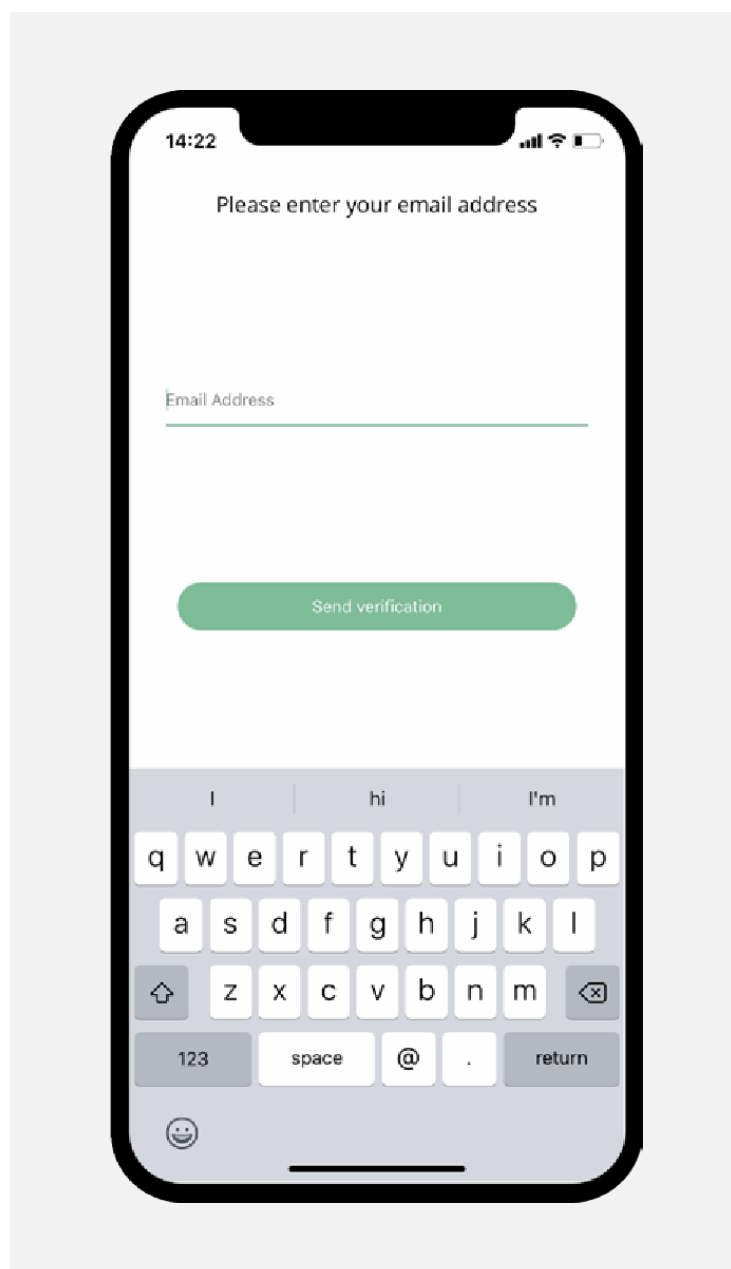
8 If using an **Apple** device, open the SMS on your phone and enter the unique 4 digit code into the app.
If using an **Android** device, the device will automatically consume the code for you.

9 Register your communication preferences

WRU | STADIWM Principality STADIUM

10 Please enter your email address and click the 'send verification' button.

11 Click the 'Open email app' button to obtain the unique four digit verification code that has been sent to your email address.

**12** Enter the four digit verification code.
If you have not received the code, please check your email address is correct and check your junk / spam folders.

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

14 The Principality Stadium Ticketing app works best when you allow access to your contacts. Allowing this feature makes it easier to transfer tickets to family and friends.

3. Ticket Transfer
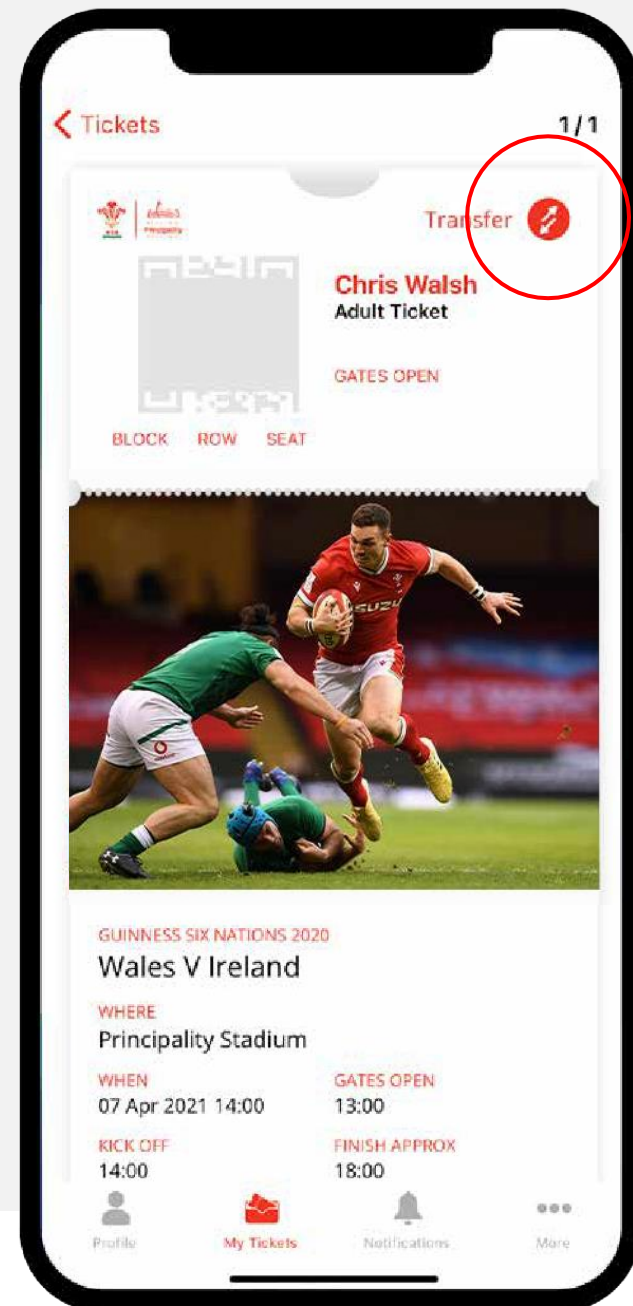
1 Open '**My Tickets**' tab and select the event and ticket that you wish to transfer. Select the 'Transfer' option at the top right-hand side of your ticket.
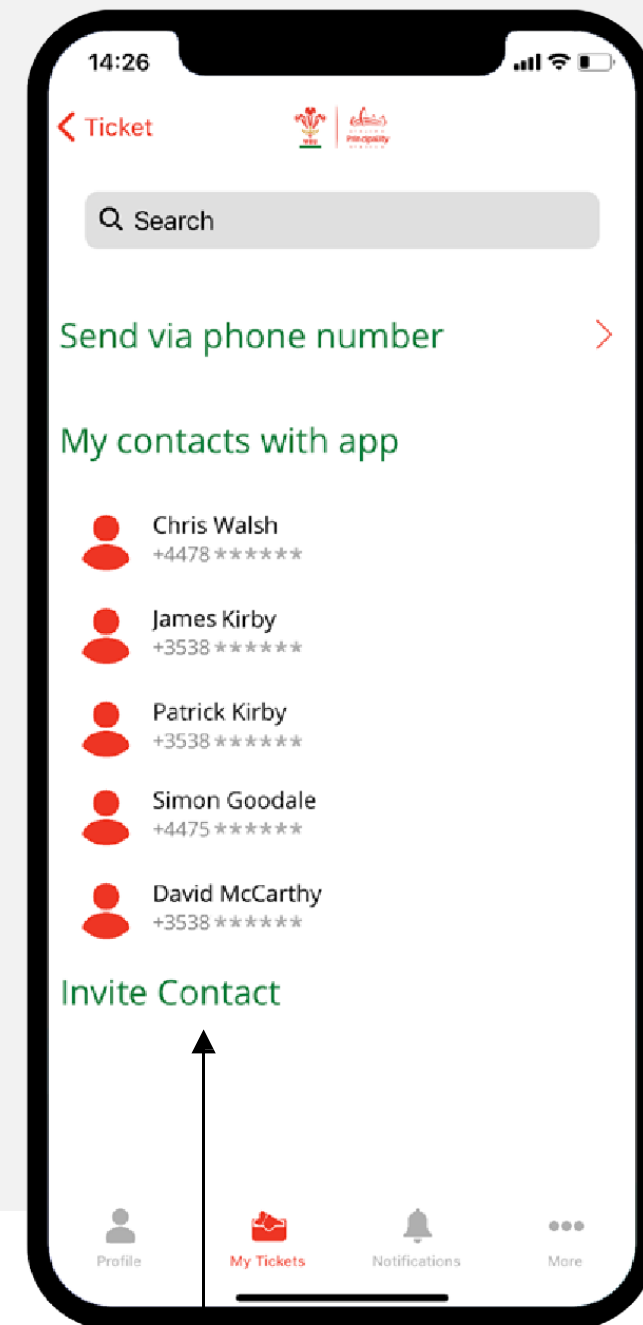
2 **Ticket transfer works app to app only.** The person that you wish to transfer a ticket to must have the Principality Stadium Ticketing app. Use the '**Invite Contact**' button if the intended recipient doesn't already have the app. This will send an SMS with a link inviting your contact to download the app.
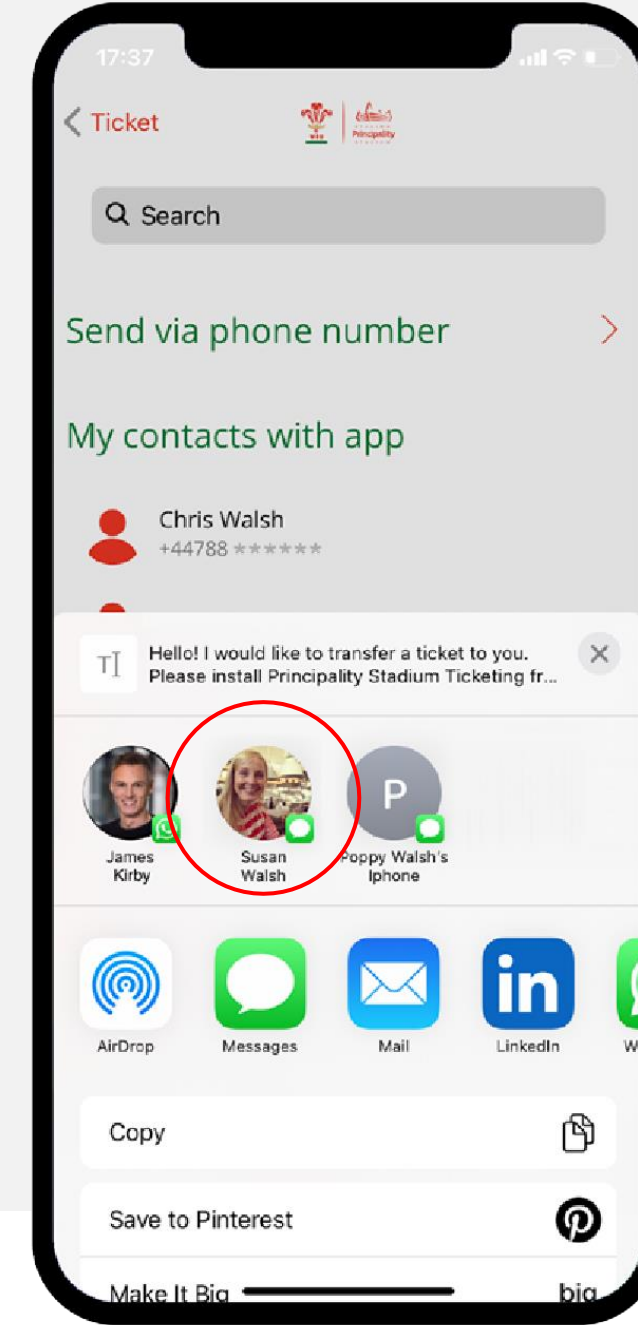
3 Once your contact has downloaded the app and completed the registration process, **providing they are already a contact in your phone**, their name will automatically appear in the '**My Contacts with app**' tab in your app.
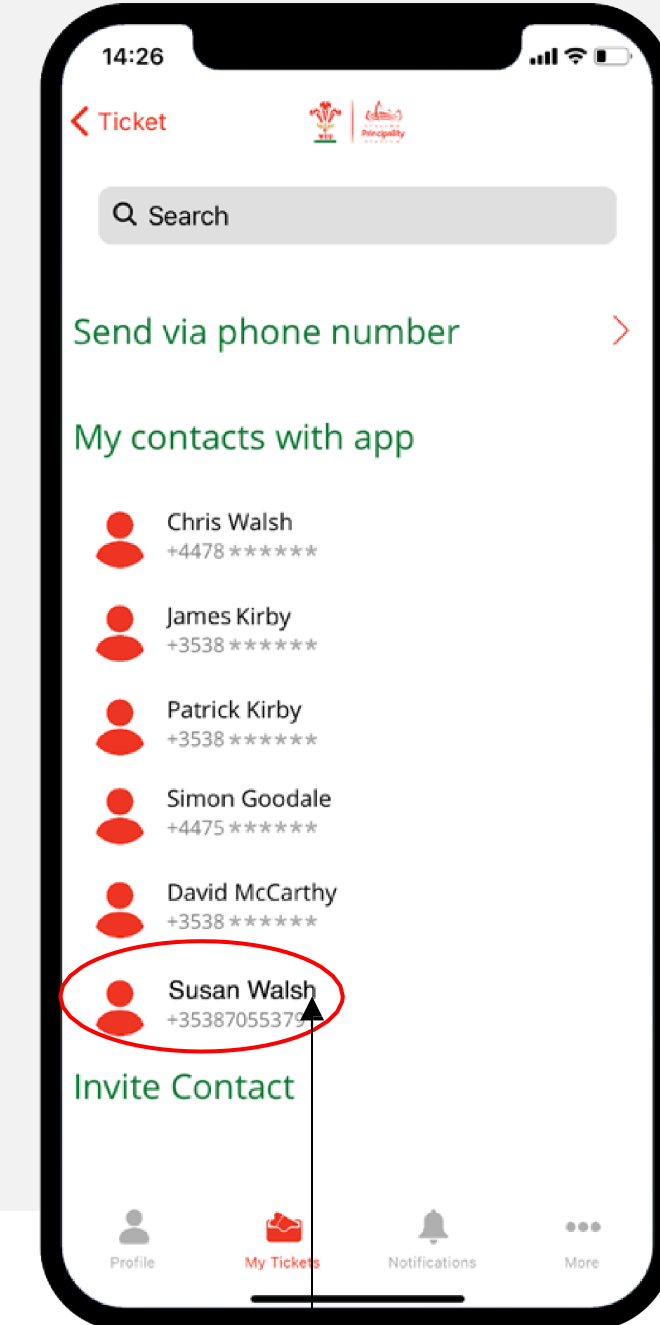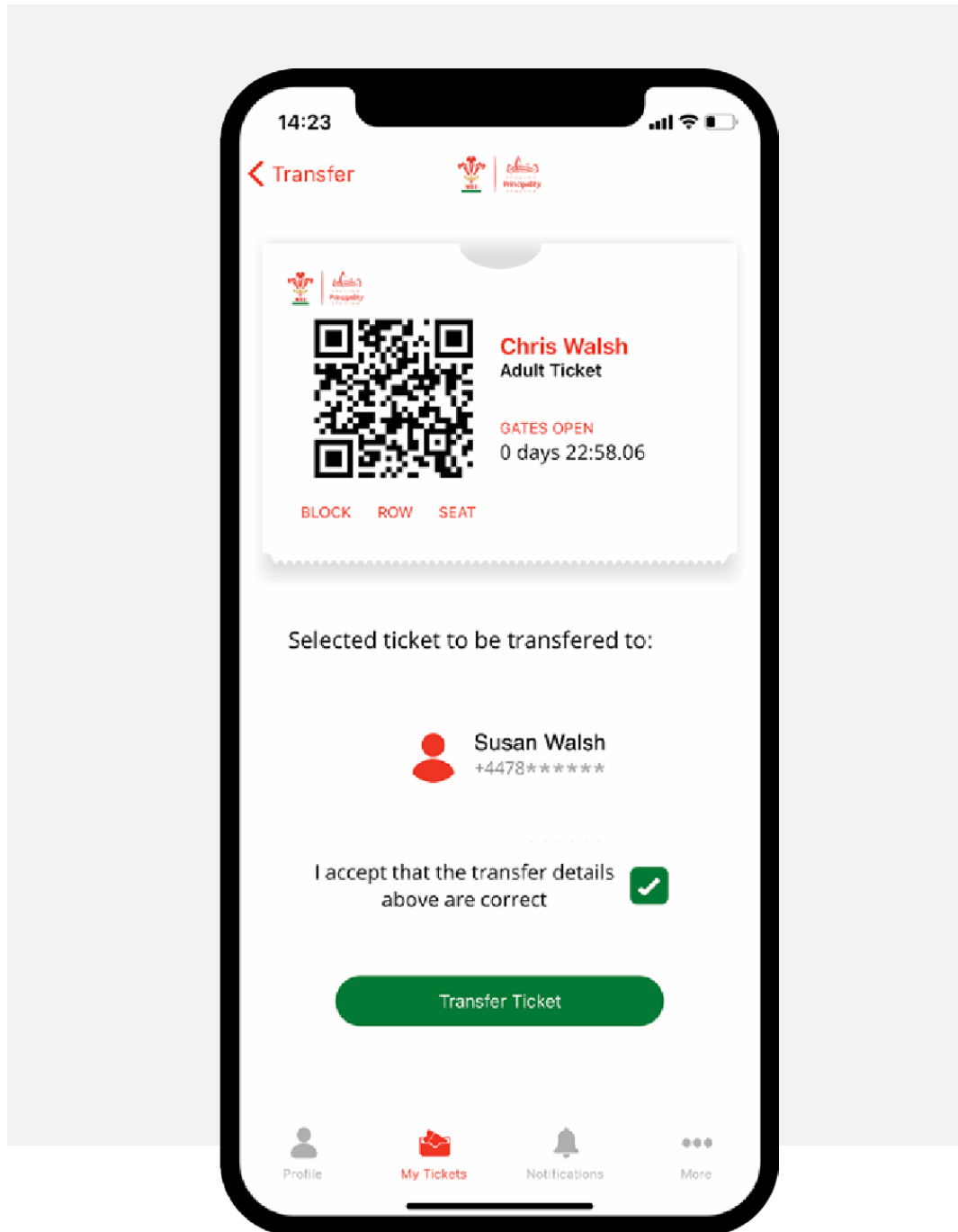
4 Select the intended recipient from your contacts list and confirm that **you accept the details of the transfer are correct**. Then press '**Transfer Ticket**'.

5 This will complete your ticket transfer and you will see a ticket transferred confirmation screen. **The ticket will leave your phone** and appear on the recipient's phone and also in their name.
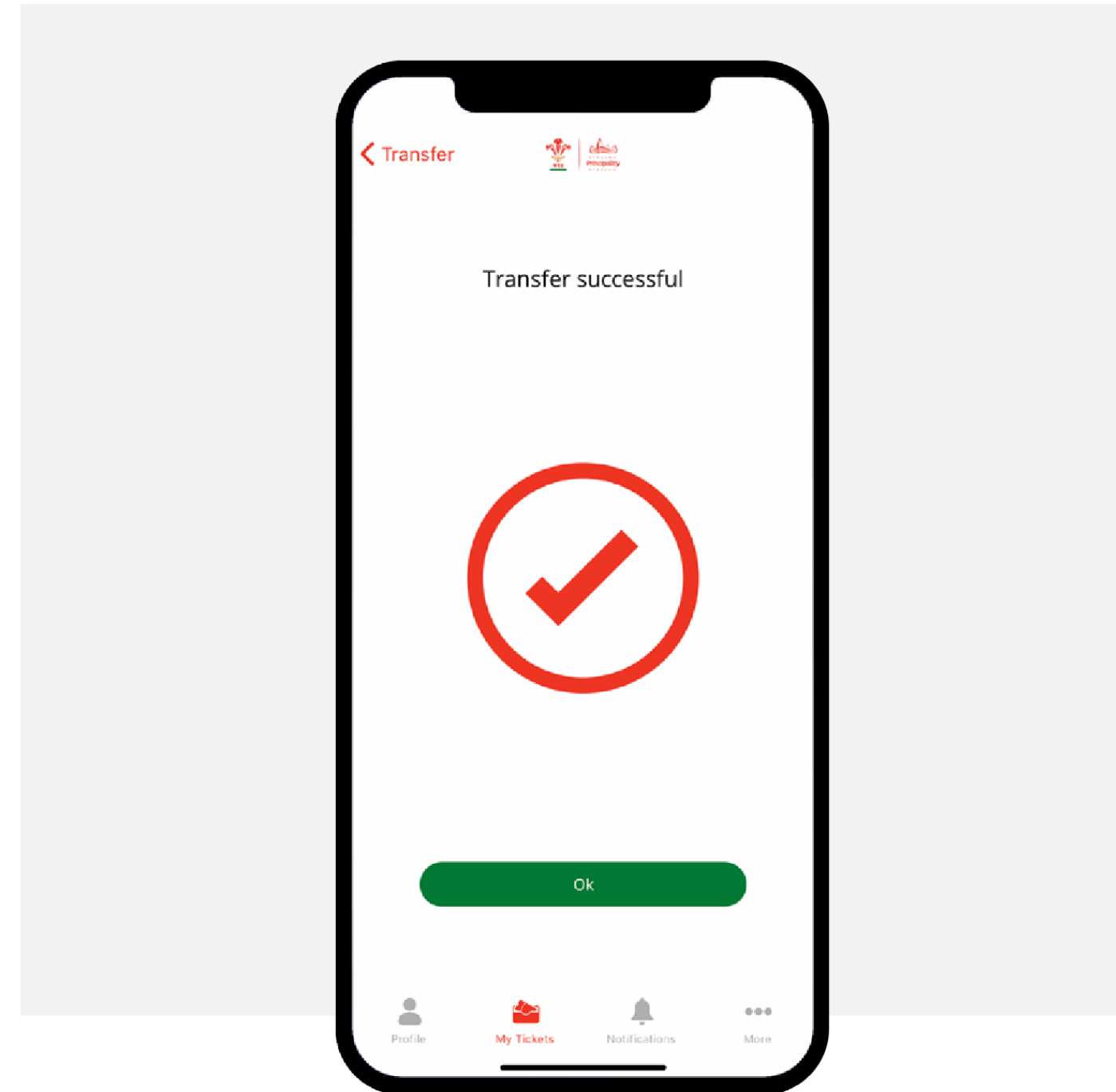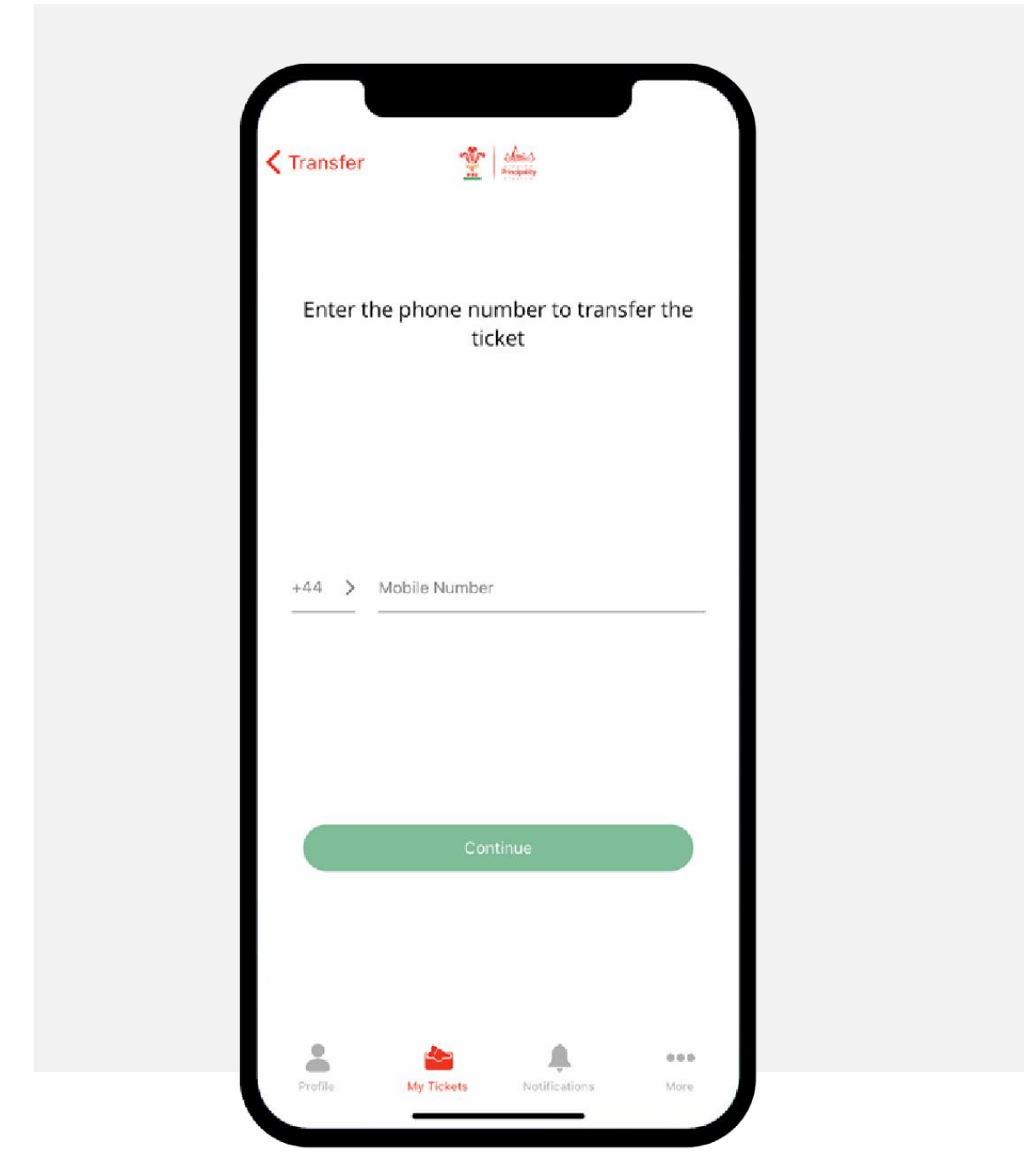
! If you wish to transfer a ticket to a mobile number that is not saved as a contact in your phone, please use the '**Send via phone number**' option. Enter the mobile number and follow the instructions shown.

Single ticket

Indicates multiple tickets

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

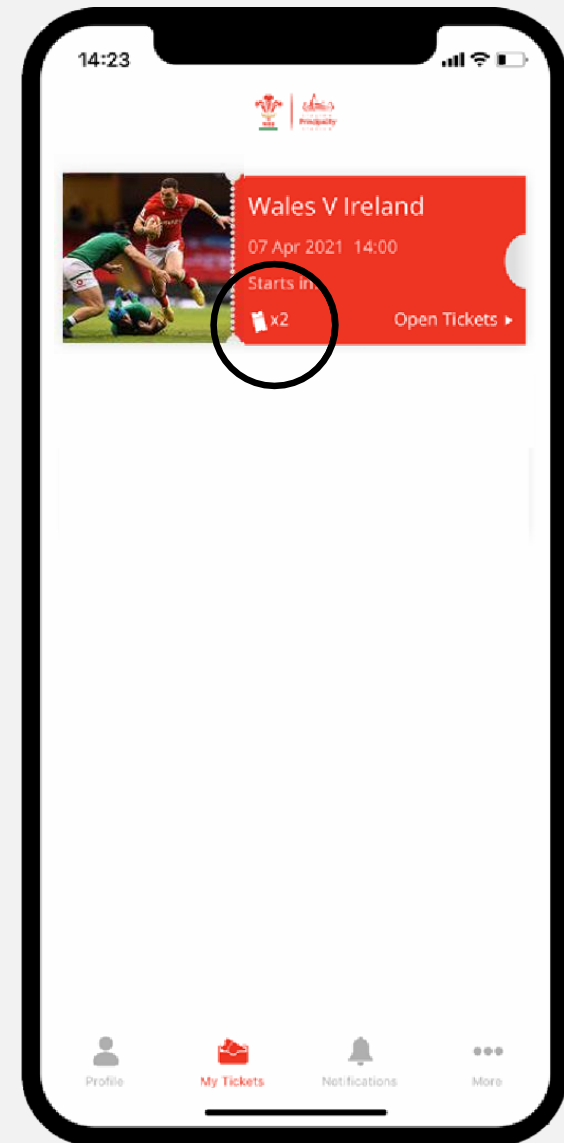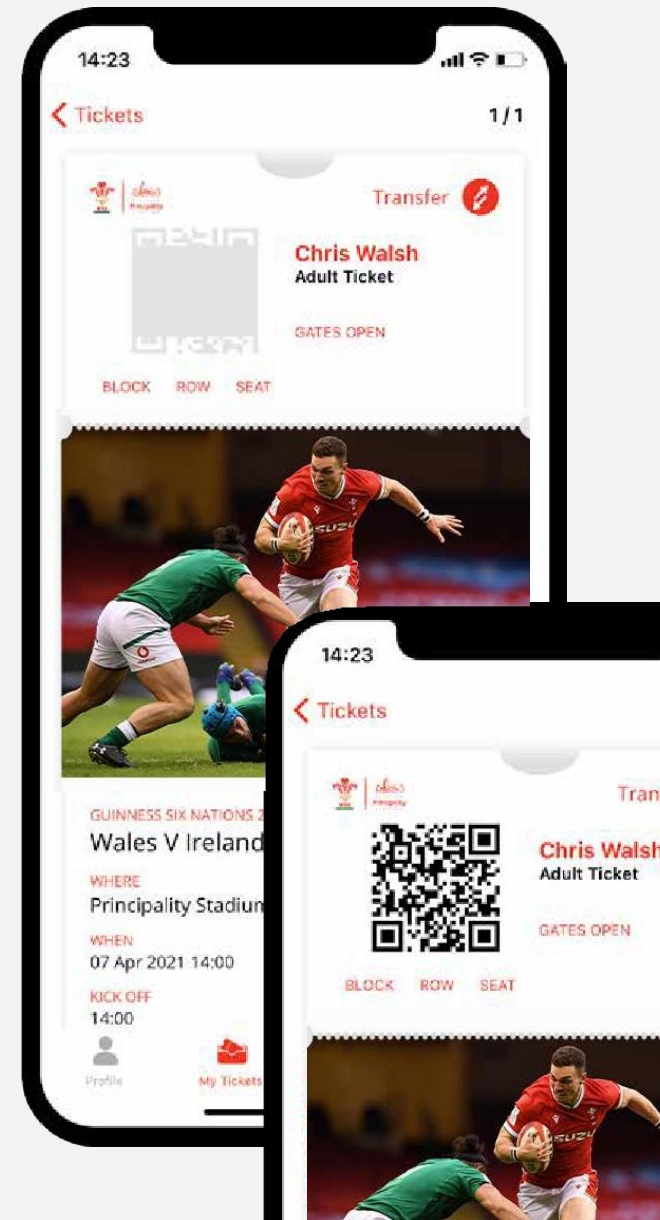Your ticket and entry information will appear at the top of your ticket.
Event information and timings appear in the lower part of the ticket.

To ensure security of your ticket, **your rotating QR code will only appear on your ticket 48 hours prior to the event.** Present the QR code at the Stadium to be scanned for entry.

If you have multiple tickets for the same event within your app, you will find the ticket QR code at the top of each ticket. **Simply swipe across to move between tickets.**

You can transfer a ticket to someone else **as long as they have the Principality Stadium Ticketing app**. See the Transfer guide for details on how to do this, or click the more tab within the app.

A seating plan of Principality Stadium is available in the lower part of your ticket, along with directions and any promotional offers, content or videos.

Important: To ensure maximum security, taking screen shots of tickets is not permitted and may result in your ticket becoming invalid.
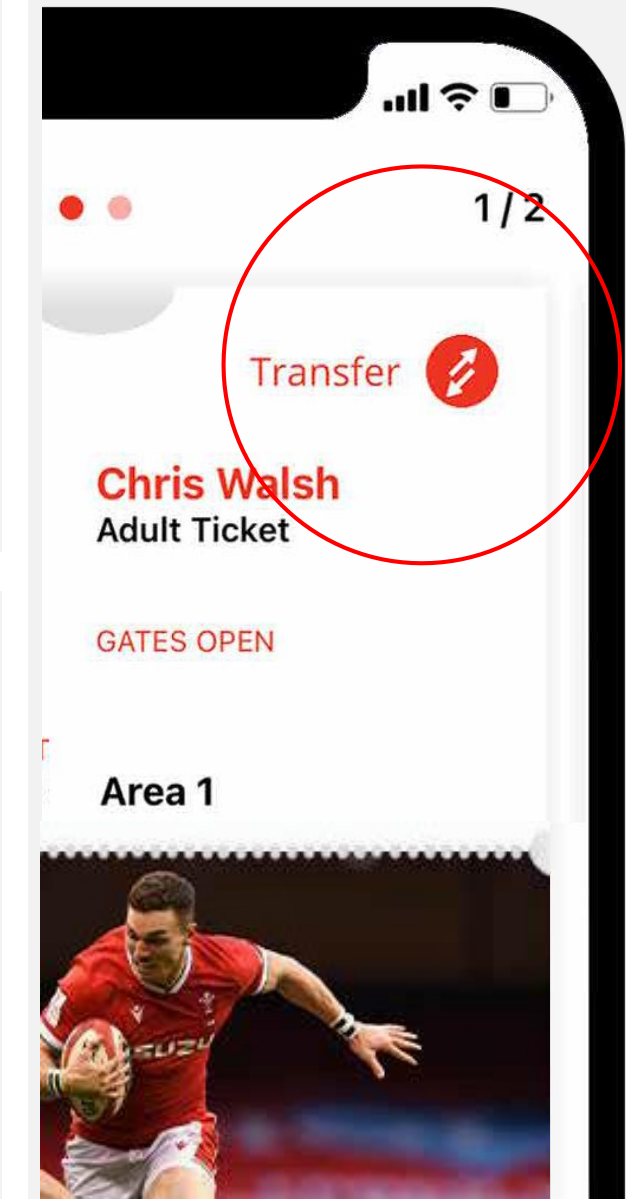

The profile tab has your registration information, app permissions management and communication preferences.
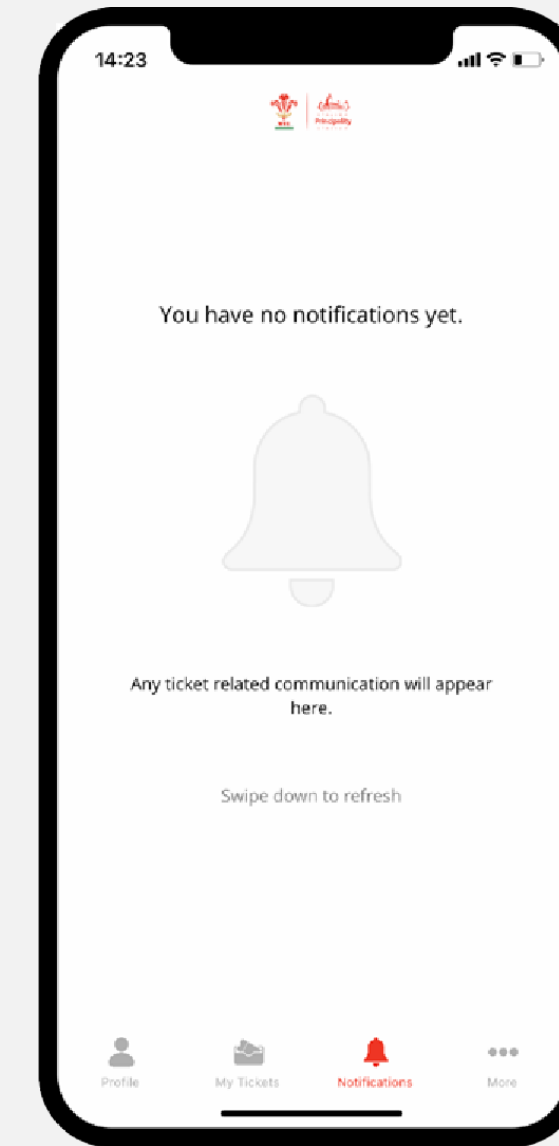
Via the notifications tab, you will only receive communications about your tickets or important information ready for visit to Principality Stadium.
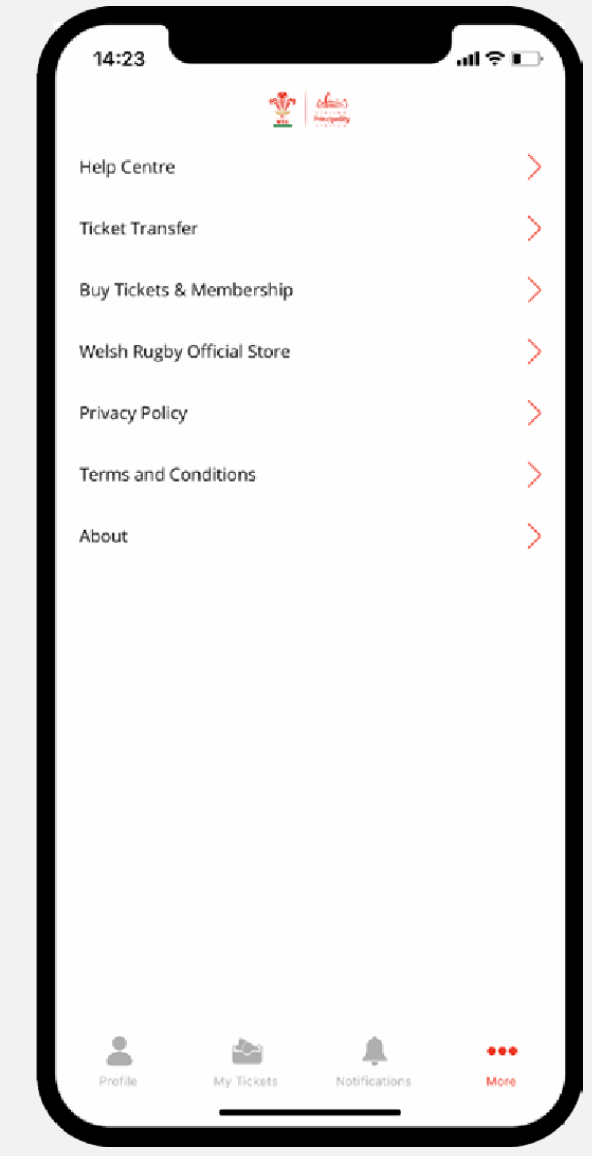
The 'More' tab reveals a series of options that you can use and reference as required.

1

Buy tickets & checkout as normal

If you have the app

If you already have the Principality Stadium Ticketing app installed & have registered, you will get your tickets almost immediately.

2

16:27
Thursday 1 April ✔

Push notification is triggered to confirm tickets have arrived

🔴 PRINCIPALITY STADIUM TICKETING
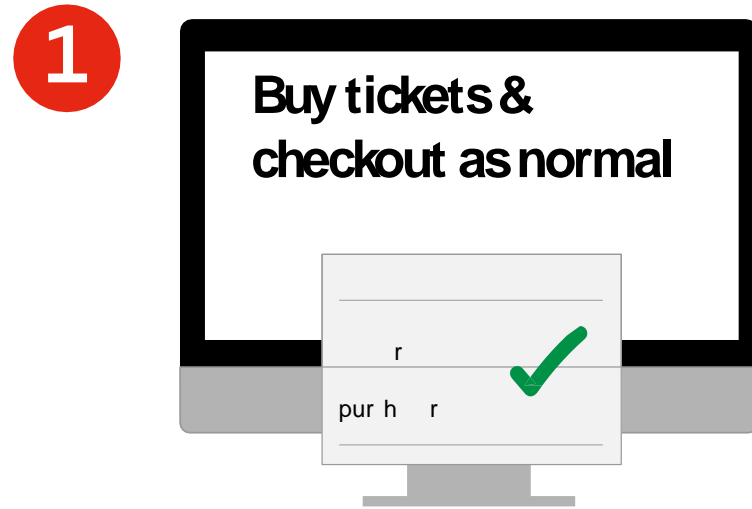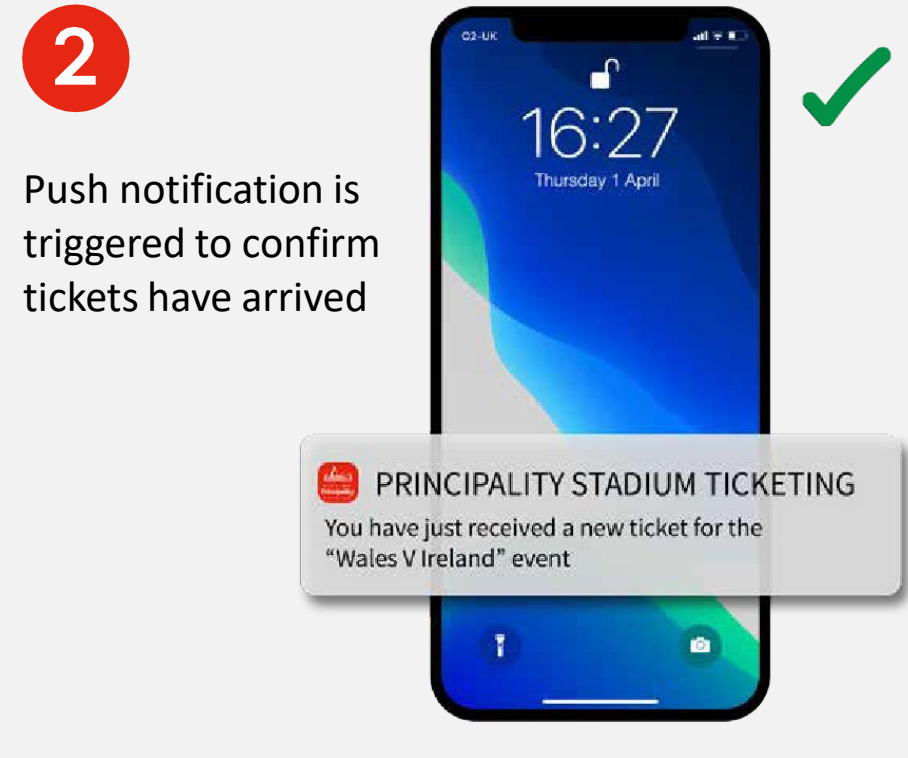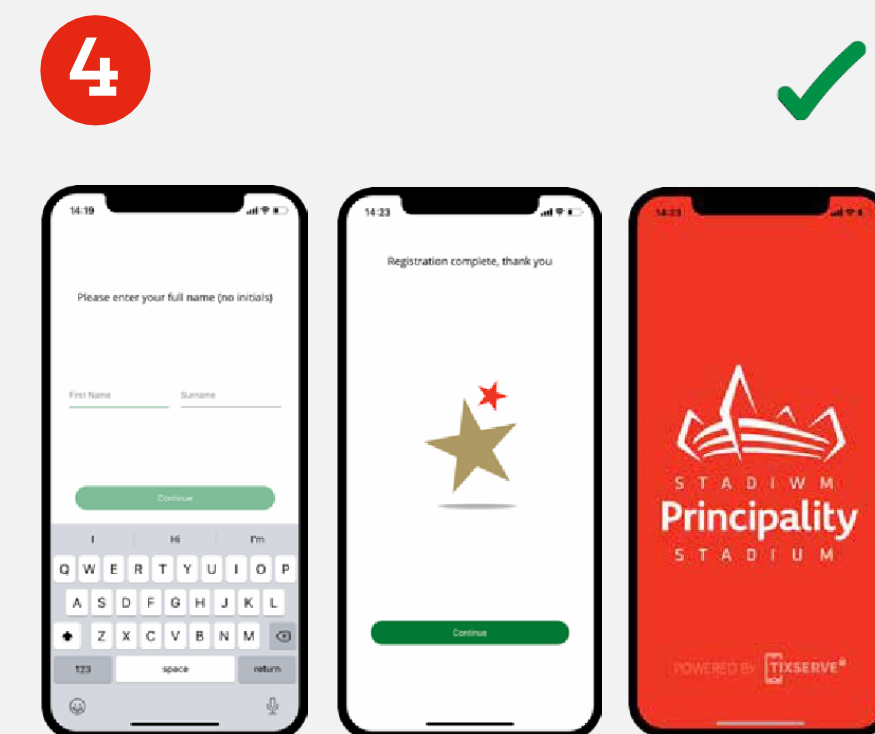You have just received a new ticket for the "Wales V Ireland" event

< Tickets   1/1

Transfer ⚡

Chris Walsh
Adult Ticket

GATES OPEN

BLOCK   ROW   SEAT

GUINNESS SIX NATIONS 2020
Wales V Ireland

WHERE
Principality Stadium

WHEN   GATES OPEN
07 Apr 2021 14:00   13:00

KICK OFF   FINISH APPROX
14:00   18:00

Profile   My Tickets   Notifications   More

Ticket delivered into '**My Tickets**' tab of the Principality Stadium Ticketing app on the purchaser's phone.

The QR code is protected for security and will activate 48 hours prior to 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.

If you don't have the app

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

2

16:27
Thursday 1 April

📩 MESSAGES
Download the free Principality Stadium Ticketing app
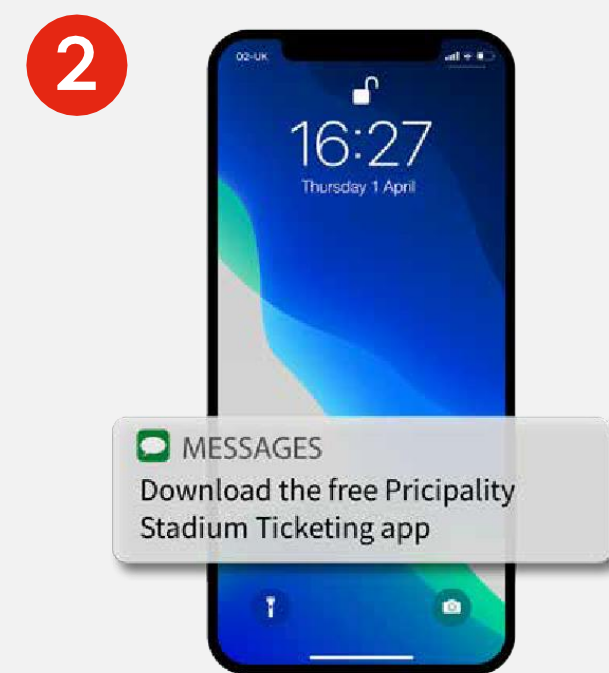
SMS sent to ticket purchaser with link to App Store or Google Play.

3

▶ GET IT ON
Google Play

 Download on the
App Store
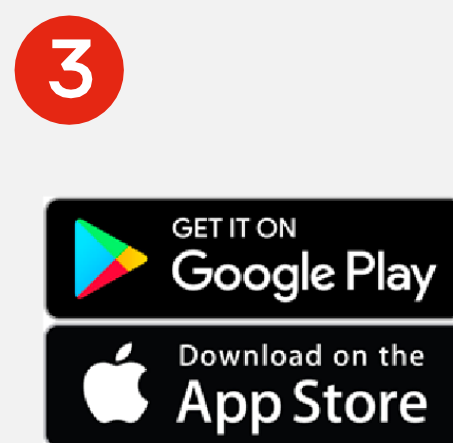
Click the link in the SMS and download the free Principality Stadium Ticketing app from the relevant app store.

4 ✔

Please enter your full name (no initials)
First Name   Surname

Continue

Registration complete, thank you

★

Continue

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Principality
STADIUM

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Complete the app registration process.