

USING DIGITAL TICKETS

Your guide to using digital tickets on the
Sophia Gardens Ticketing app

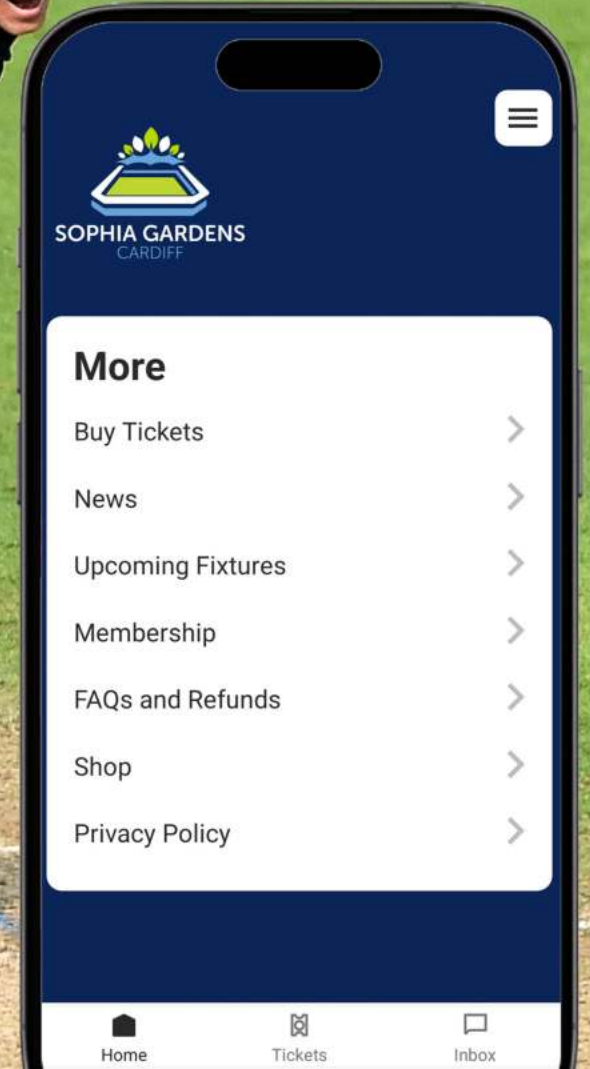


Sophia Gardens

International cricket venue and home to
Glamorgan CCC

GET STARTED

REDEFINING YOUR TICKET **DELIVERY** FOR RICHER EXPERIENCES



USING THE SOPHIA GARDENS APP

The app is designed to make the ticketing experience at Sophia Gardens faster, more secure, more convenient and engaging.

We hope you enjoy!

1

If you do have the Sophia Gardens Ticketing app

2

If you don't have the Sophia Gardens Ticketing app

3

Registering in the Sophia Gardens Ticketing app

4

Transferring tickets

5

How your digital ticket works

6

Overview: Purchasing to receiving tickets

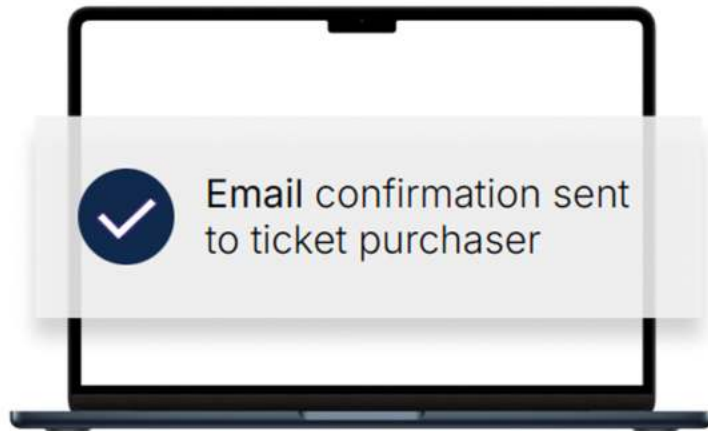


1

If you do have the Sophia
Gardens Ticketing app



1 If you do have the Sophia Gardens Ticketing app



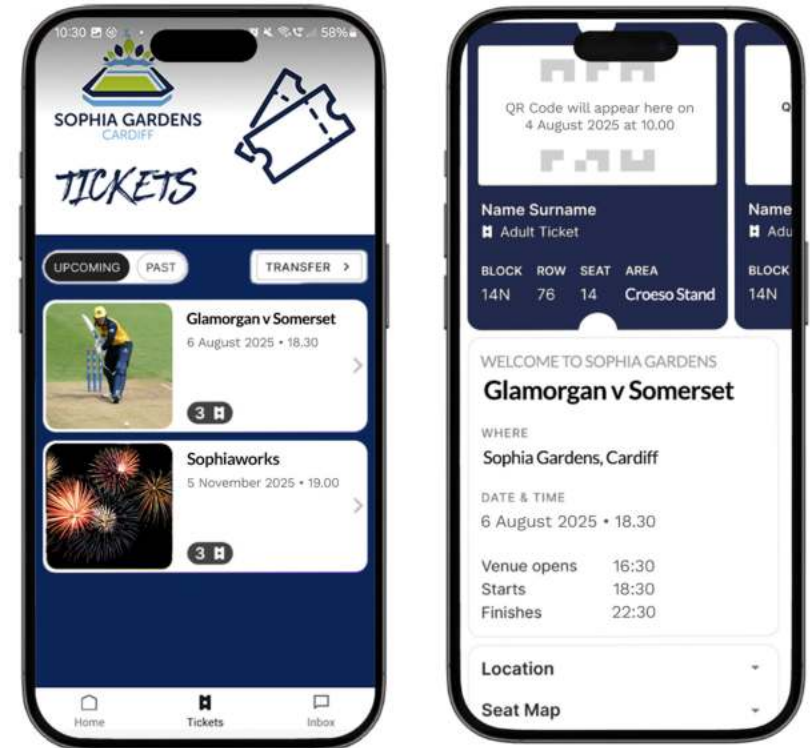
1

Before installing the app, ensure your mobile number is correct on your Glamorgan account. Purchase your tickets and check out as normal from Glamorgan Cricket Club ticketing website.



2

If you have the Sophia Gardens Ticketing app (and have already registered), you'll receive a push notification when your tickets have been delivered.



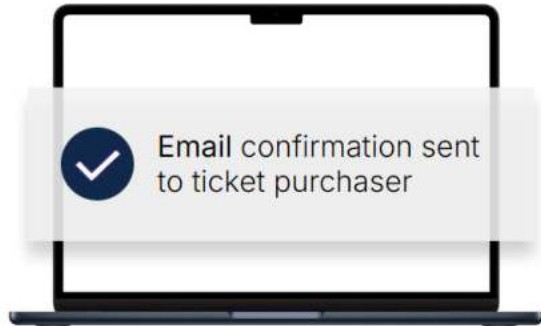
3

Your ticket(s) are available in the 'Tickets' tab. The QR code will be hidden and will activate closer to the event. To see multiple tickets, swipe the QR code area to the left.

2

If you do not have the Sophia
Gardens Ticketing app





1

Before installing the app, ensure your mobile number is correct on your Glamorgan account. Purchase your ticket and check out as normal from Glamorgan Cricket Club ticketing website.



2

An SMS (Text Message) will be sent with a link to the App Store or Google Play to download the Sophia Gardens Ticketing app.



3

Download the free Sophia Gardens Ticketing app.



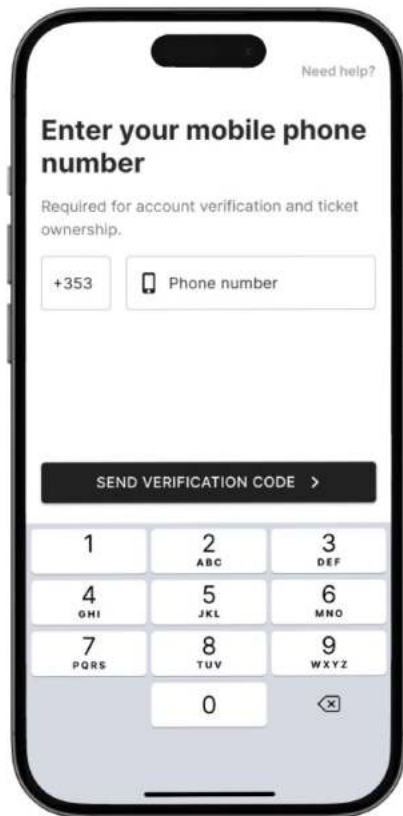
4

Begin the registration process.

3

Registering in the Sophia
Gardens Ticketing app





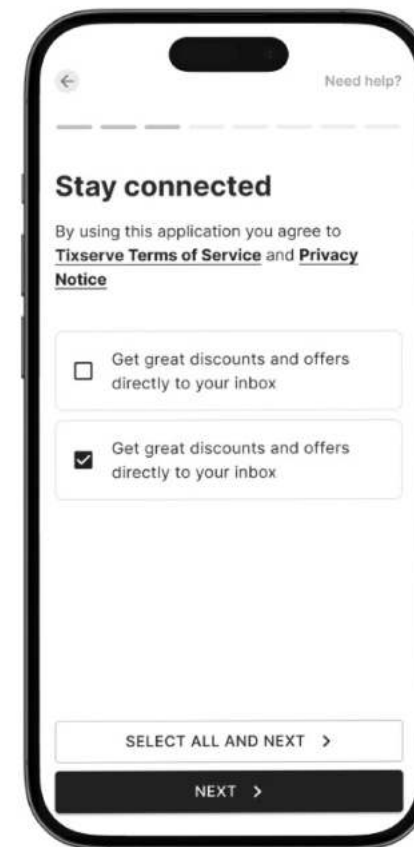
1

Enter your mobile number including the international country code (e.g. +44). This need to be the same number as on your Glamorgan account.



2

Enter the four-digit security code you receive via SMS (text message).



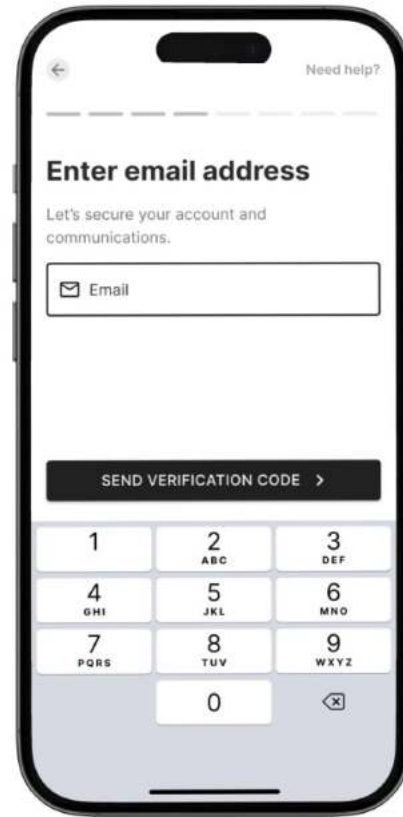
3

Choose your communications preferences. **For the full app experience, Enable Notifications!**



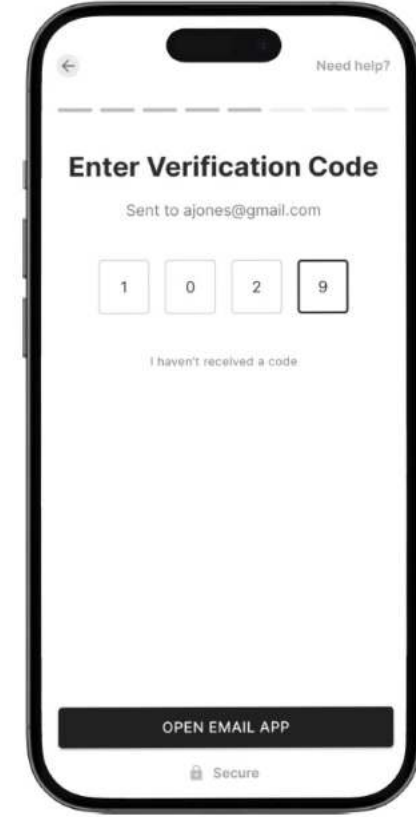
4

Enter your full name (no initials) and press Next.



5

Enter your email address and click 'Send verification code'.



6

Enter the four-digit code. If you haven't received the code, check that you've entered your email address correctly and also check your junk folder.

4

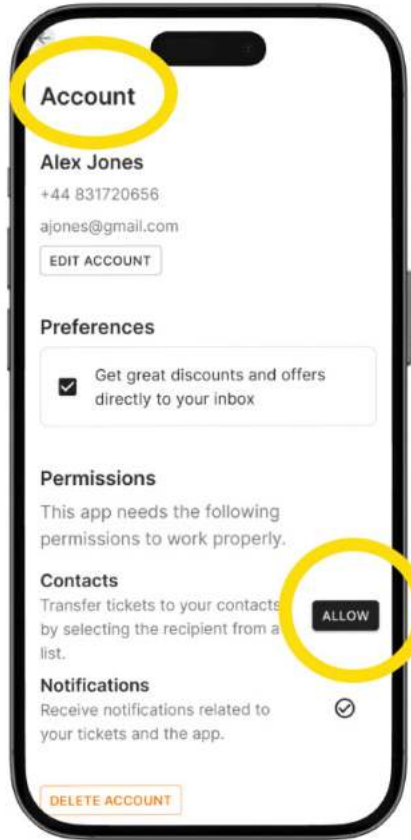
Transferring tickets



4

Transferring tickets

Only 1 ticket per device is allowed, except for children and dependents. Screenshots of tickets are not allowed.



1

For easier transfers, 'Allow' access to your **Contacts**. This can be done in your **Account** tab.



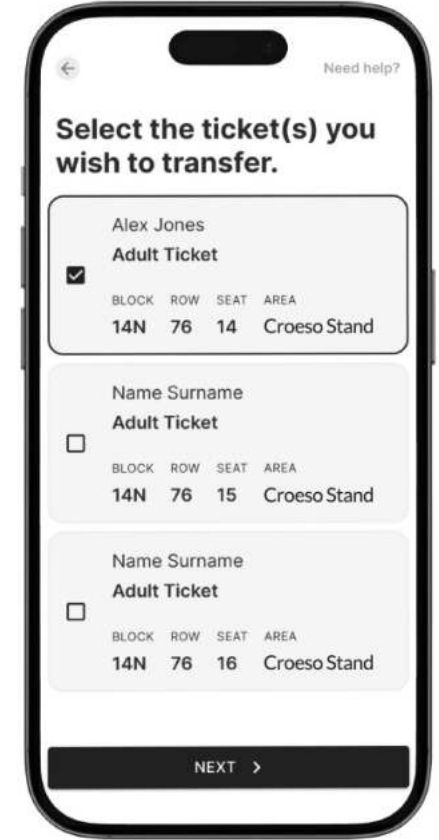
2

Tap 'Transfer Ticket' on the top right.



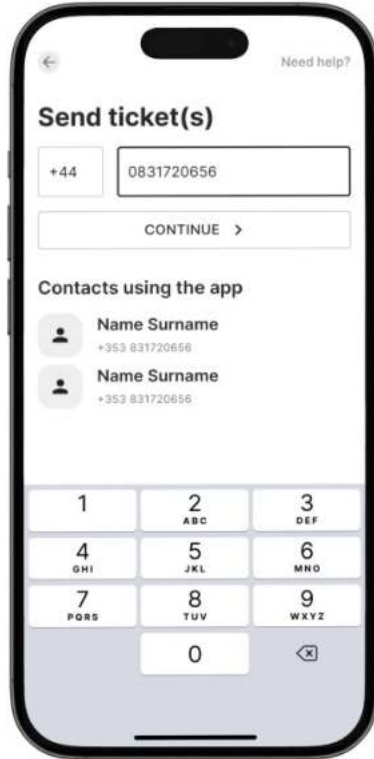
3

Select the event.



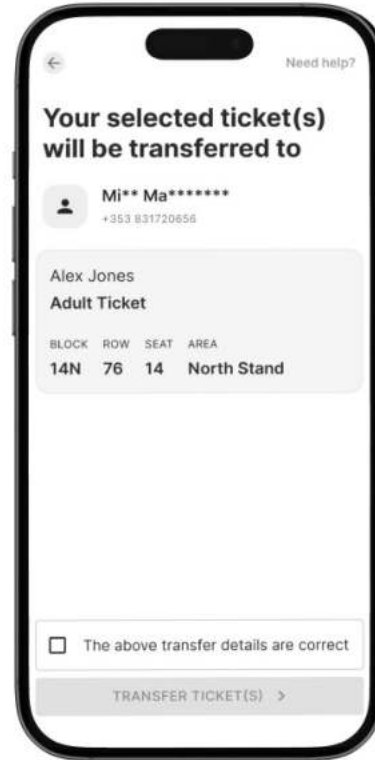
4

Select the ticket you want to transfer.



5

Send the ticket(s) by selecting the contact or by entering their phone number.



6

Ensure the above transfer details are correct, tick the box and click 'Transfer Ticket(s)'



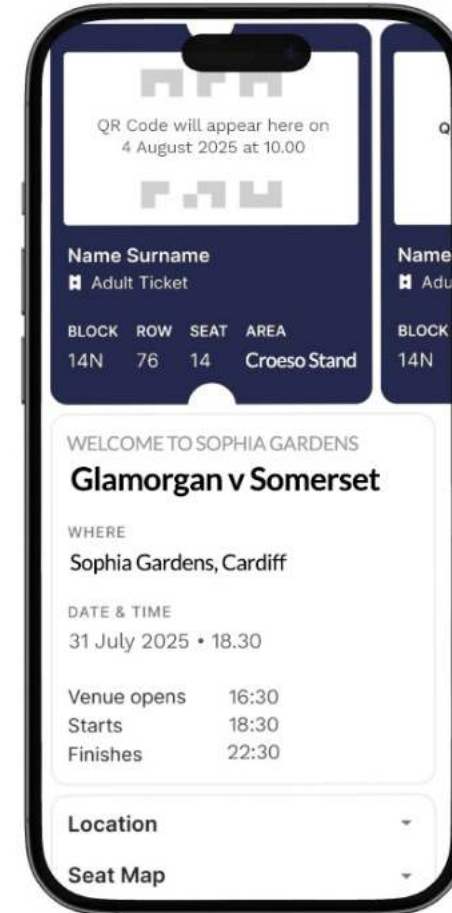
7

The tickets will remain in your app until the recipient has downloaded and registered the app.



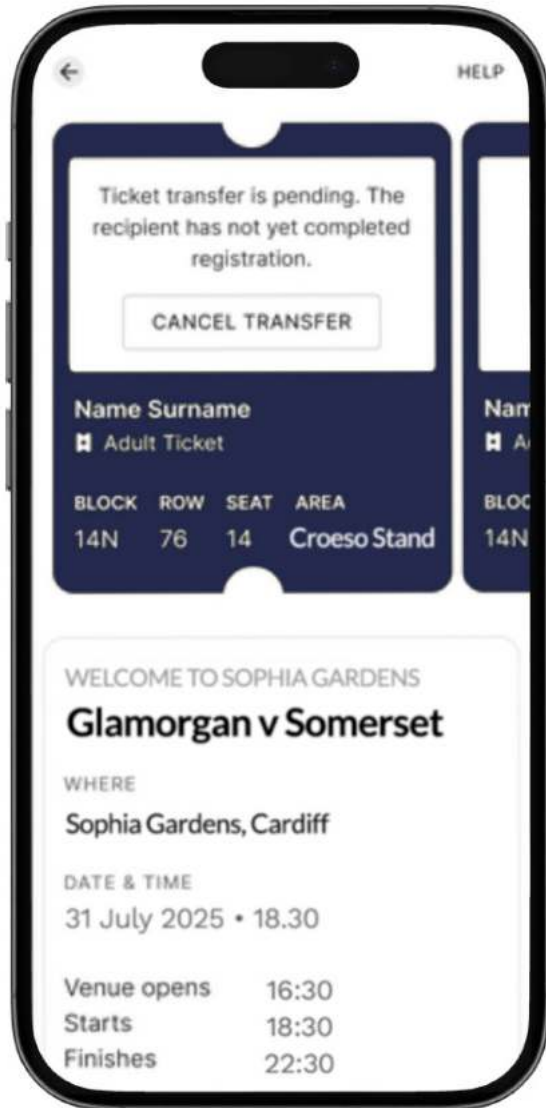
1

You'll get an SMS (text message) to download the Sophia Gardens Ticketing app. Follow the link and register your details, following section 3 above.



2

Once registered, the transferred ticket will appear in your Tickets tab.



Have you transferred your ticket to the wrong number? You can cancel the transfer by tapping the QR code.

Take caution when entering the mobile number manually, as the ticket can be accepted instantly. If the transferee accepts it, contact customer service.

5

How your digital
ticket works





1

Your tickets appear in the 'Tickets' tab. There is an icon that shows the number of tickets you have for the event. Click on the ticket to open it.



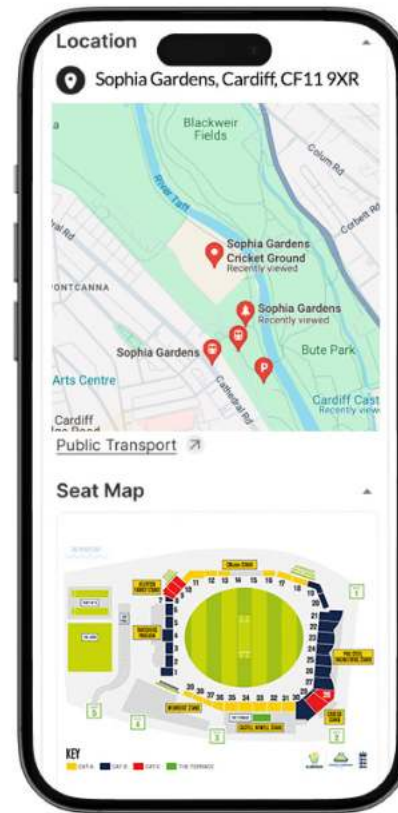
2

For security purposes, the QR code on the ticket(s) only activates closer to event day.



3

Close to the event, the QR code will activate and rotate. Screenshots of tickets are not allowed.



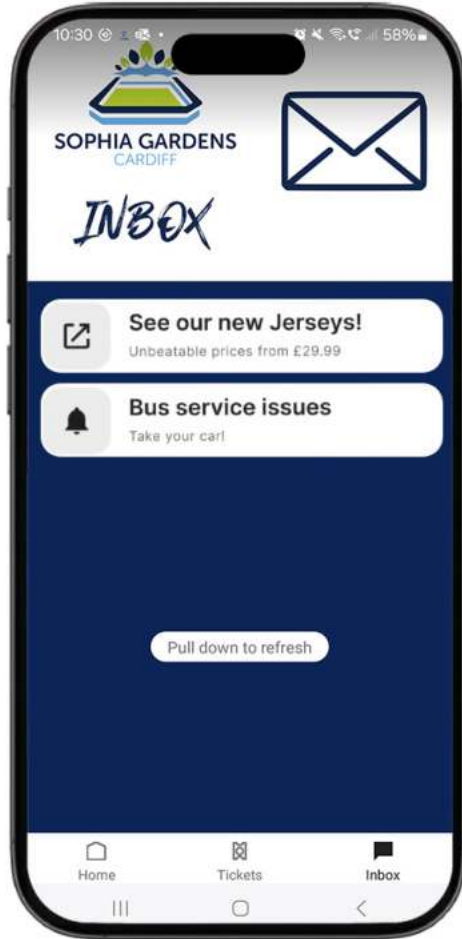
4

Swipe down to view the location and seat maps.



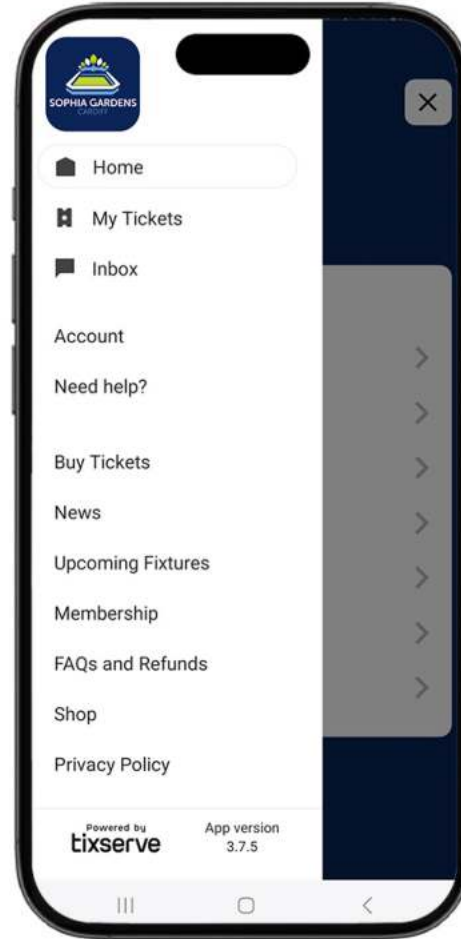
5

Continue swiping to view event-related content and information.



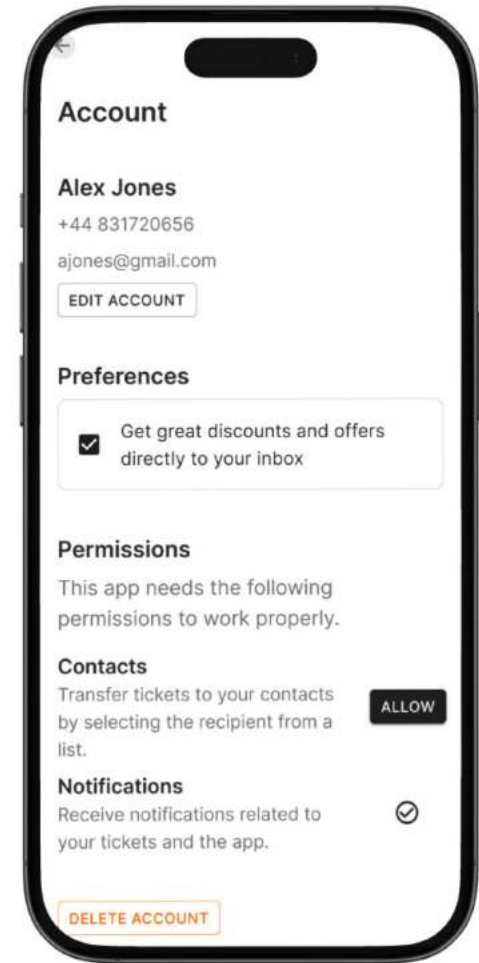
6

This is your **Inbox** tab.



7

This is your **Menu** bar.



8

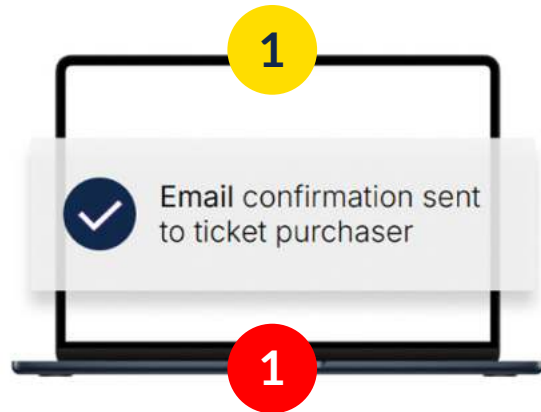
This is your **Account** tab, found in the **Menu** bar.

6

Overview: Purchasing
to receiving Tickets



If you **do have** the Sophia Gardens Ticketing app

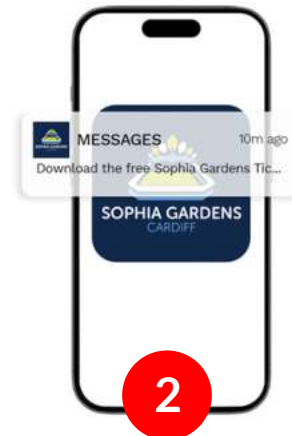


If you **don't have** the Sophia Gardens Ticketing app



2

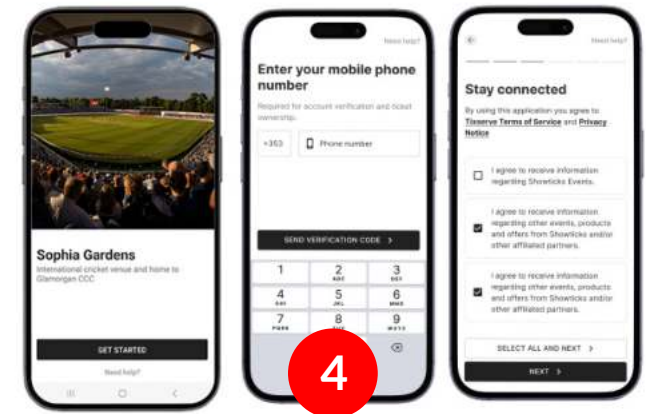
You'll receive **Push Notification** when the ticket(s) have arrived



SMS (Text Message) with a link to App Store/Google Play



Download the free Sophia Gardens Ticketing App



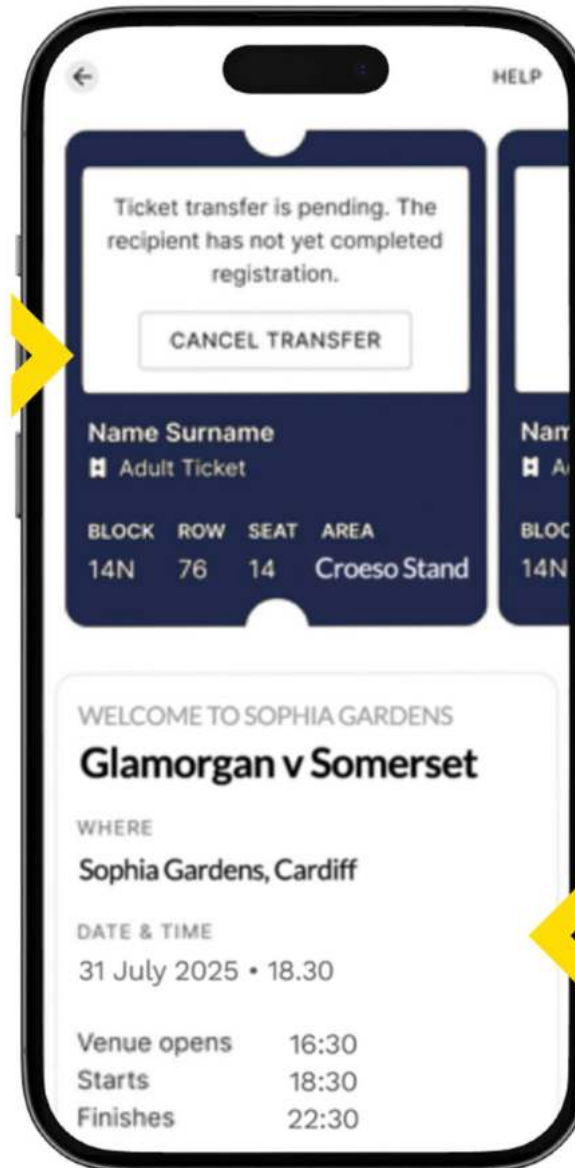
You'll find your tickets in the **Tickets** tab.

5

You'll find your tickets in the **'Tickets'** tab

The QR code is protected and will activate on/before event day.

If you have purchased multiple tickets, swipe across to access the other tickets.



All the event info and content is in the lower part of the ticket - scroll to view.