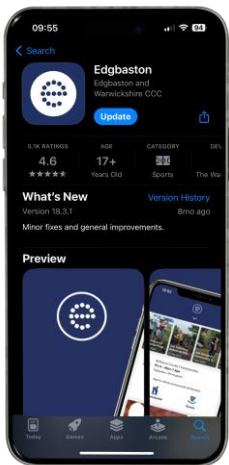


HOW TO UPDATE TO THE NEW EDGBASTON APP

This is a step-by-step guide on how to update the Edgbaston app on iOS and Android.

1

Search the Edgbaston app in your app store.



2

Click the **Update** button and the Edgbaston app will start to update on your device.

3

Once the app is downloaded, click the **Open** button or on the app icon from your home screen to start using the app.

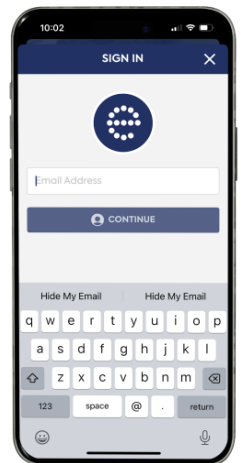


4

When you open the app, click on the **SIGN IN/REGISTER** button.

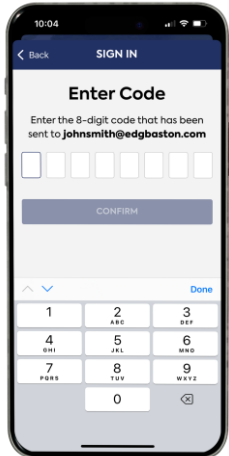
5

Enter the email address you used to purchase your tickets. **Your email address must be the same as the one used to purchase your tickets for them to appear.**



HOW TO UPDATE TO THE NEW EDGBASTON APP

This is a step-by-step guide on how to update the Edgbaston app and access your tickets.



6

You will be required to verify your email address. An authentication email will be sent to the email address you registered. Simply enter the code into the app to gain access.

7

Once logged in, click on **Tickets** to view the tickets for upcoming fixtures registered on your account.

Click the banner with the fixture on to view your tickets, information, and to scan the barcode.

Swipe across to view multiple tickets.

Your ticket barcode will be activated just before the game.



PLEASE NOTE: Membership cards are not currently available in the app. Please bring your physical card with you or see the Edgbaston Supporter Services Team.



HOW TO DOWNLOAD THE EDGBASTON APP

This is a step-by-step guide on how to download the Edgbaston app on iOS and Android.

1

The Edgbaston app is free to download and is available on iOS and Android. Click to download:



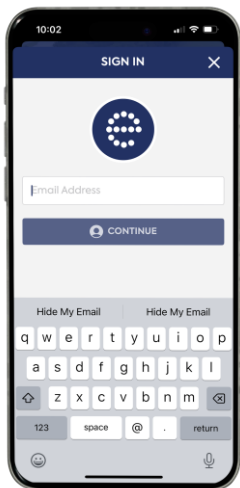
Alternatively visit your app store and search **Edgbaston**.

2

Click the **Get** button and the Edgbaston app will start to download on your device.

3

Once the app is downloaded, click the **Open** button or on the app icon from your home screen to start using the app.



4

When you open the app, click on the **SIGN IN/REGISTER** button.



HOW TO DOWNLOAD THE EDGBASTON APP

This is a step-by-step guide on how to download the Edgbaston app and access your tickets.

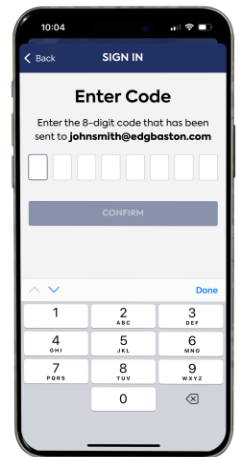


5

Enter the email address you used to purchase your tickets. **Your email address must be the same for your tickets to appear.**

6

You will be required to verify your email address. An authentication email will be sent to the email address you registered. Simply enter the code into the app to gain access.



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Click the banner with the fixture on to view your tickets, information, and to scan the barcode. Swipe across to view multiple tickets.

Your ticket barcode will be activated just before the game.



PLEASE NOTE: Membership cards are not currently available in the app. Please bring your physical card with you or see the Edgbaston Supporter Services Team.



HOW TO SEND TICKETS VIA THE EDGBASTON APP

This is a step-by-step guide on how to send tickets via the Edgbaston app.

1

Open the ticket you would like to send to your guest via the Tickets section of the Edgbaston app.

2

Once you are on the ticket you would like to send, scroll down and click on **Send your ticket(s)**.

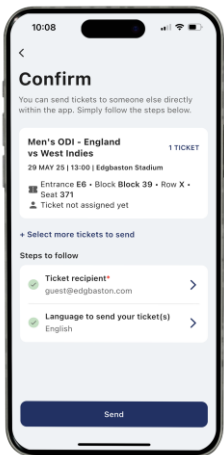
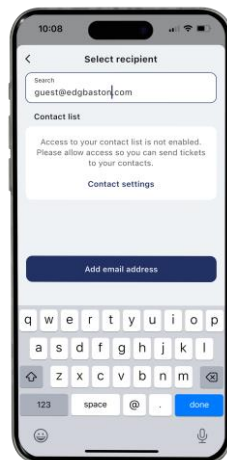
3

Select the **Ticket recipient** box, enter the email address of your guest in the search bar and click **Add email address**.

PLEASE NOTE: When the ticket recipient registers an account in the app, they will have to use the same email address their ticket was sent too.

4

Click **Send**. Your tickets are now on the way. Your guest will receive an email with instructions of how to download their transferred ticket.

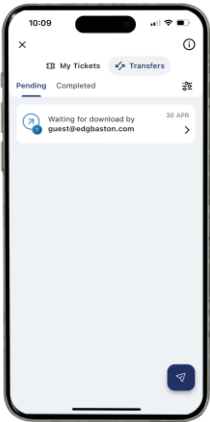


HOW TO RECALL TICKETS VIA THE EDGBASTON APP

This is a step-by-step guide on how to recall tickets that have been transferred via the Edgbaston app.

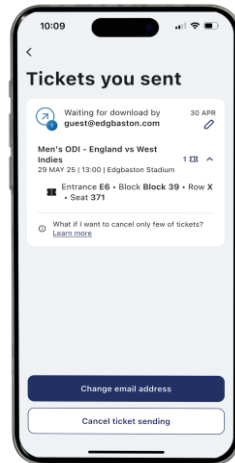
1

Navigate to the **Tickets** tab, select **Pending** under **Transfers**



2

Click to open the pending ticket(s). Scroll to the bottom of the **Tickets you sent** screen and click the button **Cancel ticket sending**.



3

Confirm your action by selecting **Yes** on the pop-up message box.

4

The ticket transfer will now be cancelled and your ticket(s) will appear back in the Tickets section under **Upcoming fixtures**.



HOW TO USE YOUR DIGITAL TICKET

This is a step-by-step guide on how to access your digital ticket via the Edgbaston app.

1

Download the Edgbaston app, it is free to download and is available on iOS and Android.



Alternatively visit your app store and search **Edgbaston**.

2

Click the **Get** button and the Edgbaston app will start to download on your device.

3

Once the app is downloaded, click the **Open** button or on the app icon from your home screen to start using the app.

4

When you open the app, click on the **SIGN IN/REGISTER** button. To access your tickets make sure you register with the email address you received your ticket transfer.



HOW TO USE YOUR DIGITAL TICKET

This is a step-by-step guide on how to access your digital ticket via the Edgbaston app.



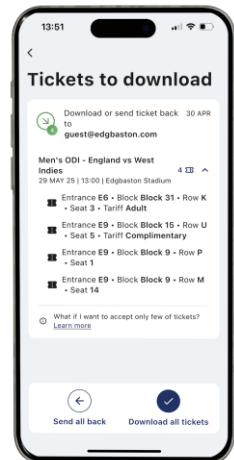
5

If you don't have an existing account, you will have to verify your email address and will be sent an authentication code.

Simply enter the code into the app to gain access.

6

Once logged in, you will need to download the tickets you have been sent. These will appear in the **Transfers** tab in the **Tickets** section of the Edgbaston app. Click on **Download all tickets**.



7

Once accepted, the tickets will now appear in the **Tickets** section under **Upcoming fixtures**, click the banner with the fixture on to view your tickets, information, and to scan the barcode.

If you have been sent multiple tickets for the same fixture swipe across to view each ticket.

Your ticket barcode will be activated just before the game.

