



# **LTA Courtside App**

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## **Step by Step User Guide**

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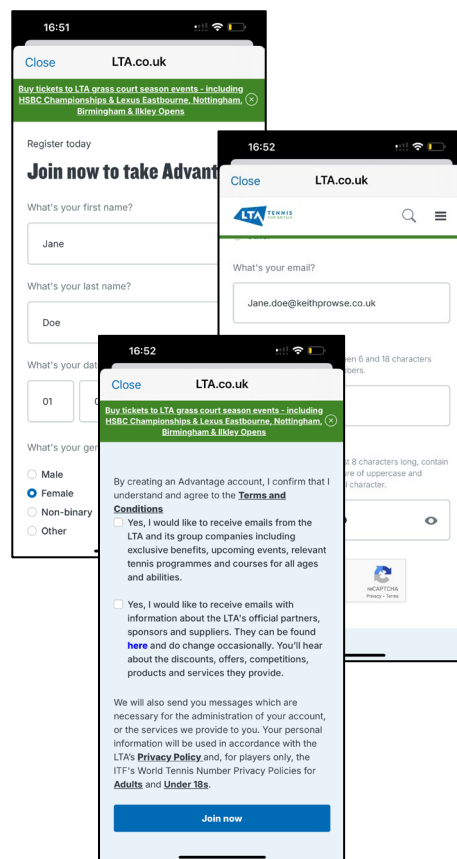
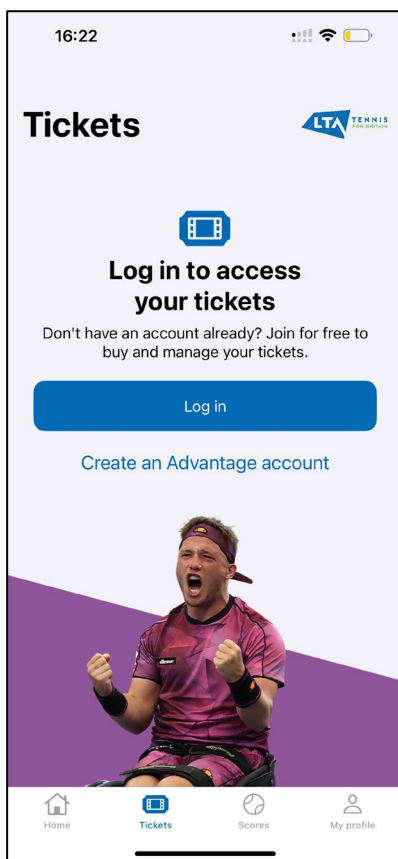
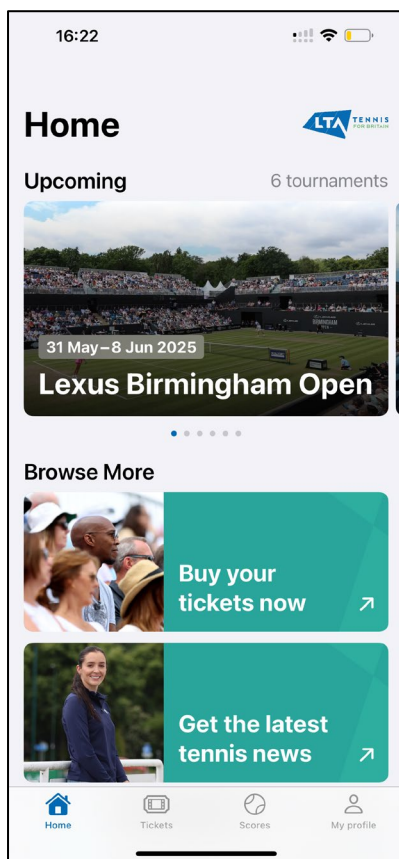
## Introduction

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

Please use the same email address you used when booking hospitality, to access your tickets via the app.

## Download & Register

The below steps in this section will show you how to download and register for the LTA Courtside app; please remember to register with the email address you provided when booking hospitality or requested be used for processing your tickets. You will be notified via email once all your tickets are ready to be accessed in the app.



1. Download the LTA Courtside app from your app store – links can be found on the LTA website [here](#).

Once downloaded, open the LTA Courtside app and you will be taken to the main Home page for the app.

2. Click the 'Tickets' tab on the bottom of the screen.

You will need to have an LTA Advantage account to access and manage your tickets.

Click 'Create an Advantage account' if you need to register for one, or if you already have an Advantage account, click 'Log in'.

3. When creating an Advantage account, you will need to provide:

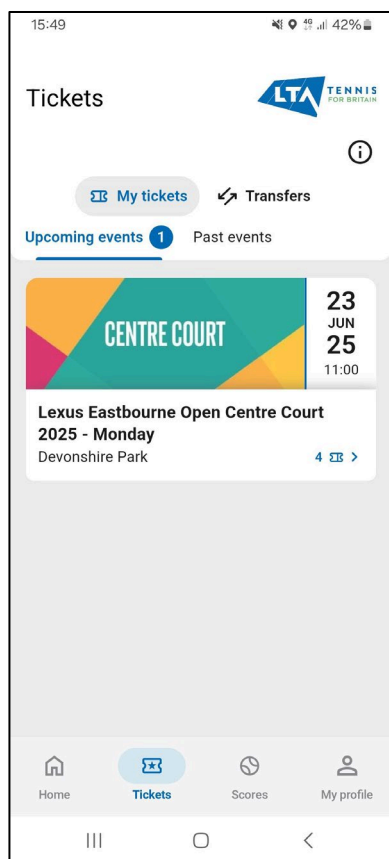
- First name
- Last name
- Date of birth
- Gender identity
- Email address
- Username
- Password

Click 'Join now', and an email will be sent to verify your email address. You will then be able to 'Log in' via the 'Tickets' tab in the app.

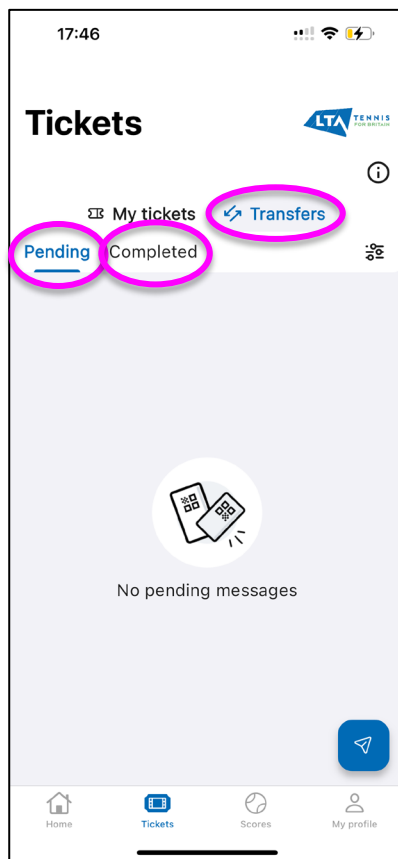
*Note, unless you click 'Yes' when creating an Advantage account, you will not receive any promotional emails from the LTA or their official partners. The only emails you will receive will relate to your tickets; when they are available in the app, and when transferring and cancelling tickets.*

## Navigating the App

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

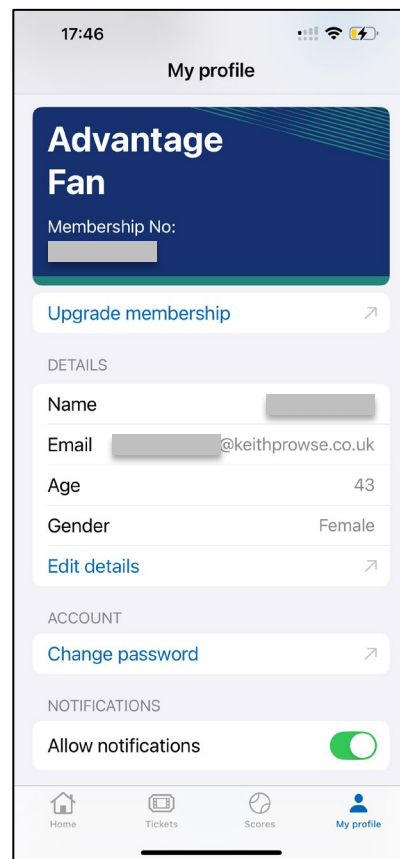


1. When you log in to your Advantage account in the Tickets tab, you will be taken to the 'My Tickets' section. From here you can view your tickets for all event(s).



2. Click on 'Transfers' to the right of 'My tickets', and you can view the transfers you have made and that are yet to be accepted by your guest(s) – 'Pending'.

You can also view transfers that have been accepted by your guest(s) or that you have received yourself – 'Completed'.

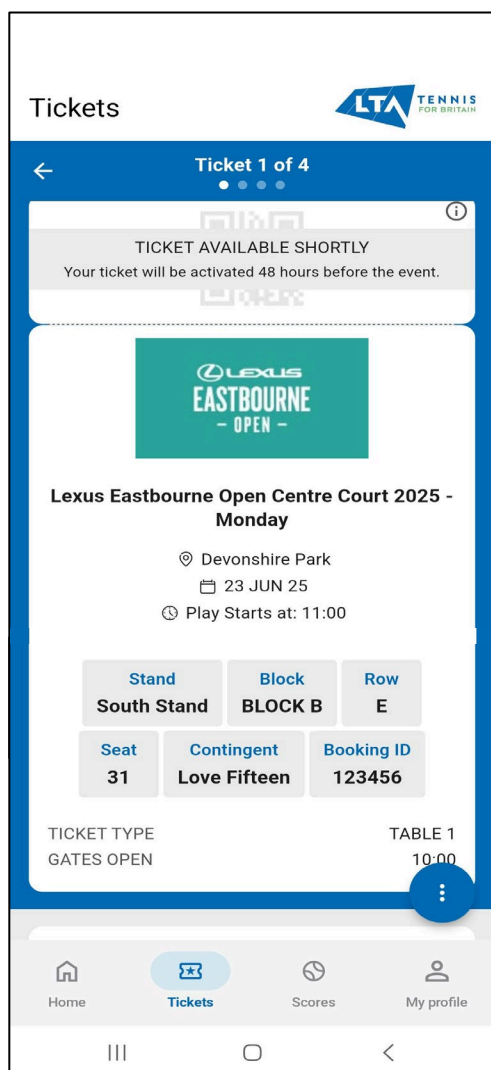


3. If you click on the 'My profile' tab on the bottom right of the screen, you will be able to see your Advantage account details.

Here, you can edit, change your password and change your notification options.

## Your Digital Ticket

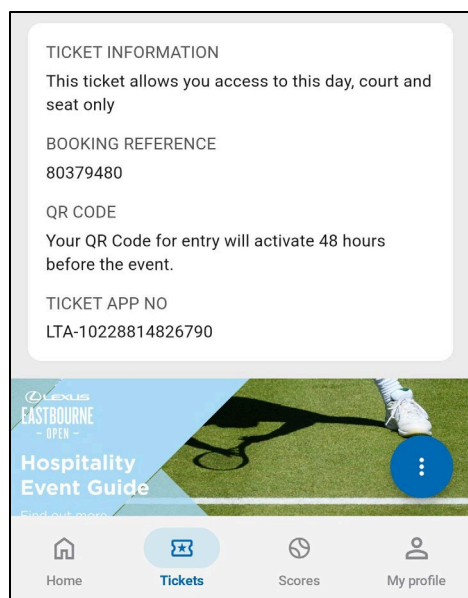
This section includes useful information showing what your digital ticket will look like pre and post activation along with the information you can find on your digital ticket.



The QR code at the top of your ticket may not be available when you log in. This will go live 48hrs prior to the day of the event you will be attending.

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, the hospitality package 'Contingent' the ticket relates to and the Keith Prowse 'Booking ID'.

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 the Tournament Calendar on the LTA website and the vertical 3 dots are a shortcut that will let you send the digital ticket to a guest.

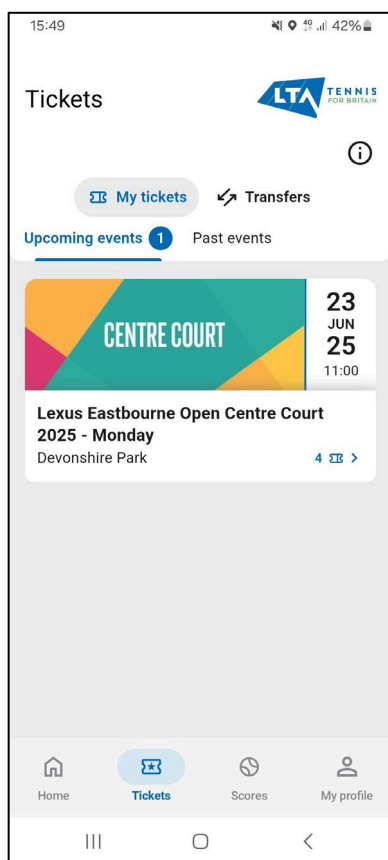


You can then scroll down on the ticket to view further information such as the Booking Reference – note this is a ticketing reference number and not the Keith Prowse Booking ID.

There is also a link to the the Hospitality Event Guide along with seating and venue maps.

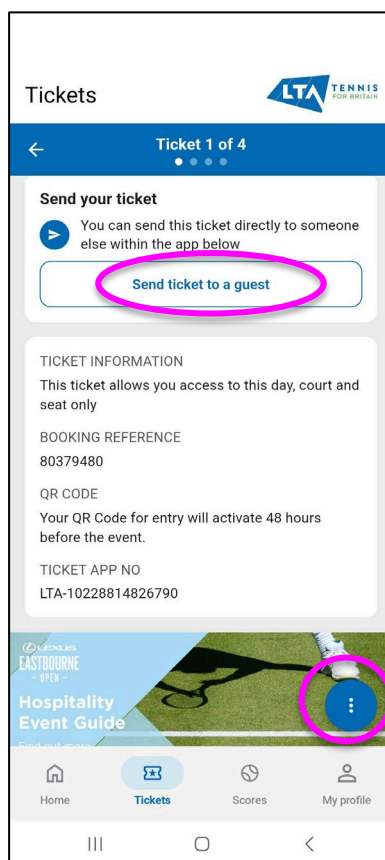
## Sending Tickets feature

Using the 'Send your ticket' 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 Courtside app.

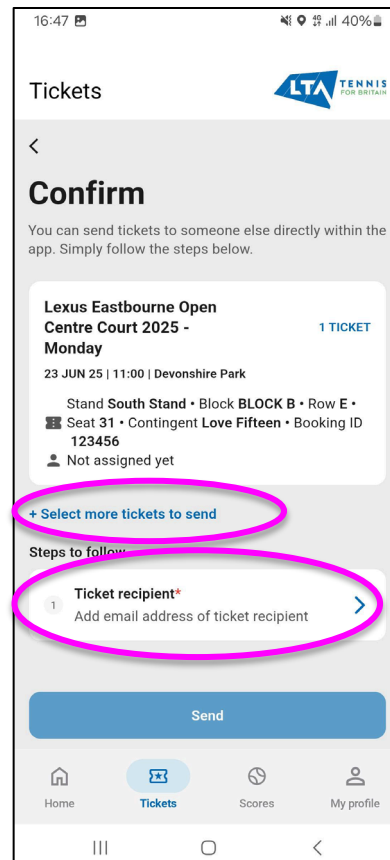


1. Open the LTA Courtside app and navigate to the 'Tickets' tab, where you will be presented with the 'My Tickets' screen.

Select the event day and find the ticket you want to send to a guest.



2. Once on the ticket, click the vertical 3 dots or scroll down to 'Send ticket to a guest'.



3. When you click on 'Send ticket to a guest', you will navigate to the confirmation screen.

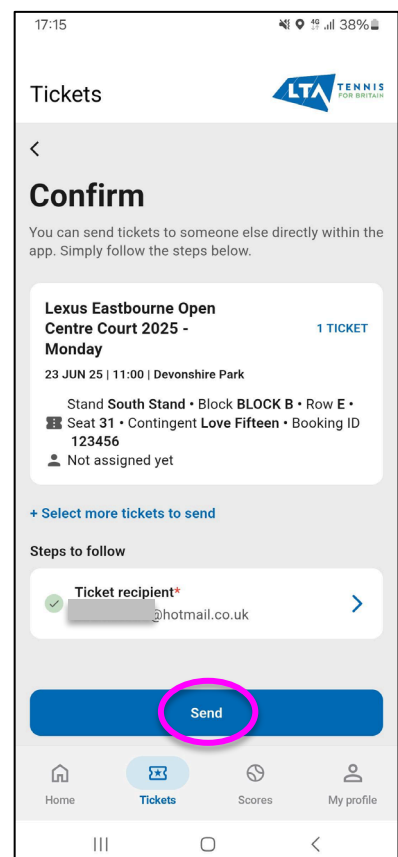
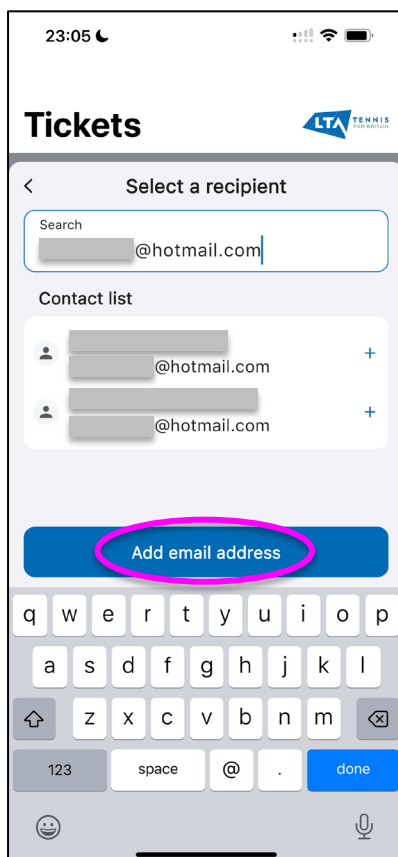
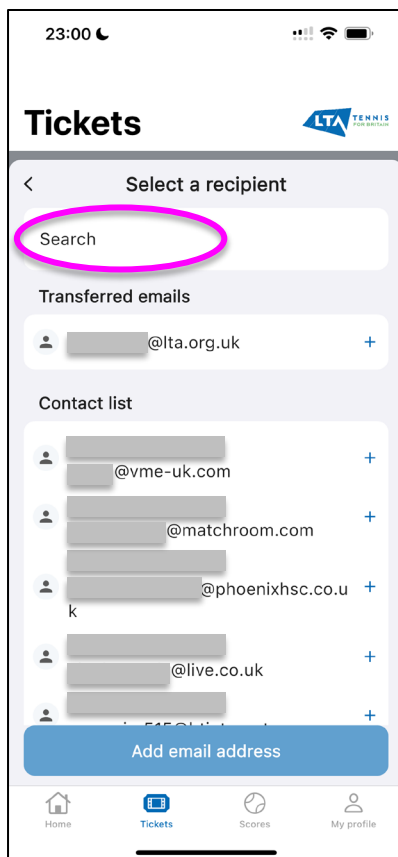
You can either 'Select more tickets to send' if you want to transfer more tickets to the one guest, and/or specify the guest to send the ticket(s) to by selecting 'Ticket recipient'.

If sending more than one ticket, when you press 'Select more tickets to send', a list of all the 'Tickets in your wallet' will be brought up.

Scroll to the tickets you want to transfer and tick the box to the left of each ticket and click on 'Add selected tickets', this will take you back to the confirmation screen where you will need to follow the steps to send the tickets to the 'Ticket recipient'.

You can select up to 5 tickets per single transfer, so if you need to transfer more than 5, you will need to go through the Sending Tickets feature again.

When you are ready to send the ticket/s to your guest, select 'Ticket recipient'.



4. Once you select 'Ticket recipient' this will bring up a list of the contacts that are on your phone. You can either select the email address by scrolling through the list or you can type the email address in the Search box at the top.

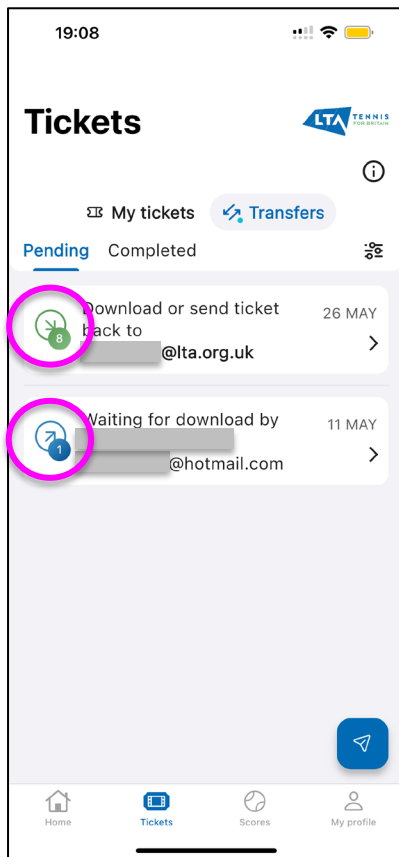
If the guest is not a contact in your phone, enter the email address in the Search box and click 'Add email address'.

Note, under 'Transferred emails' it will list all the email addresses you have recently transferred tickets to. If you need to send more than 5 tickets to someone, this will help you find the persons email address quickly rather than search for the contact again.

5. When you click 'Add email address' you will be taken back to the confirmation screen, check the details are correct and click 'Send'.



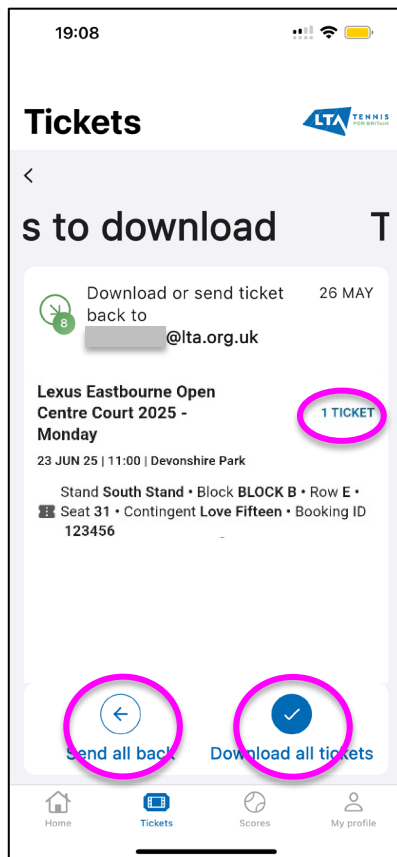
## Your Transferred Tickets



1. When your guest opens the LTA Courtside app and clicks on the 'Transfers' tab, they will be presented with a list of their pending tickets.

Green arrow – tickets that have been transferred to them for download or return.

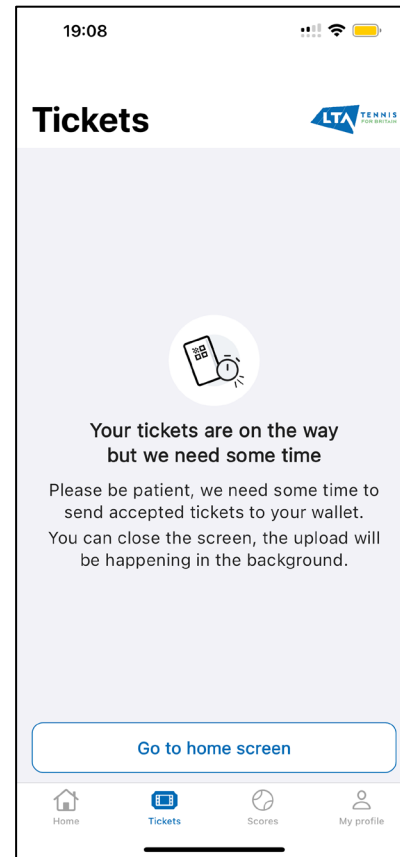
Blue arrow – tickets they have transferred to someone else, and the recipient is yet to download.



2. When they click on the ticket, they will be presented with the ticket details and option to 'Download all tickets' or 'Send all back'.

If they 'Send all back', the tickets will be returned to you.

If you have sent your guest more than one ticket it will say how many they are accepting next to the event details of the tickets.



3. If they 'Download all tickets' it can take up to 10 minutes before they will show in the 'My tickets' tab of the app.

They may also need to close and re-open the app in order to push the download through.

4. If they 'Download all tickets' but then decide they would like to return the tickets, they do so by going to the individual ticket in the 'My tickets' tab of the app and scroll down the ticket to select 'Return transferred ticket'.

If they want to transfer tickets to their own guests, they can do so by going to the individual ticket in the 'My tickets' tab and scroll down to the 'Send ticket to a guest' button that will be available to them on the tickets they have received and accepted.

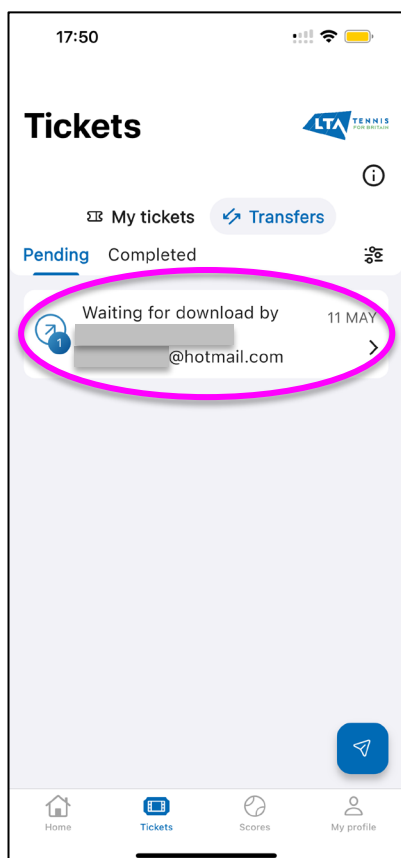


## Changing the recipient email

If you need to change the email address for tickets you have transferred, either because the original email address was wrong or the recipient has changed, you can do this via the app as long as the guest has **not yet downloaded the ticket**.

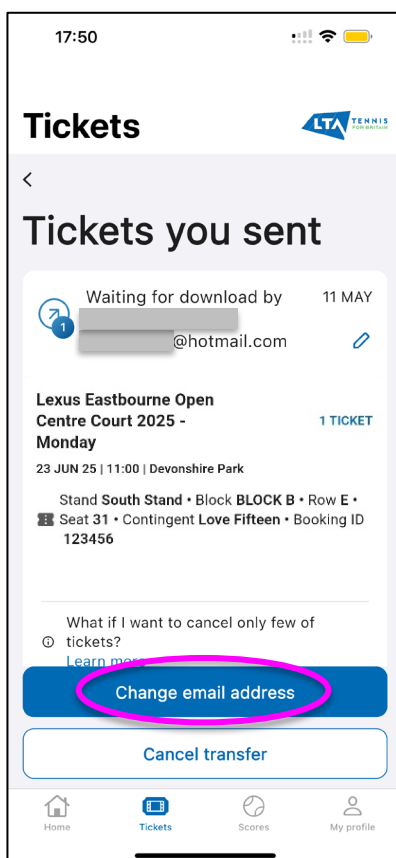
If your guest has already accepted the ticket/s, they will need to return them to you via the individual tickets in their 'My tickets' tab – see point 4 in [Your Transferred Tickets](#) section for more information on this.

If your guest can't return the ticket/s themselves, please contact your Account Manager for further assistance.

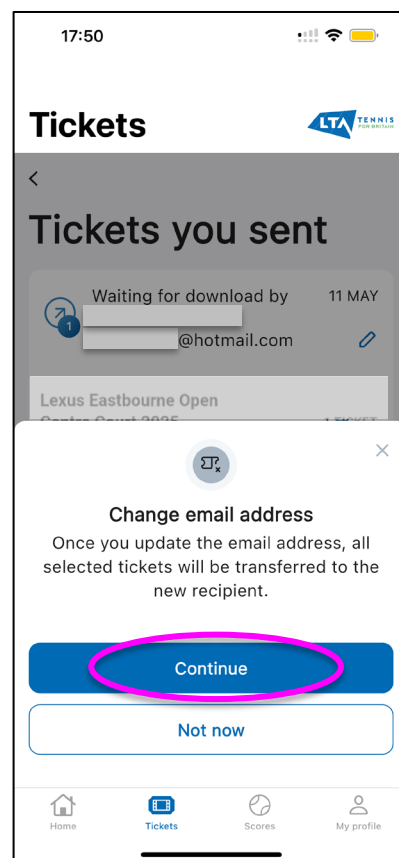


1. Open the LTA Courtside app and navigate to your transfers by clicking on the 'Transfer' tab on the top right of your screen. This will open on your 'Pending' tickets.

Click on the ticket transfer that you wish to change the email address for.



2. Click on 'Change email address' button and a pop up will appear.



3. Press 'Continue' and you will navigate to the 'Select a recipient' page where a list of the contacts that are on your phone.

You can select or search for the new guest email address as if you were sending them the ticket originally as outlined in the [Sending Tickets feature](#) section.

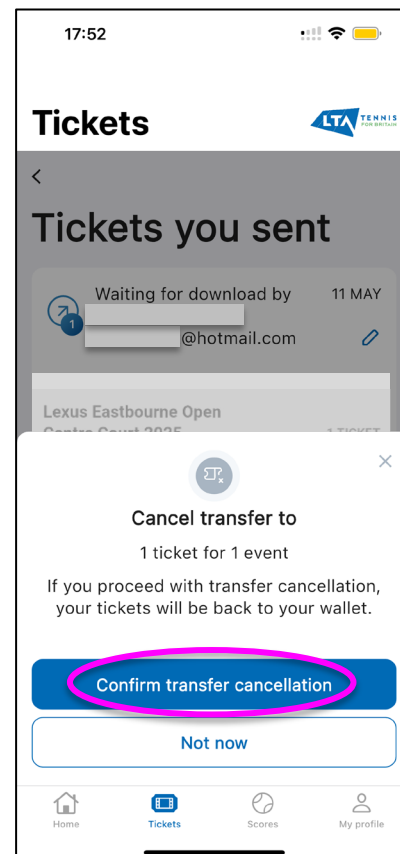
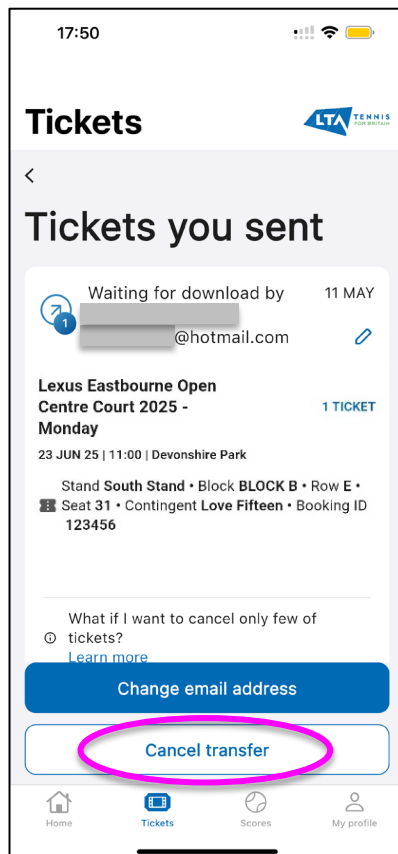
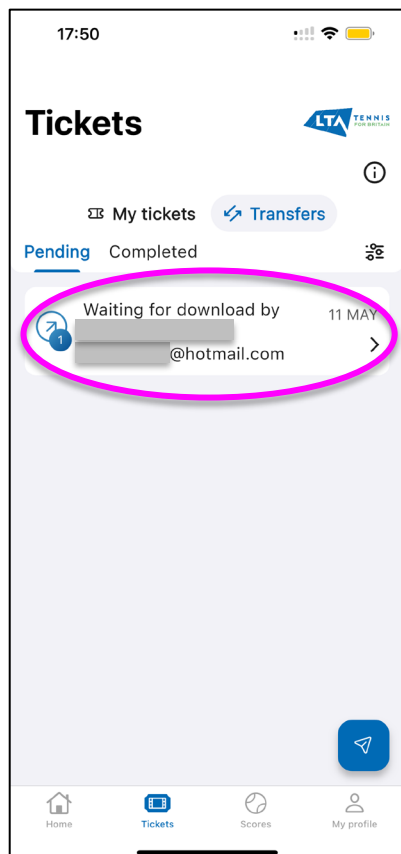
4. Once the email has been found/entered, click 'Confirm email address change' and the tickets will be redirected to the new guest.

## Cancelling a Ticket Transfer

In case you need to cancel a ticket transfer to a guest, the following steps will show you how. Please note, you can only cancel a transfer if the guest has **not yet downloaded the ticket**.

If your guest has already accepted the ticket/s, they will need to return them to you via the individual tickets in their 'My tickets' tab – see point 4 in [Your Transferred Tickets](#) section for more information on this.

If your guest can't return the ticket/s themselves, please contact your Account Manager for further assistance.



1. Open the LTA Courtside app and navigate to your transfers by clicking on the 'Transfer' tab on the top right of your screen. This will open on your 'Pending' tickets.

Click on the ticket transfer that you wish to cancel.

2. Click on 'Cancel transfer' button and a pop up will appear.

3. Press 'Confirm transfer cancellation' to stop this transfer going through, and the tickets will be returned to the 'My Tickets' tab in your app.