



# HAMPSHIRE CRICKET APP

## Linking Your Eticketing Account

The Hampshire Cricket App allows ticketbuyers and Members to access their tickets within the App and gain access to the Ageas Bowl using just their device.

Members linking their [eticketing.co.uk](https://eticketing.co.uk) account within the App will receive individual tickets for each day's play they are entitled to attend (as opposed to a Membership Card within the App).

Please note, barcodes will only appear on tickets three hours before the start time of the match in question.

To link your [eticketing.co.uk](https://eticketing.co.uk) account within the App, simply follow the steps on pages 2 & 3.

We recommend you use the same email address to create a Fanscore account as you do to login to [eticketing.co.uk](https://eticketing.co.uk).

Once you've linked your eticketing account (by adding the email address you login to your eticketing account with) to the 'Find my tickets' option within the App (you'll only need to do this once), please allow 24 hours for your ticket(s) to appear in your wallet.

If you've purchased a ticket for a match that is less than 14 days away and it is still yet to appear in your wallet please send an email outlining the missing ticket(s) via the 'Mobile Ticket Feedback' option within the App.

Please note, you will need to verify your email address (the one you use to login to your [eticketing.co.uk](https://eticketing.co.uk) account) by clicking the link sent to your email (email will come from FanScore) during the process of requesting to link your account in the App.

## Troubleshooting

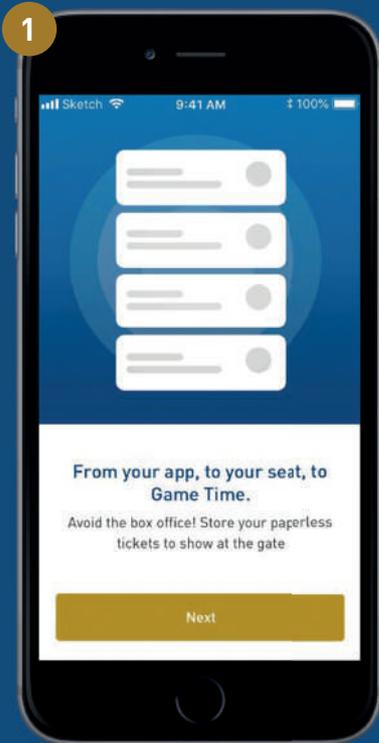
Should you have any issues in attempting to link an eticketing account, forward or receive tickets please utilise the 'Mobile Ticket Feedback' option within the App or by emailing [mobiletickets@incrowd.atlassian.net](mailto:mobiletickets@incrowd.atlassian.net). If you have any queries related to the purchase of tickets or about tickets in general, please contact the box office as you would normally.

## Other

You can only link an [eticketing.co.uk](https://eticketing.co.uk) account to one device at a time.

The barcode on a digital ticket and a printed ticket (should you have one) is identical and whichever is scanned first will grant admission and the other will no longer be accepted in the turnstiles. The same applies for screenshots of digital tickets, memberships, or any other form of the barcode. You will be reminded of this should you try to take a screenshot within the app.

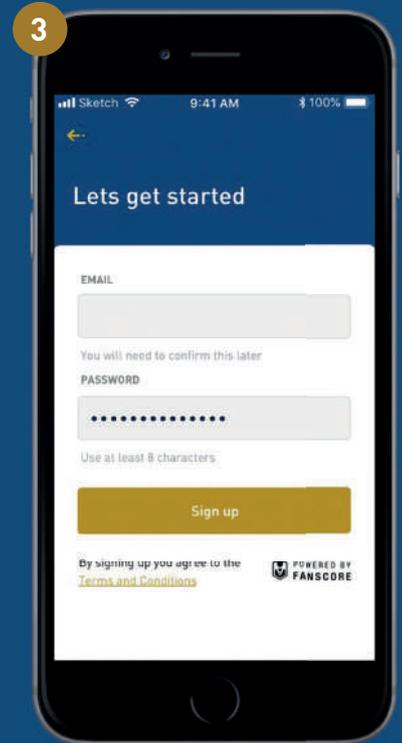
When purchasing tickets via [eticketing.co.uk](https://eticketing.co.uk) selecting 'Ticket To App' is free and will see tickets delivered to your device as opposed to being posted or held for collection.



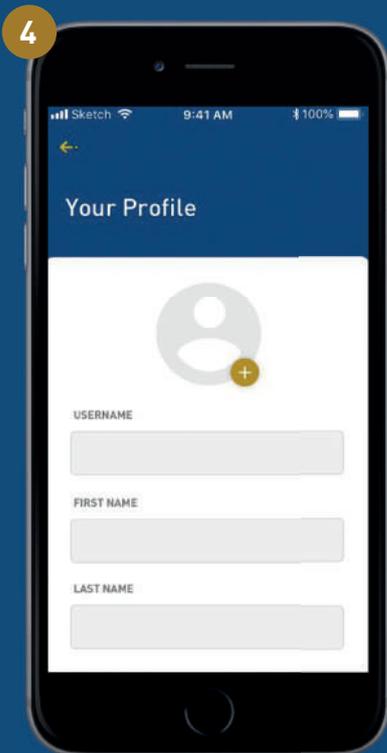
When selecting 'Tickets' within the App for the first time you'll be presented with this screen, please select 'Next'.



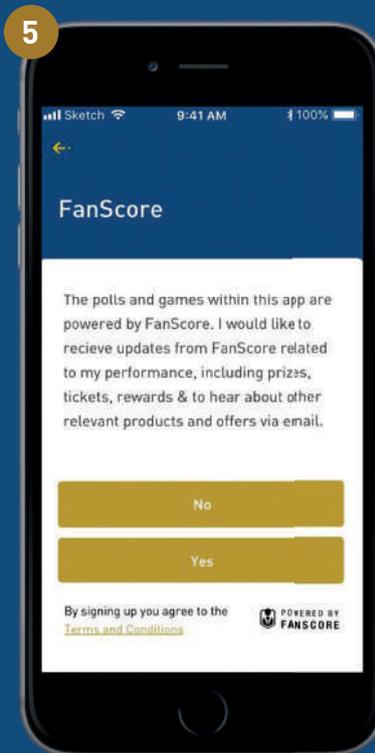
Assuming you don't have an existing FanScore account please select 'Sign up'.



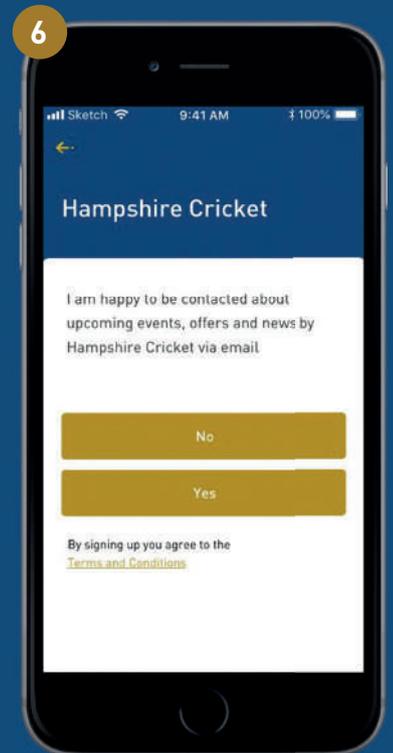
When prompted please enter your email address and the password you'd like. If you have an existing eticketing.co.uk account we recommend you use the email address that is aligned to that account to create a FanScore account with.

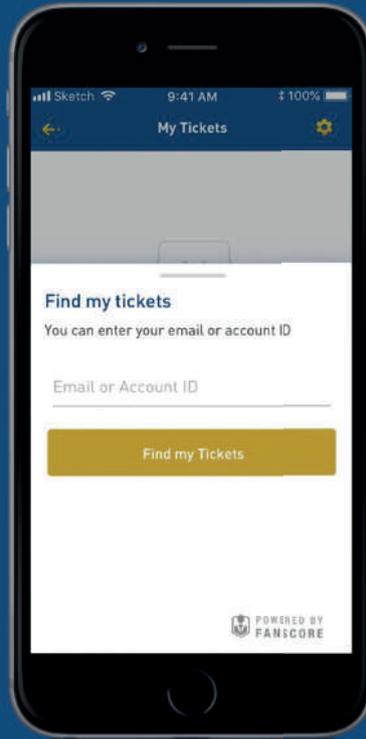
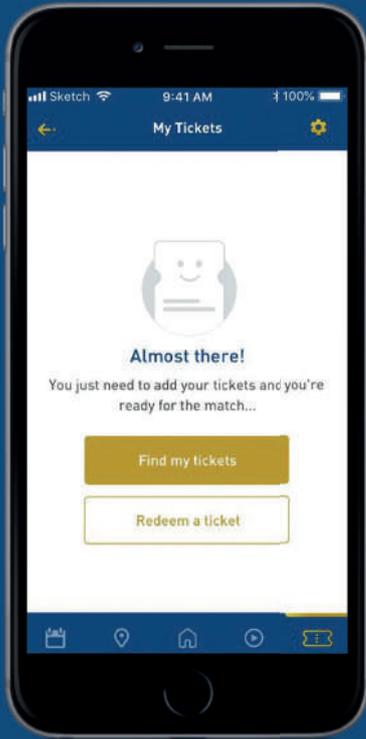


Create a profile for your FanScore account.



Select your communication preferences.





Now we need to find your tickets. To start the process please click the gold button.

On this screen please enter the email address aligned to your eticketing.co.uk account. This will then send an email (from FanScore) to the address you've entered. Please open that email and click on the activation link. Once activated your tickets should appear in your wallet, in a similar vein to the right.



Once you click on a specific ticket you'll be able to view details. Please note, a barcode will only appear on the ticket on the day of the match, three hours before it's due to start.

## Forwarding and Receiving Forwarded Tickets

You can forward tickets to friends and family through the App, here you simply need to select the icon in the top right hand corner on the ticket you'd like to forward and then select how you would like to share the six digit code (e.g. email, sms, WhatsApp). You can add a message to the six digit code too. Once the recipient accepts the ticket it will then disappear from your wallet.

Please note, you can share individual match tickets but if your ticket is related to your membership you will not be able to share it.

If you are the recipient of a ticket (six digit code) and don't have an existing FanScore account please go through steps 1-5 as outlined previously.

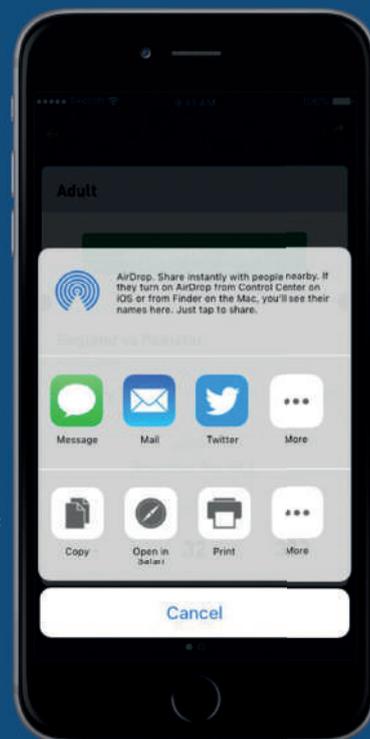
You'll then simply need to redeem a ticket and can do this via the white button on the My Tickets homepage or via the gold cog.

### Ticket Forwarding

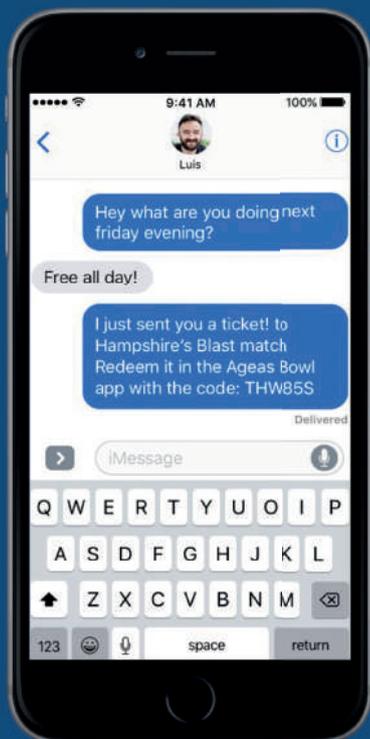


You can digitally forward tickets to friends and family. To do this simply open the ticket you'd like to forward and click the gold button into the top right hand corner.

You can then choose how you would like to forward the ticket (in the form of a six digit code), for example you could send via email, SMS or WhatsApp.



### Receiving Forwarded Tickets



The recipient will then receive the six digit code.

You'll then just need to enter the six digit code you received. If successful the button will go green and the ticket should appear in your wallet on the My Tickets home screen.

