

QR Codes & Scanning

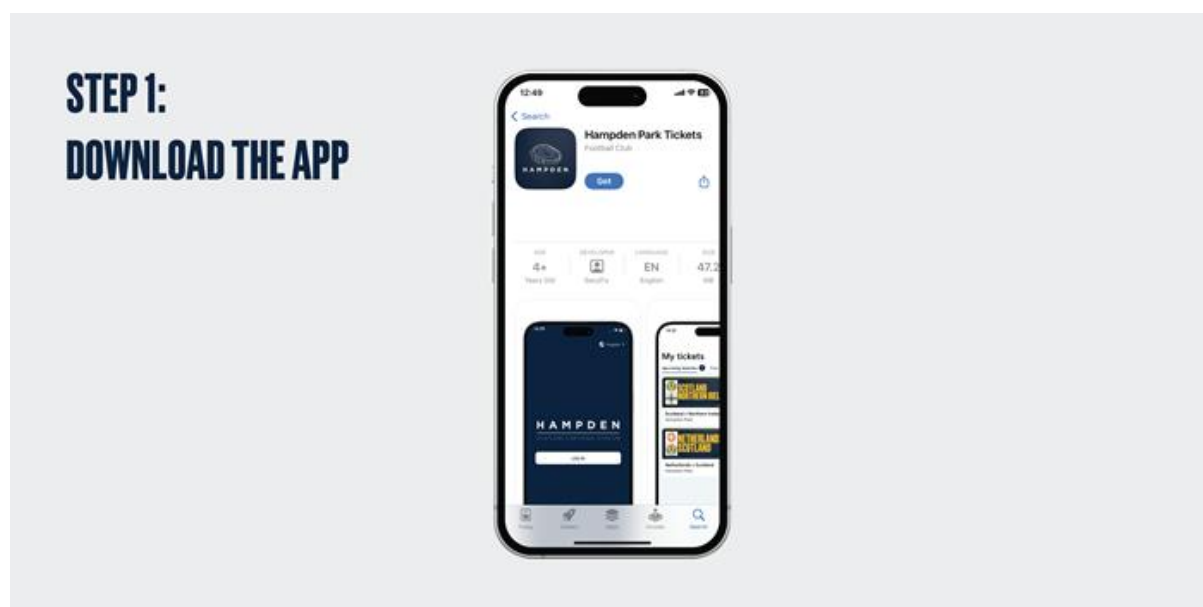
All tickets will be issued digitally and only on the Hampden Park Tickets App. The QR code of the respective ticket will be activated on the app the morning prior to kick-off.

Please load your ticket at home on match day prior to leaving for the stadium. This will avoid delays at the turnstiles when opening the app.

USING THE APP

Step 1: Download the App

You can find the Hampden Park Tickets App on the [Apple App Store](#) or the [Google Play Store](#). Please download the app on your mobile phone, tablets are not recommended as they will not fit in the scanners.



Step 2: Register for the App

You will need to register for the app using the same email address that you use for your Rangers ticketing account.

You will need to accept the terms and conditions of the tickets as well as the data protection statement to use the app.

It is preferable if you allow the app to use your contacts and Bluetooth functions to be able to forward tickets quickly. You can change the app's permissions at any time.

STEP 2: REGISTER FOR THE APP



Step 3: Account Verification

After registering in the app, the email account your registered with will be sent a 6-digit verification code. Enter the code to verify the account. This process should be followed each time you login to the app. If you're logging in for the first time, you'll need to complete your account after verification. If you've previously logged in, you'll go straight into the app where you can find your tickets.

Each time you log into the app you will have to go through the account verification process. If you do not log out of the app, your phone will remember your details.

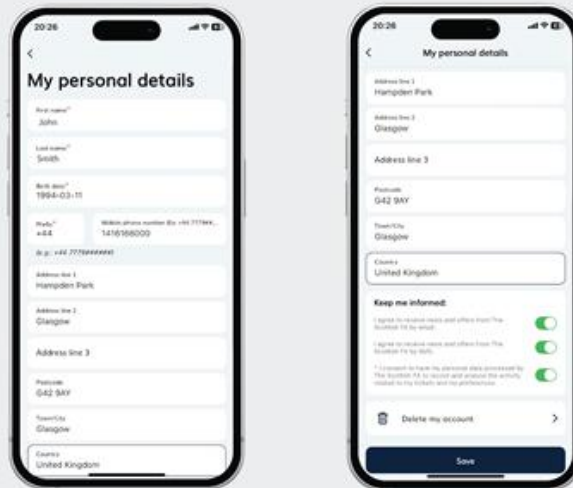
STEP 3: ACCOUNT VERIFICATION



Step 4: Complete Profile Set-Up

Enter your name, DOB, address & phone number to complete your profile. Any fields marked with an asterisk are mandatory.

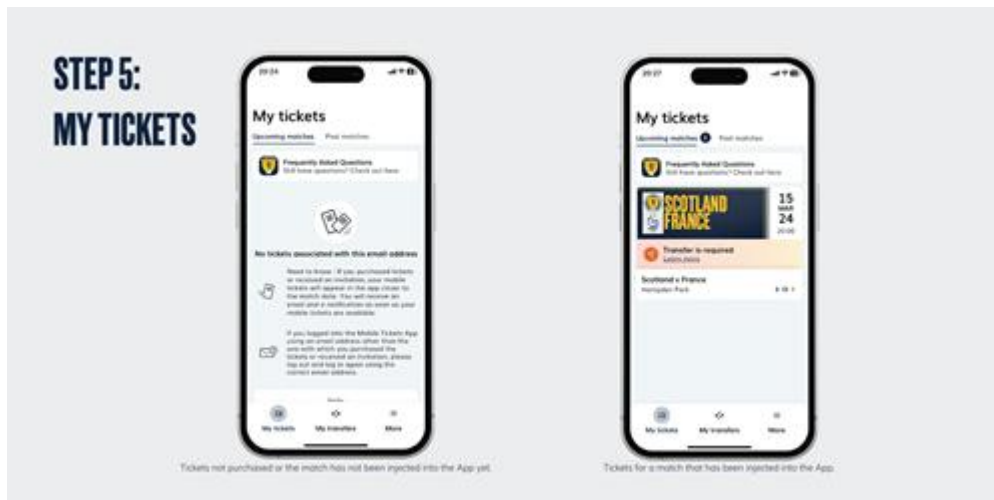
STEP 4: COMPLETE PROFILE SET-UP



Step 5: My Tickets

Tickets can only be purchased via tickets.rangers.co.uk - the app only serves the purpose of storing the tickets digitally.

If you have not purchased tickets via the website, or have used the wrong email address, you will be shown the following message:

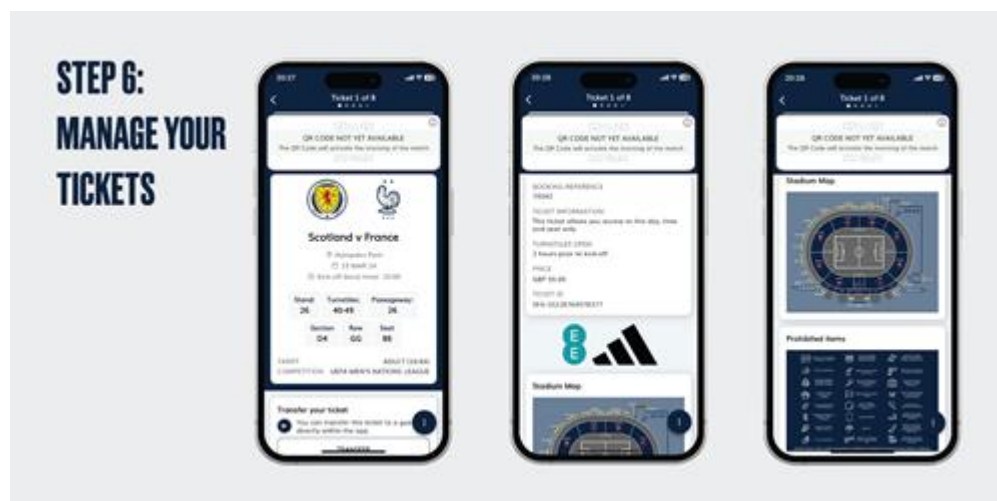


When tickets have been purchased from tickets.rangers.co.uk, it will automatically be shown in the Hampden Park Tickets App **around a week before the start of the match**. If bought within a week of the match, it will be shown within a few minutes.

The ticket will only appear automatically if you have registered using the same details as your Rangers ticketing account.

Step 6: Manage your Tickets

You can view all your purchased tickets via 'My Tickets'. If you have bought several tickets for a single match, they will be displayed like below:



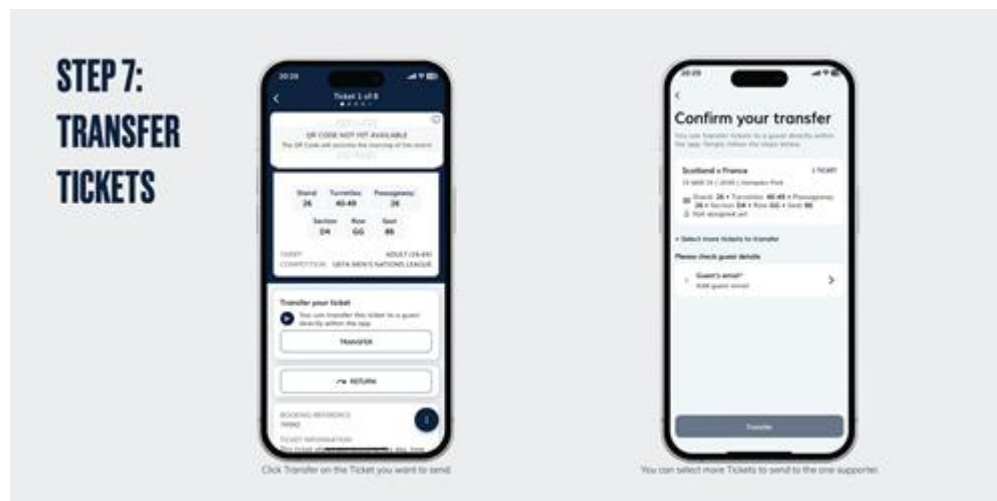
If you scroll down on a ticket, you will find matchday information such as ticketing information, seat details, entry information and stadium maps.

Step 7: Transfer Tickets

Tickets can only be transferred twice via the Hampden Park Tickets App.

To transfer tickets, click the 'Transfer' button and choose the email address you want to send the tickets to. You can then send the ticket you want to transfer.

The ticket recipient will receive an email and will need to download and register for the Hampden Park Tickets App, if they haven't already.



**STEP 7:
TRANSFER
TICKETS**

Tickets transfer in progress

info@eventbrite.co.uk
Your guest has requested an email confirming the ticket transfer.

The ticket will be in the Pending Transfer section and your guest downloads the App and registers with the email address above. You still have the possibility to cancel the transfer before your guest downloads the ticket. Once the transfer is complete, the ticket will be available on your guest's phone only.

Access pending transfers

Transfer tickets

Tickets transferred

Not yet downloaded by: info@eventbrite.co.uk 11:56AM

Escalated to France 11:56AM 24/1/2020 1 hour from App

Event: 36 x Tickets: 40-49 x
Participant: 26 x Section: 264 x Row: 60
→ Zone B0

Cancel transfer

Once you click Transfer, you will get this message.

You can access the pending transfers and cancel the transfer if needed.

Supporters without a smartphone can have their ticket transferred to another supporter, and is explained in the below scenario outlined by the SFA:

- Person A **DOES NOT** have a smartphone.
- Person B **DOES** have a smartphone.

The following steps can be taken, to transfer a ticket from a non-smartphone users account:

- Step 1: Person A gives Person B permission to log into the app with their Rangers Ticketing email address.
- Step 2: Person B using Person A's account, selects 'Transfer' on the ticket and sends the ticket to Person B's account.
- Step 3: Person B logs into their own account on the app and accepts the transfer.
- Step 4: Matchday, Person B has both tickets on their app and can scan both supporters in.

For further information, or if this is not possible, please email contact@rangers.co.uk.

Further Information

If you require further information, you can visit the SFA's [trouble shooting guide to the Hampden Park Tickets App](#).

If you have any questions, please email contact@rangers.co.uk.