



## **Using the new eTicketing application by Future Ticketing.**

Entry to the LNER Community Stadium has been made even easier following changes to the ticketing system.

PDF eTickets continue to work on the turnstiles, which land in the email address used at purchase.

Tickets can also be accessed, and used for entry, through a new mobile 'app'. This houses match tickets, and even season tickets for 2024/25.

### **Get the eTicketing app on your phone and onto the home page.**

- 1.) Head to your order confirmation email. Within the email will be a link to access the eTicketing app offered by Future Ticketing. Click the link circled in the below example.

Your order number is 9059.

Did you know you can access your tickets via the York City FC app?

1. Visit this [link](#), click the share button and 'add to homescreen' for iOS, or click the 3 dots and 'install' on Android.
2. Click forgot credentials and follow the steps on email to set your password.
3. Login and get quick and easy access to your tickets.

If you have any queries, please contact York Stadium Management Company's Ticket Office on [tickets@yorksmc.co.uk](mailto:tickets@yorksmc.co.uk) or by calling 01904 950950. Should you require a VAT receipt for this order, please also contact the Ticket Office directly.

Kind Regards

### **York City FC**

LNER Community Stadium | Kathryn Avenue | York | YO32 9AF

**Phone:** 01904 624447

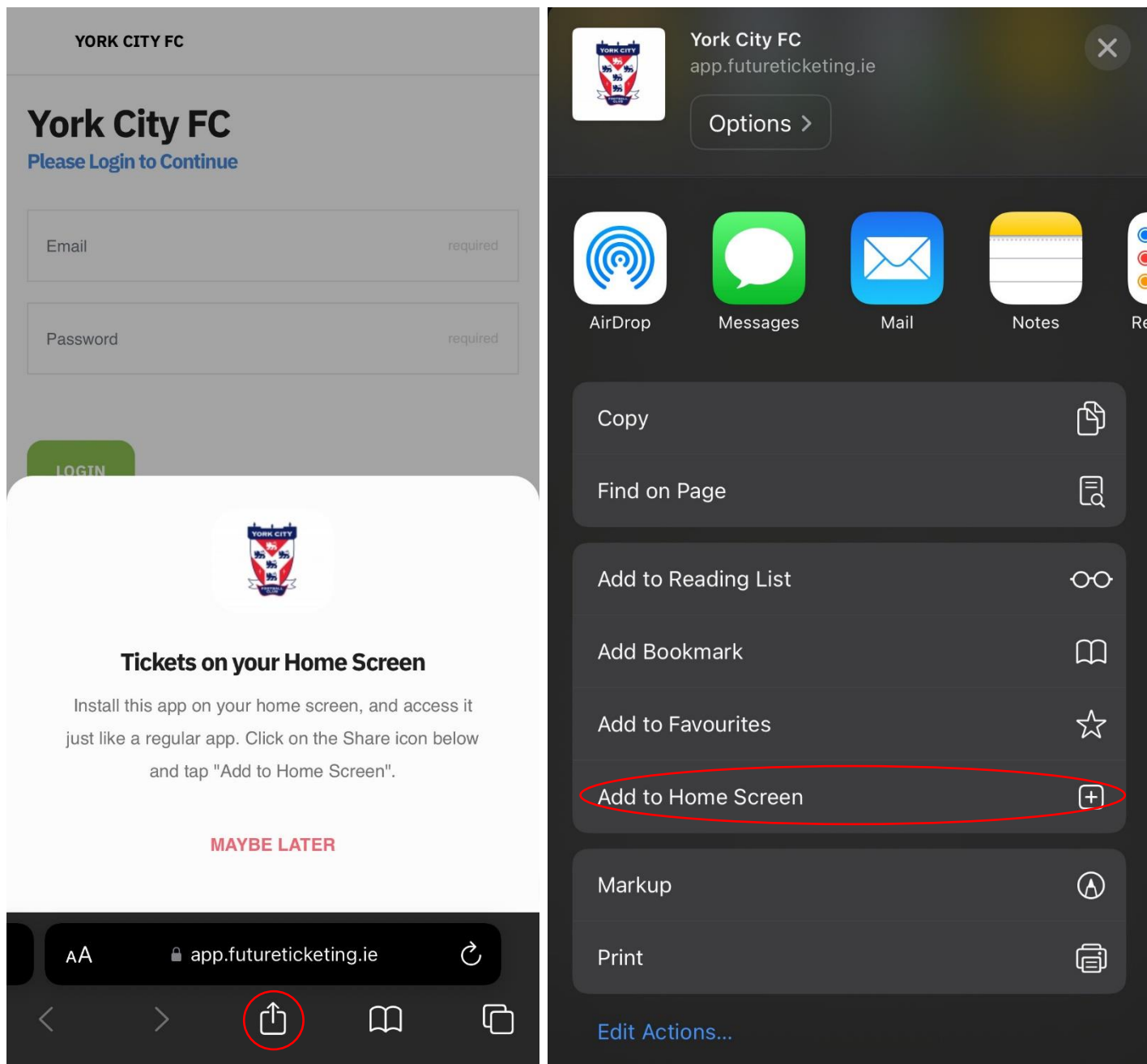
**E-Mail:** [enquiries@yorkcityfootballclub.co.uk](mailto:enquiries@yorkcityfootballclub.co.uk)

**Website:** [www.yorkcityfootballclub.co.uk](http://www.yorkcityfootballclub.co.uk)



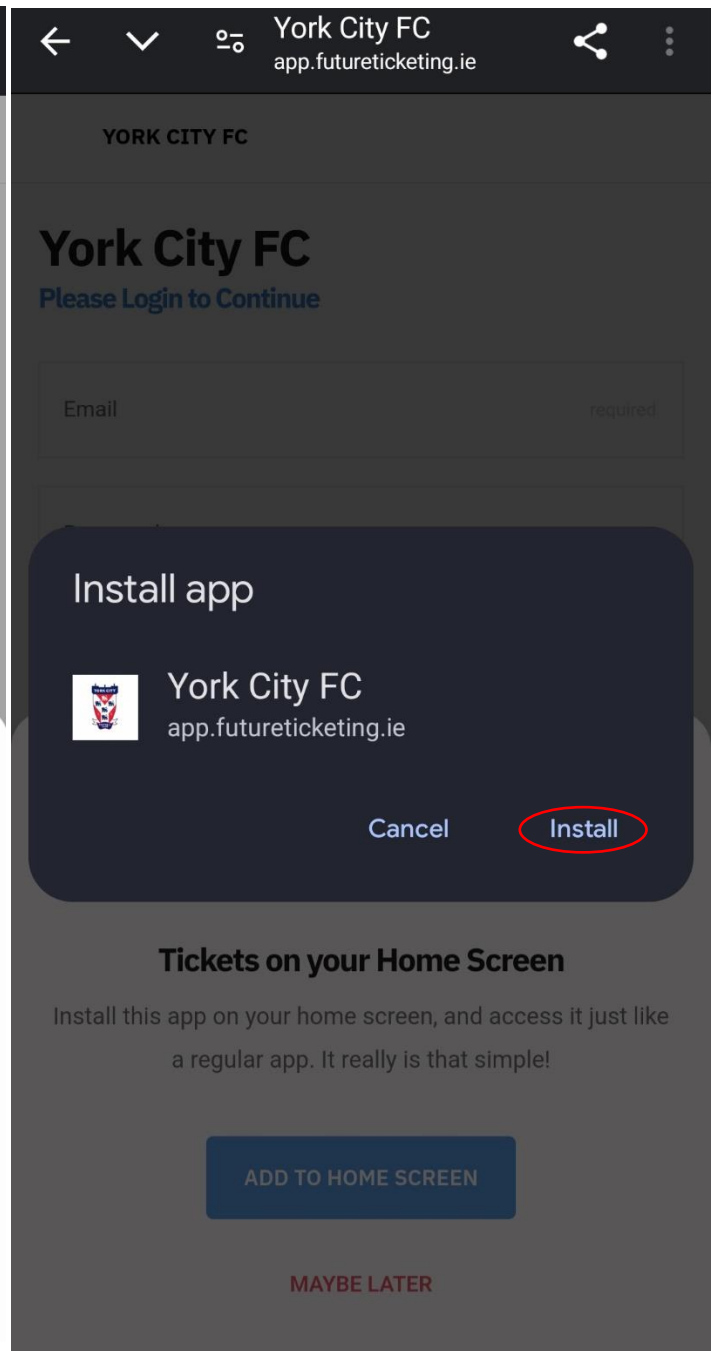
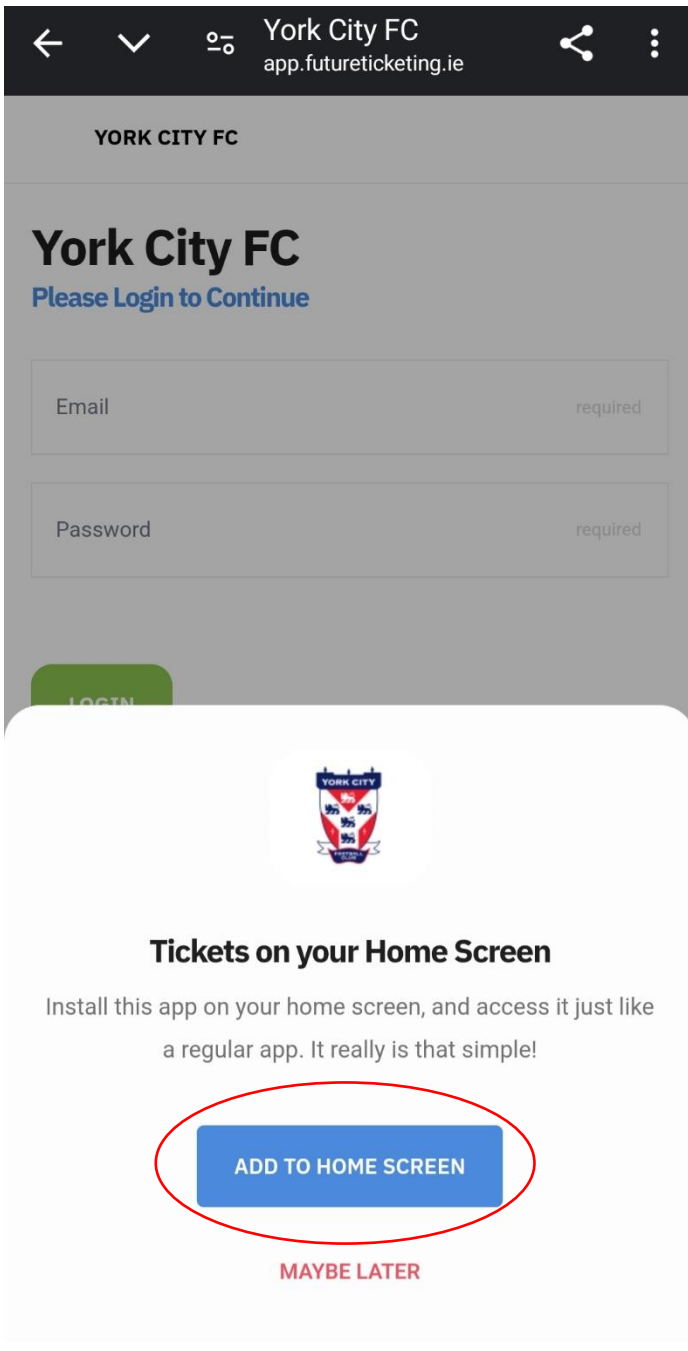
2) To save to your home screen, for easy access, do as instructed.

For iOS devices, press the 'Share' icon (circled), and press 'Add to Home Screen' (circled). This will allow you to save the 'app' to your home screen.



On Android devices, the page will load slightly differently. Press the button 'Add to home screen' button (circled), before pressing 'Install' (circled).

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**Setup your eTicketing login.**

Once the app is setup, and installed onto your homepage, you'll then need to setup your account.

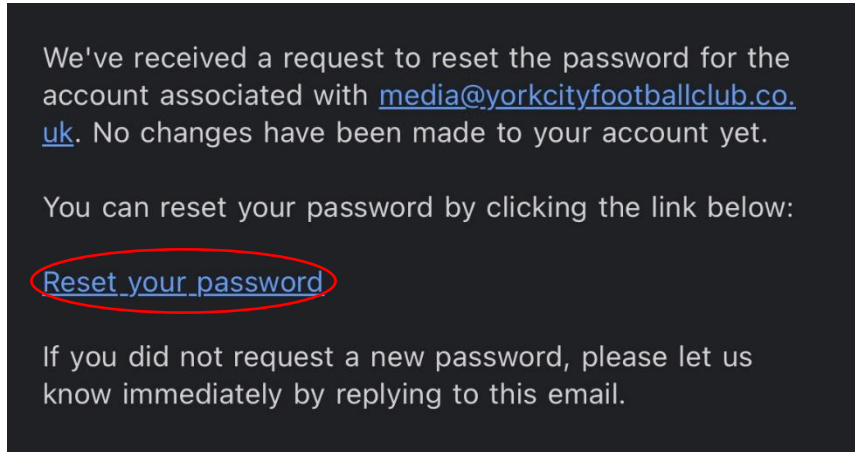
1) Start by selecting 'Forgot Credentials' in the bottom right-hand corner.

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2) Enter the email address used when purchasing your York City match tickets (or season ticket).

3) An email will be sent to the address inputted. Check your email inbox and select 'Reset your password' (circled).



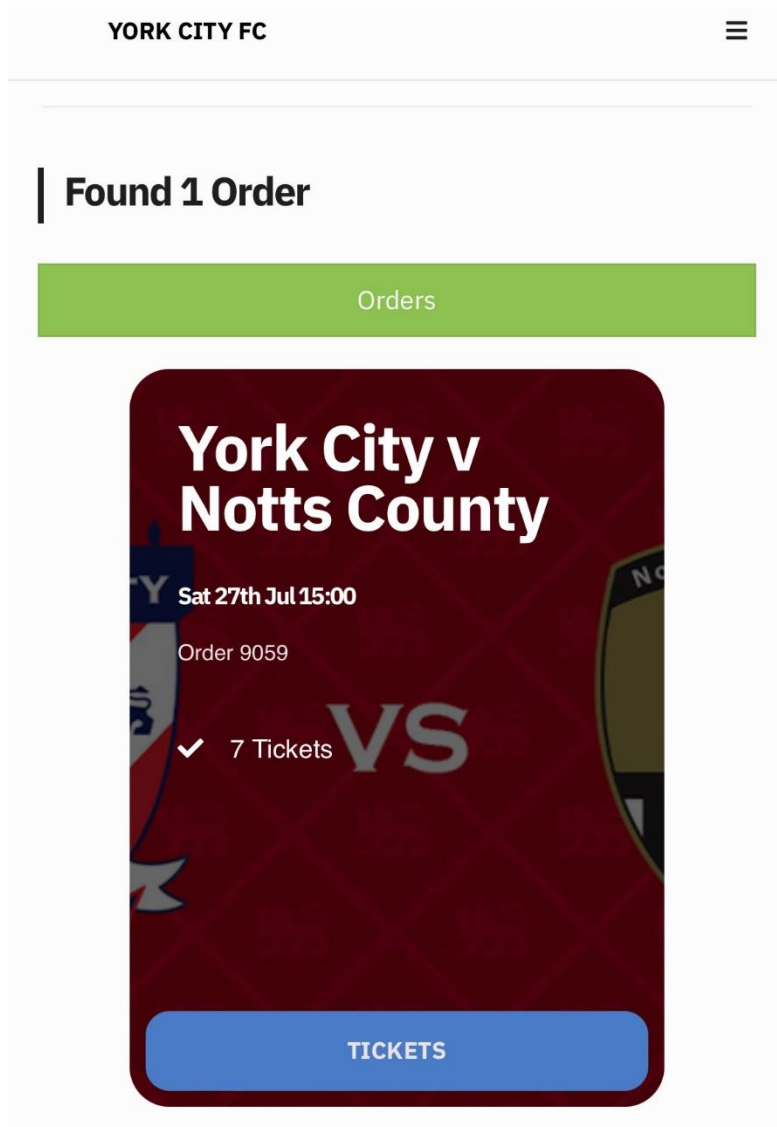
4) This will divert you back in order to input a password which will link to your email address, and therefore allow you to access the app.

Please input your password of choice and select 'Reset Password'. You will receive a visual confirmation that your password has been changed / set.

5) After resetting your password, enter the email address used and the associated password you just setup.



This should log you in to the application, with tickets showing for fixtures you have purchased for. Seeing the screen below? Success! You have access to tickets on your device.



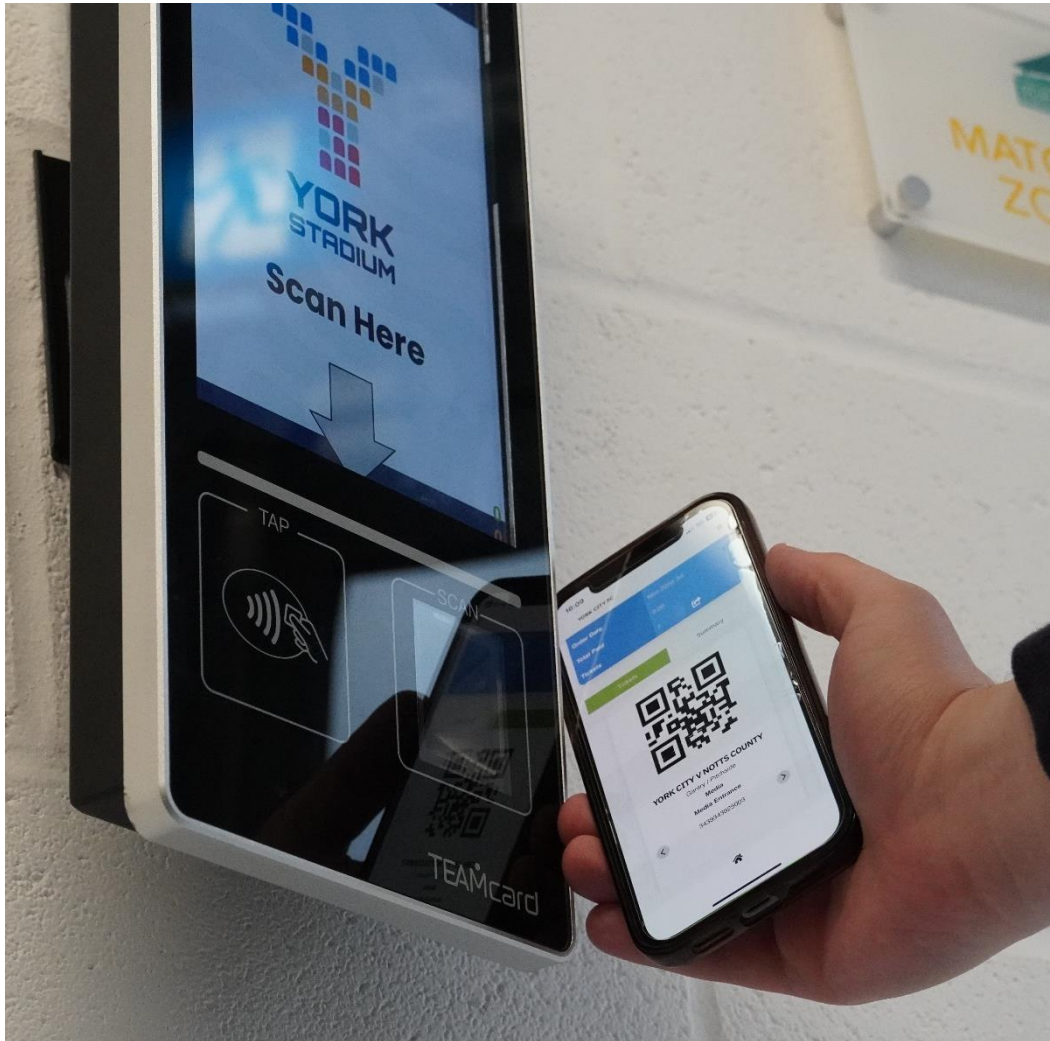
6) In order to see the QR code to use at the turnstile for a game, simply press the blue 'Tickets' button on the necessary fixture.

This will show the ticket's QR code, some further details regarding your ticket, and the QR code linked with entry to the LNER Community Stadium.



**Enter the LNER Community Stadium using your eTicketing app.**

- 1) When heading up to the turnstiles at the LNER Community Stadium, have your QR eTicket ready to scan.
- 2) The QR code is scanned via the bottom right of the turnstile scanner (as seen below). Point your phone screen towards the scanner and wait for the screen to flash green.



- 3) Once the screen flashes green, you can pass through the turnstile. Enjoy the game!

If you have any further queries, please contact York Stadium Management Company's Ticket Office on [tickets@yorksmc.co.uk](mailto:tickets@yorksmc.co.uk) or on [01904 950950](tel:01904950950).

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