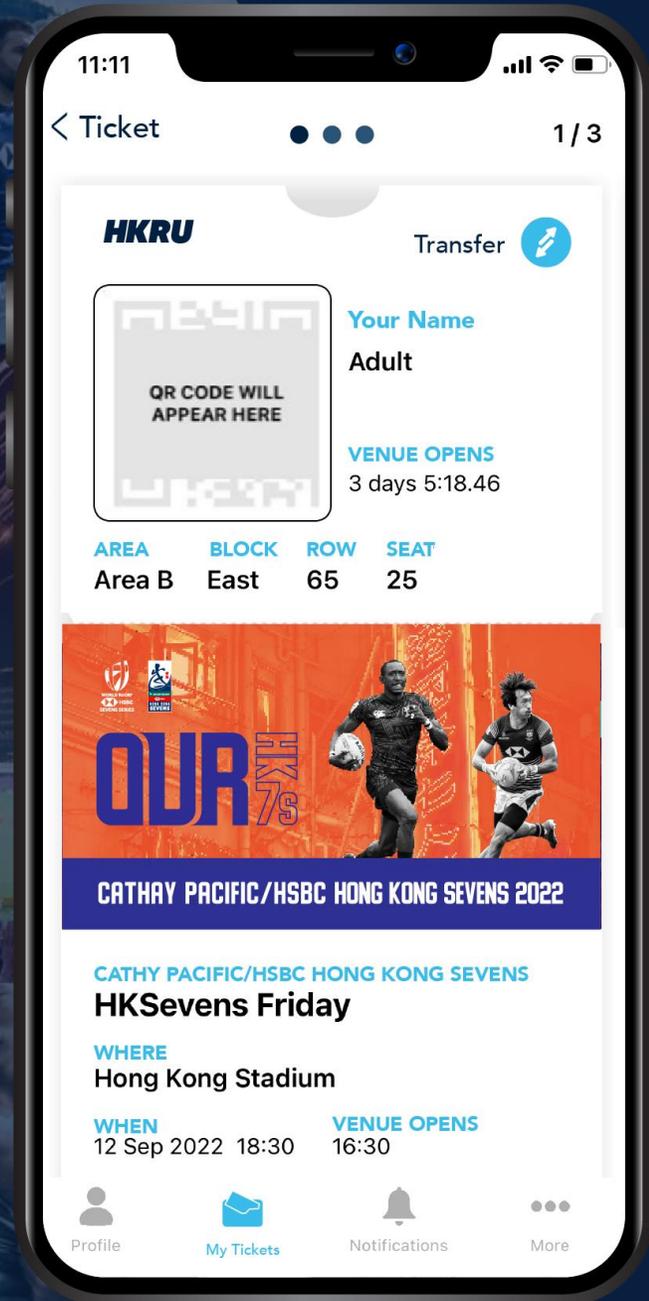# HKRU TICKETING

Your guide to using digital tickets on the HKRU TICKETING APP
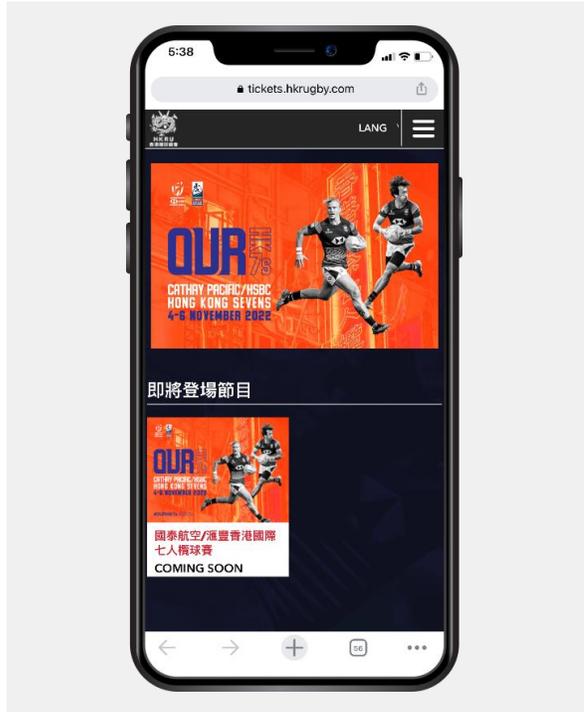
CONTENTS

Welcome to the guide to using digital tickets on the HKRU Ticketing app.

The app is designed to make the ticketing experience faster, more secure and more convenient.
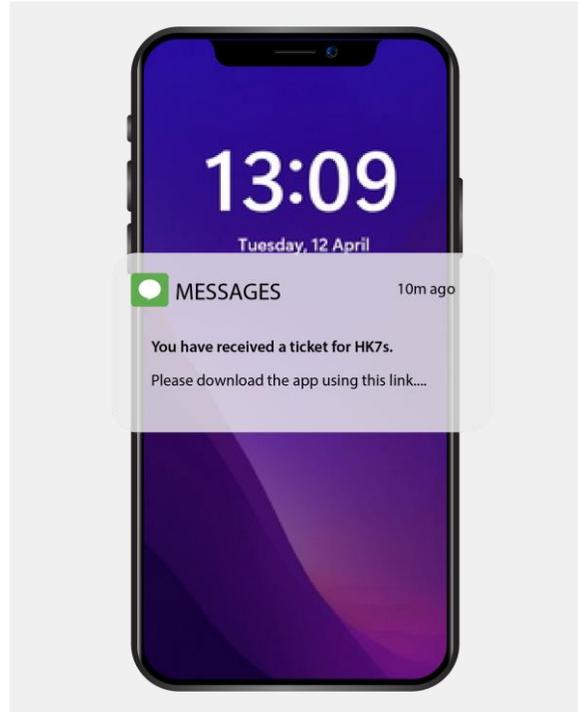
We hope you enjoy!

1. Step-by-step guide to register & access your tickets

2. How your digital ticket works

3. Ticket transfer guide

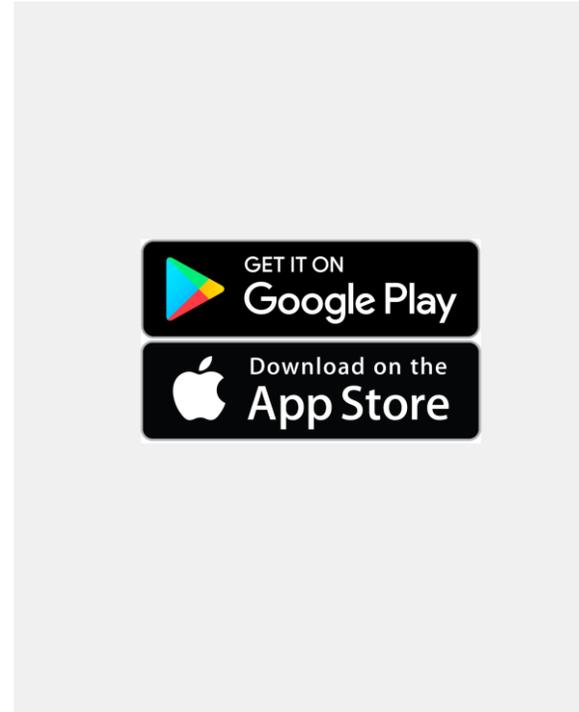# 1. STEP-BY-STEP GUIDE TO REGISTER & ACCESS YOUR TICKETS

1 Once you have purchased your tickets from the HKRU Ticketing website, you will receive a confirmation email.

2 An SMS will be sent to your device with a link to the App Store or Google Play to download the HKRU Ticketing app.
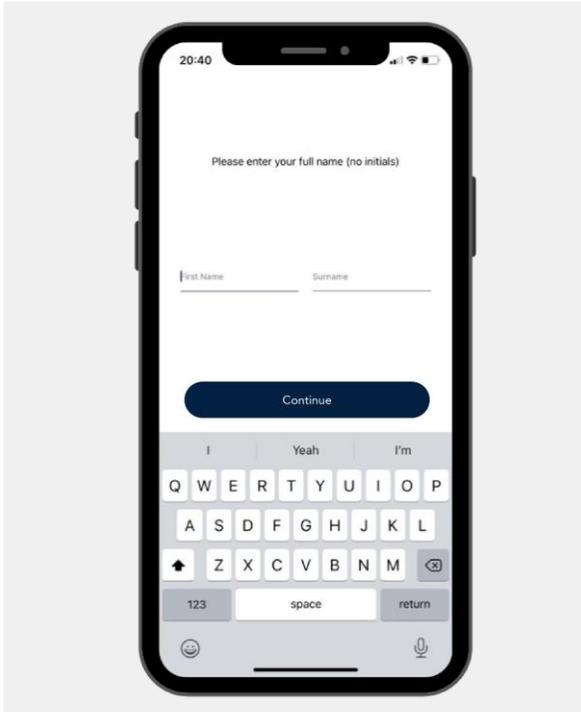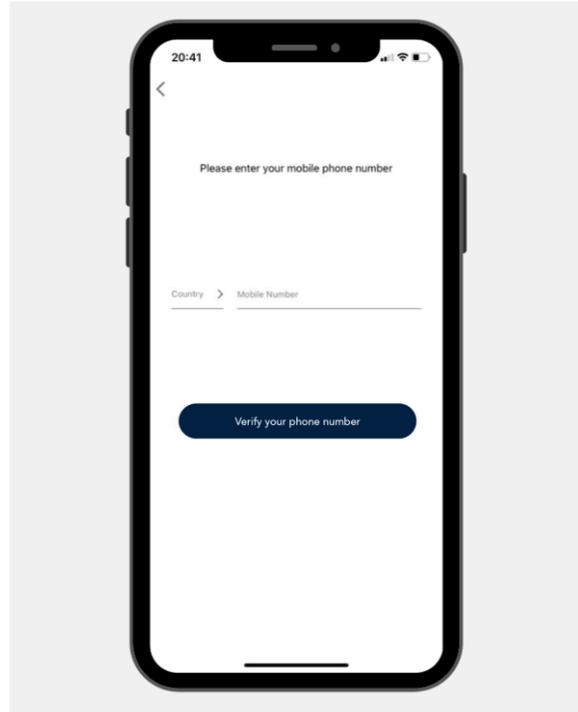
3 Download the free HKRU Ticketing app.

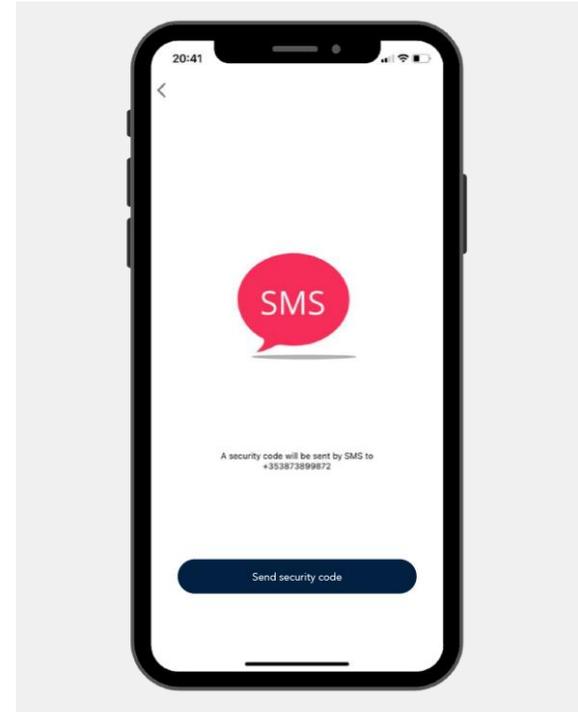**4** Begin the registration process.

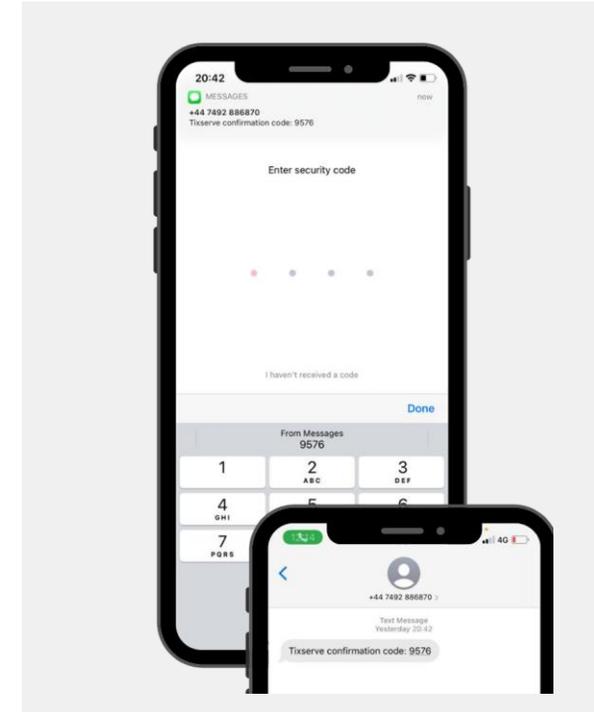# 1. STEP-BY-STEP GUIDE TO REGISTER & ACCESS YOUR TICKETS

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

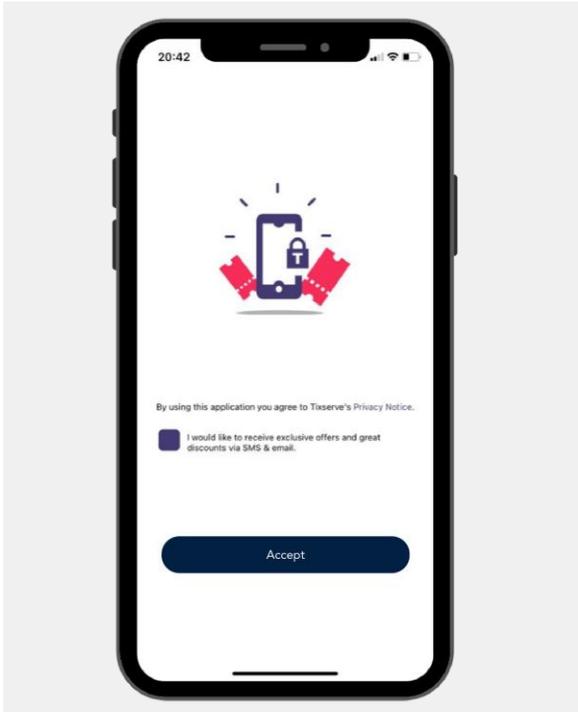**6** Enter your full mobile phone number.

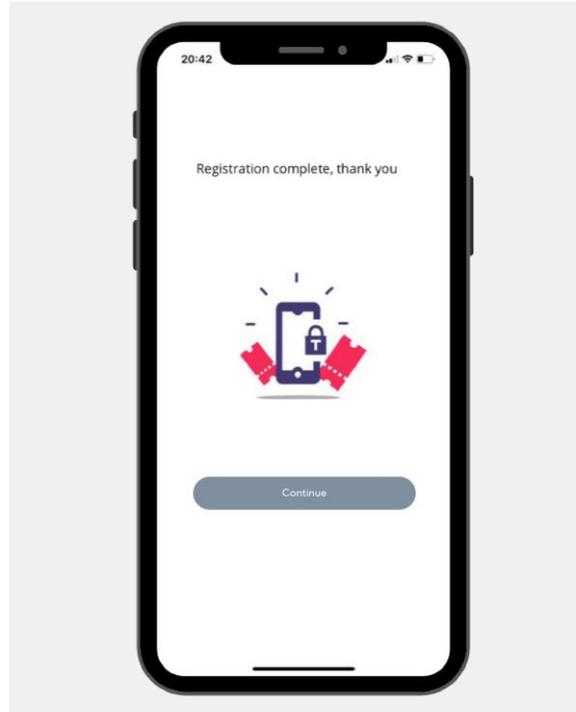**7** To validate the phone and number, you will be sent a four-digit security code via SMS.

8 On **Apple** devices, open the SMS on your phone and type the unique 4-digit code into the app.

On **Android** devices, the device will automatically consume the code for you.
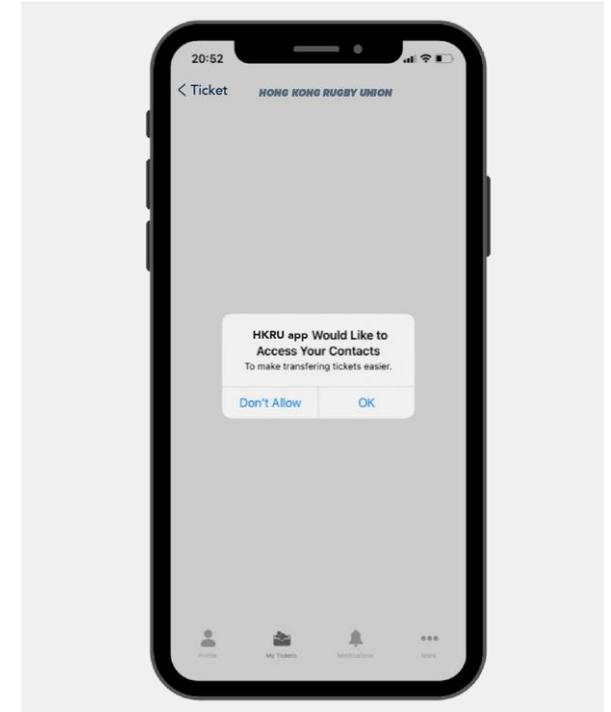
1. STEP-BY-STEP GUIDE TO REGISTER & ACCESS YOUR TICKETS

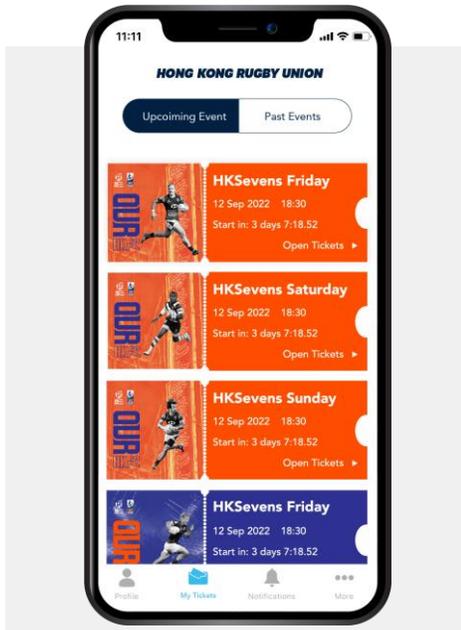**9** Agree to what marketing you are happy to accept.

**10** **Registration** is complete

Click the continue button.

11 The HKRU Ticketing app works best when you allow access to your contacts.

Allowing this feature makes it easier to transfer your tickets to others.
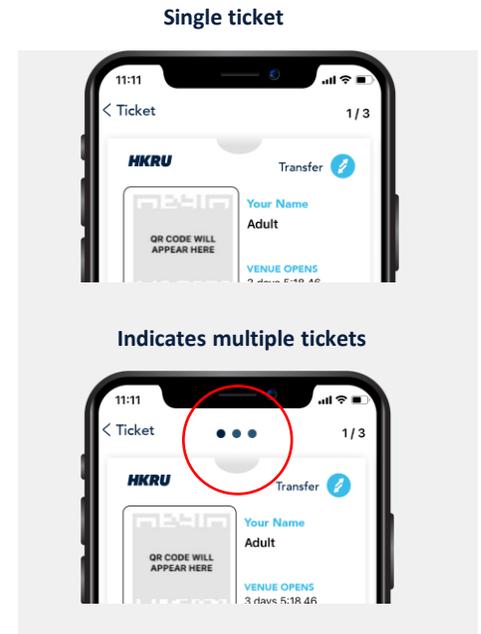
2. HOW YOUR DIGITAL TICKET WORKS

Your tickets appear here in the **'My tickets'** tab. There is an icon that denotes the number of tickets enclosed for this event. **Click on the ticket to open it.**
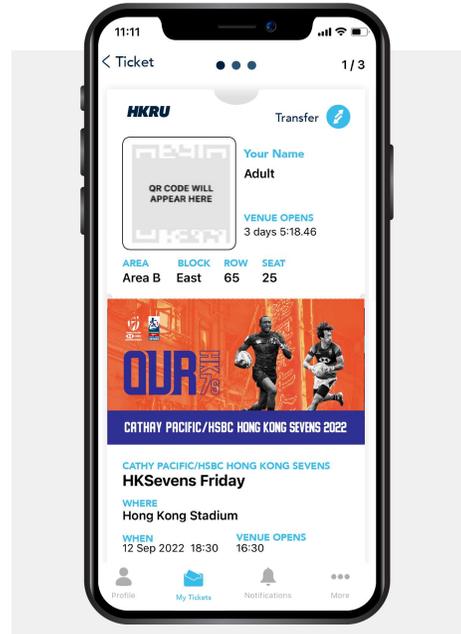
This is the ticket you use to access the event. On the day of the event, the QR code will become active and animated.
**Event details and content are in the lower part of the ticket.**
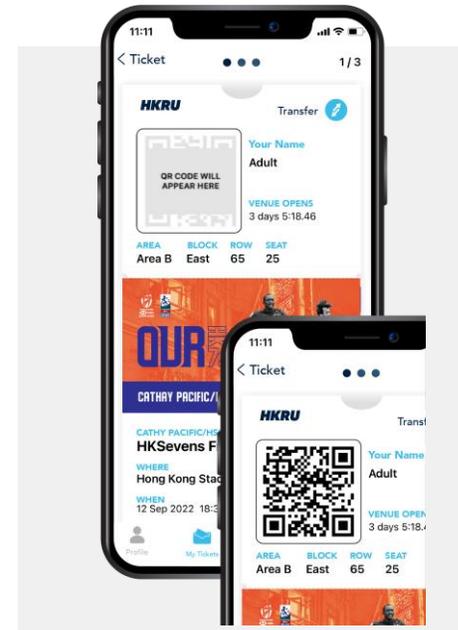
The entry QR code on the ticket **only activates on the day of the event** for security reasons. The QR code will begin moving to show that it is active.

Single ticket

Indicates multiple tickets

If you have bought multiple tickets for the same event, you will find the multiple ticket indicators at the top of the ticket. **Simply swipe across to access more tickets.**
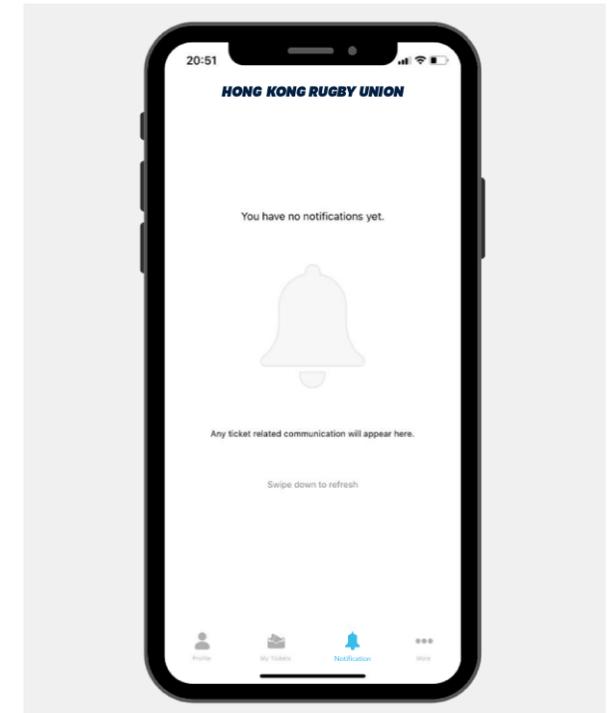
2. HOW YOUR DIGITAL TICKET WORKS
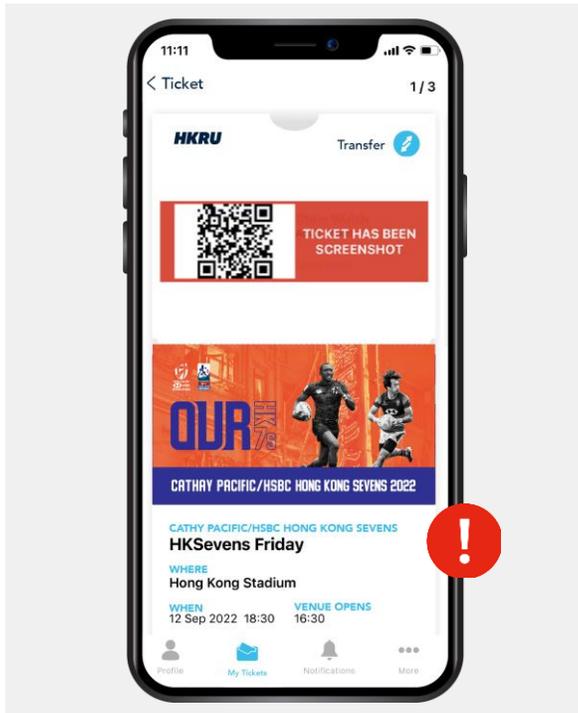
To prevent ticket fraud, the app detects any screenshots made of the ticket and clearly identifies this for staff at the entrance.

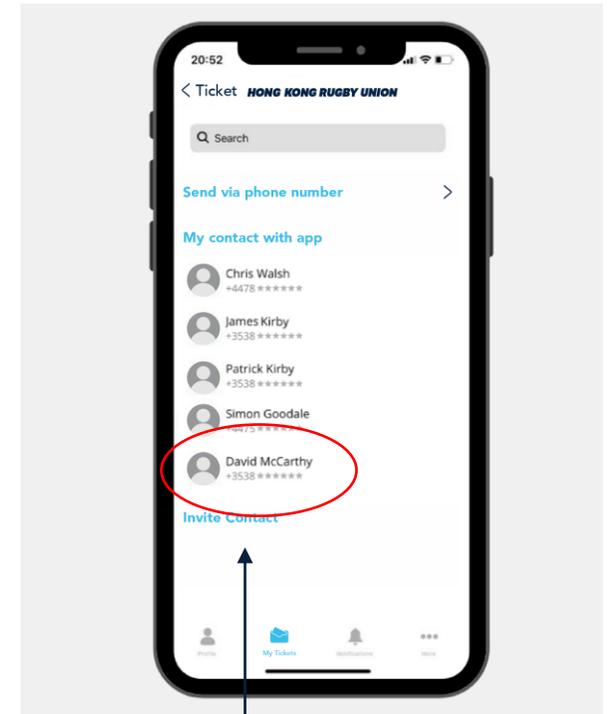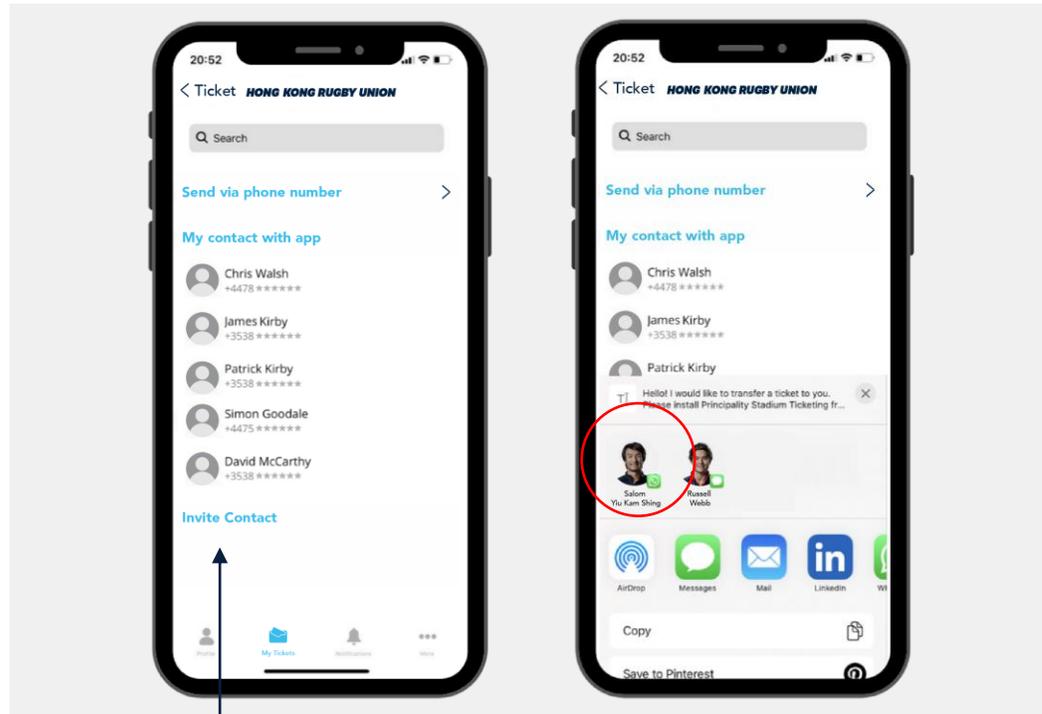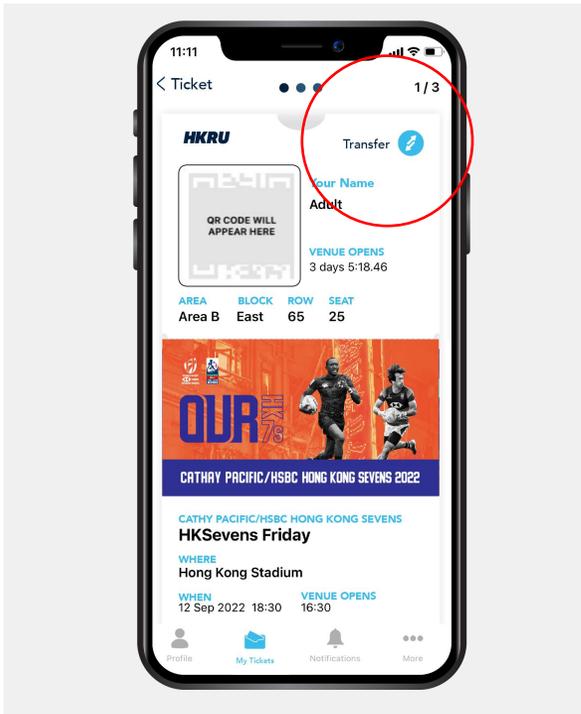The system may cancel a ticket that has been screenshotted.
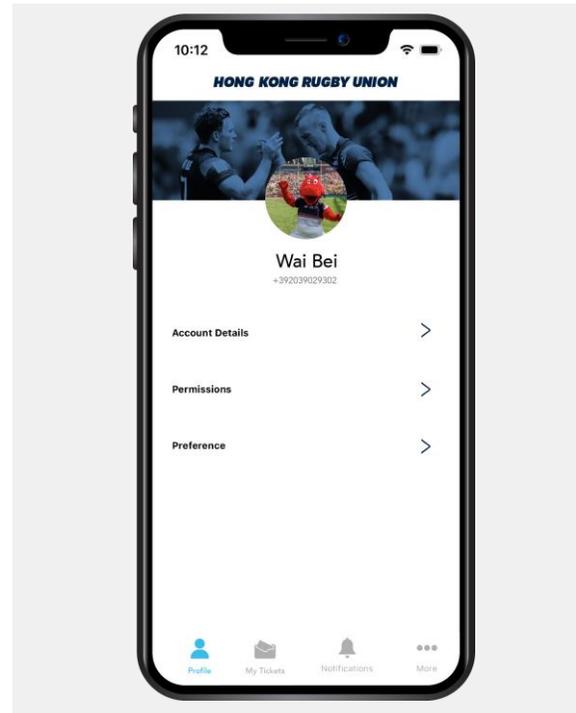
This is your profile tab and contains your registration details.

The notifications tab keeps you updated with event announcements.

3. TICKET TRANSFER GUIDE

**1** Open '**My Tickets**' tab and select the event, then select the ticket you want to transfer.

2 **Ticket transfer is app-to-app only.** The person you wish to transfer the ticket to must download the HKRU Ticketing app. Use the '**Invite Contact**' button. This will send a SMS with a link inviting your contact to download the app.

3 Once your contact has downloaded and registered their app, and **providing they are already a contact in your phone,** their name will automatically appear in the '**My Contacts**' tab in your app.
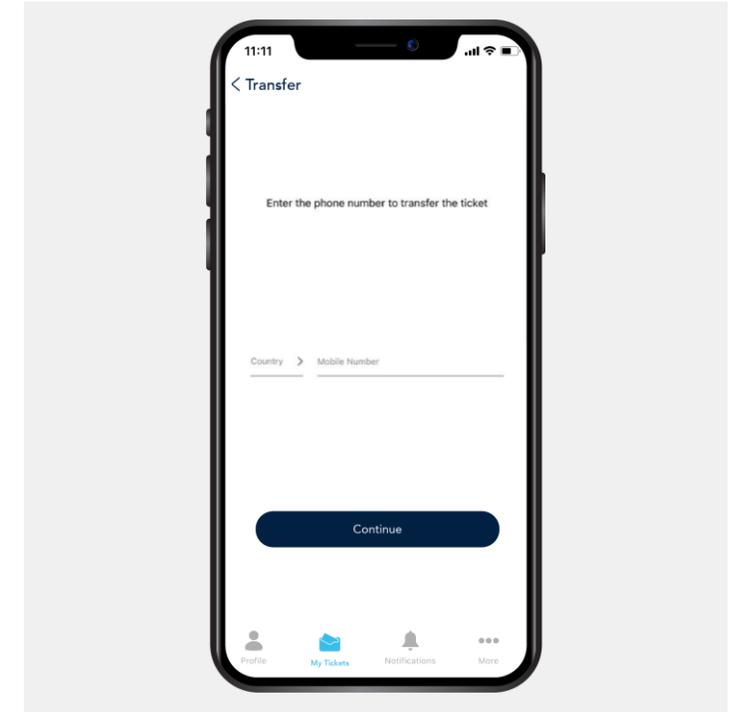
3. TICKET TRANSFER GUIDE
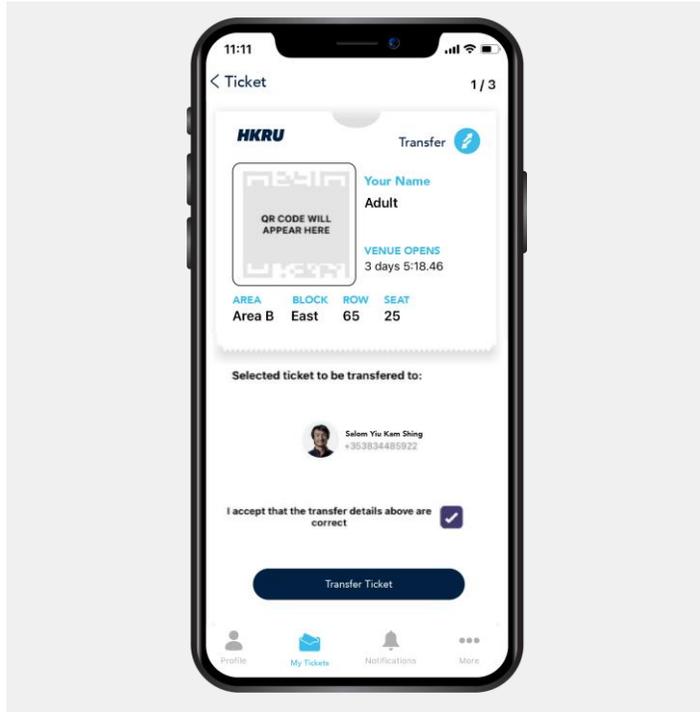
4 Select the person in your contacts to whom you want to transfer the ticket and confirm that **you accept that the details are correct.** Then press **'Transfer Ticket'.**
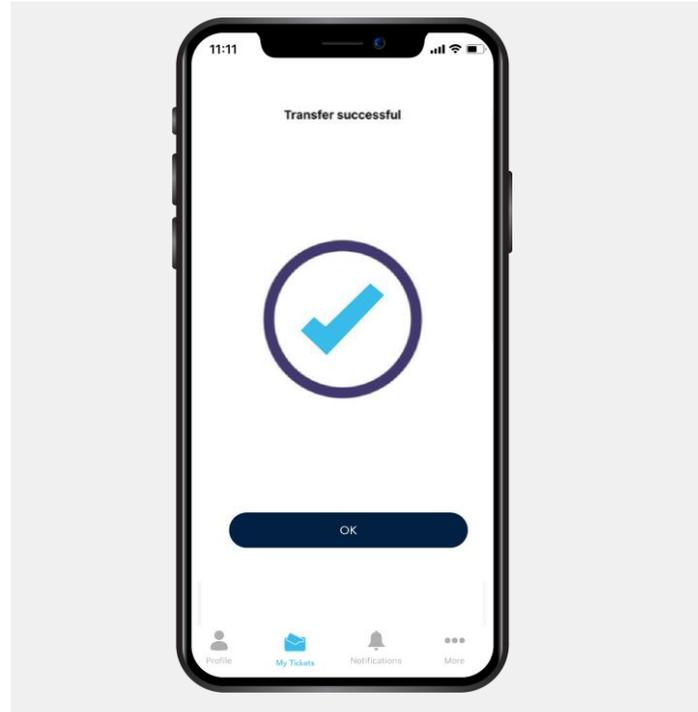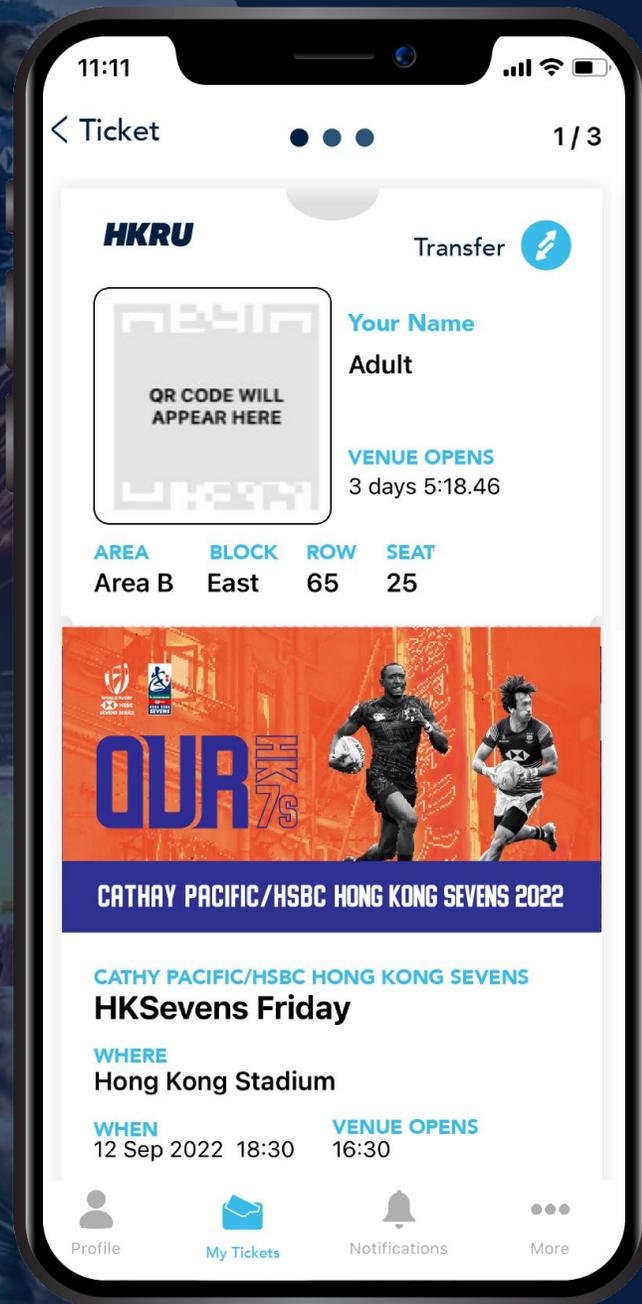
5 The transfer will take place and you will see a transfer confirmation screen. **The ticket will leave your app** and will appear on the other person's app, in their name.

! If the person to whom you want to transfer a ticket **is not in your contacts**, use the **'Send via phone number' option.** Enter the number and follow the instructions.

香港欖球總會票務詳情

香港欖球總會票務應用程式內電子票使用指南

CONTENTS

歡迎使用香港欖球總會票務應用設式
內電子票使用指南。

我們致力使票務體驗更快捷、安全及
方便。

希望你喜歡我們的安排！

1. 清晰教學，一步步教你完成註冊及取票

2. 電子票運作介紹

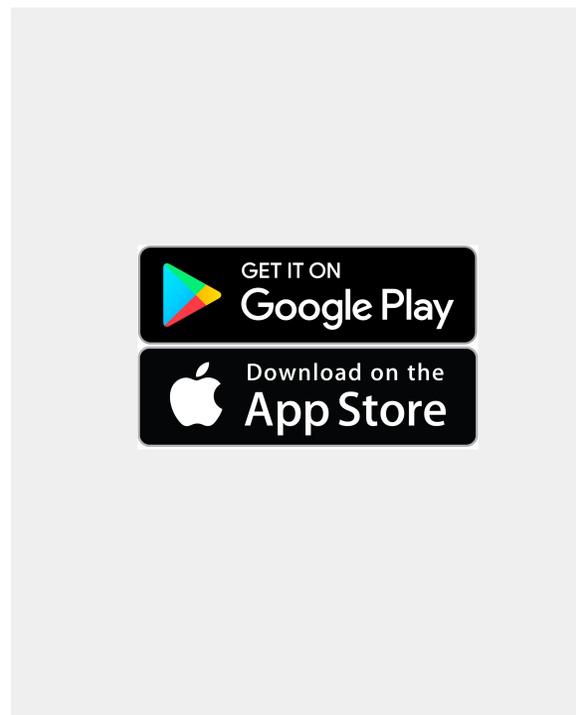3. 門票傳送功能指引

註冊及取票步驟教學
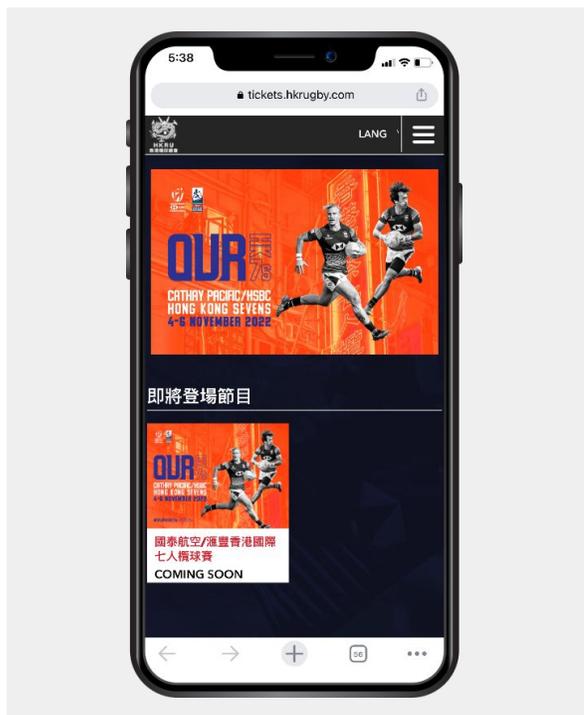
1. 成功從香港欖球總會票務網購票後，你將會收到一封確認電子郵件。
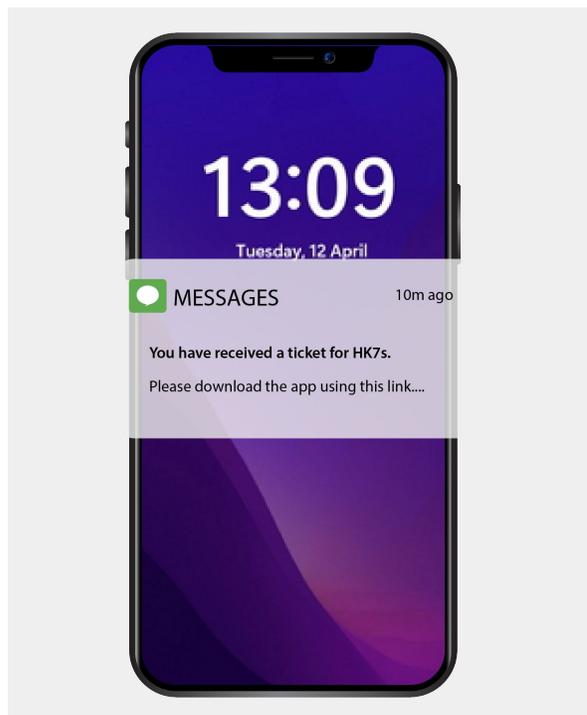
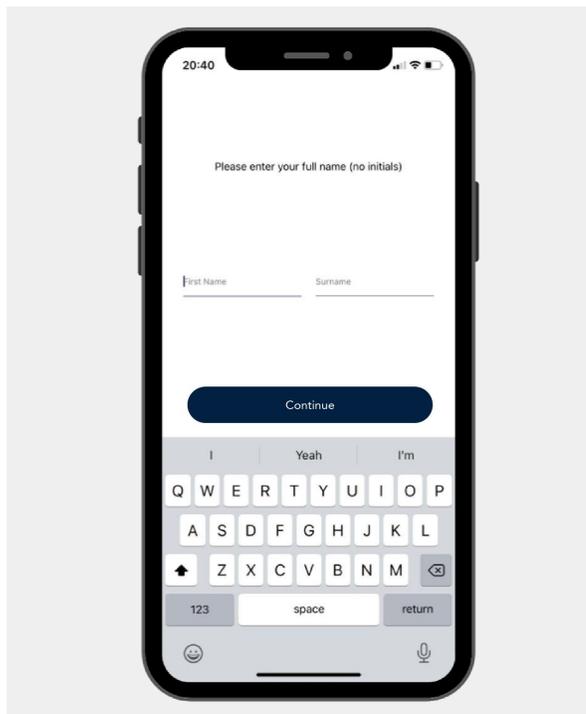2. 你的手提電話將收到一個短訊，憑短訊內通往App Store 或 Google Play 的連結, 下載香港欖球總會票務應用程式。
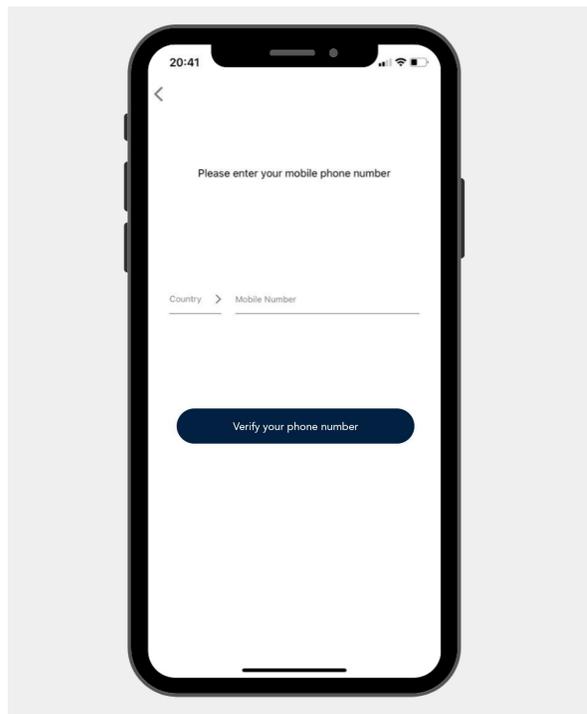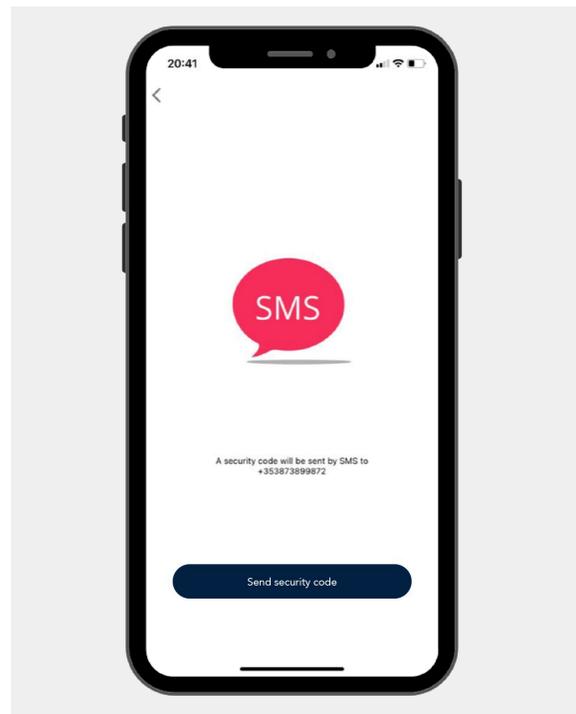

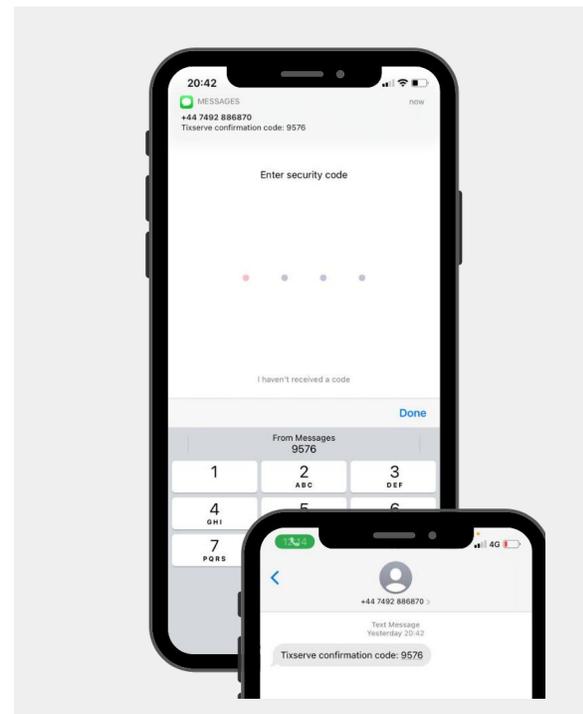3. 下載免費的香港欖球總會票務應用程式。

4. 開始註冊

註冊及取票步驟教學

5 輸入全名（不可輸入縮寫或簡稱），然後按繼續。

6 **輸入你的完整手機號碼。**

7 你將收到一個短訊，上面列有四位數字的驗證碼。

8 Apple用家，根據短訊內容，在應用程式輸入 4 位數字驗證碼。
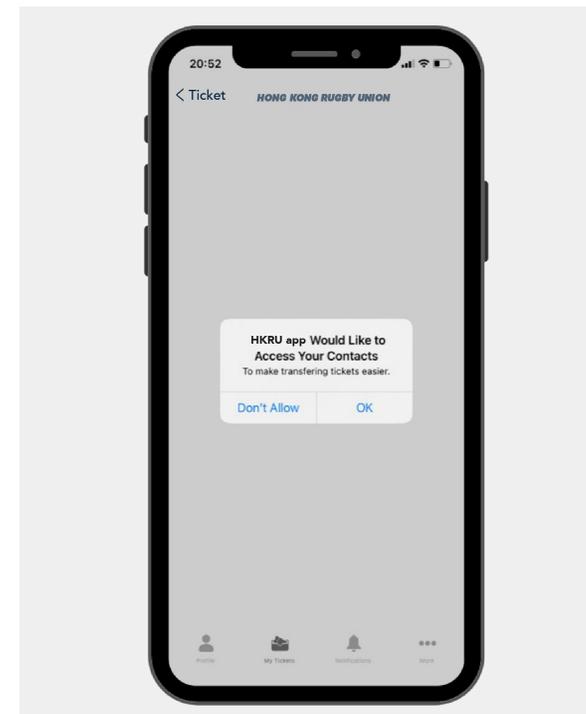
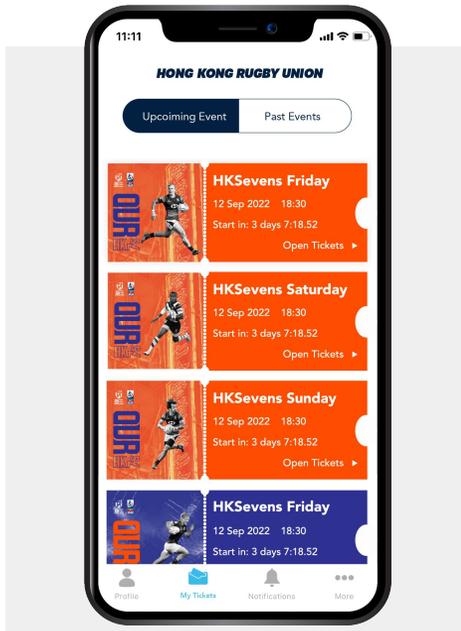Android用家則會自動填入驗證碼。

註冊及取票步驟教學
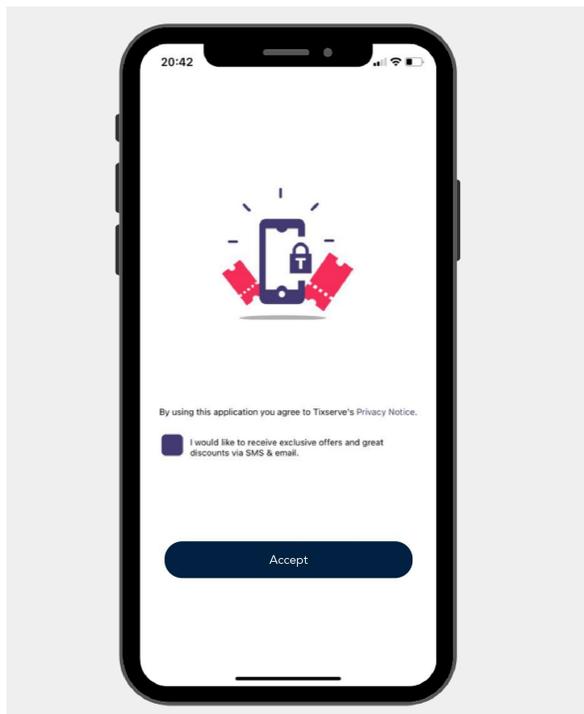
9 選擇你接受的營銷方式
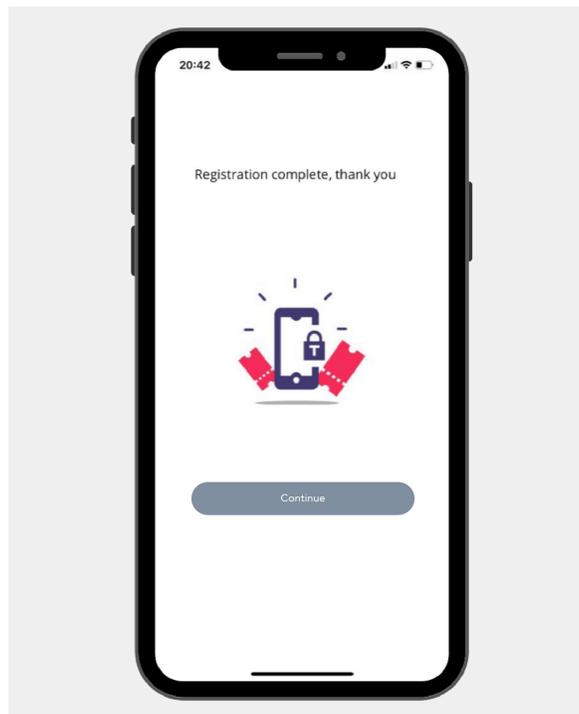
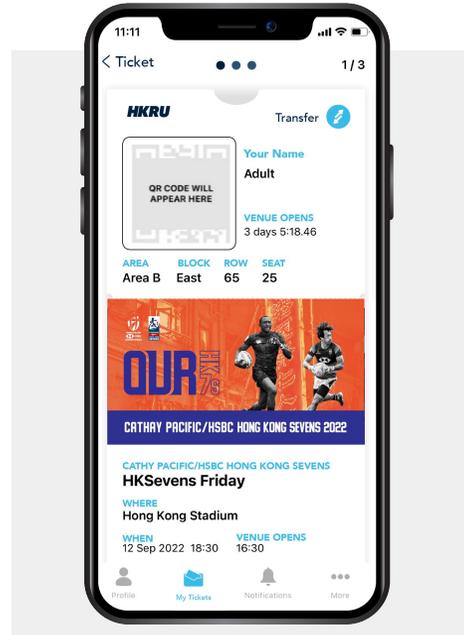**10** 註冊已完成，點擊繼續。

11 允許取用「聯絡人」權限，能讓香港欖球總會票務應用程式的操作效果最佳。
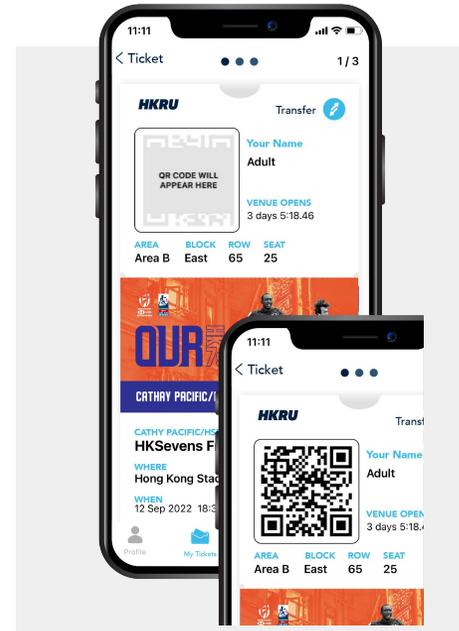
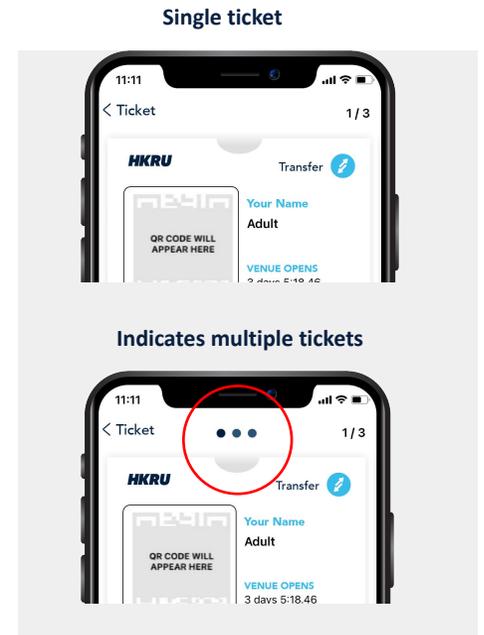因為允許此功能，讓你可能夠輕鬆傳送門票予他人。

電子票運作介紹

你的門票將見於「我的門票」頁面。圖標會顯示該活動的門票數量。點擊門票打開。

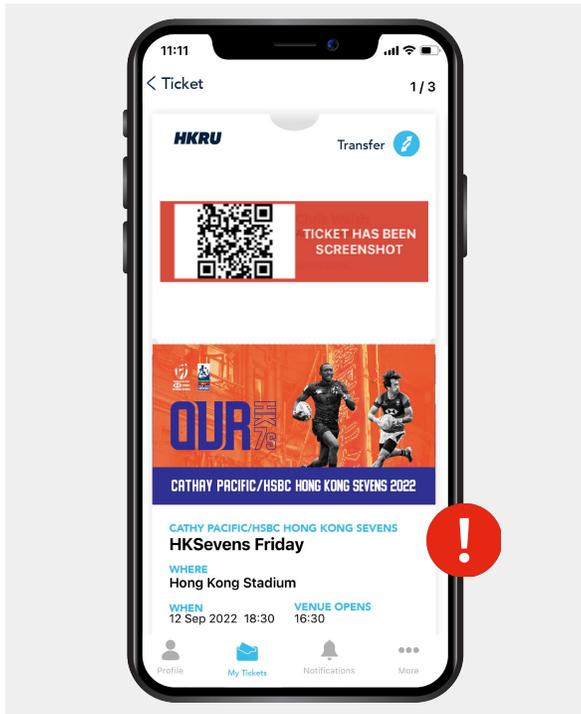這是你進入會場的門票。在活動當天，二維碼將被激活及出現圖案。
活動詳情及內容列於門票下方。

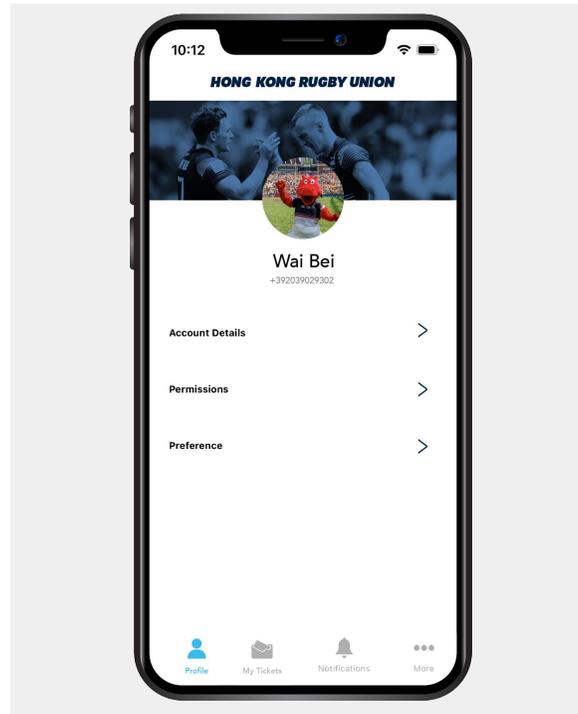基於保安理由，門票上的入場二維碼僅在活動當天被激活。屆時二維碼將為動態，以顯示它處於活躍狀態。
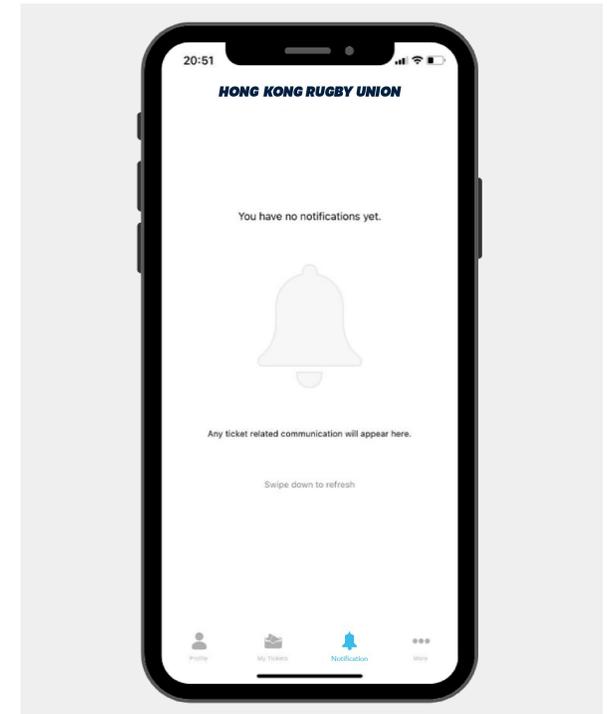
若你為同一活動購買多張門票，門票頂部將有顯示門票數量。只需左右滑動即可處理更多門票。

電子票運作介紹
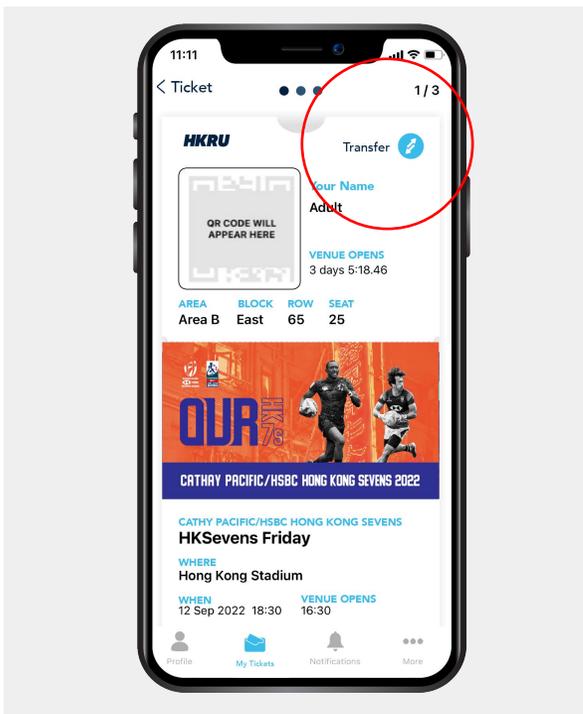

為務防門票騙案，應用程式能偵測任何門票熒幕截圖，並讓入口處工作人員清楚識別。
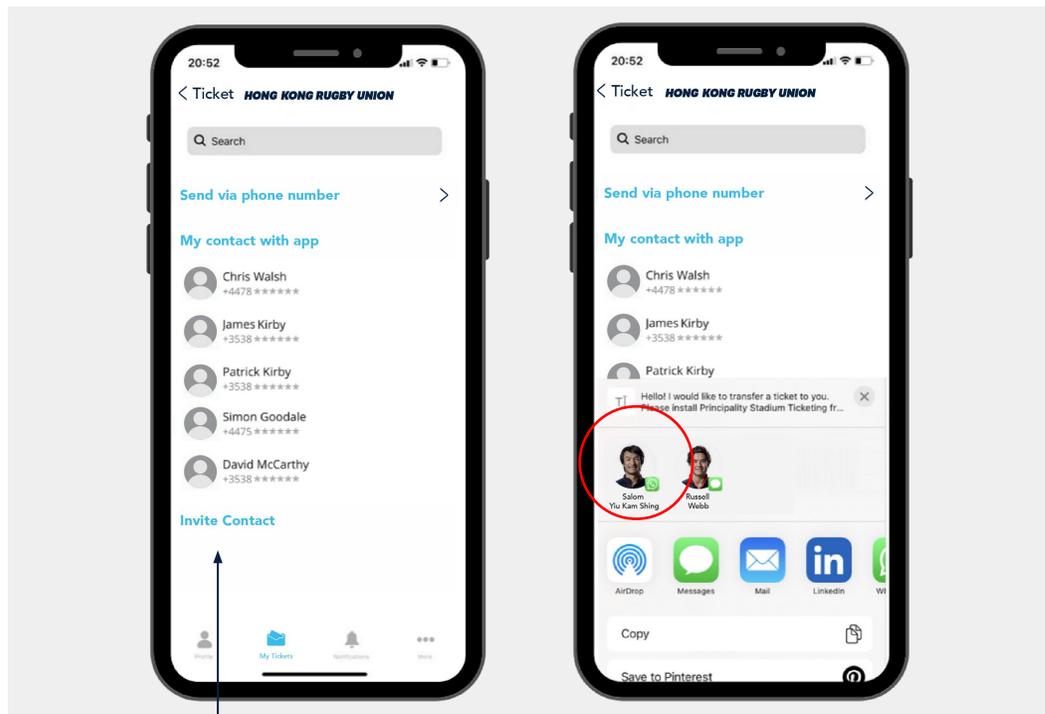
系統有機會將截圖門票註銷作廢。

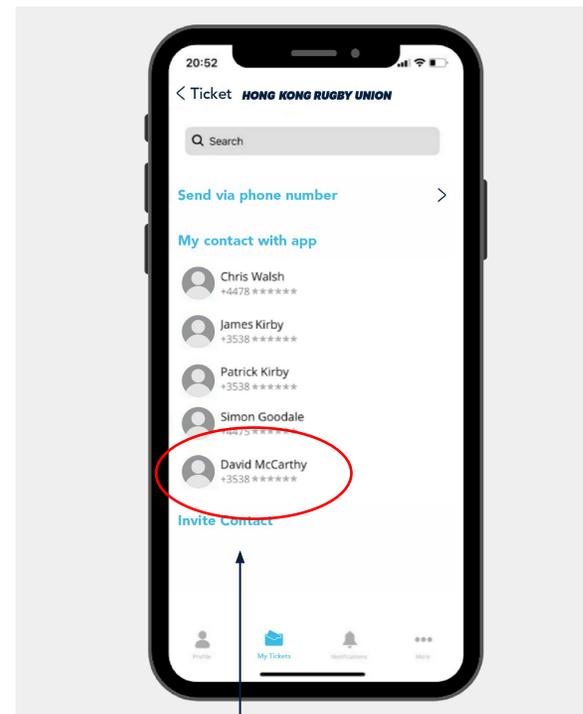這是你的個人用戶資訊版面，內有你的用戶註冊詳情。

允許通知可以讓你接收活動的最新消息。

門票傳送功能指引

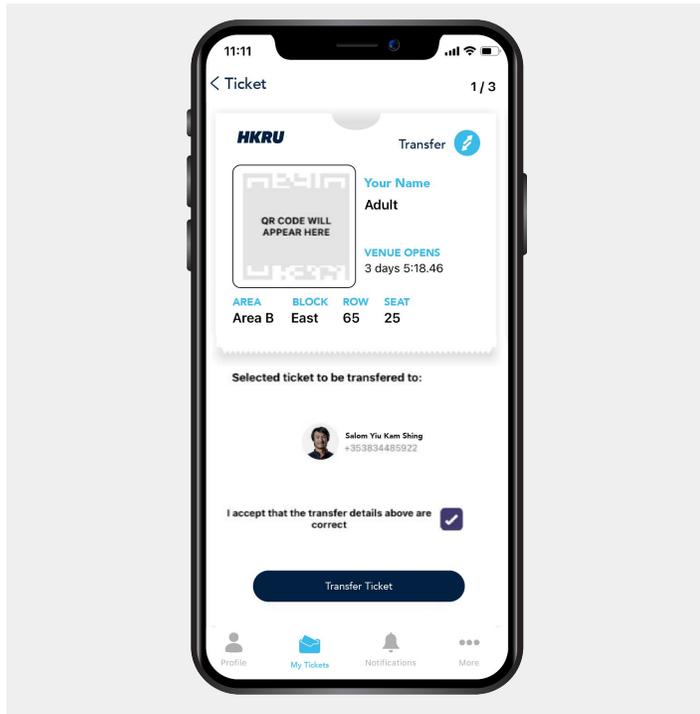**1** 打開「我的門票」，並選擇活動，然後選擇你將要傳送的門票。

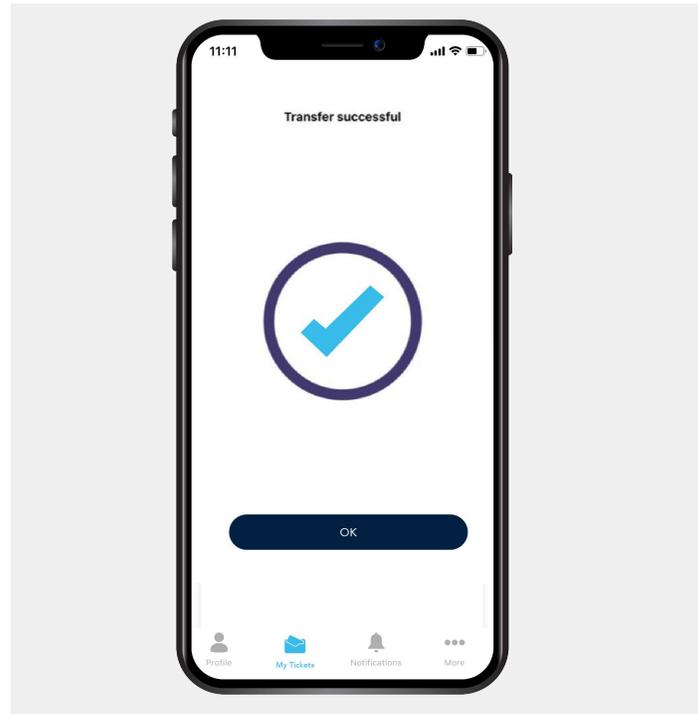**2** 「門票傳送」功能僅適用於應用程式之間。門票轉送的對象必須下載香港欖球總會門票應用程式。使用「邀請聯絡人」按鈕。發送一條帶有連結的短訊，邀請你的聯絡人下載該應用程式。

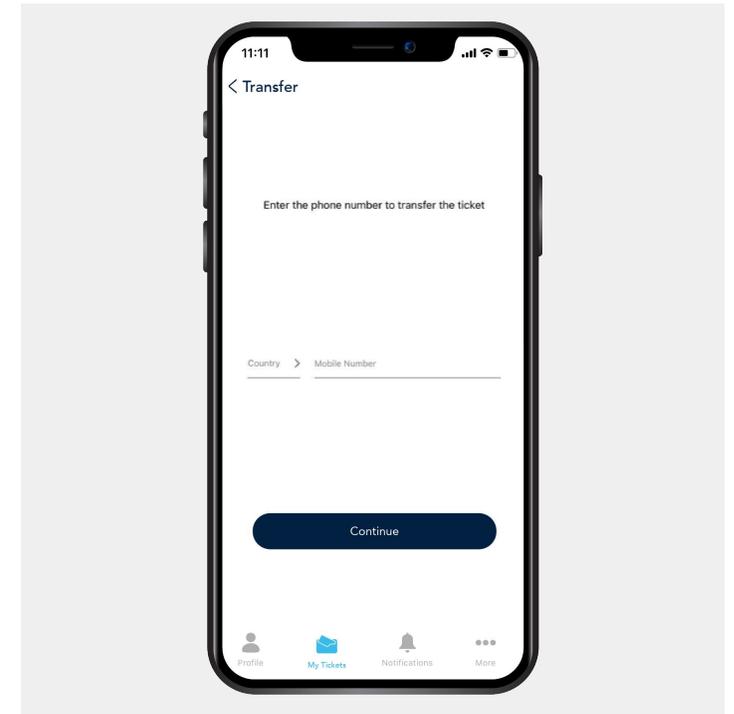**3** 當你的聯絡人下載應用程式並完成註冊，如果他們已是你手機中**通訊錄**的聯絡人，他們的姓名將自動出現在你的應用程序的「我的聯絡人」選項。

門票傳送功能指引

4 **在通訊錄選擇你想將門票傳送的聯絡人，「確定」訊息內容正確。然後按「傳送門票」。**

5 熒幕將展示門票傳送確認畫面。然後，門票將離開你的應用程式，並以對方的名字出現在對方的應用程式上。

! 若你想將門票傳送的人並不在你的聯絡人通訊錄中，請使用「通過電話號碼發送」選項。輸入電話號碼，並按照說明操作。