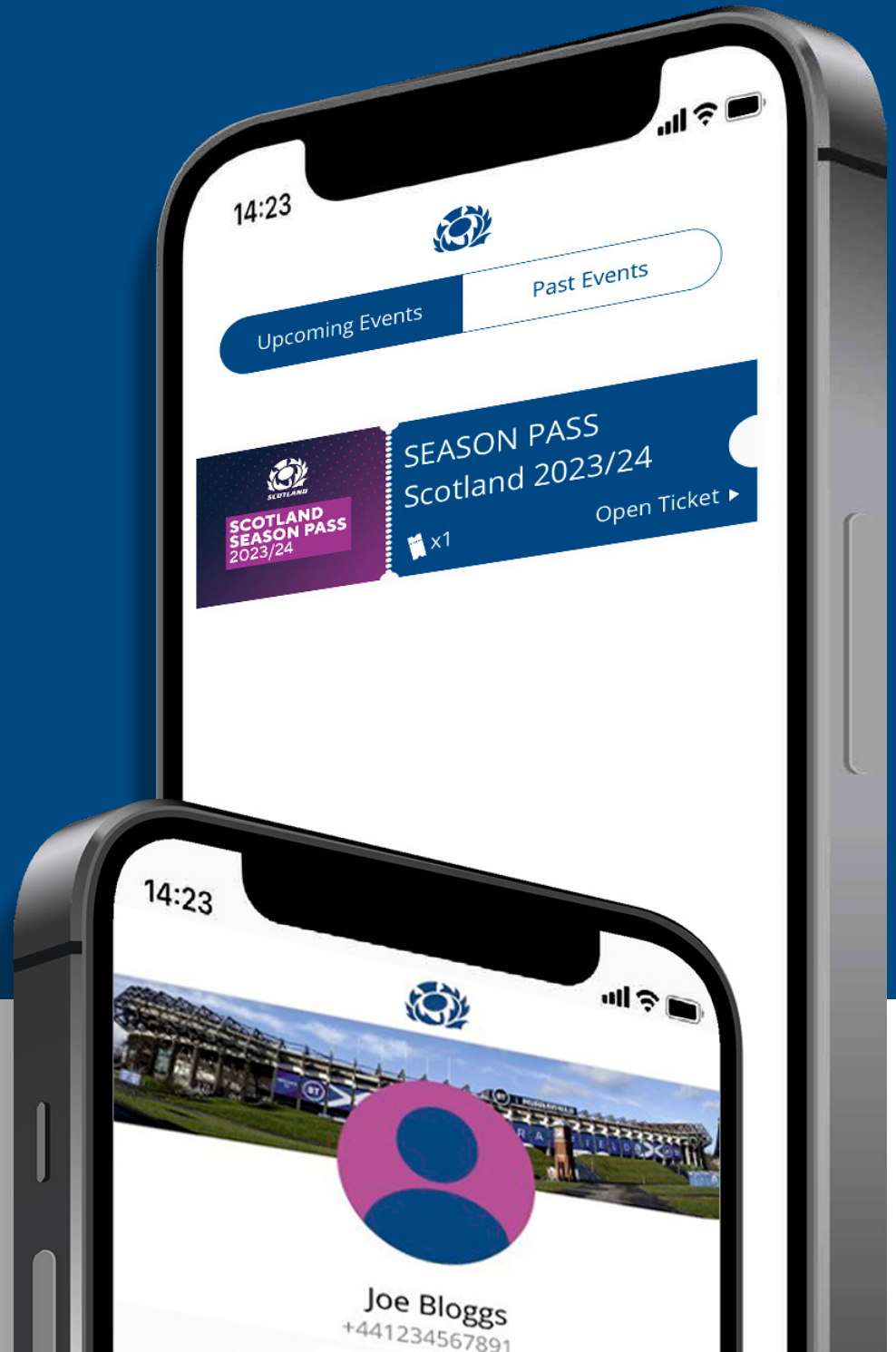




# GUIDE TO USING MOBILE PASSES

on the Scottish Rugby  
Ticketing App

POWERED BY  TIXSERVE<sup>®</sup>



## Welcome to the guide to using mobile passes 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 passes 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 passes is designed to help you every step of the way, from downloading the app, finding your passes, transferring passes to your friends, and how to use the passes 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 passes **if you do** have the Scottish Rugby Ticketing app pre-installed and have registered your account

**B**

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

**C**

Transfer guide: How to send passes to others in your group.

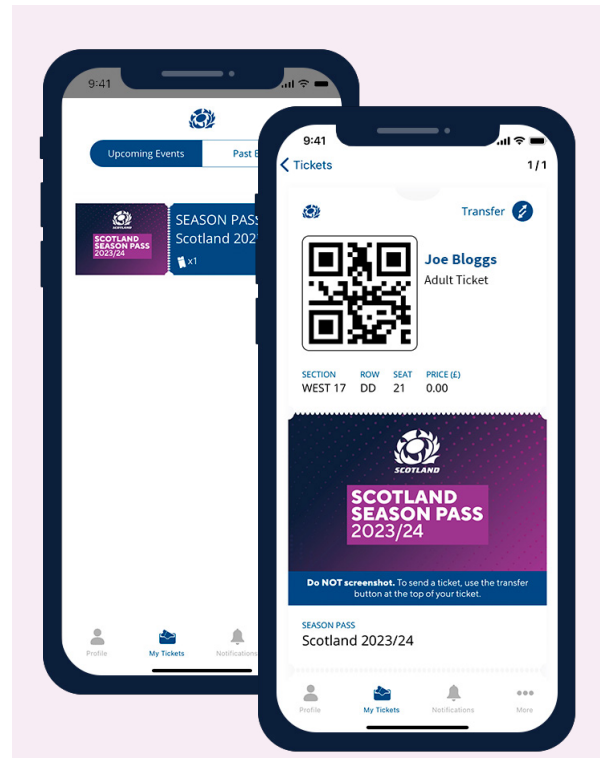
**D**

How your mobile pass works

**E**

Summary

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



1

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 passes are available within your app.

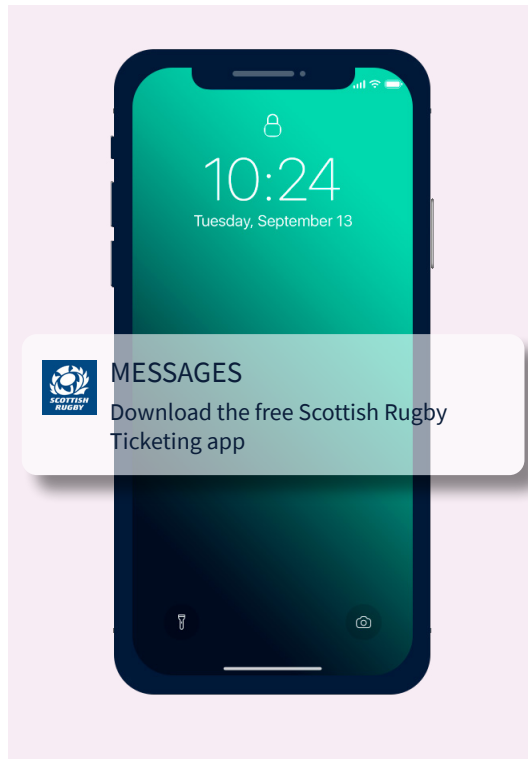
2

Your passes can be found within the My Tickets tab. A rotating QR code will appear on your pass.

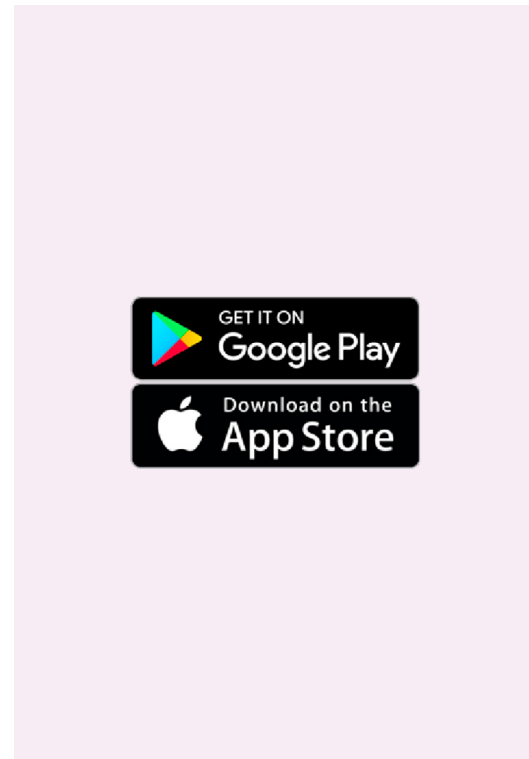


If your passes don't show, you should check that the mobile number registered to your online ticketing account matches the one you used when registering on the Scottish Rugby Ticketing App.

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



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

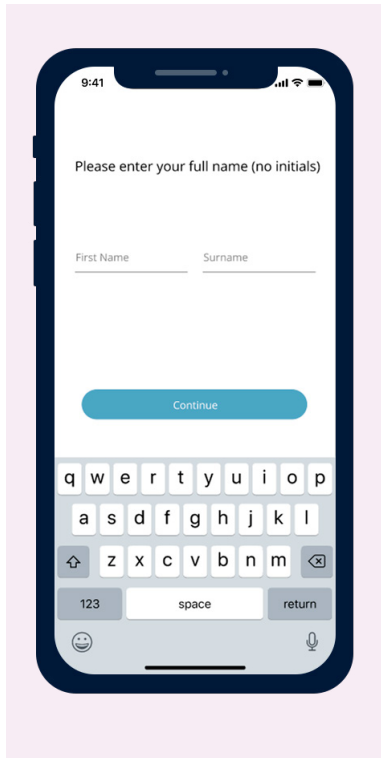


**2** The link in the SMS will take you to the relevant app store for your device and allow you to download the free Scottish Rugby Ticketing App.

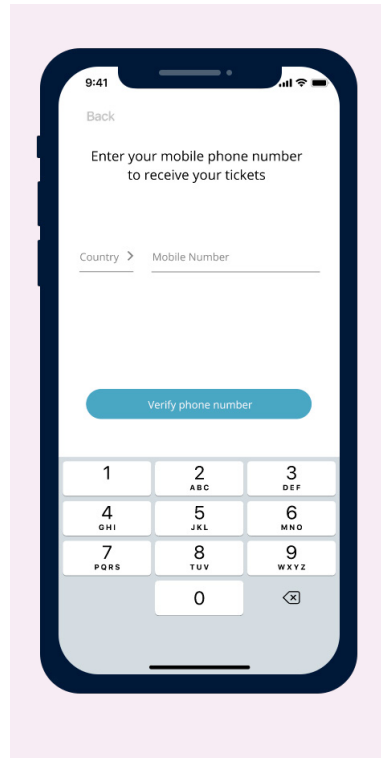


**3** Begin the registration process.

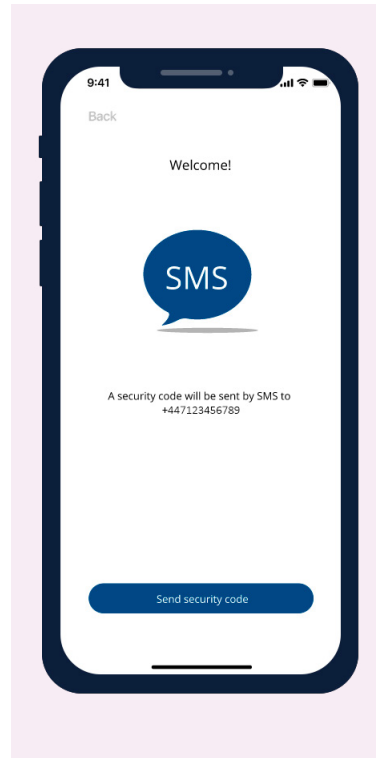
# B Step by step guide if you do not have the Scottish Rugby Ticketing app pre installed and registered



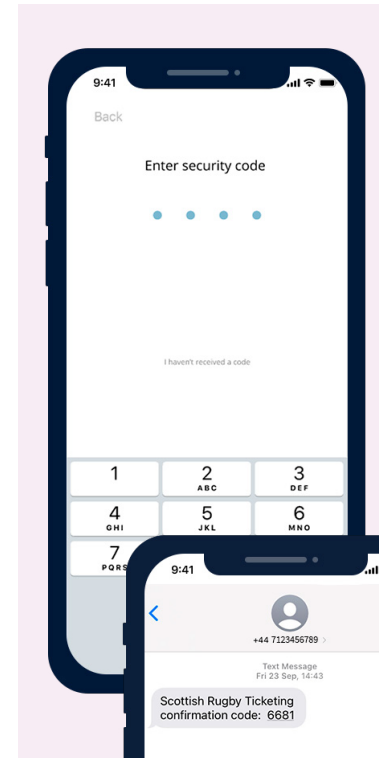
**4** Enter your full name (no initials) and press continue.



**5** Enter your mobile phone number.



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

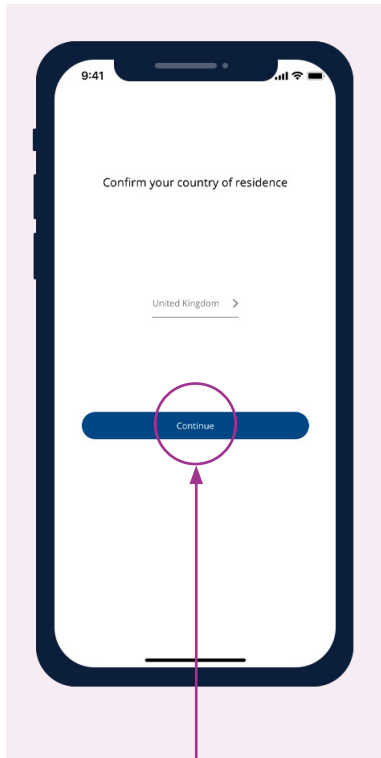


**7** Open the SMS on your phone and enter the unique 4 digit code into the app. Your phone may auto fill or complete automatically, you may also have an option to copy code from text or simply enter the code manually.

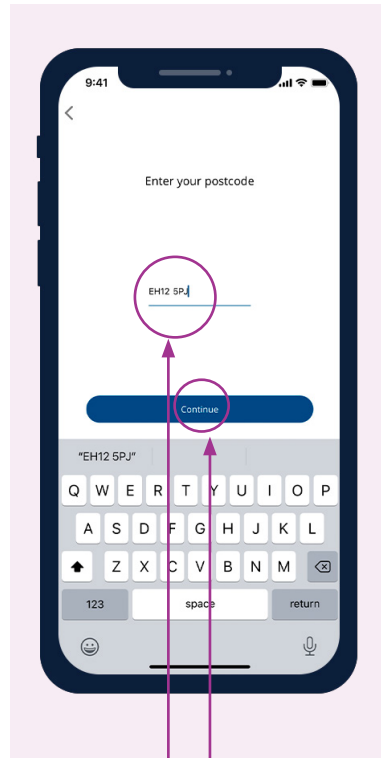


**8** Register your communication preferences.

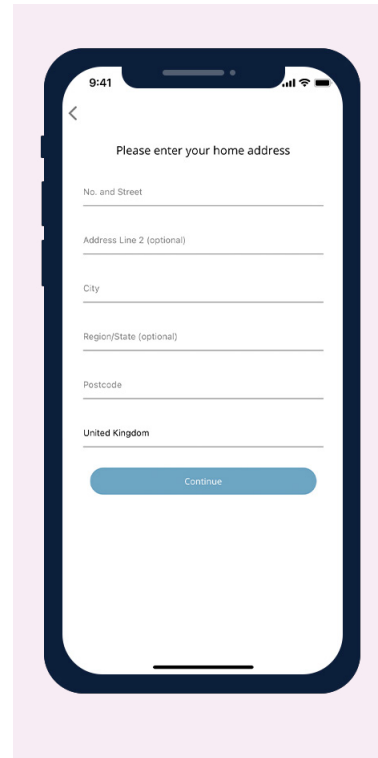
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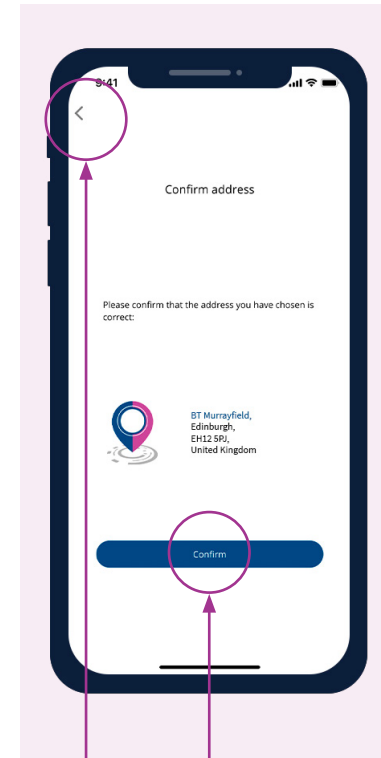
**9** Select your country of residence. Please ensure the country listed matches the country's dialling code associated with your mobile phone number and click **continue**.



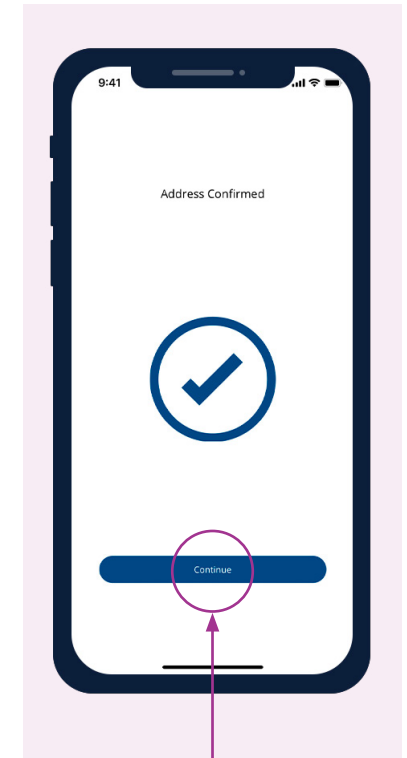
**10** **Enter your postcode.** Please ensure you include a **space** in your postcode and click **continue** to search for your address.



**11** 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.

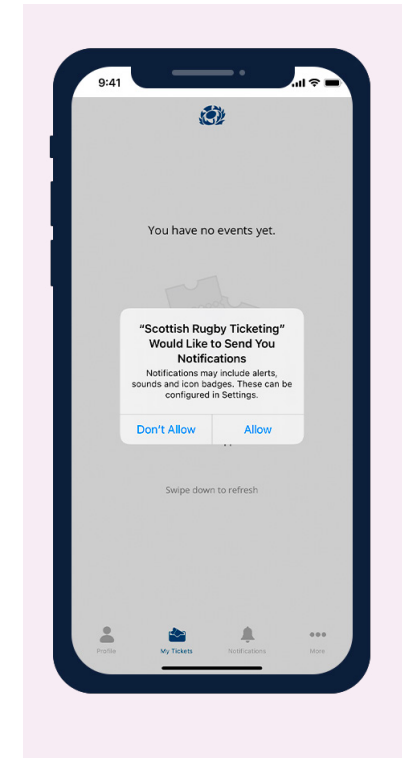
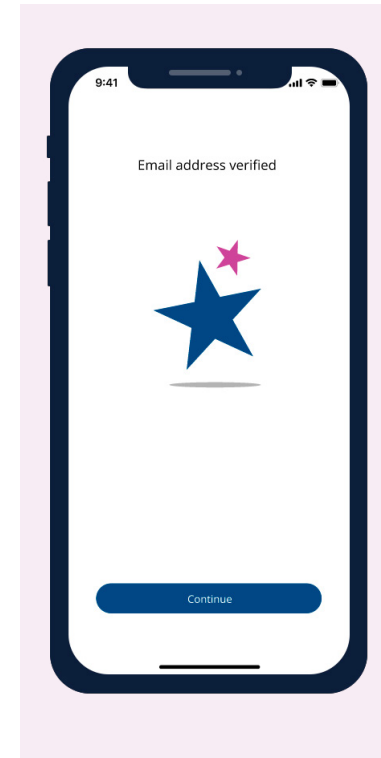
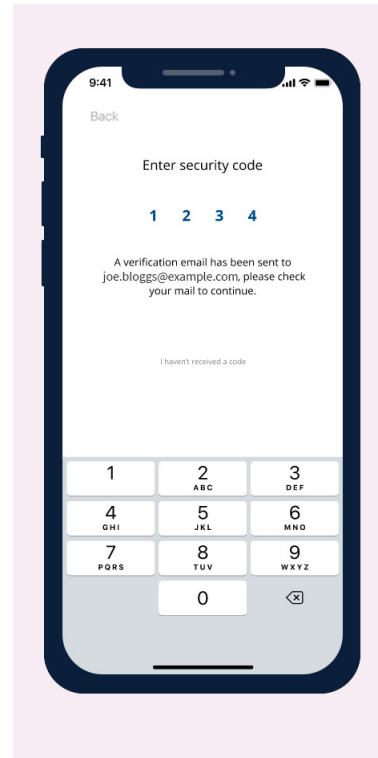
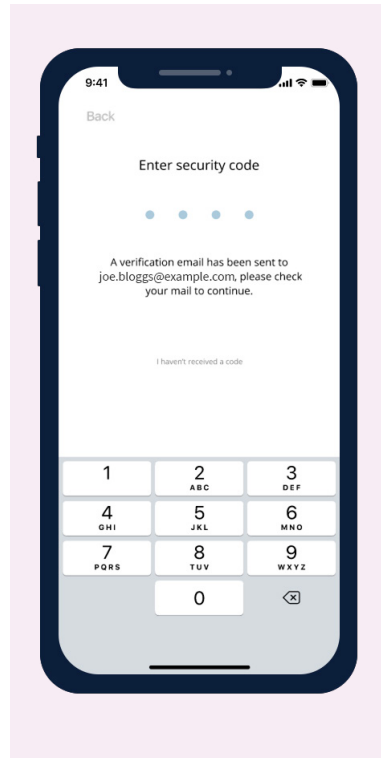
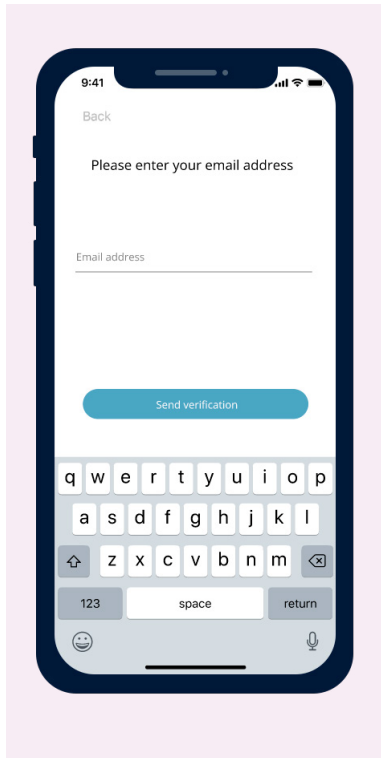


**12** Review your address and make sure all the details are correct. If not, press the back arrow in the top left corner to correct the details. Once correct, click **confirm**.



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

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



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

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

**16** 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.

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

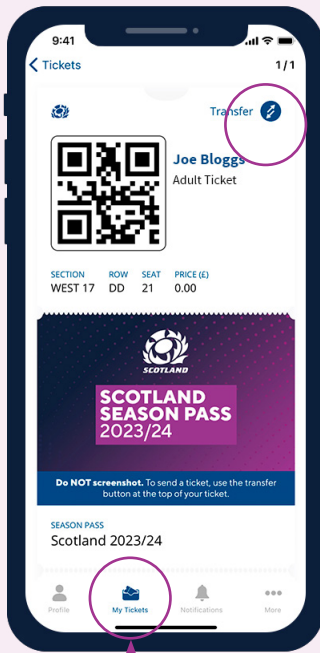


**18** The Scottish Rugby Ticketing app works best when you allow access to your contacts. Allowing this feature makes it easier to transfer passes to family and friends.

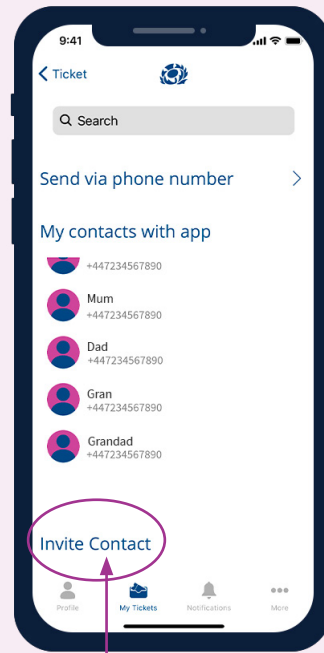
# C Transfer Guide: How to send passes to others in your group.



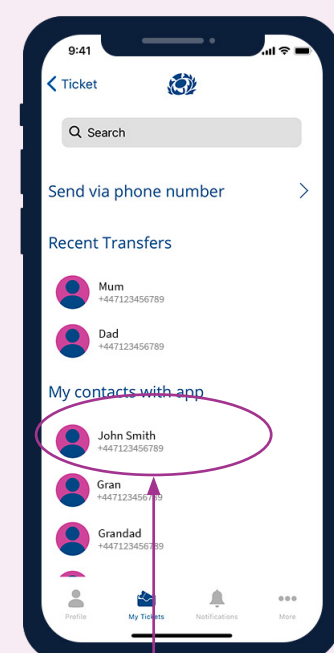
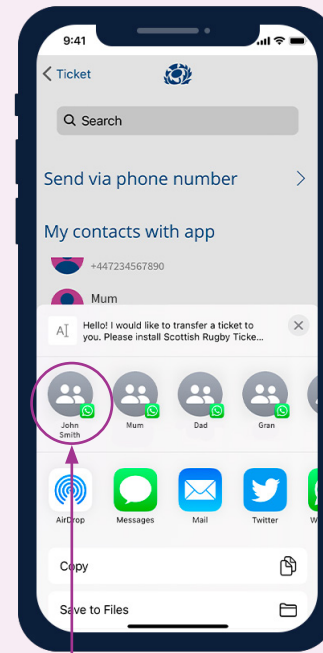
As there should only be one pass per device, all pass holders (except children or dependants) must download the app so the purchaser can transfer their passes to their devices in order to enter the stadium.



**1** In the app, open the **'My Tickets'** tab and select the pass that you wish to transfer. Select the **'Transfer'** option at the top right hand side of your pass.



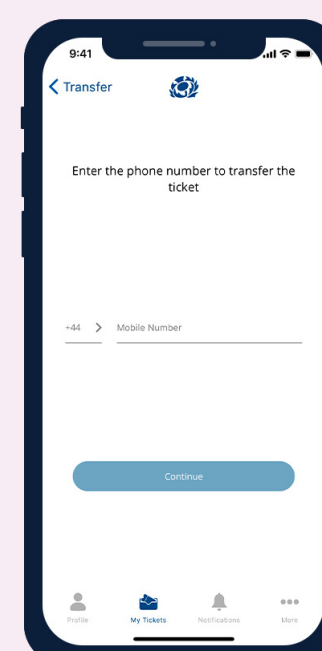
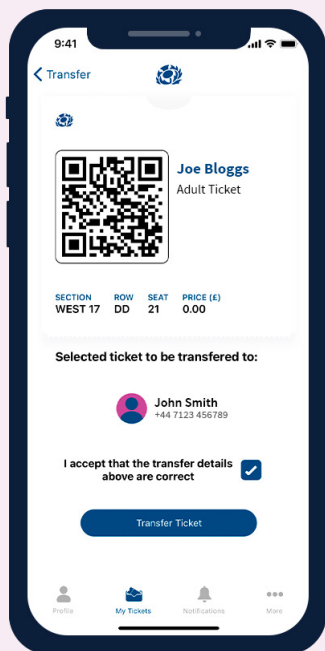
**2** **Transfer works app to app only.** The person to whom you are transferring a pass must have the Scottish Rugby Ticketing App. If the intended recipient does not already have the app, use the **'Invite Contact'** button if the intended recipient doesn't already have the app. This will send an SMS 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.

**IMPORTANT!** In the event you are unable to attend a match/ matches and are transferring your pass(es), it is your responsibility to ensure the pass(es) are transferred back to you as the Season Pass is valid for all home games within the season.





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 pass transfer and you will see a transfer confirmation screen.

**The pass will leave your phone** and appear on the recipient's phone and also in their name.

!

If you wish to transfer a pass 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

**IMPORTANT!** In the event you are unable to attend a match/ matches and are transferring your pass(es), it is your responsibility to ensure the pass(es) are transferred back to you as the Season Pass is valid for all home games within the season.

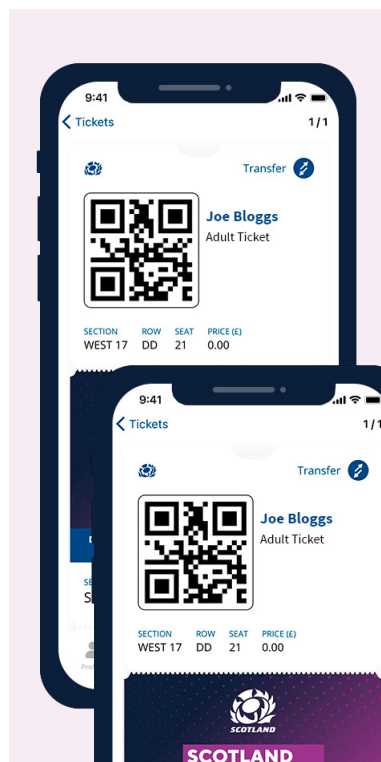
# D How your mobile pass works



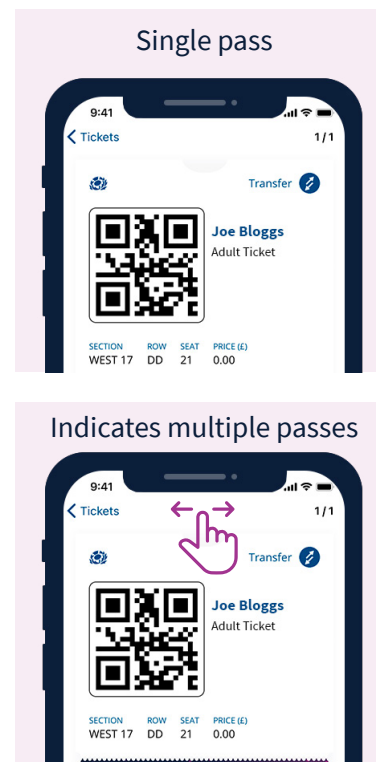
Your passes appear here in the 'My tickets' tab. There is an icon that shows the number of passes enclosed for each event. **Click on the pass to open it.**



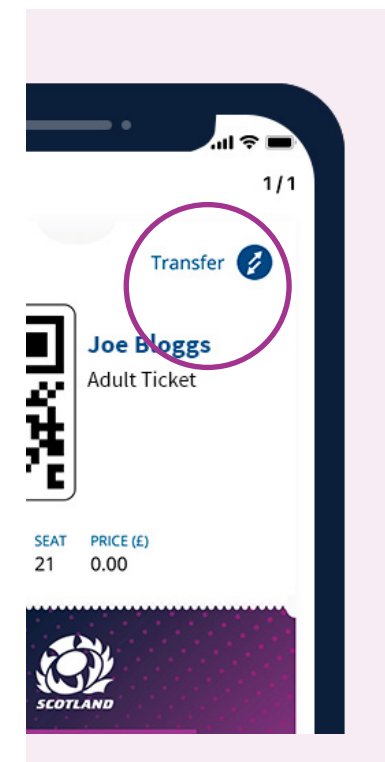
Your pass and entry information will appear at the top of your pass. **Event information and timings appear in the lower part of the pass.**



Present the QR code at the stadium to be scanned for entry.

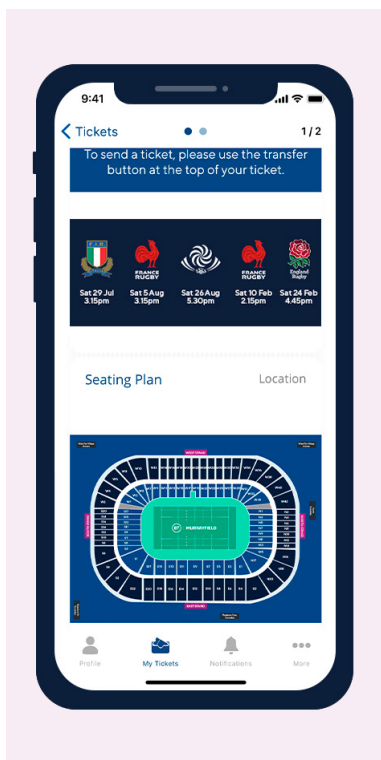


If you have multiple passes within your app, you will find the pass QR code at the top of each pass. **Simply swipe across to move between passes.**

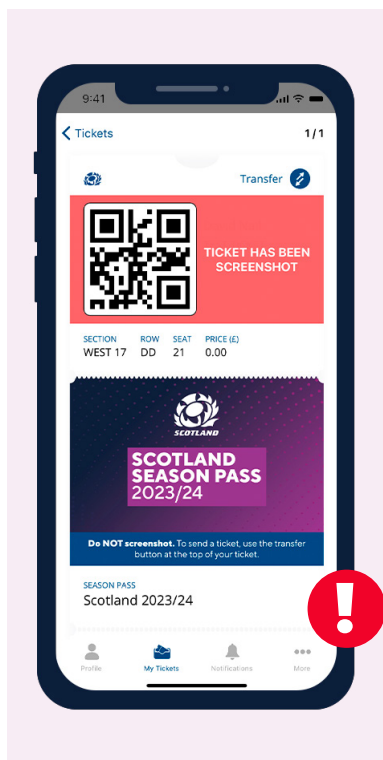


You can transfer a pass to someone else **as long as they have the Scottish Rugby Ticketing app**. See the Transfer guide for details on how to do this, or click the more tab with in the app.

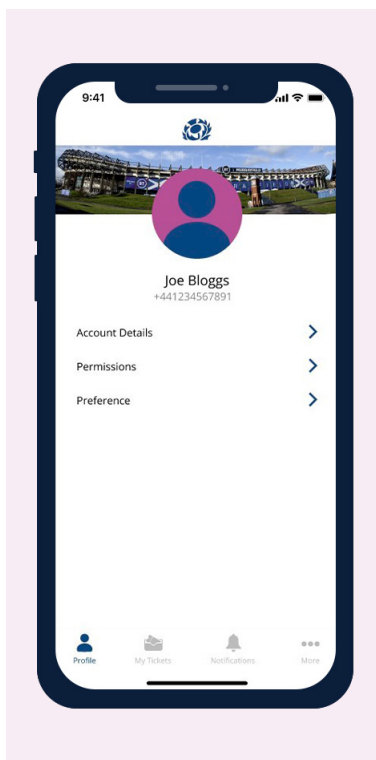
# D How your mobile pass works



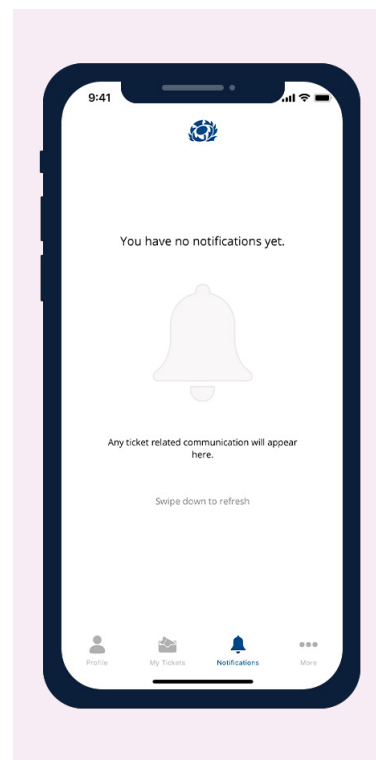
A seating plan of BT Murrayfield Stadium is available in the lower part of your pass, along with directions, important information, offers, content and videos.



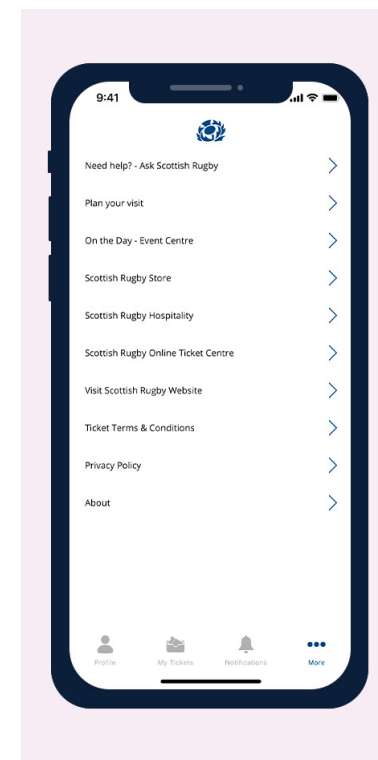
**Important:** To ensure maximum security, taking screen shots of passes is not permitted and may result in your pass becoming invalid.



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



Via the notifications tab you will only receive communications about your passes 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



**If you don't have the app**  
No problem, your passes are not far away, just follow the process below.

**If you have the app**  
If you already have the Scottish Rugby Ticketing app installed & have registered, you will get your passes almost immediately.

**1** Push notification is triggered to confirm passes have arrived

Pass delivered into 'My Tickets' tab of the Scottish Rugby Ticketing app on the purchaser's phone.

**If you have purchased multiple passes**, swipe the QR code to the left to access the other pass QR codes.

Further info and content is in the lower part of your pass - scroll to view

**1**

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

**2**

Click the link in the SMS and download the free Scottish Rugby Ticketing app from the relevant app store.

**3**

Complete the app registration process.

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