

OSPREYS IN-APP TICKETS

A GUIDE TO CREATING YOUR OSPREYS TICKETING ACCOUNT AND ACCESSING YOUR SEASON TICKETS AND MATCH TICKETS

The in-app ticketing function in the Ospreys App for iPhone and Android phones allows supporters to use their season ticket or match ticket at the Swansea.com stadium in a digital format on their phone.

To use the in-app ticketing in the Ospreys Rugby App you will first need to register an account. You can do this either on our website or, if you already have the app, you can do it in the app. You will also be asked to create an Ospreys Ticketing Account when purchasing tickets.

Once an Ospreys Ticketing Account has been created supporters can use their in-app season ticket, as well as their season ticket card, for all future home URC games for this season. Any new home match tickets purchased can also be used at the turnstiles once the account is created, as detailed in this guide.

IN THIS GUIDE:

YOUR OSPREYS TICKETING ACCOUNT	2
CREATING AN OSPREYS TICKETING ACCOUNT	2
To create an account on our website:	2
To create an account in the Ospreys Ticketing App	4
ACCESSING YOUR ACCOUNT ON THE WEBSITE (after registering)	9
DOWNLOADING THE OSPREYS RUGBY APP	10
iPHONE USERS	10
ANDROID USERS	11
ACCESSING TICKETS IN THE OSPREYS RUGBY APP	12
WHAT TO DO ON MATCHDAY	15
FAQs	15

YOUR OSPREYS TICKETING ACCOUNT

To be able to access tickets in the Ospreys Rugby App you will first need to register for an Ospreys Ticketing Account. If you already have purchased tickets online, at www.eticketing.co.uk/ospreysrugby, you will need to use the same email address that you used to purchase these tickets.

CREATING AN OSPREYS TICKETING ACCOUNT

You can create an account on our website or start the process in the app and complete it on our website.

To create an account on our website:

- Visit the registration page on our website to set up your account:
<https://www.ospreysrugby.com/user/register>
- You will see this page where you will be asked to provide some registration information so that we can set up your account and find your tickets:

Register

Register for an Ospreys account.

Log
in

Create new
account

Reset your
password

First Name *

Last Name *

Email *

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Confirm e-mail address *

Please re-type your e-mail address to confirm it is accurate

Create new account

THEN:

- Please complete the “First Name” and “Last Name” fields and then complete the “Email” and “Confirm email address” fields with the same email address that you used to purchase tickets.
- Click the “Create new account” button.
- You will receive a verification email at the email address you have provided.
- Open the verification email (check junk or spam folder if you cannot see it in your inbox) and click the verification link.
- You will then be taken to this web page where you should see your first and last names and email address:

Edit Account

[View](#) [Edit](#)

First Name *

Anne

Last Name *

Ospreysfan

Email *

anne.ospreysfan@gmail.com

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Password

Password strength:

Confirm password

Passwords match:

To change the current user password, enter the new password in both fields.

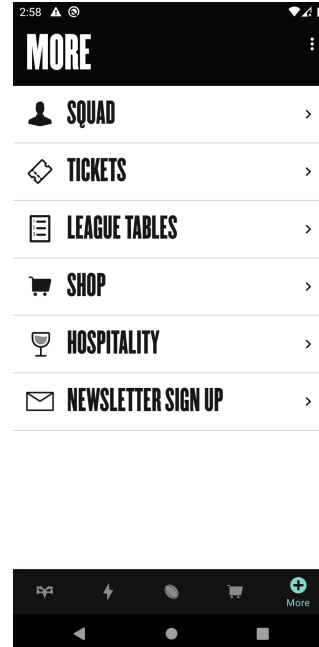
Save

- Please complete the “Enter Password” and “Confirm Password” fields with a **new** password of your choice. This can be any password that is between 8-150 characters long and contains at least one number, one lowercase letter, and one uppercase letter.
- Click “Save”.
- You can now access your tickets in the app by following the instructions below in the [“DOWNLOADING THE OSPREYS TICKETING APP”](#) and [“ACCESSING YOUR TICKETS IN THE OSPREYS RUGBY APP”](#) sections.

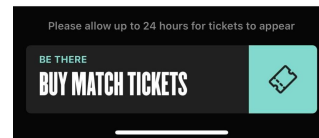
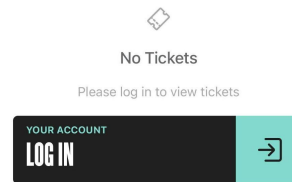
To create an account in the Ospreys Ticketing App

If you already have it on your phone, you can create an account from the Ospreys Rugby App. Instructions on how to download and use the app follow later in this guide

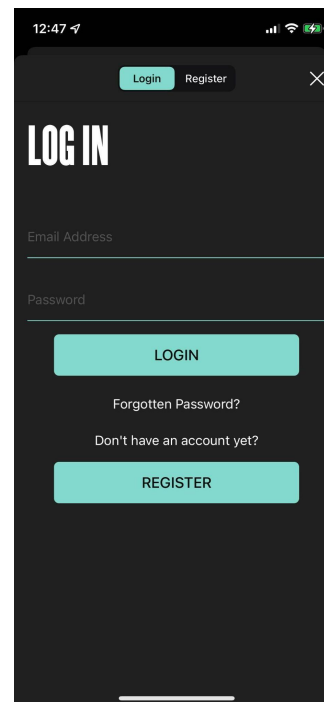
1. Tap on the “MORE” tab at the bottom of the app then tap on “TICKETS”.



2. Tap on "LOG IN" to be taken to the login and registration screen

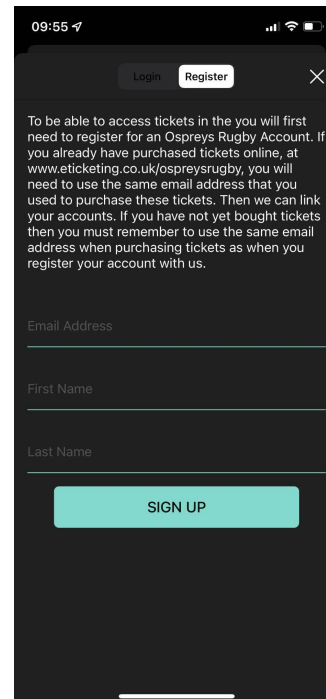


3. Tap on the "REGISTER" button to open the registration screen



4. Enter your first and last names and then enter the email address that you have used to purchase tickets.
5. Tap "SIGN UP" to complete the app section of the registration process.

You will now need to finish your registration by completing the following steps...



6. Go to the inbox of the email account for the email address you have just entered in the app.
7. Open the email from noreply@ospreysrugby.com (please check your junk or spam folder if you do not see it in your inbox)
8. Click on the link in the email to be taken to the website to complete your registration

IMAGE OF EMAIL

Edit Account

View Edit

First Name *

Anne

Last Name *

Ospreysfan

Email address *

anne.ospreysfan@gmail.com

A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Password

Password strength:

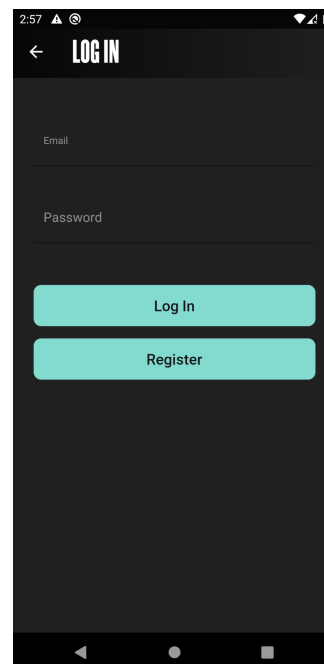
Confirm password

Passwords match:

To change the current user password, enter the new password in both fields.

- Complete the "Password" and "Confirm password" fields with a **new** password of your choice. This can be any password that is between 8-150 characters long and contains at least one number, one lowercase letter, and one uppercase letter.
- Click "Submit" (**?What is the button text**)

- You can now return to the app and tap through on the "MORE" tab to "TICKETS", then "LOG IN".
- Enter the email address and password that you have just registered.
- Tap "Log In" and your tickets will be displayed in the app (please see "ACCESSING TICKETS IN THE OSPREYS RUGBY APP" for more details)



ACCESSING YOUR ACCOUNT ON THE WEBSITE (after registering)

- To see and manage your account details please visit the login page on our website: <https://www.ospreysrugby.com/user/login>
- You will see this page where you will be asked to enter the login information that you provided when you create your account:

LOGIN

Log into your Ospreys account

Email Address

Password

Show

LOG IN

[Forgot Password?](#)

-
- Enter the email address and password that you registered with.
 - You can see and amend your details.
 - Your account is ready to access tickets in the app on your phone.

If you are having trouble accessing your account after you have set it up then on the login page you can request a new password by clicking on “Forgot Password?” underneath the “LOGIN” button.

DOWNLOADING THE OSPREYS RUGBY APP

To access your tickets on your phone you will need to have set up your ticketing account on our website or in the app and then you will need to download the Ospreys Rugby App to your phone if you haven't already.

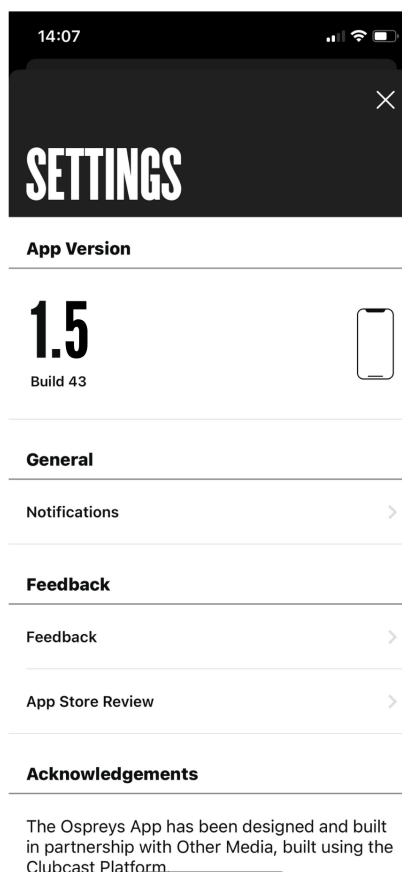
You can download the Android app [here](#) and the iOS app [here](#).

iPHONE USERS

Please ensure that you have installed version 1.5 or higher in order to access in-app tickets.

To check what version you have you can tap on the "Settings" icon in the top right hand corner of the app from the Ospreys tab and check your version number.

If you are running an older version of the app please visit the App Store to update your app. We recommend automatic updates for the app in order to always be up to date and able to access all features and improvements.

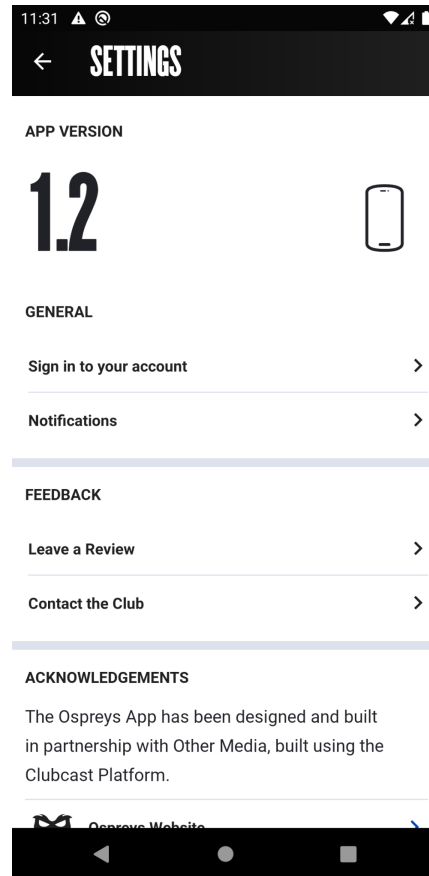


ANDROID USERS

Please ensure that you have installed version 1.2 or higher in order to access in-app tickets.

To check what version you have you can tap on the three dots in the top right hand corner of the app and select “Settings” to then check your version number.

If you are running an older version of the app please visit the Play Store to update your app. We recommend automatic updates for the app in order to always be up to date and able to access all features and improvements.

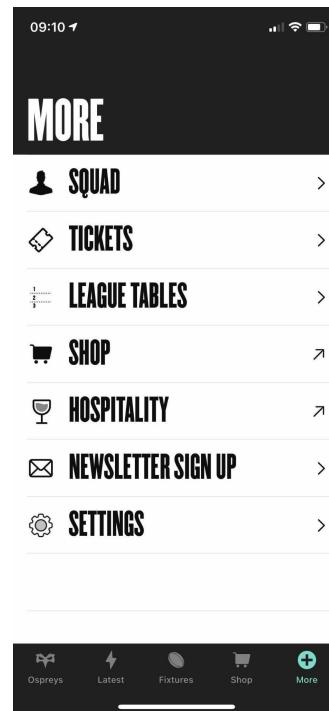


ACCESSING TICKETS IN THE OSPREYS RUGBY APP

- Open the Ospreys Rugby App by tapping on the icon on your phone's home screen

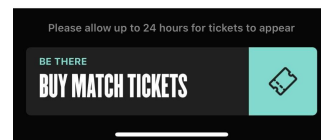
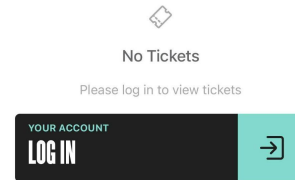


- Select the “MORE” tab from the tabs at the bottom of the screen, then tap on “TICKETS” to access the tickets section of the app.

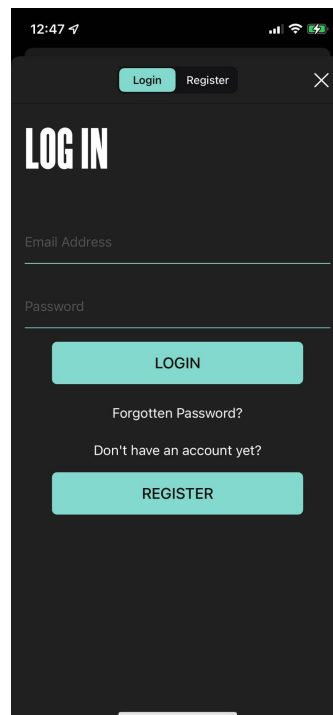


- Tap on “LOG IN” to access the login screen.

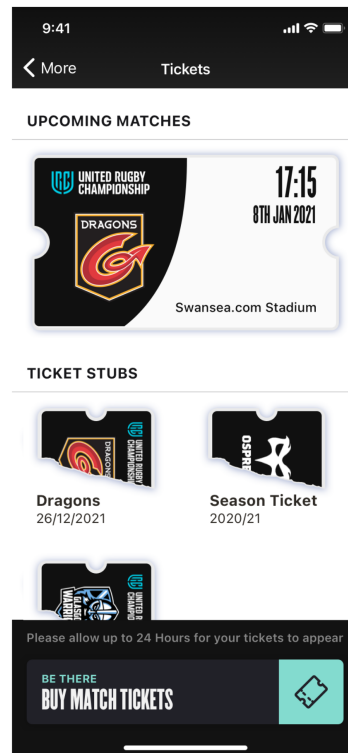
(If you wish to purchase tickets you can do so from the link at the bottom of this screen)



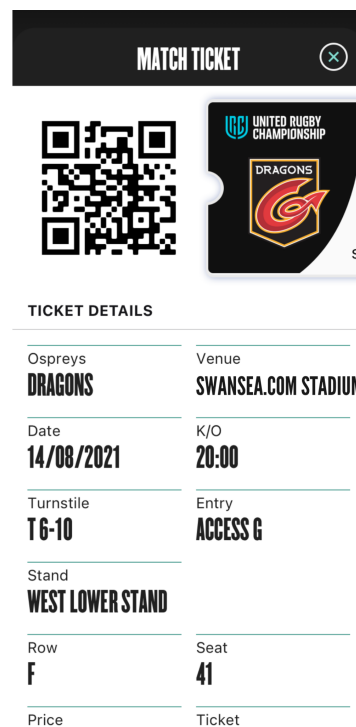
- Enter the email address and password that you used to register your account.
- Tap “LOGIN” to access your tickets
- If you have forgotten your password you can tap on “Forgot Password?” below the LOGIN button.



- You will see your purchased tickets for upcoming matches and/or your season ticket, if you have one.
- Tap on a ticket for an upcoming match, or your season ticket, to view ticket details.



- Each ticket has a QR code that can be scanned at the turnstiles at the stadium.
- Each match ticket can be scanned once.
- Season tickets can be scanned for all home games for the remainder of the season.



iPhone users only:

- You can add tickets to your Apple Wallet by tapping on the ticketing and then tapping "Add".

WHAT TO DO ON MATCHDAY

- Ensure that you are able to see the ticket that you want to use, in the app, before you head down to the stadium.
- Open the app and find the ticket for today's match (when you are near the stadium the ticket may show in the lock screen of your phone as it recognises your location).
- Present your ticket to be scanned at the turnstile.
- Enjoy the game!

FAQs

What do I do if I have purchased a ticket or tickets for someone else?

Any tickets that you have purchased using your ticketing account will show in your app. All the barcodes to scan at the stadium will therefore be on your phone. We recommend ensuring that if all parties cannot arrive together, then the purchaser forwards the PDF with the barcode on it (that will have been sent by email when purchasing the tickets) to each person who requires the ticket in order that they can print or present the barcode at the turnstile.

Do I need to have a wi-fi or data connection at the ground to access my tickets?

No. You must ensure that you can see your ticket(s) on your phone before you arrive at the stadium. Then they will be stored on your phone and you will not need any internet access to view and use them.

What do I do if I forget my phone or my battery runs out?

It is the ticket holder's responsibility to be able to present a valid ticket and barcode. If you forget your phone or your battery runs out you can visit the ticket office to obtain a printed version of your ticket but you must ensure that you leave adequate time to do this prior to kick-off.

Can I see tickets for past games in the app?

Yes. All tickets for past games will show as stubs in the TICKETS section of the app when you are logged in.

Can I still use the email with a barcode that I was sent to enter the ground?

Yes. You can use **either** the barcode on the email or on the ticket on your phone. Each barcode can only be scanned once, whether it is from the email or your phone.

Will the ticket work if my screen is cracked?

We cannot guarantee that the ticket will work if the barcode reader cannot read the barcode due to cracks in a screen obscuring the reader. We therefore recommend that you print the ticket that has been emailed to you if you are in any doubt about whether or not your on-screen ticket can be scanned.

Can I get tickets on my phone if I have bought them at the ticket office?

No. Only tickets that have been bought online at www.eticketing.co.uk/ospreysrugby can be accessed on your account on your phone.

Can I still use my season ticket card?

Yes, you can register an account and view your season ticket in your phone and you can then scan the barcode on either your phone or your season ticket card. You can scan only one of either your phone **or** your card for each home game.

What do I do if I am still having difficulties after following the instructions in this guide?

We recommend first that you close the app entirely and then re-open it before trying again. Ensure that you have selected the e-ticket option when purchasing your ticket as printed tickets will not be available in the app.

If you are still having difficulties you can call the ticket office on 01792 616400.