

# STEP 1

You will receive an email from The O2 which looks like this.

## Note

This email will be sent to the email used for your "bill to" email (Teacher Centre sign up email).

The O2 arena - Your Tickets are Here

+ Important × Notification ▾

 AXS Tickets  
To:

Tuesday 16 Nov, 09:50 ↩ ⋮



Hi Jo Bloggs

Good news - your ticket(s) are in your account and ready to use with your AXS Mobile ID in the Venue app. Your AXS Mobile ID is the secure and unique code for all of your tickets, and all you need is the Venue app to use it. No paper tickets required.

Here's how to use your tickets:

- 1 - Get the Venue app ([iOS](#) or [Android](#)).
- 2 - Open the app and sign in to view your AXS Mobile ID and ticket info.
- 3 - Show your AXS Mobile ID in the app at the door to scan and enter.

For select events, you can also transfer or sell tickets with the app. It's all a breeze.



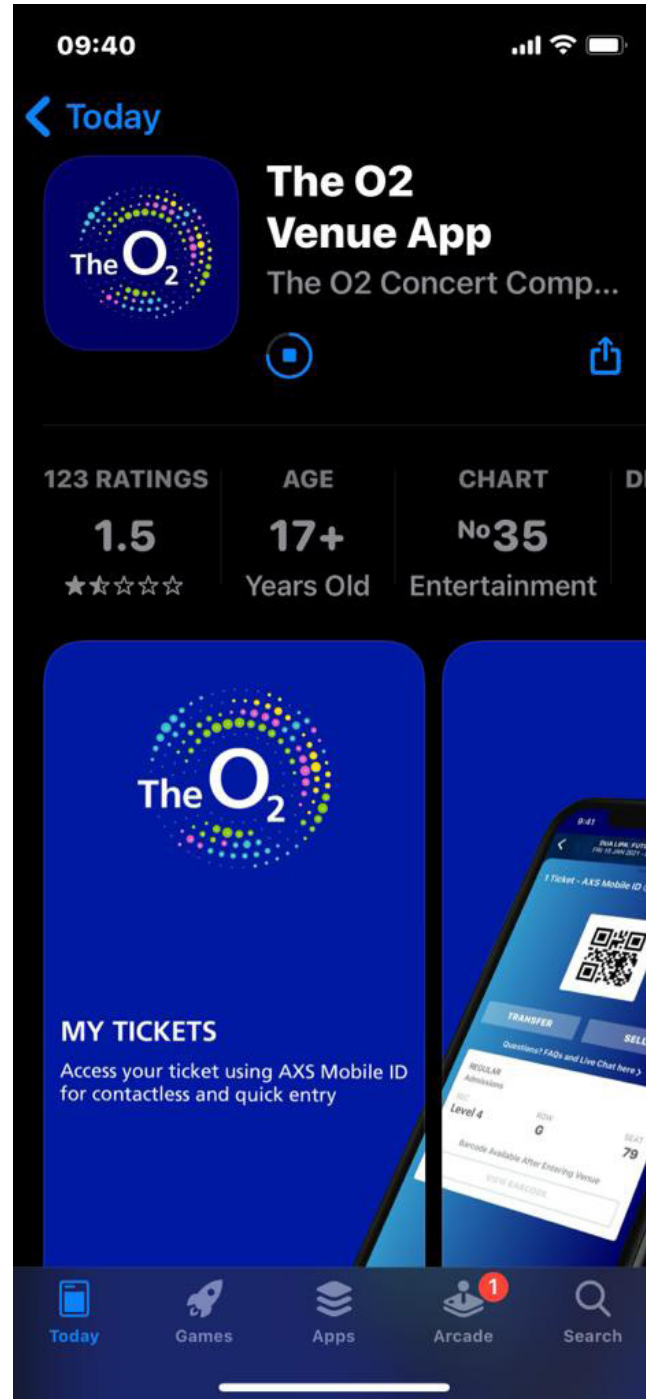
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## STEP 2

Download the app from your chosen app store (Google Play or Apple).

### Note

The link can be found in the email and you can only do all your ticket management from your phone.

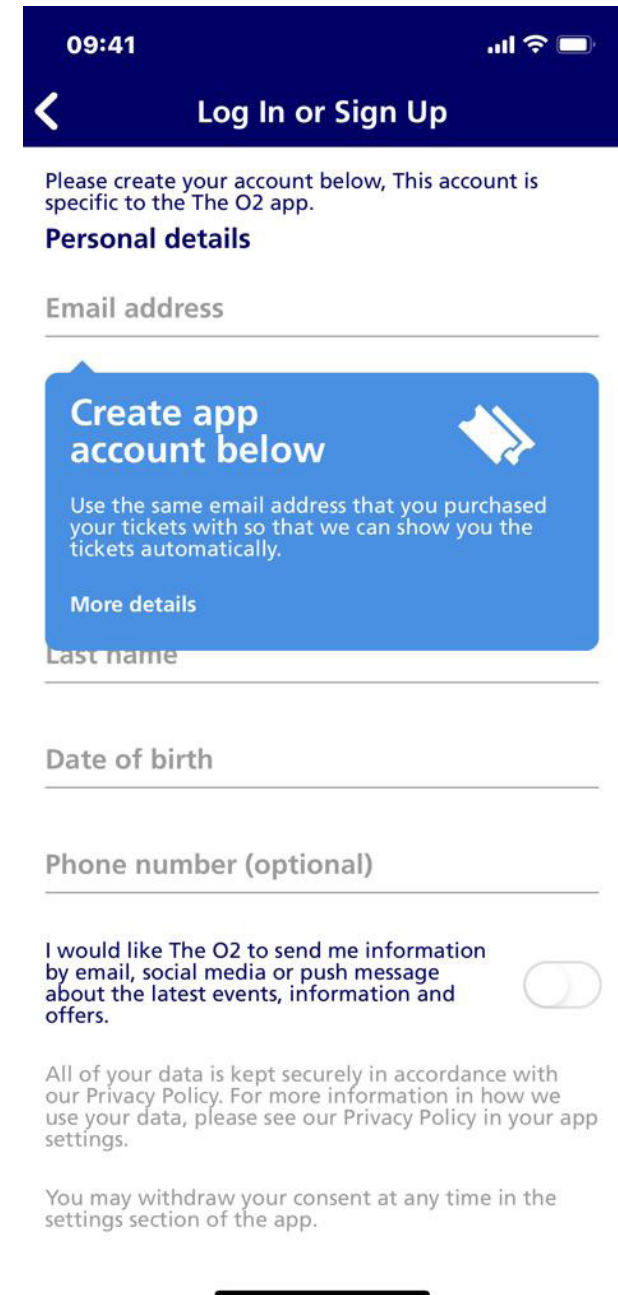
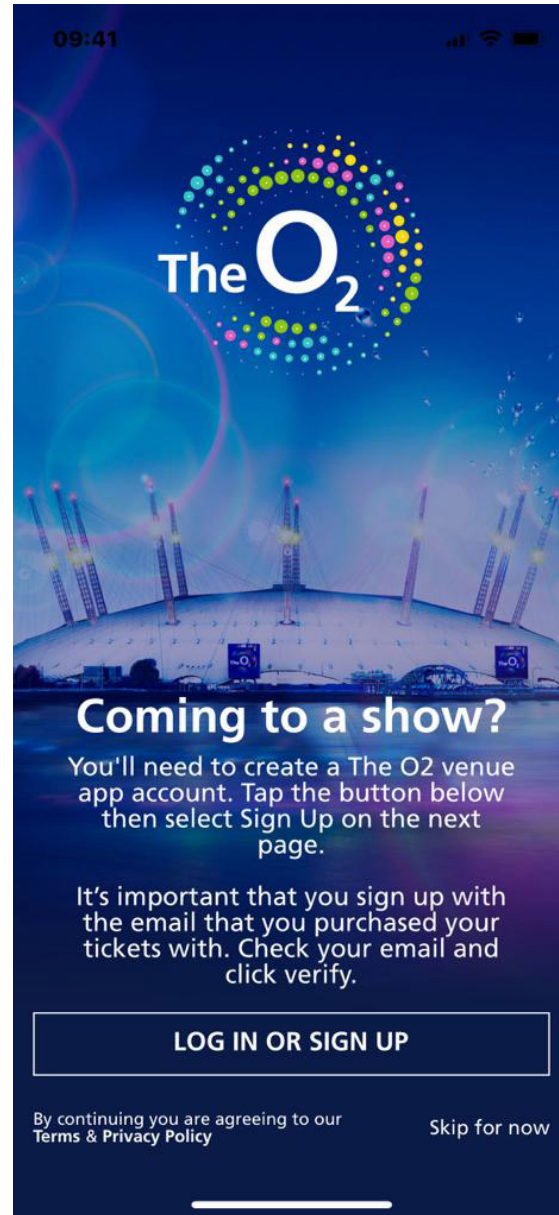


## STEP 3

Create an O2 account.

### Note

You must use the email we sent the tickets to for you to create your account.

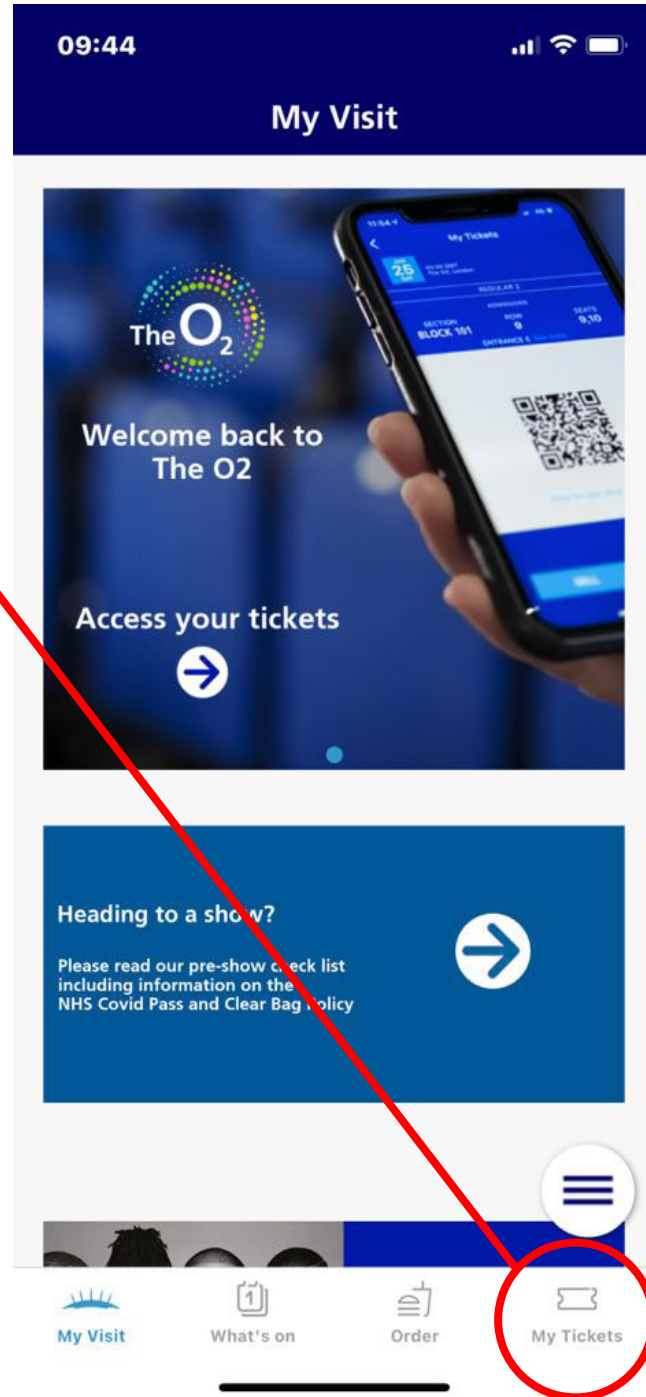


## STEP 4

Tap on the "my tickets" tab at the bottom.

### Note

Your tickets won't be there yet!

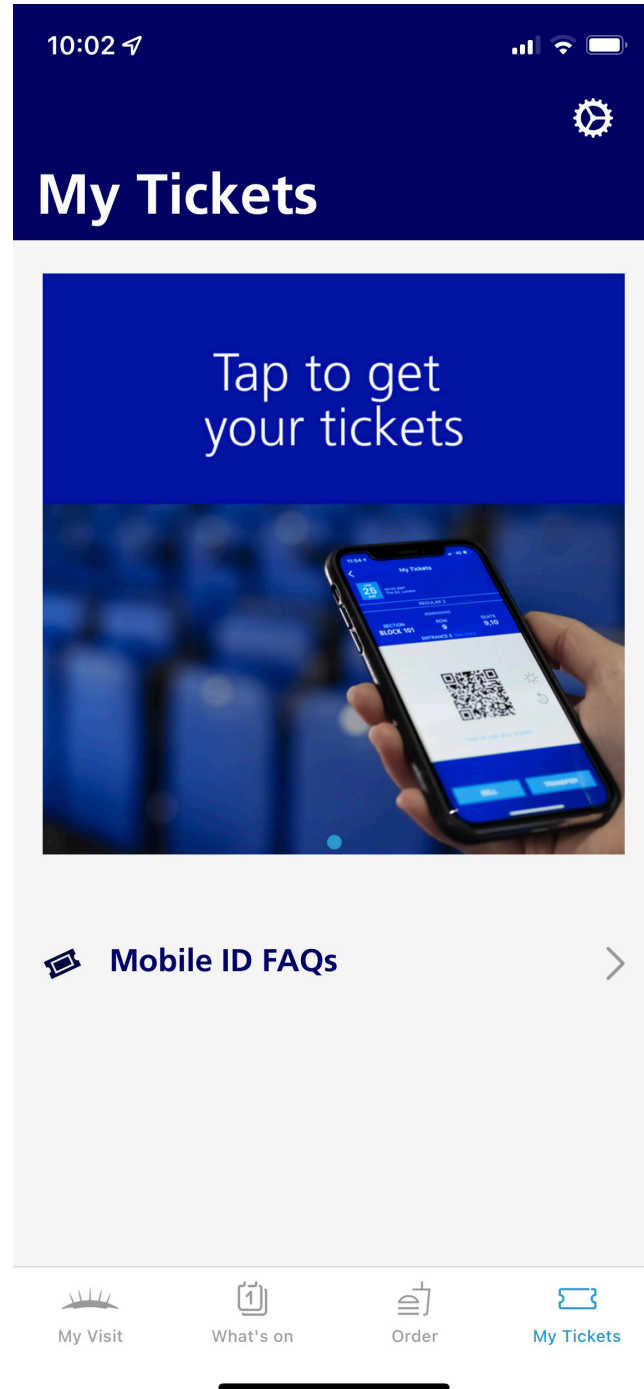


## STEP 5

Tap on the “**tap to get your tickets**” box.

### Note

This will take you to the “**AXS tickets**” login page so that you can link your accounts.



## STEP 6

Click "**sign up**" not sign in.

### Note

You will need a separate password for this account which is different to your O2 app... the email is the same though!

The screenshot shows a mobile app interface for signing in. At the top, the time is 09:45 and there are icons for signal strength, Wi-Fi, and battery. Below the status bar is a close button (an 'X' in a square). The main heading is "Sign In". There are two input fields: "Email Address" and "Password". The "Password" field has a toggle icon for visibility. Below the password field is a link for "Forgot Password?". A large blue button labeled "SIGN IN" is centered below the input fields. Below the button is the text "More Ways to Sign In" in blue. Underneath that is the text "Don't have an account? Sign Up", where "Sign Up" is a blue link and is circled in red. At the bottom, it says "Powered by axs v5.0". A vertical blue line is drawn on the left side of the screen, and a red arrow points from the "sign up" text in the instructions to the "Sign Up" link in the screenshot.

## STEP 7

Create an account using the same email but with a different password for this stage of the process.

### Note

It might ask you to verify your email and it might not...not sure why... but once you click **“create account”** you get several pop up windows saying **“loading”** and it automatically returns you to the right page - then go to step 8.

11:09

< Create Account

First Name

Last Name

Email Address

Password

Password must contain the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- Minimum 8 characters

I understand I might need to show identification to enter the venue (name on account and ID must match).

I would like AXS Europe Ltd. to send me information by email and/or social media about the latest events, information and offers.

You can withdraw consent and unsubscribe by signing in to [AXS.com](#) and selecting your Notification Preferences in the My Account screen, contacting us by email at [unsubscribe.eu@axs.com](mailto:unsubscribe.eu@axs.com) or using the "unsubscribe" option in any of our emails. AXS collects and uses information about you (including your name, email address and usage information) in accordance with its [Privacy Policy](#).

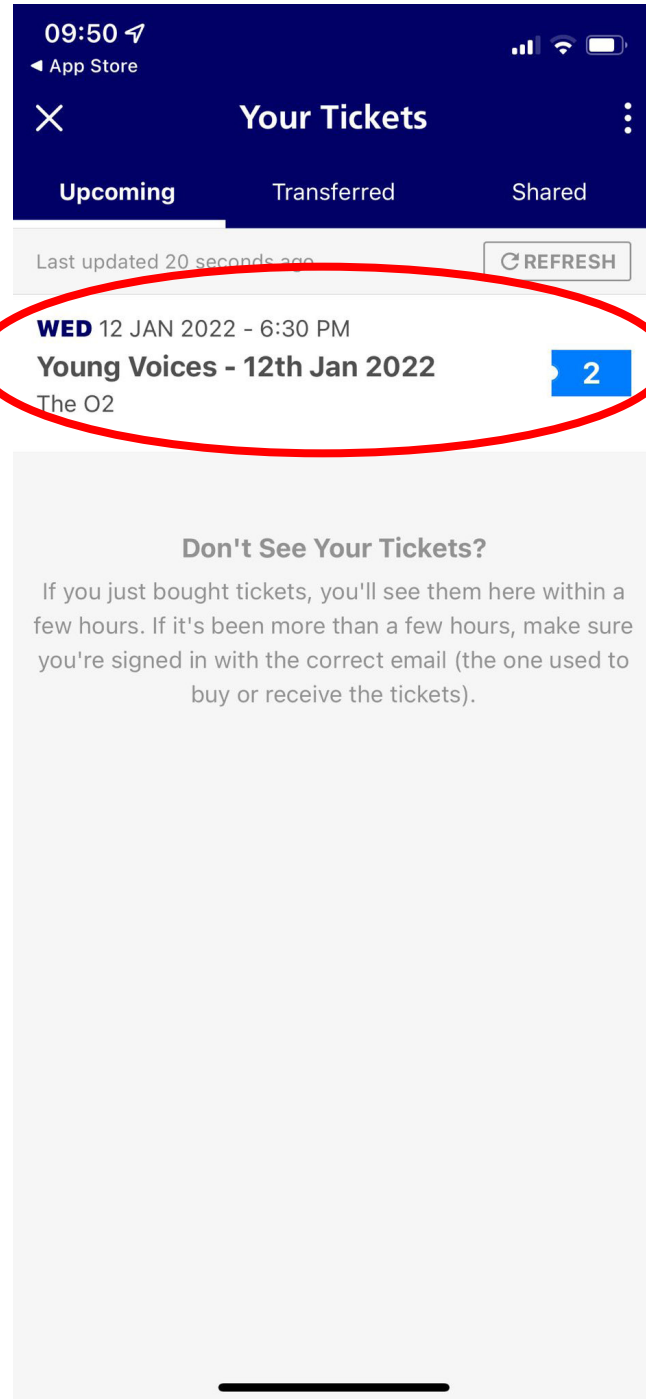
CREATE ACCOUNT

## STEP 8

You will be returned to your O2 app to the **"your tickets"** page where you should see all your tickets.

### Note

You will have all the tickets for all your parents... please check the date and the number of tickets you received is correct.



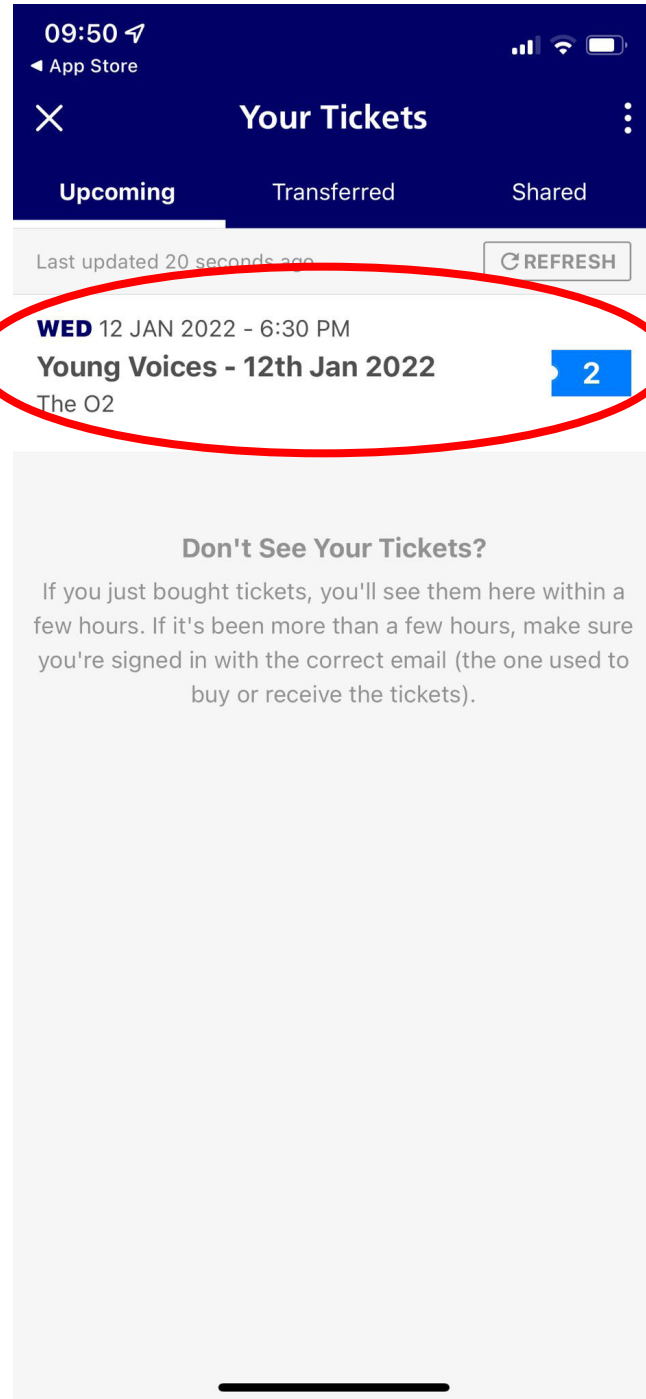


## STEP 9

You're now ready to transfer tickets to your parents.

### Note

Click on the actual ticket banner to start this process.

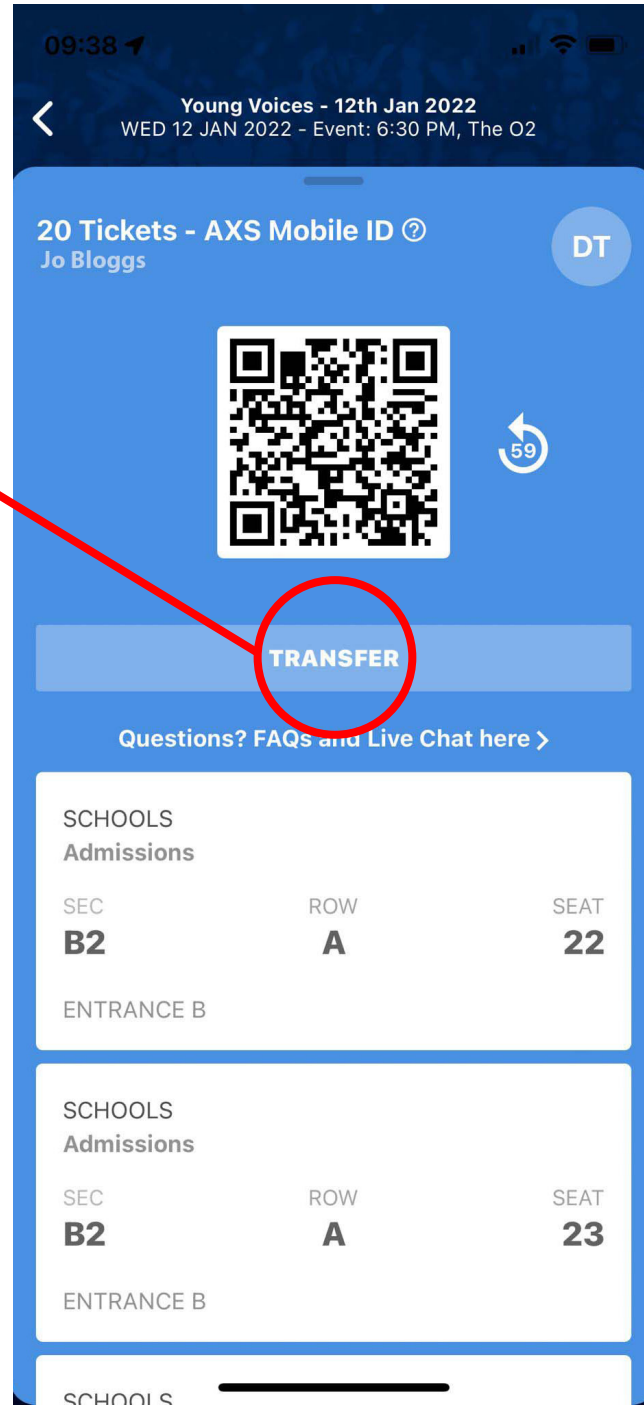


## STEP 10

You will now be able to hit the "transfer" button.

### Note

This button will take you to a page where you can select the tickets to transfer.



## STEP 11

Select which tickets you wish to transfer (please note that wheelchair tickets will be marked DAA).

### Note

You will need to send tickets to each parents emails, and repeat this process for each parent.

11:48  
Search

< Transfer

WED 12 JAN 2022 - Event: 6:30 PM  
**Young Voices - 12th Jan 2022**  
The O2

Step 1 of 3: Select Seats to Transfer

#	SECTION	ROW	SEAT
<input type="radio"/>	W101 A SCHOOLS DDA	1	1
<input type="radio"/>	W101 A SCHOOLS DDA	1	2

## STEP 12

Once you select the tickets and hit transfer you will be taken to this page where you must enter the parents details, there is also an option to add a personalised message if you wish. Once details are entered the continue button goes live and then you can click continue.

### Note

Don't worry if you get anything wrong – you can recall tickets up until your parents accept them... so if the email is wrong then they'll never see their tickets and you can recall and resend. Just try and be careful entering the emails to ensure they are correct.

Step 2 of 3: Send to

[CLEAR](#)

Recent Contacts ▼

[+ ADD FROM MY CONTACTS](#)

 First Name

 Last Name

 Email Address

Message to Recipient





CONTINUE


## STEP 13

You will be asked to review and then confirm the transfer.

### Note

Check your details again....! But don't worry you can recall tickets and worst case you can ask your parents to transfer them back to you...

11:50    

 Search

### Review Transfer

**WED** 12 JAN 2022 - Event: 6:30 PM  
**Young Voices - 12th Jan 2022**  
The O2

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**Step 3 of 3:** Review Transfer

**Recipient**  
jbg@gmail.com  
Jo Bloggs

Section	Row	Seat
W101 A SCHOOLS DDA	1	1
W101 A SCHOOLS DDA	1	2

**Transfer Fee**  
FREE

**CONFIRM TRANSFER**

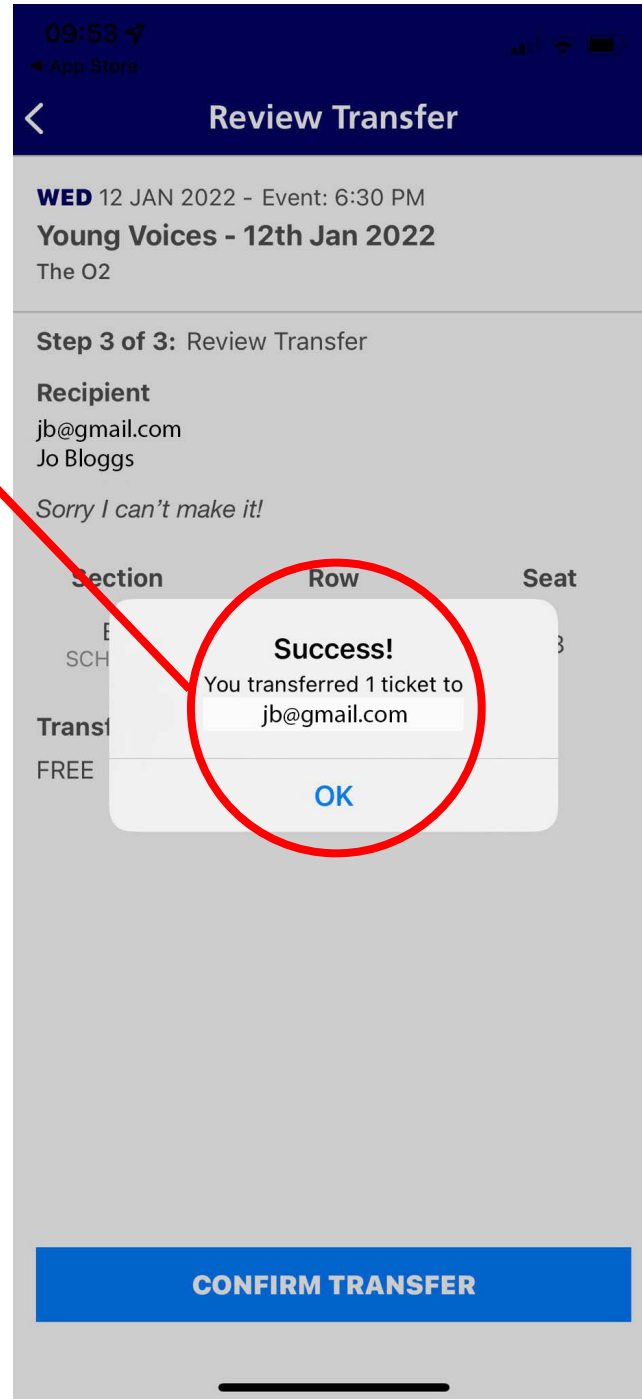


## STEP 14

You will get a message saying that the transfer has been successful.

### Note

Click "ok" and repeat steps 10-14 for each parent/email.



## STEP 15


Your parents will receive an email exactly the same as the one you originally received.

### Note

Your parents will then need to go through steps 1-8 above to get their tickets in their app.

The O2 arena - Your Tickets are Here

+ Important x Notification v

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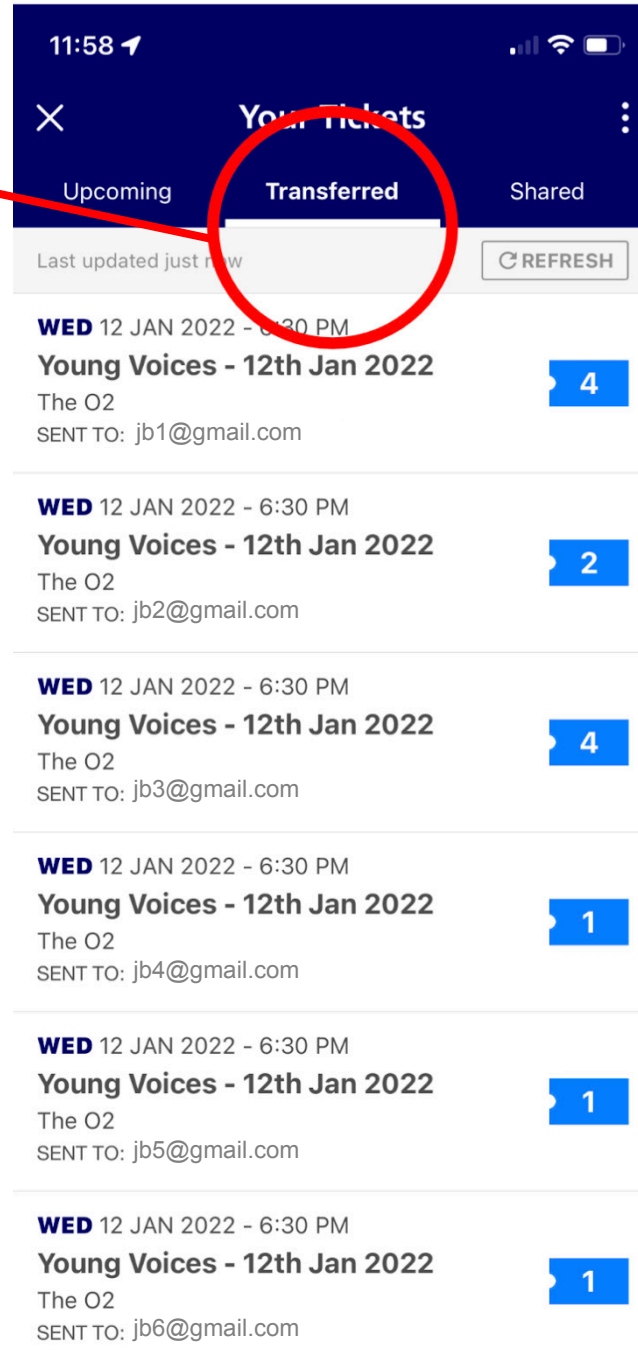
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## STEP 16

Once you've finished you can click on the "transferred" tab on the "your tickets" page and see a breakdown of who you've sent what tickets to and the status of their tickets.

### Note

"Sent to:" against their tickets/ email means they have got their tickets in their app if this says "pending" then they have not yet grabbed/downloaded them and you can still recall them by clicking on their tickets.





## STEP 17

Things we found a bit odd when we practised using The O2 ticketing system, these might be helpful....

1. Refreshing or loading can take time and sometimes it's not immediate - tell parents in case they start panicking.
2. An "oops" message sometimes comes up - a good way to get rid of this is to go out of that page and come back - it usually resolves things.
3. It's not "odd" but it can be a bit annoying that you get an email every time a parent successfully "grabs" their tickets - we guess it's a good way of keeping track of which parents are doing it right!
4. Sometimes the Google Play app version is a bit harder to use and requires emails to be verified so this means extra steps - but they are straight forward.
5. It's hard to divide tickets up between parents on a screen - it might be worth making a note of which tickets you're sending to which parents before you start actually transferring them.
6. MOST IMPORTANT: The login for the Venue App is different to the login for the Ticket App - so when you click on "Tap to get your tickets" in the Venue App for the first time the page it takes you to is a different login and you should NOT try and use the venue app login here - just click "Sign Up" and follow the instructions to create an account.

## STEP 18

You did it!

### **Congratulations for working with the process of digital ticketing.**

We've tried to do our best with taking you through the process that the arena has asked us to follow...we know it's a new system but hopefully our step-by-step guide will take away the majority of the head scratching work!

Well done to you our amazing Young Voices family in pioneering the process of digital ticketing.

