



LTA Tickets App

Step by Step User Guide

Contents

Introduction.....2

Download & Register2

Navigating the App3

Your Digital Ticket.....4

Sending Tickets feature6

Cancelling a Ticket Transfer7

Accepting a Transferred Ticket9

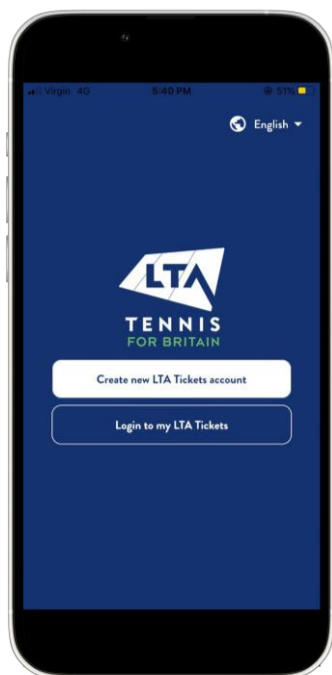
Returning a Transferred Ticket10

Introduction

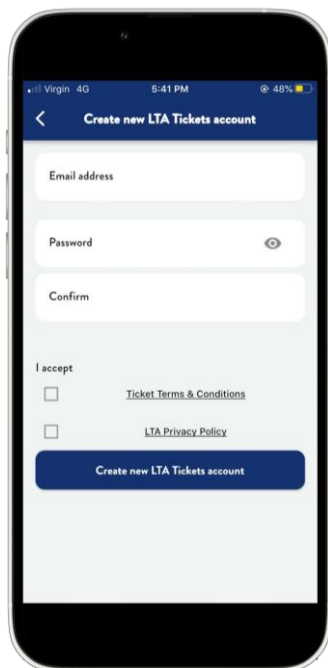
This user guide details the process of accessing, managing your mobile tickets and navigating through the LTA Tickets app. If you require further information not covered in this guide please check our full FAQs page available on the LTA website [here](#) with more information available on our dedicated [digital ticketing webpage](#).

Download & Register

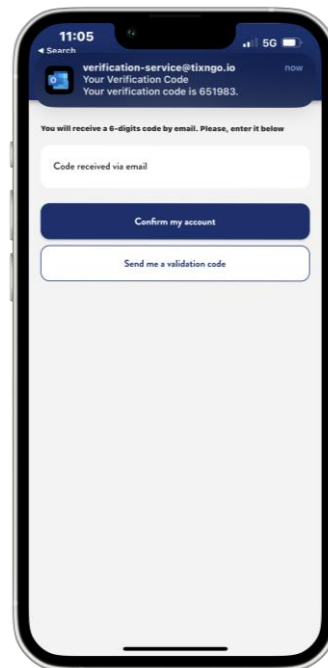
The below steps in this section will show you how to download and register on the LTA Tickets app; please remember to register with the email address you gave the LTA to assign your tickets to. You will be notified via email once all your tickets are ready in the app.



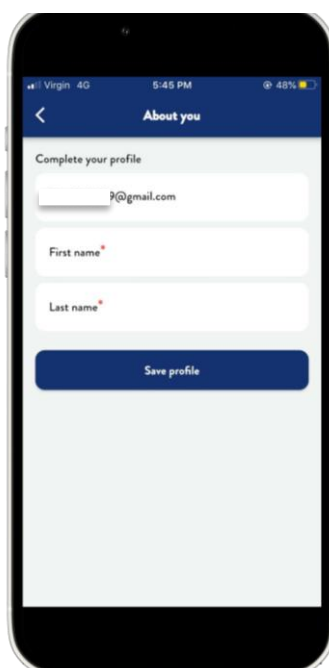
1. Download the LTA Tickets app from your app store (there will be a direct link in your invite email). Once downloaded, open the LTA Tickets app and click 'create new LTA Tickets account'.



2. Enter your email address, create your password, and agree to the T&C's and Privacy Policy.



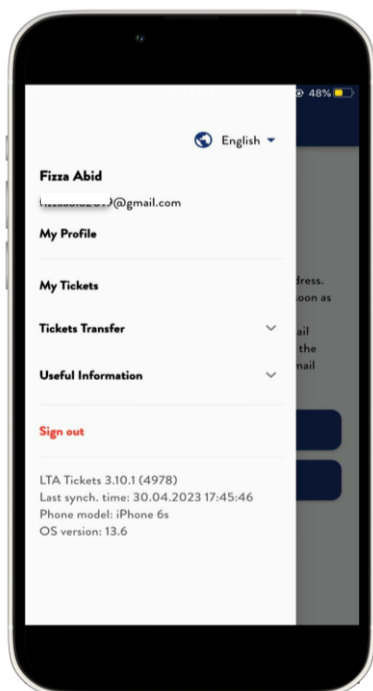
3. Following the earlier steps, you will receive a verification code on your email address. Insert the verification code in and click confirm account.



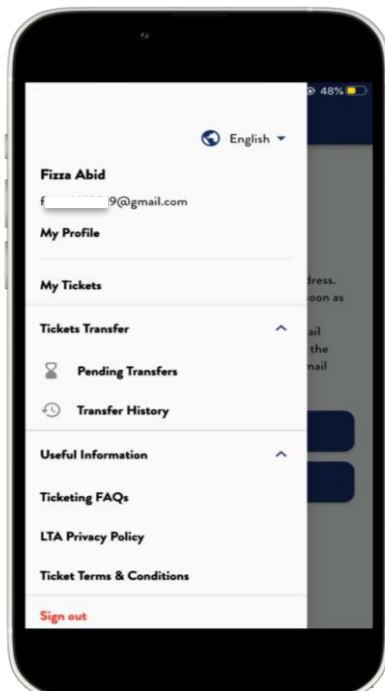
4. Enter your First and Last Name and click 'save profile'. You have now registered on the LTA Tickets app.

Navigating the App

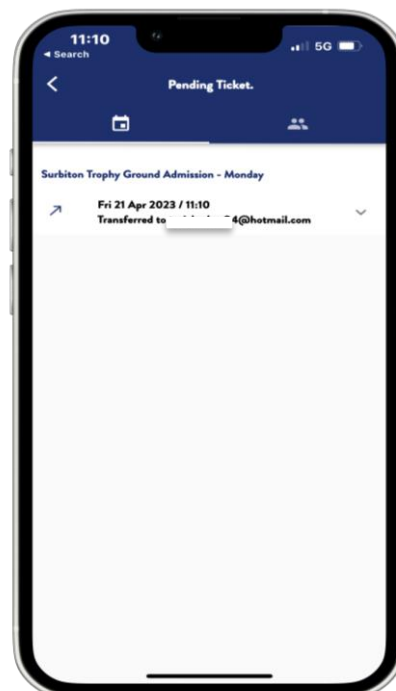
This section details the navigation process for the LTA Tickets app covering several features including updating profile, digital ticket transfer and more.



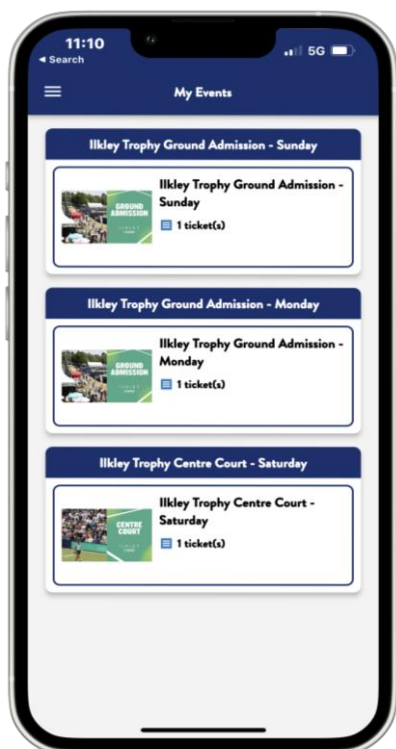
1. Open the LTA Tickets app and click on the hamburger icon on the top left-hand corner to display the main menu.



2. From the menu, you can view the ticket transfer information including pending and history of transfer as well as the ticketing FAQs, Privacy policy and terms & conditions.



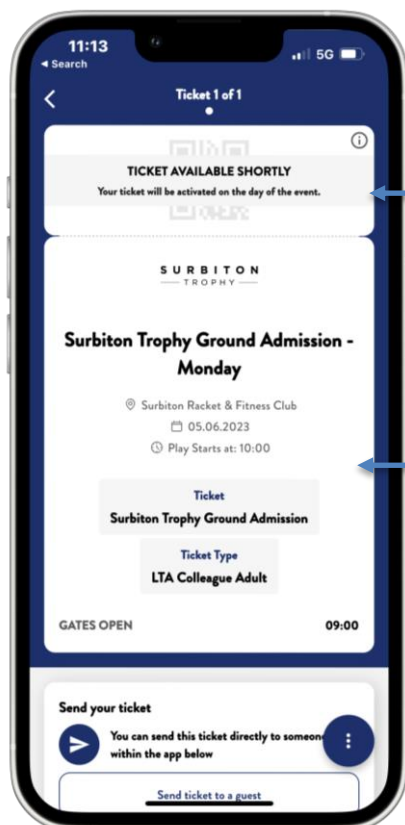
3. When you click on to 'Pending Transfers' you can view what transfers you have made that are yet to be accepted by your guest(s).



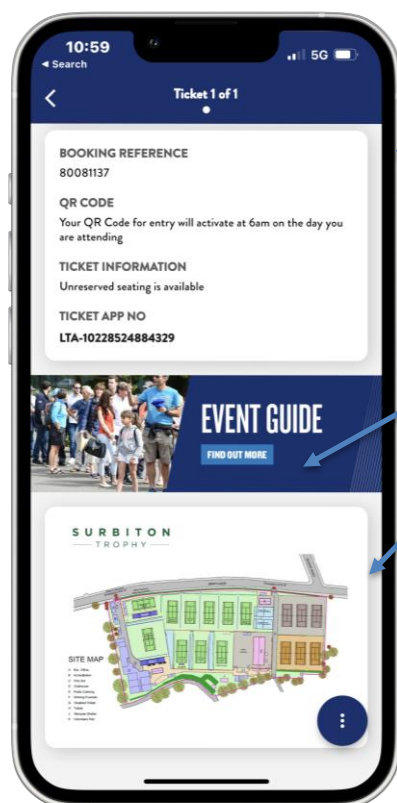
4. You can also click on 'My Tickets' menu option of the app which will show you all tickets you have for each event day.

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.



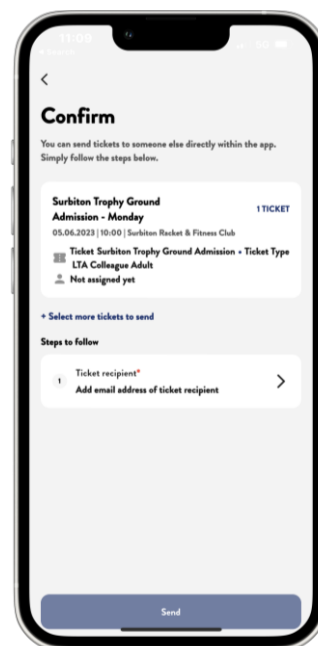
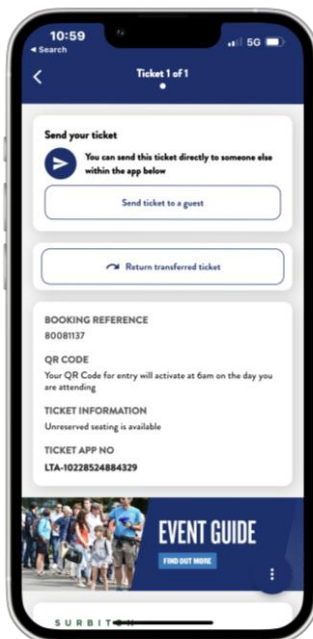
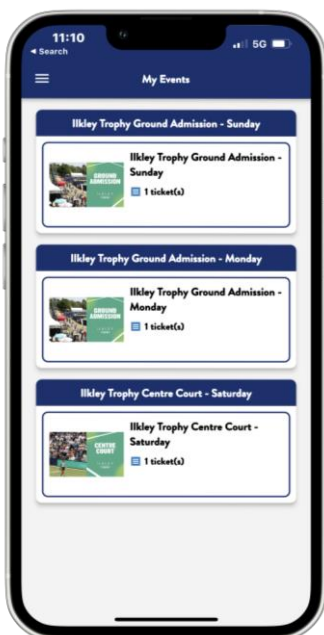
You can then scroll down on the ticket to view further ticket information such as site maps and event guide.



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

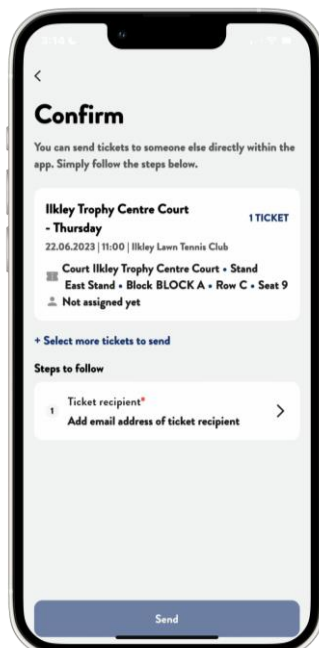
Using the “send your tickets” feature, you can send ticket(s) to your guest(s) (maximum of 5 in one go). Once you send a ticket to your guest(s) they will be emailed with a link to download and register on the LTA Tickets app.



1. Open the LTA Tickets app where you will be presented with the “My Events” 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.

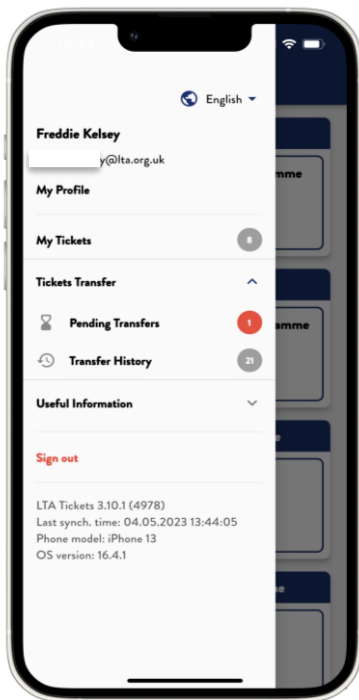
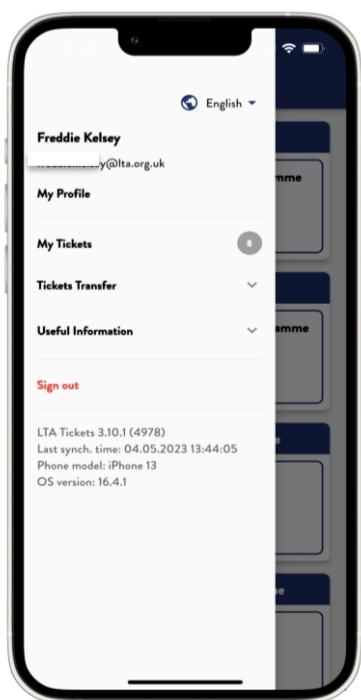


4. Enter the guest's email address and click add.

5. Check the details are correct and click Send.

Cancelling a Ticket Transfer

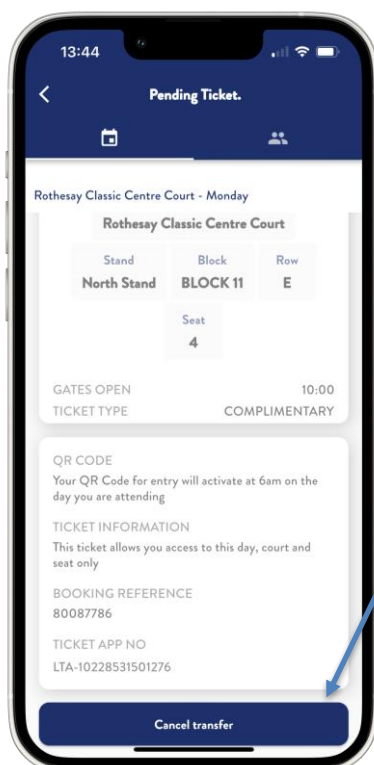
In case you need to cancel a ticket transfer the following steps will show you how to cancel a transfer to a guest. Please note, you can only cancel a transfer if the guest has not yet accepted the ticket. If your guest has already accepted the ticket, they will need to return the ticket to you, see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

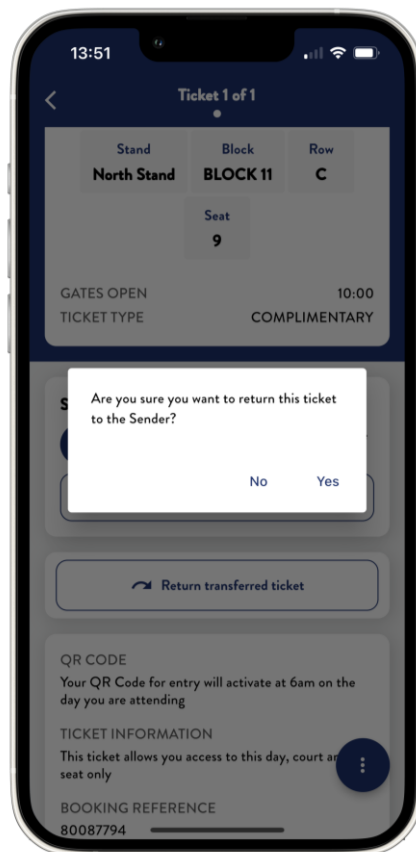


1. Open the LTA Tickets app and navigate to the menu by clicking on the hamburger in the top left-hand corner.

2. In the menu select "Pending Transfers" which will navigate you to the screen showing the ticket yet to be accepted by the guest.

3. On this screen you can see the ticket under pending transfer. If you click on the arrow on the right side of the ticket details, you can view the full details of the ticket and an option to cancel the transfer.

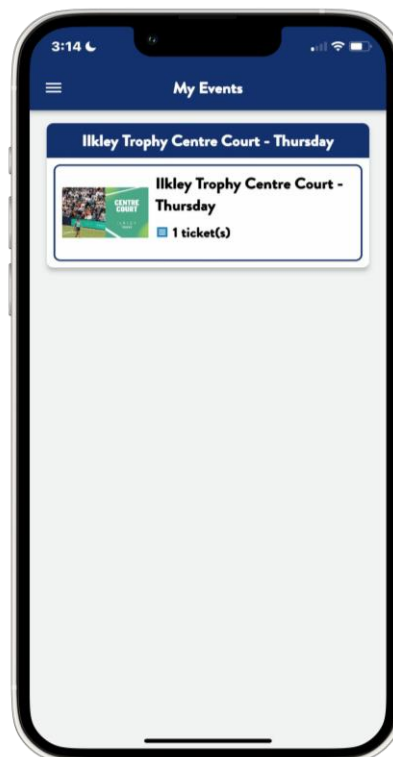
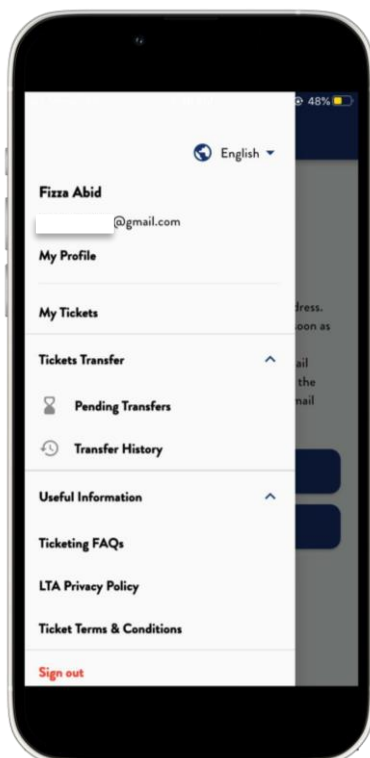
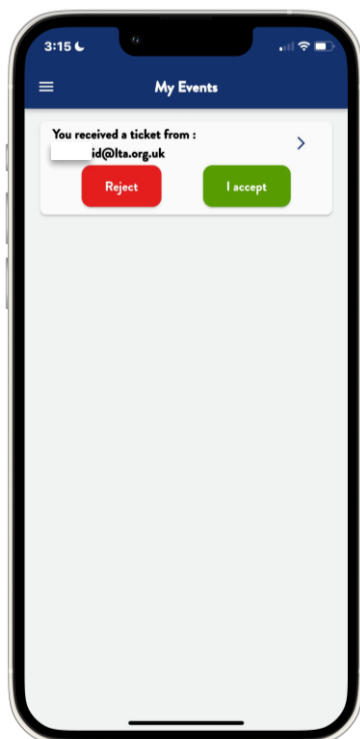




4. Once you click “cancel transfer” option, you will be prompted to confirm the cancellation; upon choosing yes, the ticket transfer will be cancelled.

Accepting a Transferred Ticket

The below steps will show you how your guest can accept (or reject) a ticket that has been transferred to them.



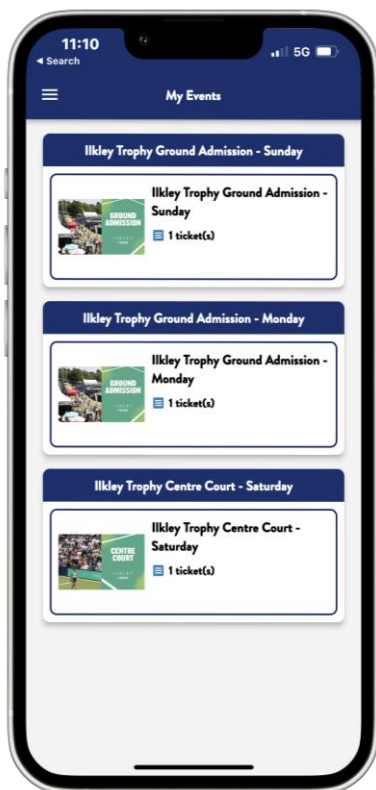
1. Once your guest opens the LTA Tickets app, they will be presented with the option to accept or reject tickets. If they reject tickets, these will stay with you. If you have sent your guest more than one ticket it will say how many they are accepting.

2. Once they have accepted their tickets, they will need to click on the hamburger in the top left part of the app. When the menu displays, they need to click in to "My Tickets".

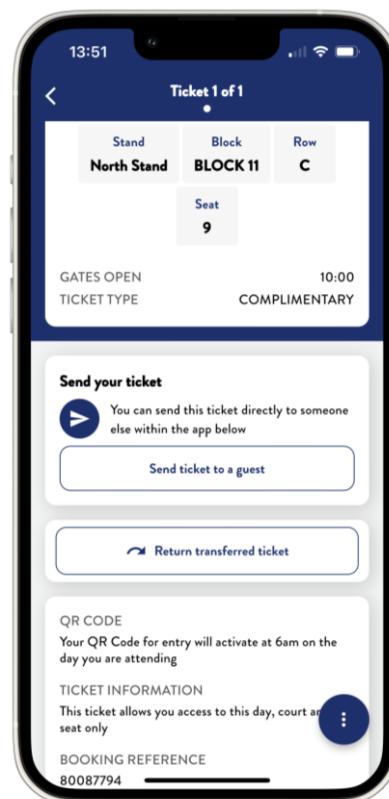
3. Your guest will now see the tickets you have sent them. Click on the event day to see their digital ticket.

Returning a Transferred Ticket

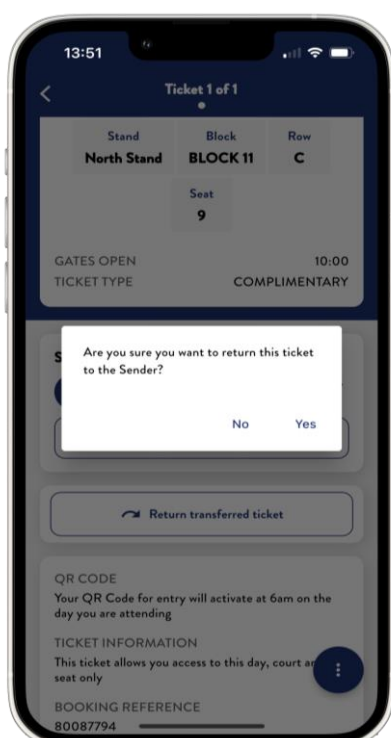
Following the steps below, your guest(s) can return a ticket to you.



1. Your guest will need to open the LTA Tickets app and click on the event day and find the ticket they want to return to you.



2. Once they have found the ticket that they want to return to you, they will need to click on the “return your ticket” option as shown above.



3. After clicking the return your ticket option, they will be prompted to confirm the return of ticket to the sender, when they click yes, the tickets will be returned to the sender.