

WBA TicketsOnTheGo

WBAFC MOBILE TICKETING APP

**BAGGIES**
Pastures Green



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Icon Key

 English ▾ Change the language with your app.

 Pending Check your Ticket Transfers.

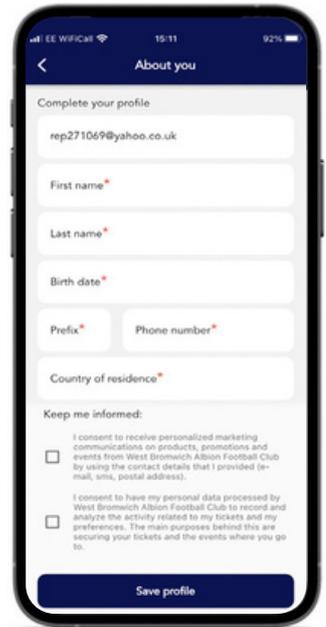
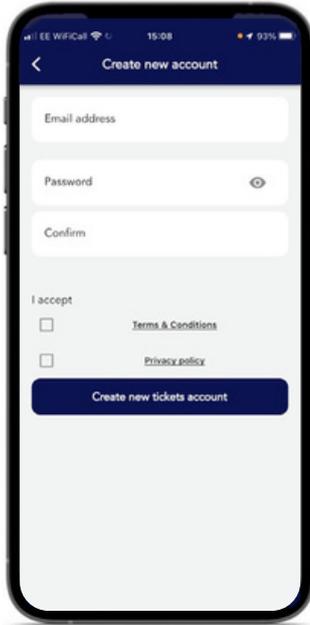
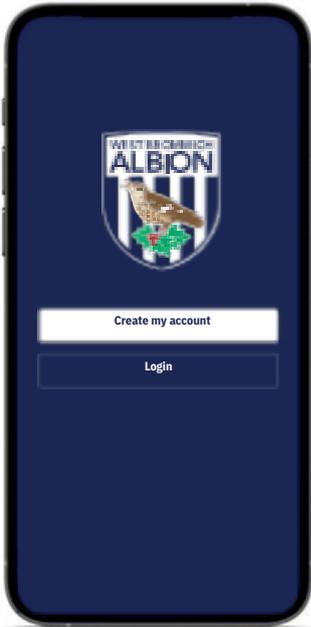
 History Check your Transfer History.

 Stacked Icon: your direct link to your in app menu.

 You have an unread notification or an action that needs to be completed.

 For more information directly from the official WBA website.

IMPORTANT: Once you have purchased your tickets online at wba.co.uk, you will receive email confirmation that your tickets are ready in the our new ticketing app. Please follow the instructions in your email confirmation.

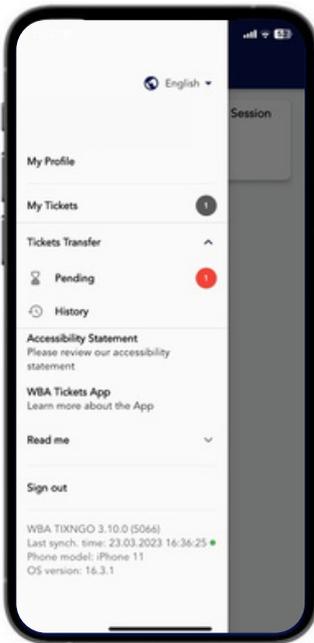


1. Download the WBA Tickets app from your app store or through the direct link in your ticket confirmation. Open your app and select '**Create my account**'.

2. Fill out the form displayed with the email address that you registered your tickets purchase under. Upon completing the form, please select '**Create new tickets account**'.

3. Check your email inbox for a verification code that you will need to enter to verify your account. Upon verifying your account, please complete your account profile and select '**Save Profile**'.

Navigating the App



1. To navigate around our app, please click the stacked icon (refer to Icon Key on page 1) in the top left hand corner to reveal your menu options.

2. Your digital tickets can be located in your app wallet on the '**WBA Matches**' page. Your tickets will appear grouped by date and event name/fixture. To view your tickets, simply click on the event to review your ticket details.

3. To keep up to date with the progress of your ticket transfers, check out your '**Ticket Transfers**' page. If you are the recipient of a transferred ticket, you can review your ticket transfers history by checking out your '**Transfers History**' page.

Digital Tickets

The following steps will outline what to expect from your digital ticket pre and post activation, along with useful information that is enclosed within your digital ticket.

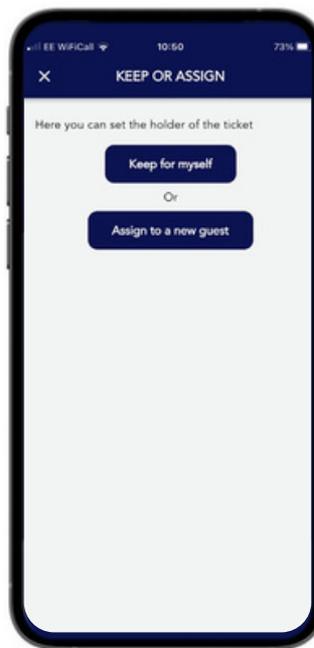
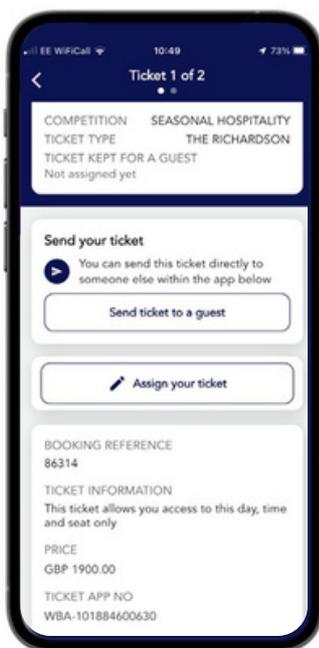


1. Upon opening your digital ticket, you will see the key event details and a QR code to scan upon your arrival to the stadium. If you have more than one ticket for an event, please swipe left and right to view each ticket individually. The 'i' button in the top right corner of your ticket (refer to Icon Key on page 1) will take you to further event information.

2. Scrolling down on a digital ticket will reveal further information about the stadium and the event that you are attending. Please click on an image/graphic to be directed to our website for further information.

3. On the day of your event at 7am, your digital ticket will become live. Your QR code is now ready to be scanned.

Assigning a Sent Ticket to Yourself

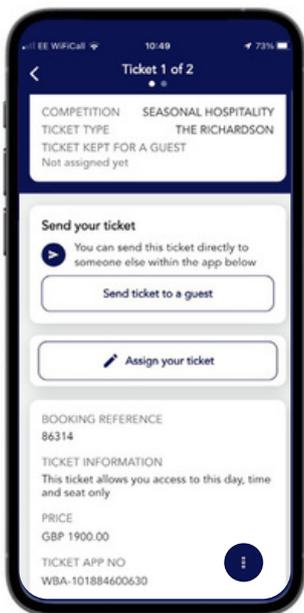


1. Scroll down on the digital ticket you wish to keep for yourself. Select 'assign your ticket'.

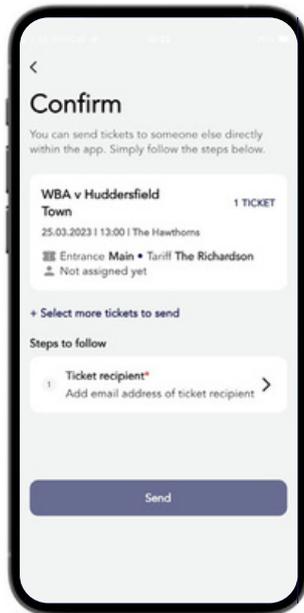
2. In the menu that appears, please select 'Keep for Myself' which will assign the name linked to your account to the ticket.

Sending Tickets

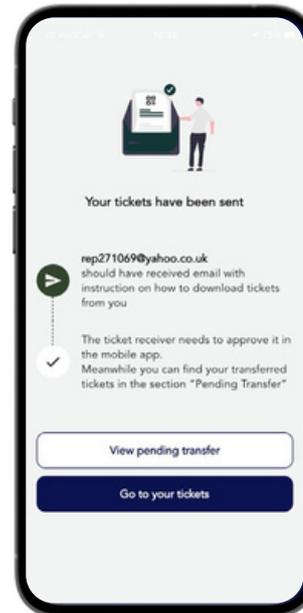
IMPORTANT: Once you send a digital ticket to your guest(s), they receive an email with a link to download and register an account on the WBA Ticketing app. If your guest has been transferred more than one ticket, we advise that they send these tickets on to their fellow attendees. However, you can use the process below to assign multiple tickets under one name but all guests will need to arrive together, as the digital tickets will stay on the one device.



1. Swipe to find the digital ticket that you wish to transfer and scroll down and select **'send ticket to a guest'**.



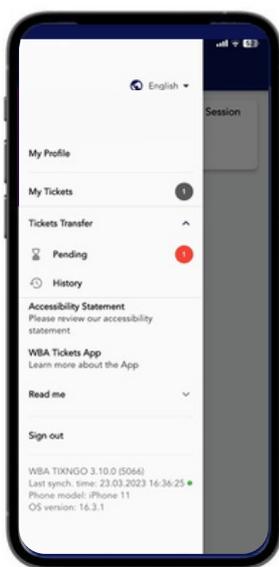
2. Select **'Ticket Recipient'** and enter the email address of your guest. Please note: your device will ask if you wish to grant access to your contact list. Don't forget to check the details you have entered are correct before you click send.



3. You will be given confirmation of your ticket transfer on screen. Your guest will be notified via email that they have a ticket ready for them.

Cancelling a Ticket Transfer

IMPORTANT: Please note, you can only cancel a digital ticket transfer if your guest has not yet accepted the ticket. If your guest has already accepted the ticket, they will need to return the ticket to you. Please check out **'Returning a Transferred Ticket'** on the next page.



1. Please visit your menu by clicking the stacked icon by clicking in the top left-hand corner. Click **'Ticket Transfer'** and select **'pending'**.

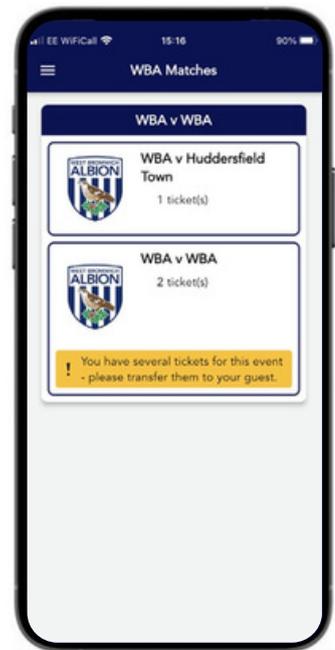
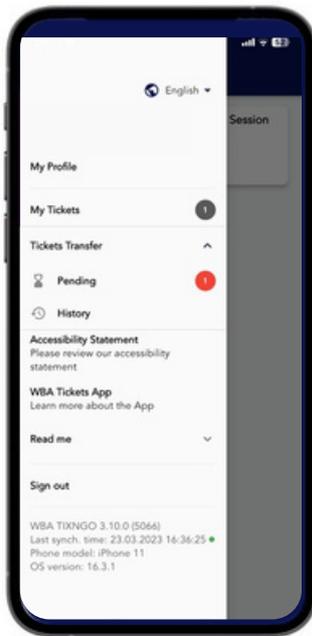


2. Your **'Pending Transfers'**, will display events that have digital tickets that are yet to be accepted. Click on the arrow pointing down to display all of the digital tickets. This will now show the full ticket for which you have a pending transfer.



3. At the bottom of this ticket, you will see a blue button to **'cancel transfer'**. To cancel the transfer, click this button. On the confirmation message that pops up, click **'Yes'** to cancel the transfer of this ticket.

Accepting a Transferred Ticket



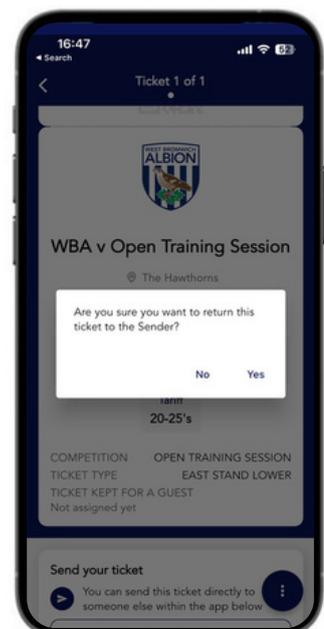
1. If you have been sent a digital ticket, please open your app where you will be presented with the option to 'accept' or 'reject' your ticket. If you have been sent more than one ticket it will state how many tickets you are accepting.

2. Once you have accepted your ticket(s), they will be located in your in app wallet under 'WBA Matches'. Click into the event to see your digital ticket(s).

3. If you have been sent more than one ticket, we advise that you distribute your tickets to your guest. Alternatively, you can assign their name to a ticket if you wish to keep all of your tickets on one device.

Returning a Transferred Ticket

The below steps will show your guest how to return a ticket to you if they have accepted the ticket.



1. Once you have found the ticket you want to return to you, you will need to click on the three vertical dots in the bottom right-hand corner (refer to Icon Key on page 1).

2. In the menu that appears, you will need to click on the 'Return transferred ticket' option.

3. On the confirmation page that appears, you will need to click 'Yes' to return the ticket to you.