



LTA Tickets App

Step by Step User Guide

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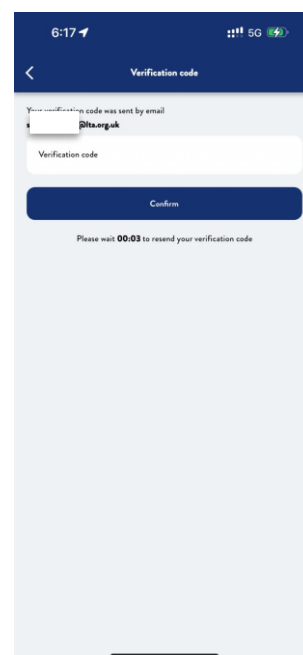
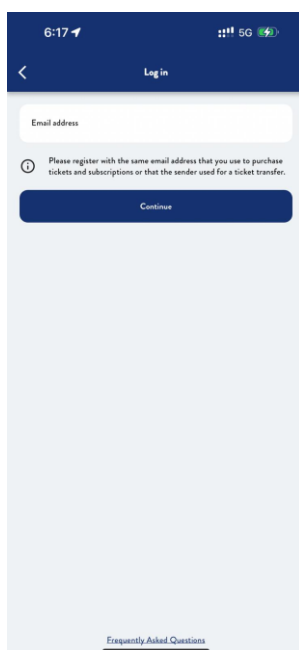
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Introduction

This user guide details the process of accessing, managing your mobile tickets and navigating through the LTA Tickets app. If you require further information not covered in this guide please check our full FAQs page available on the LTA website [here](#). Please use the same email address you used to purchase the tickets or have been allocated a ticket, to access your tickets via the app.

Download & Register

The below steps in this section will show you how to download and register on the LTA Tickets app; please remember to register with the email address you gave the LTA to assign your tickets to. You will be notified via email once all your tickets are ready to be accessed in the app.



1. Download the LTA Tickets app from your app store. Once downloaded, open the LTA Tickets app and click 'Access Your Tickets'.

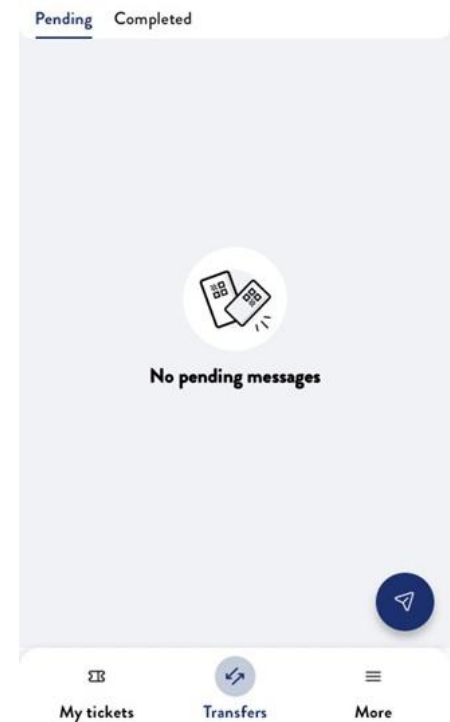
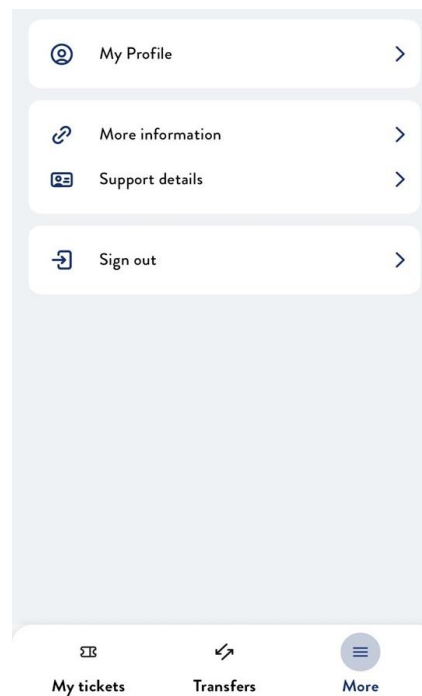
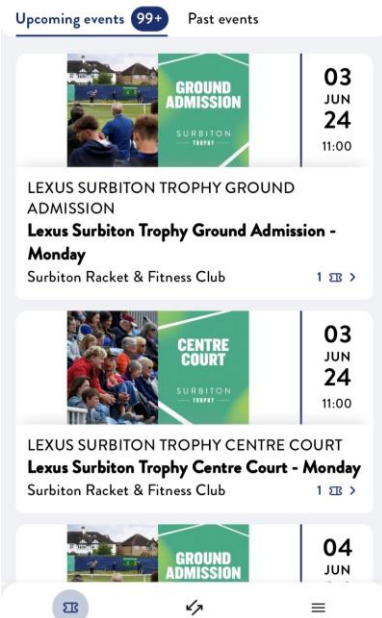
2. Enter your email address.

3. Following the earlier steps, you will receive a verification code on your email address. Insert the verification code in and click confirm account. Please fill your profile details where applicable.

Navigating the App

This section details the navigation process for the LTA Tickets app covering several features including updating profile, digital ticket transfer and more.

My Tickets



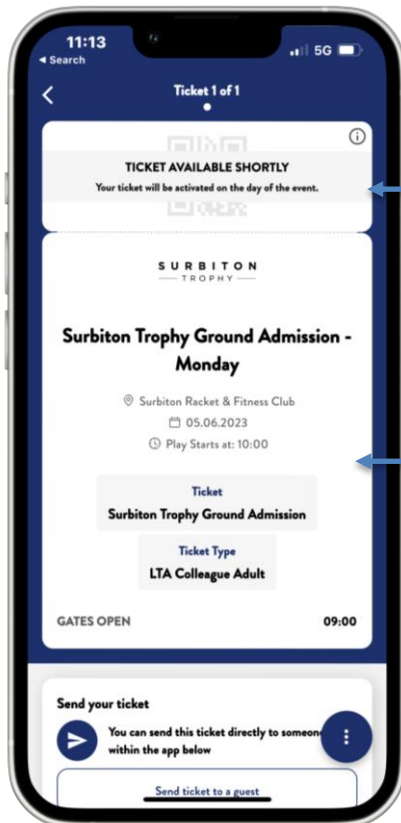
1. When you enter your email address to access your tickets, you will be taken to the My Tickets tab. From here you can view your tickets for all event(s).

2. If you click on the More option at the bottom right, you will be able to see your Profile, as well as access 'More Information' for ticking FAQs and the Terms and Conditions.

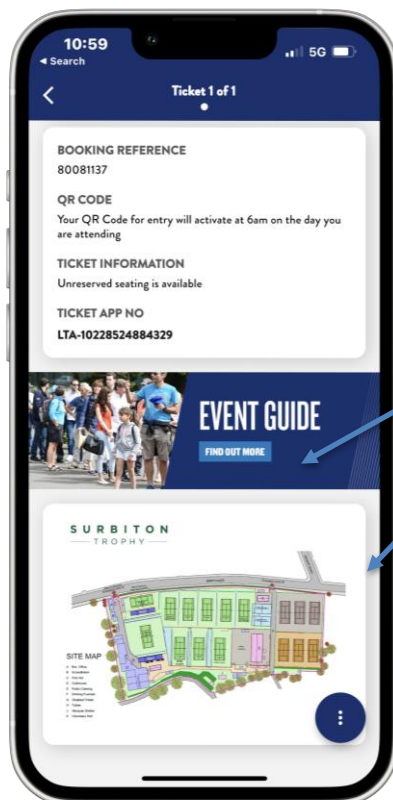
3. When you click on to 'Transfers' in the bottom middle of your screen you can view what transfers you have made that are yet to be accepted by your guest(s).

Your Digital Ticket

This section includes useful information related to what your digital ticket will look like pre and post activation along with the useful information you can find on your digital ticket.



This is the main view of the digital ticket. You will see the key details relating to the event and date, including the specific seat details. You will be able to swipe left and right to access each ticket you have for that event day. The i button takes you to further event information and the vertical 3 dots allow you to assign or send the digital ticket.



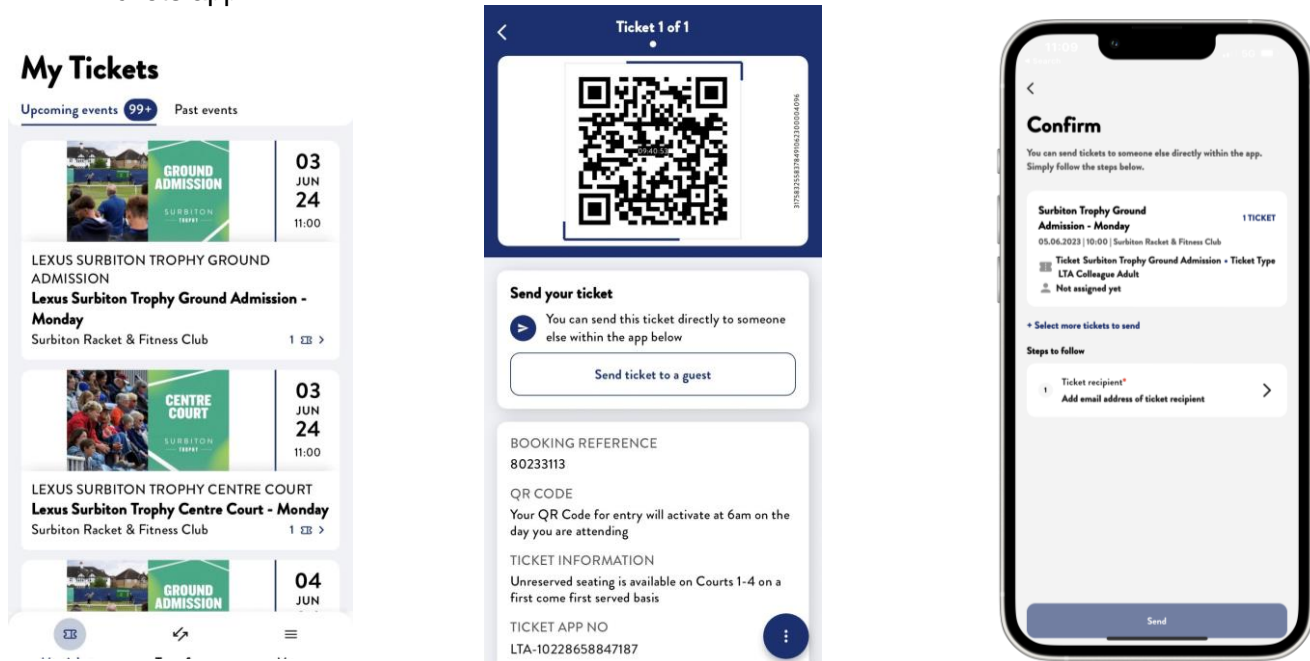
You can then scroll down on the ticket to view further ticket information such as site maps and event guide.



This is the view of the ticket once the QR code is live. This will go live at 6 am on the day of the event you will be attending.

Sending Tickets feature

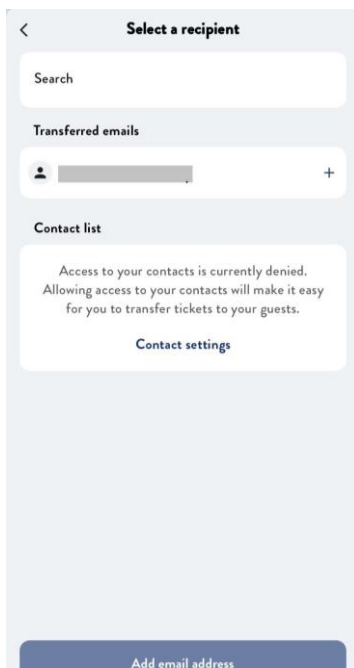
Using the “send your tickets” feature, you can send ticket(s) to your guest(s) (maximum of 5 in one go). Once you send a ticket to your guest(s) they will be emailed with a link to download and register on the LTA Tickets app.



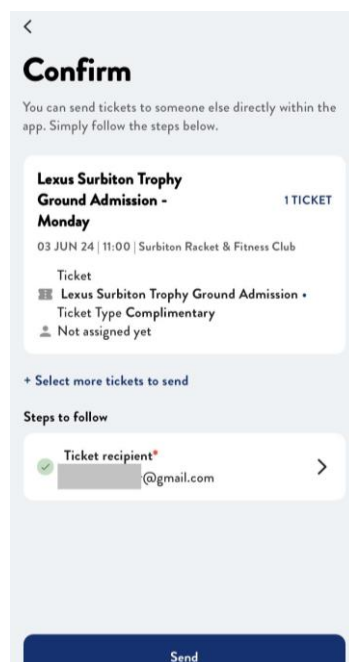
1. Open the LTA Tickets app where you will be presented with the “My Tickets” screen. Select the event day and then find the ticket you want to send to a guest.

2. Once on the ticket, scroll down to “Send ticket to a guest”

3. One you click on “send ticket to a guest” option, you will be navigated to the confirmation screen where you can specify the guest to send the ticket(s) to by entering the guest’s email address.



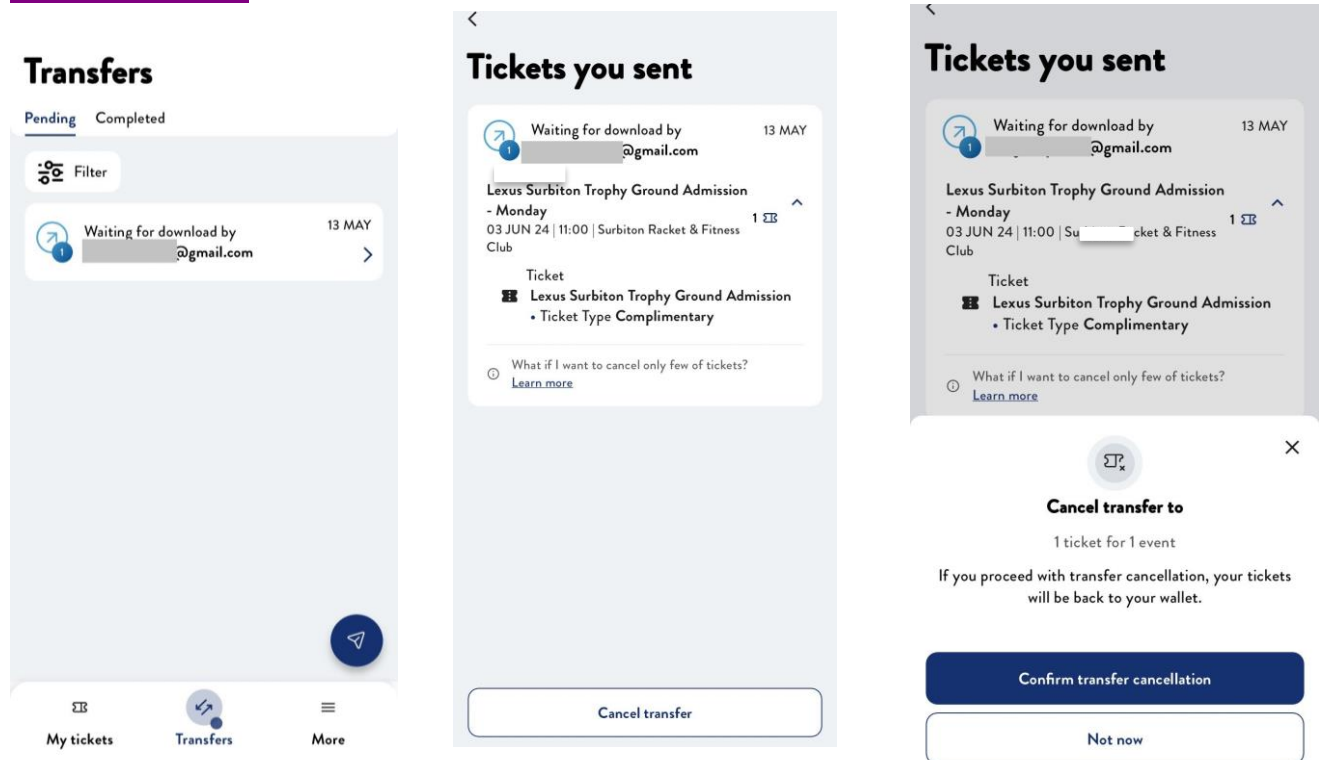
4. Enter the guest’s email address and click add.



5. Check the details are correct and click Send.

Cancelling a Ticket Transfer

In case you need to cancel a ticket transfer the following steps will show you how to cancel a transfer to a guest. Please note, you can only cancel a transfer if the guest has not yet accepted the ticket. If your guest has already accepted the ticket, they will need to return the ticket to you, see [Returning a Transferred Ticket](#) section for more information on this.

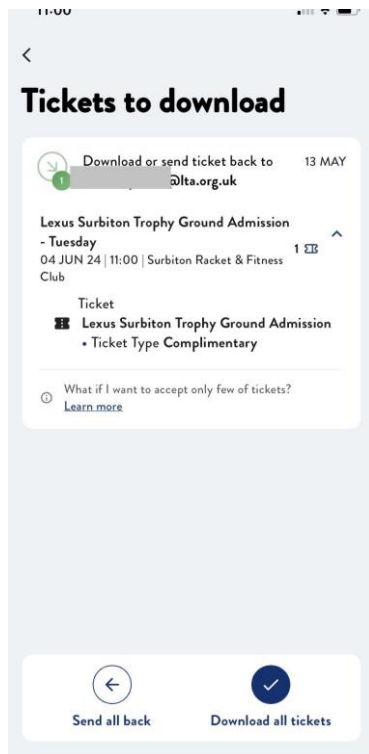


1. Open the LTA Tickets app and navigate to your transfers by clicking on the 'Transfer' tab in the bottom middle of your screen.

2. Click on the ticket transfer that you wish to cancel.

3. Click on the 'Cancel Transfer' button to stop this transfer going through.

Your Transferred Tickets



1. Once your guest opens the LTA Tickets app and clicks on the middle 'Transfers' tab, they will be presented with the option to accept or reject tickets. If they reject tickets, these will stay with you. If you have sent your guest more than one ticket it will say how many they are accepting.

2. If they accept but then decide they would like to return the tickets, they do so easily from the individual ticket page.