



GUIDE TO USING MOBILE TICKETS

on the Scottish Rugby
Ticketing App

POWERED BY  TIXSERVE[®]



Welcome to the guide to using mobile tickets on the Scottish Rugby Ticketing app

As part of our ongoing drive to improve access, security and sustainability on Scotland matchdays, Scottish Rugby is now issuing all Scotland match tickets via a FREE Scottish Rugby Ticketing App. The app is designed to make your ticketing experience faster, more secure, more convenient and engaging.

This guide to using mobile tickets is designed to help you every step of the way, from downloading the app, finding your tickets, transferring tickets to your friends, and how to use the ticket to enter the stadium on matchday.

The minimum operating systems required to use the app are:

- **iPhone:** iOS 11+* and over
- **Android:** Android 7+ and over

*minimum model required to run the app is iPhone 5s or over

A

Step-by-step guide to receiving tickets **if you do** have the Scottish Rugby Ticketing app pre-installed and have registered your account

B

Step-by-step guide to receiving tickets **if you don't** have the Scottish Rugby Ticketing app pre-installed and have not registered your account

C

Ticket transfer guide: How to send tickets to others in your group.

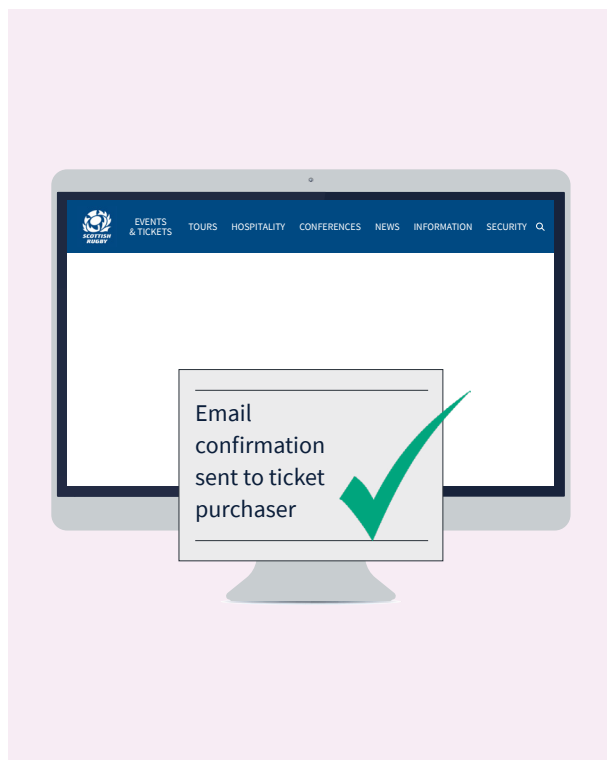
D

How your mobile ticket works

E

Summary

A Step by step guide if you do have the Scottish Rugby Ticketing app pre installed and registered



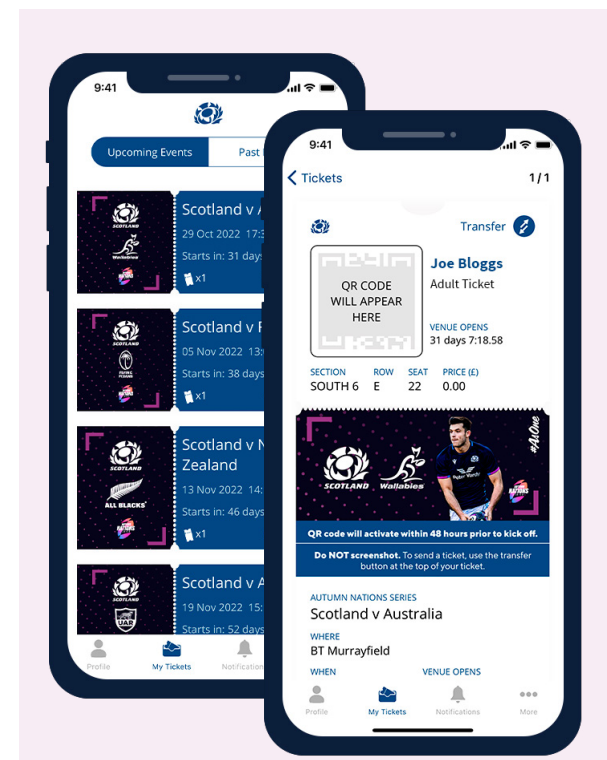
1

Complete your ticket purchase using the Scottish Rugby Official Online Ticket Office. Following your purchase, you will receive an email confirmation.



2

If you already have the Scottish Rugby Ticketing App installed and have completed the registration process, you will receive a push notification to your registered mobile device to confirm that your tickets are available within your app.



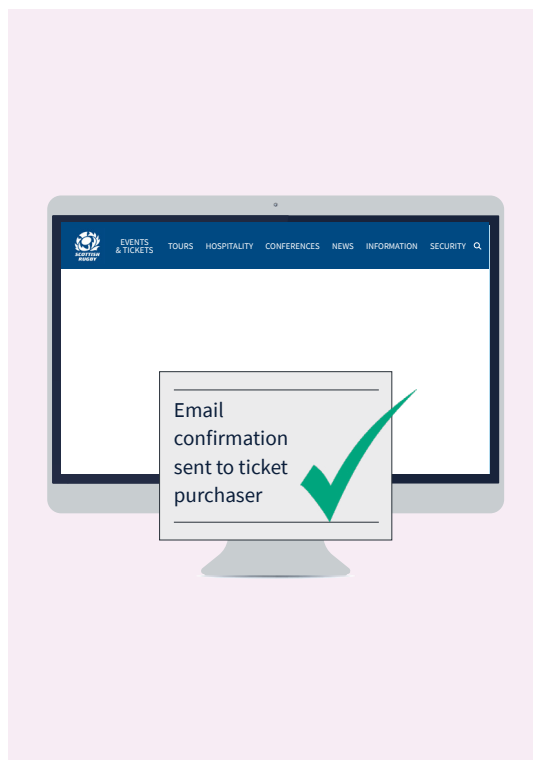
3

Your tickets can be found within the My Tickets tab. A rotating QR code will appear on your ticket 48 hours prior to the event.



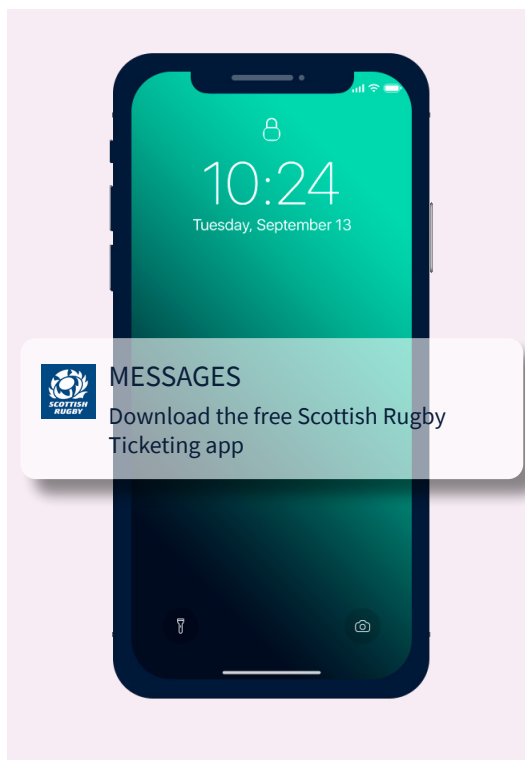
If your tickets don't show automatically, you should check that the mobile number registered to your online ticketing account matches the one you used when registering on the Scottish Rugby Ticketing App.

B Step by step guide if you do not have the Scottish Rugby Ticketing app pre installed and registered



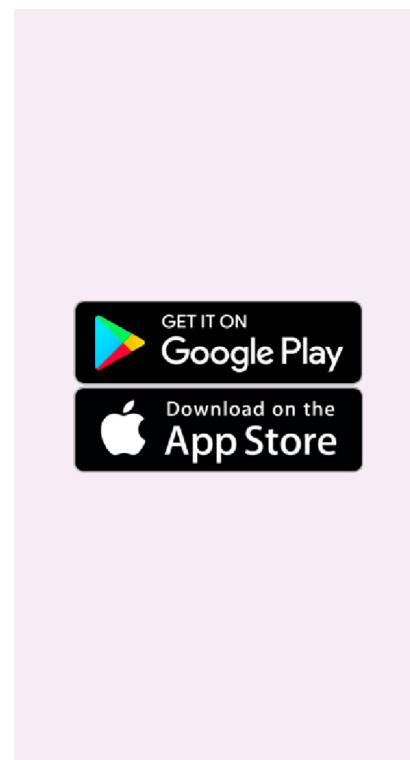
1

Complete your ticket purchase using the Scottish Rugby Official Online Ticket Office. Following your purchase, you will receive an email confirmation.



2

You will receive an SMS message to your registered mobile device containing a link to download the Scottish Rugby Ticketing App.



3

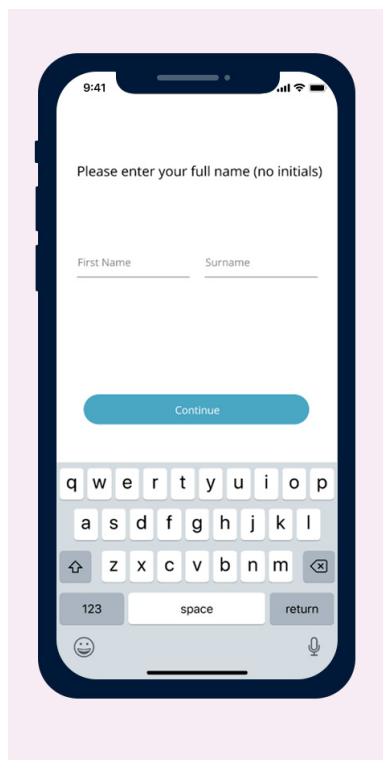
The link in the SMS will take you to the relevant app store for your device and allow you to download the free Scottish Rugby Ticketing App.



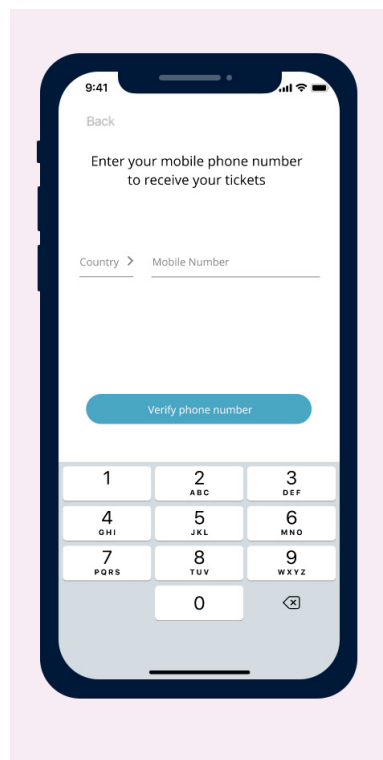
4

Begin the registration process.

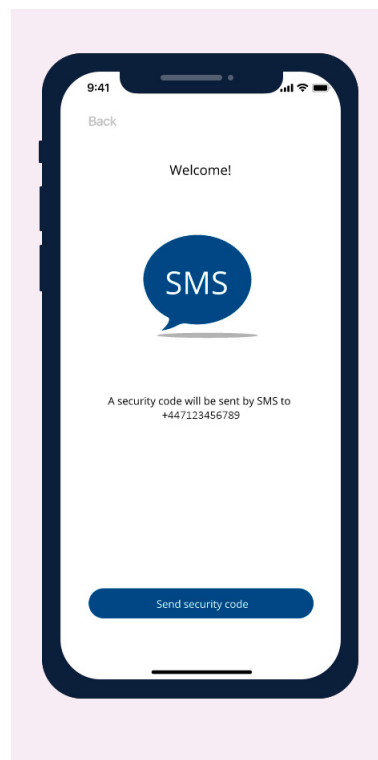
B Step by step guide if you do not have the Scottish Rugby Ticketing app pre installed and registered



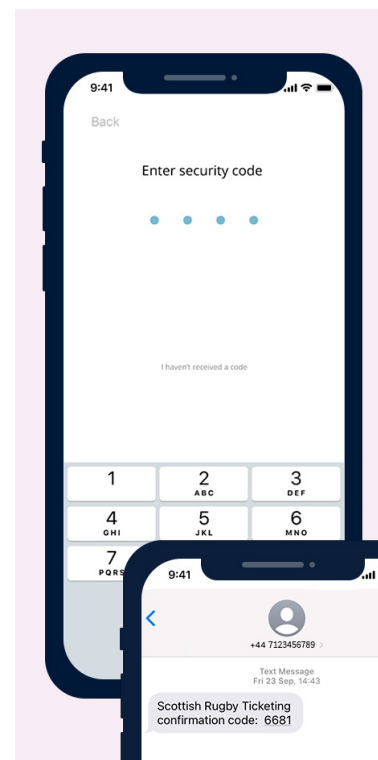
5 Enter your full name (no initials) and press continue.



6 Enter your mobile phone number.



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

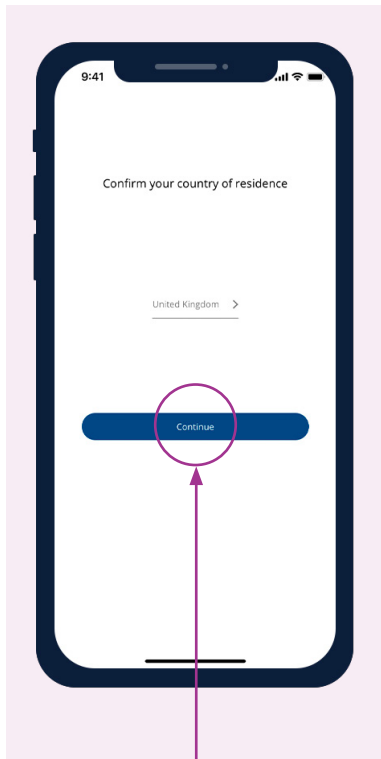


8 Open the SMS on your phone and enter the unique 4 digit code into the app. Your phone may auto fill or complete automatically, you may also have an option to copy code from text or simply enter the code manually.

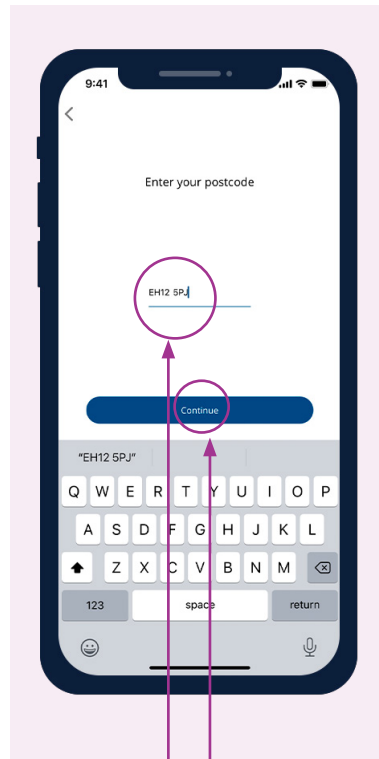


9 Register your communication preferences.

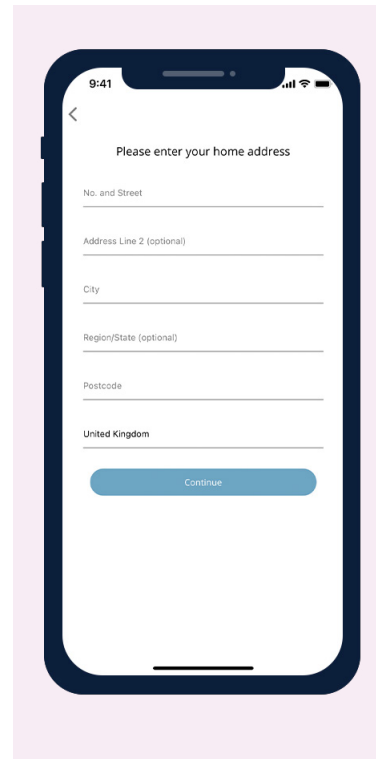
B Step by step guide if you do not have the Scottish Rugby Ticketing app pre installed and registered



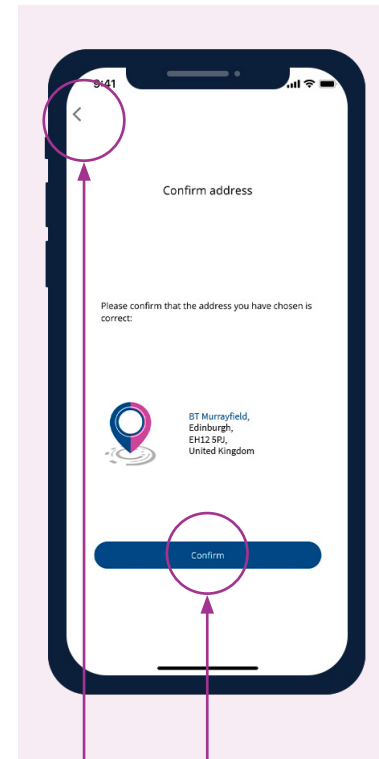
10 Select your country of residence. Please ensure the country listed matches the country's dialling code associated with your mobile phone number and click **continue**.



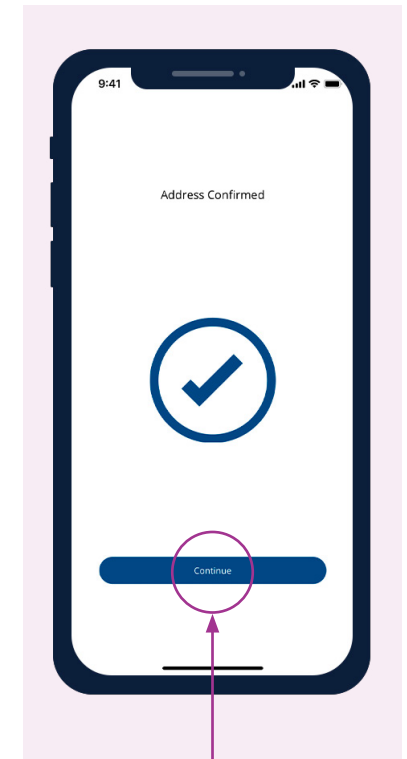
11 **Enter your postcode.** Please ensure you include a **space** in your postcode and click **continue** to search for your address.



12 If your address cannot be found, click manual entry to input your address. This may happen if you have not included a space when entering your postcode.

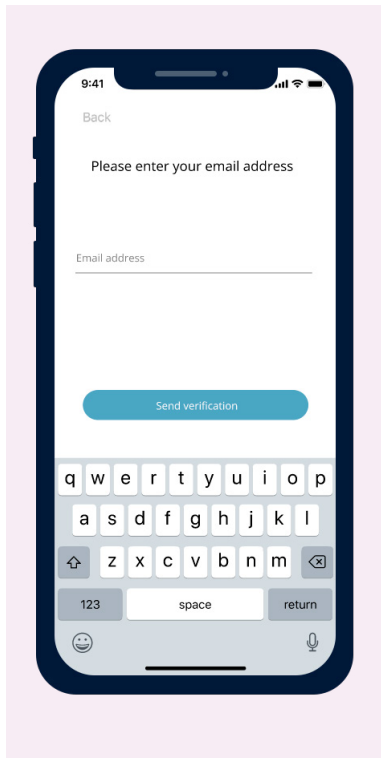


13 Review your address and make sure all the details are correct. If not, press the back arrow in the top left corner to correct the details. Once correct, click **confirm**.

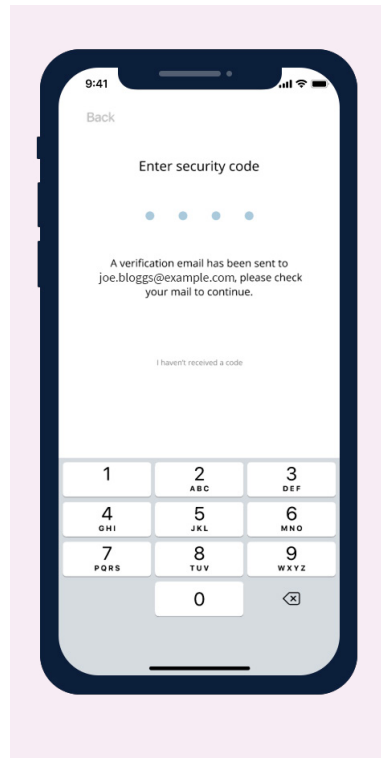


14 Once your address has been confirmed, click **continue**.

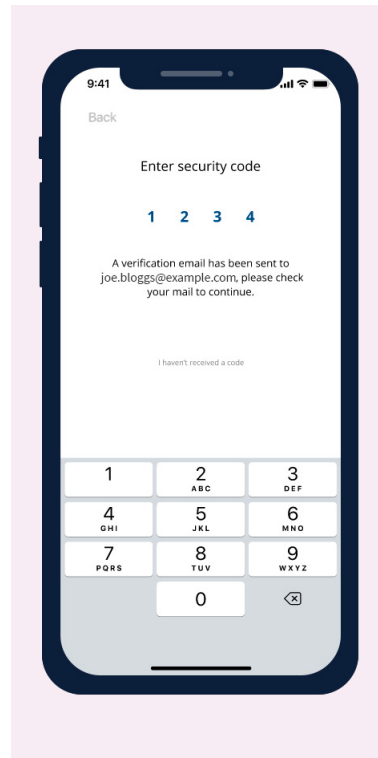
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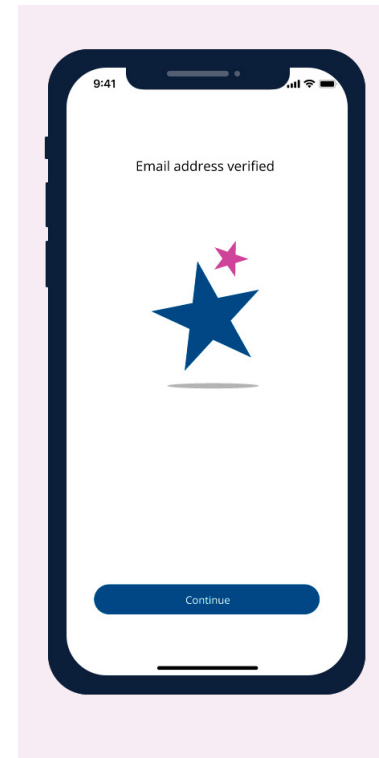
15 Please enter your email address and click the 'send verification' button.



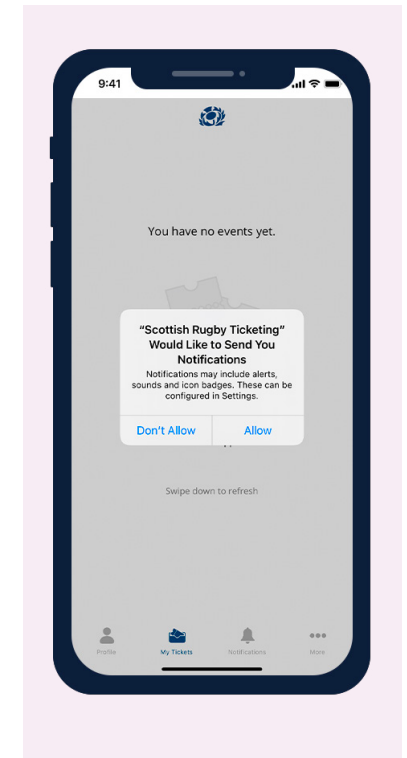
16 Click the 'Open email app' button to obtain the unique four digit verification code that has been sent to your email address.



17 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.



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

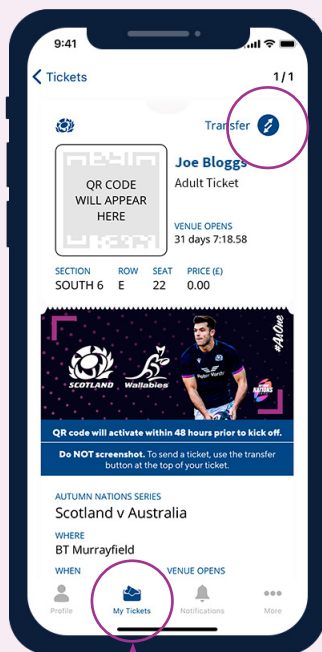


19 The Scottish Rugby Ticketing app works best when you allow access to your contacts. Allowing this feature makes it easier to transfer tickets to family and friends.

C Ticket Transfer Guide: How to send tickets to others in your group.

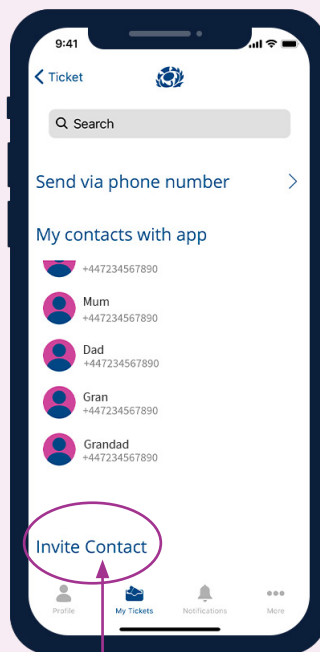


As there should only be one ticket per device, all ticket holders (except children or dependants) must download the app so the purchaser can transfer their tickets to their devices in order to enter the stadium.



1

In the app, open the '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.

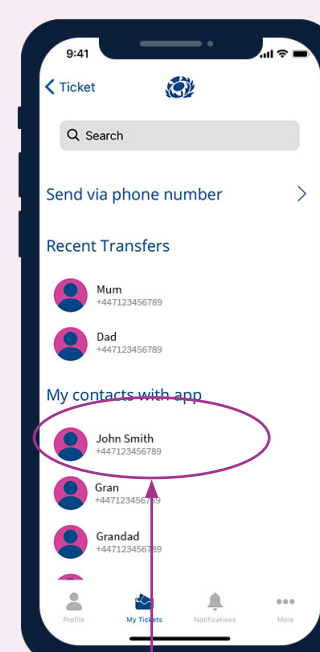
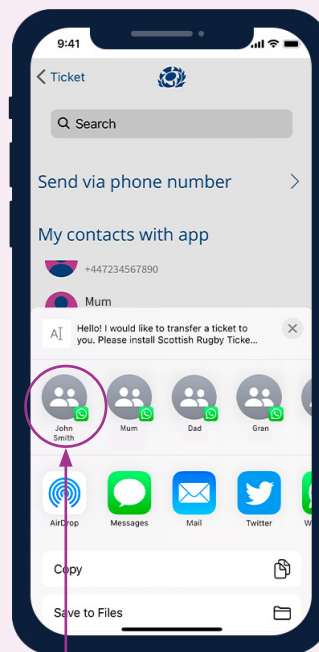


2

Ticket transfer works app to app only.

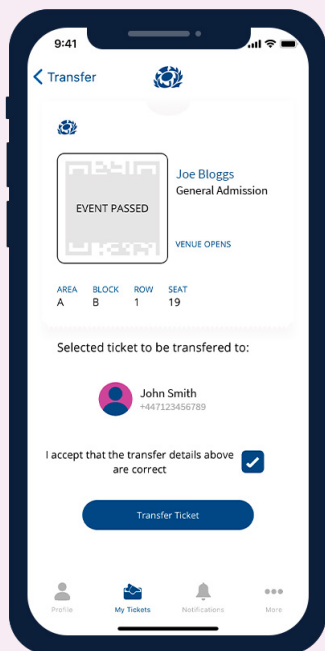
The person to whom you are transferring a ticket must have the Scottish Rugby Ticketing App.

If the intended recipient does not already have the 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

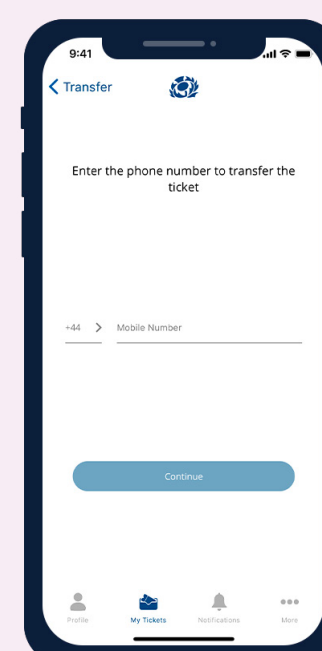
Select the intended recipient from your contacts list and confirm **that you accept the details of the transfer are correct**. Then press 'Transfer Ticket'



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.



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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

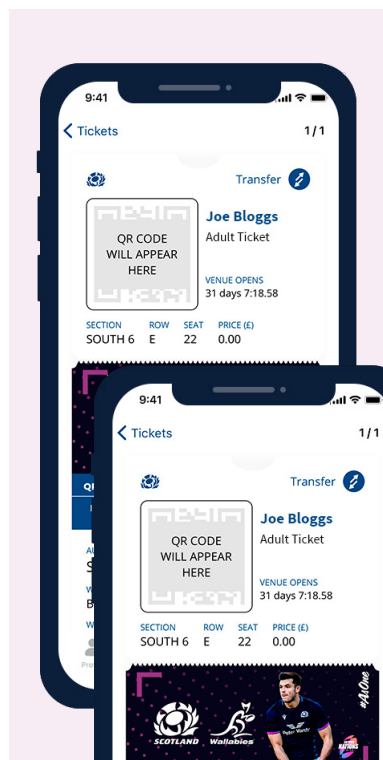
D How your mobile ticket works



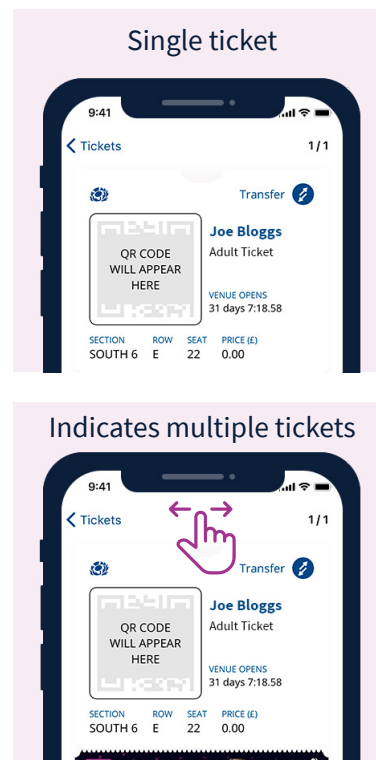
Your tickets appear here in the 'My tickets' tab. There is an icon that shows the number of tickets enclosed for each event. **Click on the ticket to open it.**



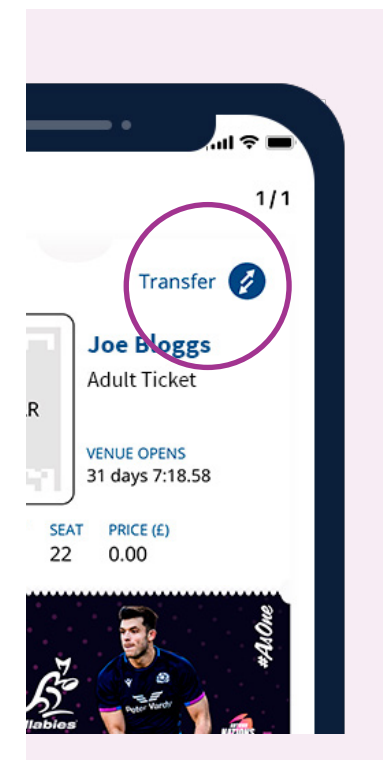
Your ticket and entry information will appear at the top of your ticket. **Event information and timings appear in the lower part of the ticket.**



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.



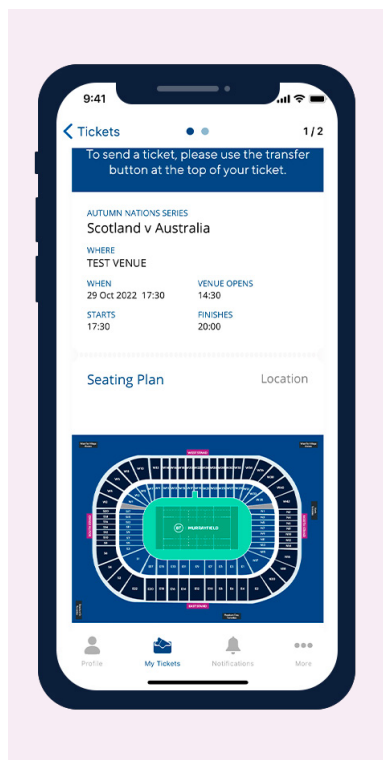
If you have multiple tickets for the same event within your app, you will find the ticket QR code at the top of each ticket. **Simply swipe across to move between tickets.**



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

Please note that tickets are being released one game at a time therefore please don't be alarmed if you have purchased tickets for more than one game (e.g. multi-match packages) and they do not all arrive at the same time.

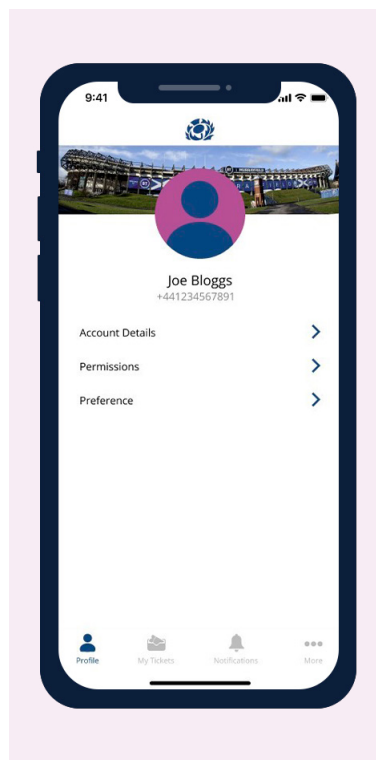
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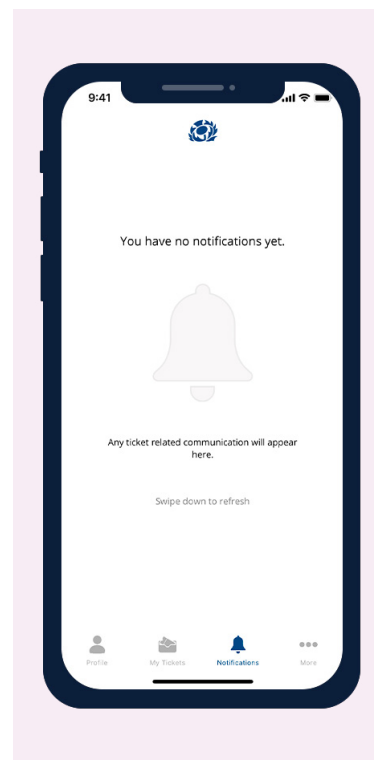
A seating plan of BT Murrayfield Stadium is available in the lower part of your ticket, along with directions, important information, offers, content and videos.



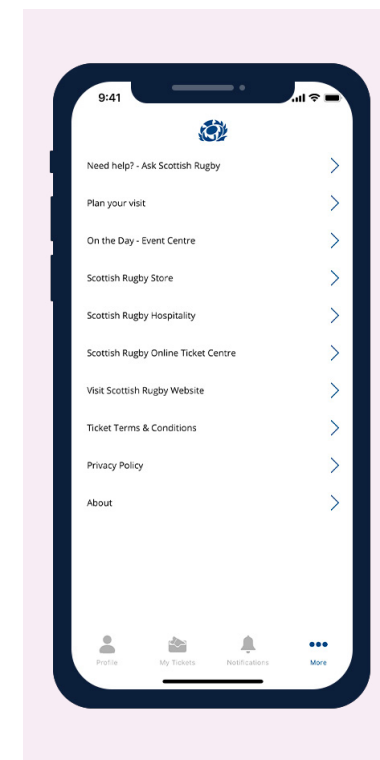
Important: To ensure maximum security, taking screen shots of tickets is not permitted and may result in your ticket becoming invalid.



The profile tab has your registration information, app permissions management and communication preferences.

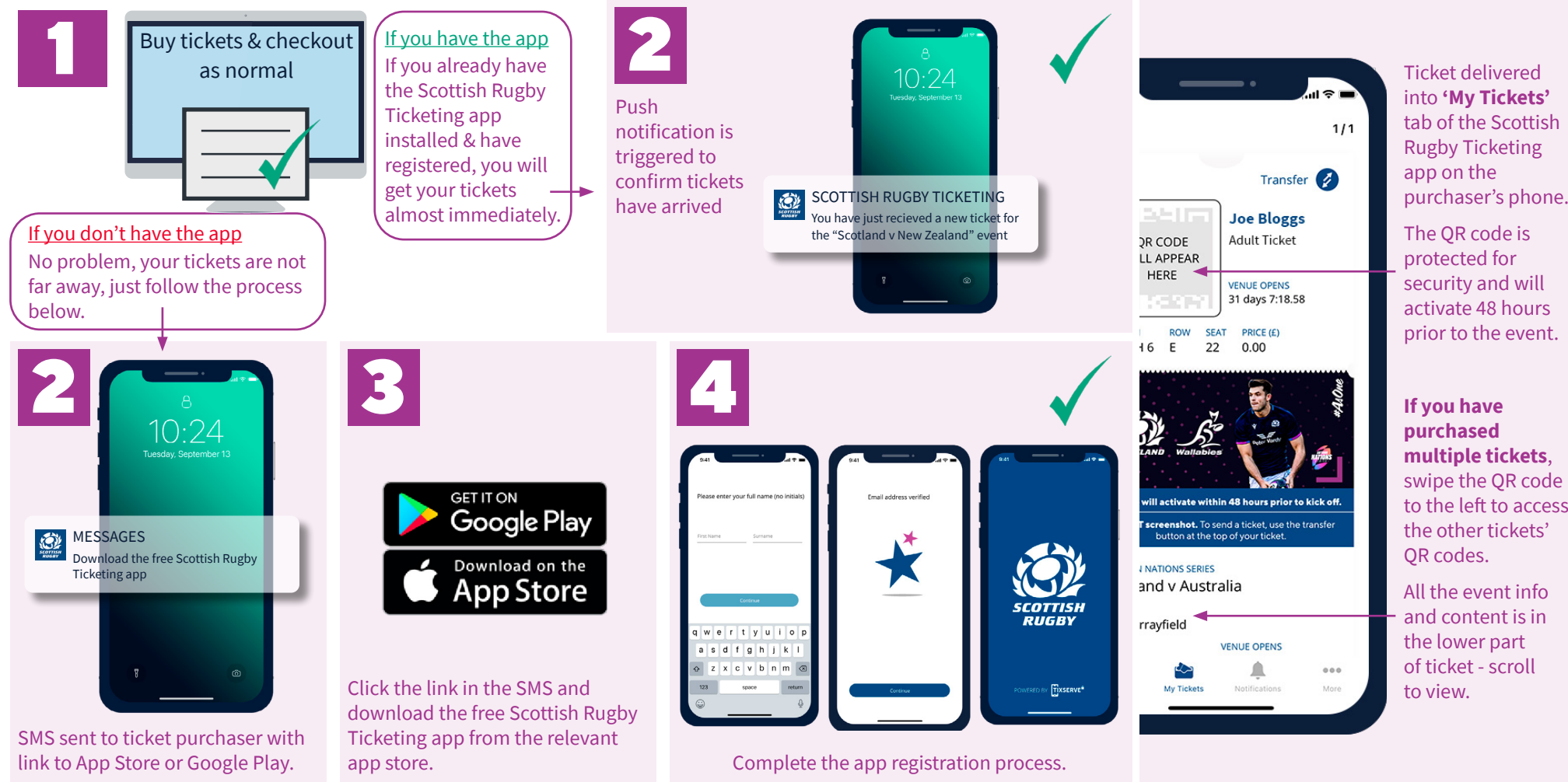


Via the notifications tab you will only receive communications about your tickets or important information ready for your visit to BT Murrayfield.



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

Summary



For more information, visit [Ask Scottish Rugby](#)