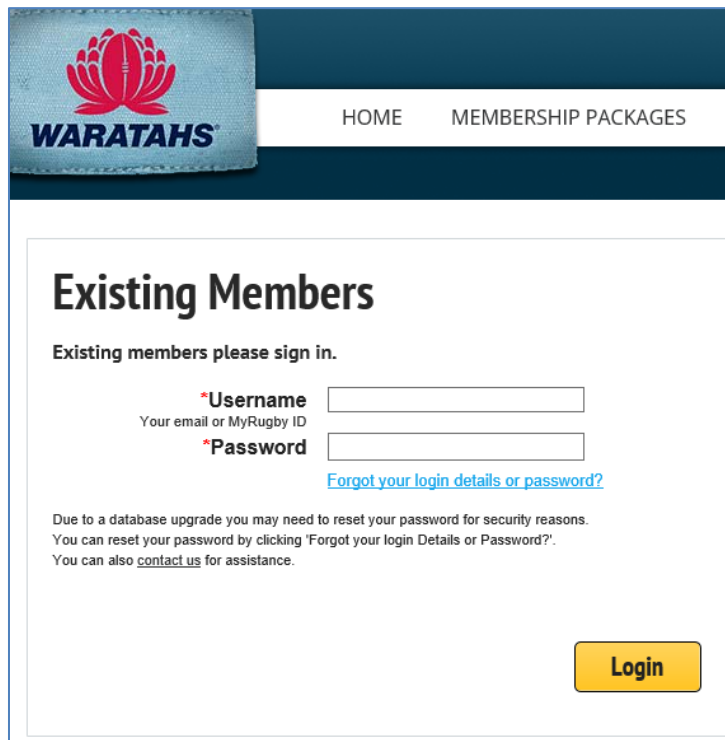


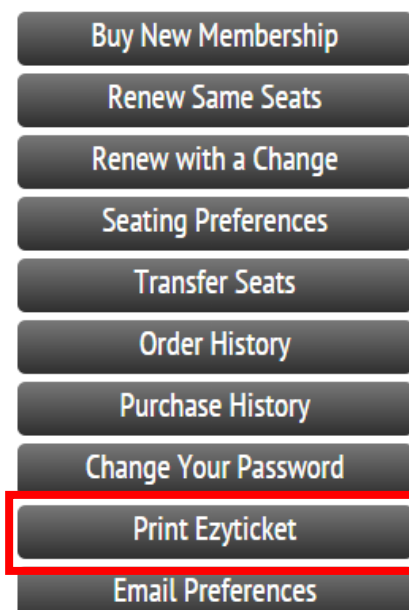
WARATAHS MEMBERS – *ezyTicket* and Mobile Tickets

1. Go to <https://rugby.force.com/waratahs/apex/OrgHomePage?org=4&cartId=>

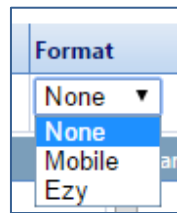


The screenshot shows the 'Existing Members' login page. At the top left is the WARATAHS logo. To the right are navigation links for 'HOME' and 'MEMBERSHIP PACKAGES'. The main heading is 'Existing Members' with the instruction 'Existing members please sign in.' Below this are two input fields: '*Username' (with a subtext 'Your email or MyRugby ID') and '*Password'. A blue link 'Forgot your login details or password?' is positioned below the password field. A paragraph of text explains a database upgrade and provides instructions on how to reset a password. A yellow 'Login' button is located at the bottom right of the form area.

2. Log in as an existing member using your MyRugbyID or email address (if you have not logged into Self Service previously or have forgotten your password please click on the “*Forgot your login details or password link*” and you will be emailed a temporary password).
3. From menu on right hand side click on ‘Print *ezyTicket*’



- In top right hand corner select Mobile or Ezy, depending on what format you would like your tickets in



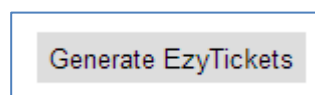
Ezy → tickets will be emailed to the email address listed on your membership account. You will receive one email per seat and will need to print the attachment from the email(s) and bring to the game to scan. If you are an iphone user you may experience difficulty in viewing your tickets via the 'ezyTicket' option, so you may wish to choose 'mobile' delivery.

Mobile → tickets will be sent to the mobile number listed on your membership account. Tickets issued via mobile will include a unique QR code to scan at the venue.

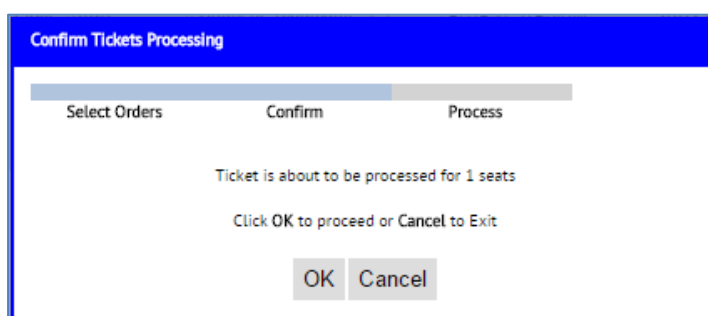
- Check the tick box for the seats that you require an *ezyTicket* or mobile ticket for.

| Tix | Purchased | Subscription Package | Cat. | Price Type | Name on Card | Venue | Section | Row | Seat | Ticket |
|-----|-----------|----------------------|--------|----------------|--------------|-----------------|---------|-----|------|--------------------------|
| | 9/09/2014 | 8 Game Membership | Pla... | Member Loya... | [REDACTED] | ALLIANZ STADIUM | SBAY37 | DD | 18 | <input type="checkbox"/> |
| | | | | | | ANZ STADIUM | S409-1 | 2 | 32 | <input type="checkbox"/> |
| | 9/09/2014 | 8 Game Membership | Pla... | Member Loya... | [REDACTED] | ALLIANZ STADIUM | SBAY37 | DD | 19 | <input type="checkbox"/> |
| | | | | | | ANZ STADIUM | S409-1 | 2 | 31 | <input type="checkbox"/> |
| | 9/09/2014 | 8 Game Membership | Pla... | Member Loya... | [REDACTED] | ALLIANZ STADIUM | SBAY37 | DD | 21 | <input type="checkbox"/> |
| | | | | | | ANZ STADIUM | S409-1 | 2 | 34 | <input type="checkbox"/> |
| | 9/09/2014 | 8 Game Membership | Pla... | Member Loya... | [REDACTED] | ALLIANZ STADIUM | SBAY37 | DD | 20 | <input type="checkbox"/> |
| | | | | | | ANZ STADIUM | S409-1 | 2 | 33 | <input type="checkbox"/> |

- Once you have checked the tick box of all seats you require an *ezyTicket* for, click on 'Generate *ezyTickets*'



- Click on OK



8. You will receive confirmation that *ezyTicket* or mobile tickets have successfully been sent.



9. If you selected **EZY** you will now receive an email(s) for each seat/membership. You will need to print the attachment from the email(s) and bring to the game. These tickets can be scanned at the gate in place of your member card. Please note if your membership includes ANZ Stadium matches you will also receive an *ezyTicket* email for this venue.

If you selected MOBILE you will now receive an SMS containing one message for Allianz Stadium tickets and one message for ANZ Stadium tickets. The date of the first home game at each stadium will be listed in the message, however when you open the link you will be able to access tickets to all matches.

NOTE: This barcodes on *ezyTickets* or mobile tickets are a copy of your member card. If required, the *ezyTicket* or mobile tickets can be saved or re-printed for use at all home games throughout the season. Your member card and *ezyTicket*/mobile ticket WILL NOT both be able to scan at the same game.

EZYTICKET FAQ's AND TROUBLESHOOTING

How can I view and print my *ezyTicket*(PDF file)?

Once you have followed the process above to generate your *ezyTicket* you will receive an email from Ticketek containing individual *ezyTickets* in a PDF format - you will receive one attached PDF file for each membership you have purchased.

If you have ordered more than one *ezyTicket* each one is in a separate attachment to the email and each must be printed separately. If you have purchased a large number of tickets as a group booking, you may receive multiple emails with *ezyTicket* attachments; each is a unique ticket.

Print each attachment and fold your ticket twice as shown in the instructions on the ticket. Please note that colour printing is NOT required, however it does need to be printed at 300 dpi or greater (old printers may print at below 300dpi). Please print on A4 paper (select "fit on page" option when printing). Each *ezyTicket* is designed to print on a single A4 piece of paper.

You will need Acrobat Reader installed to be able to open and print the *ezyTicket*. [Download Adobe's latest version of this FREE program here.](#)

My *ezyTicket* appears blank / does not have any seating details / does not have a barcode.

A few Apple Mac users and customers (e.g. iPhone users) with early versions of Adobe Acrobat have experienced difficulty printing *ezyTicket*, with ticket information being left off or barcodes printing incomplete. Such errors can prevent your *ezyTicket* from scanning correctly.

If you are an Apple Mac user you will need to:

- Choose to save your *ezyTicket* file(s) to disk
- Open your *ezyTicket* using Adobe Reader version 8.0 or above.
- [Download Adobe's latest version of this FREE program here](#)
- Print your *ezyTicket*

How do I configure my email settings to receive *ezyTicket*?

Hotmail

- If you have a junk mail filter on your Hotmail account, please ensure that the following email addresses are added to your Safe List:
 - confirmation@ticketek.com.au
 - online@ticketek.com.au
 - ezyTicket@ticketek.com.au
 - ticketek-bounce@tempmr1.hostworks.com.au.
- If they are not added, your (s) may be moved to the Junk Mail folder of your Hotmail account and automatically deleted after 7 days.
- Each *ezyTicket* attachment size is anywhere between 40KB - 105KB so please ensure that you have enough storage space in your Hotmail account to receive an email of that size.

MS Outlook

- Go to the Tools menu, choose 'Options' and go to the tab labelled Security.
- Uncheck the box next to the following: "Do not allow attachments to be saved or opened which may potentially be a virus".