



# → USING THE HKCR TICKETING APP

Your guide to using digital tickets  
on the Tixserve app





**REDEFINE  
TICKET DELIVERY  
➔ FOR RICHER  
EXPERIENCES**

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# USING THE HKCR TICKETING APP

The app is designed to make the ticketing experience faster, more secure, more convenient and engaging.

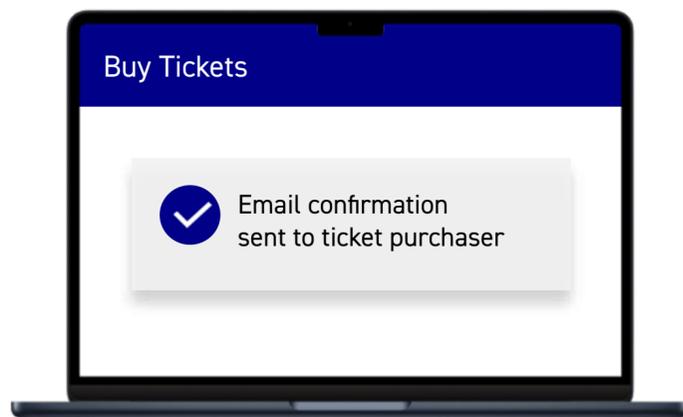
We hope you enjoy!

- 1 [If you do](#) have the HKCR Ticketing app
- 2 [If you don't](#) have the HKCR Ticketing app
- 3 Registering in the HKCR Ticketing app
- 4 Transferring tickets
- 5 How your digital ticket works
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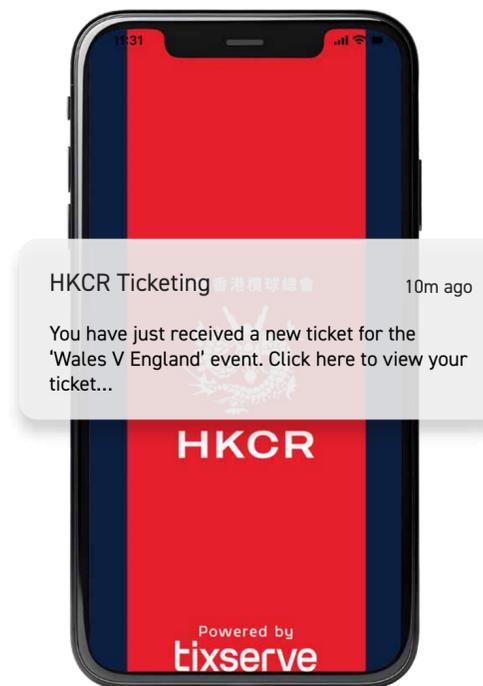
01 →

If you do have the HKCR Ticketing app

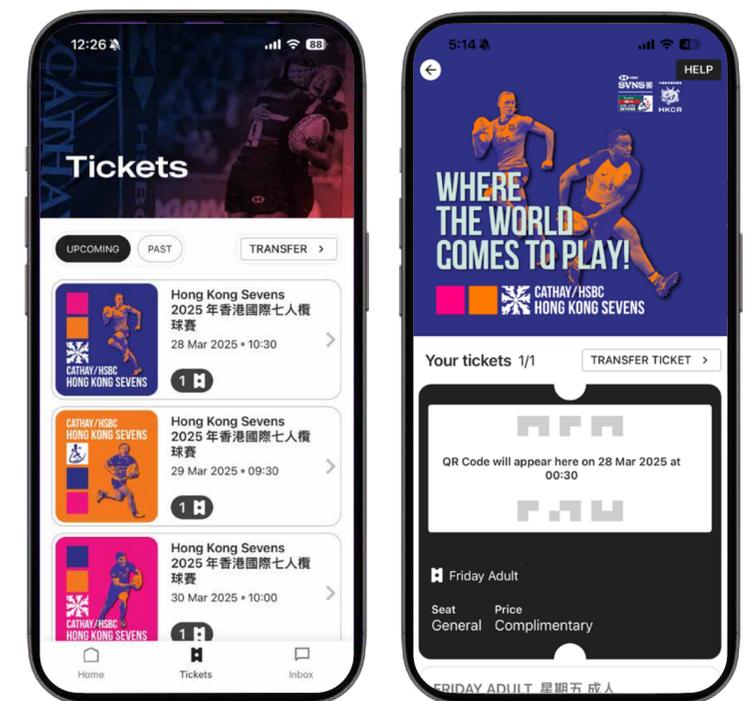
# → 01 If you do have the HKCR Ticketing app



1 Before installing the app, ensure your [mobile number](#) is correct on your online e-ticketing account.



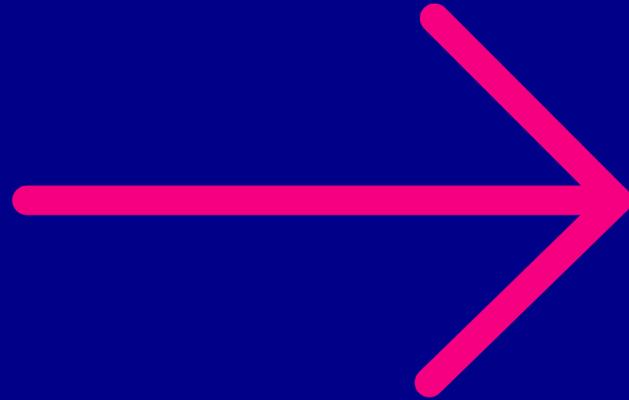
2 If you have the HKCR Ticketing app (and have already registered), You'll receive a [push notification](#) when your tickets have delivered.



3 Your ticket(s) are available in the 'Tickets' tab.

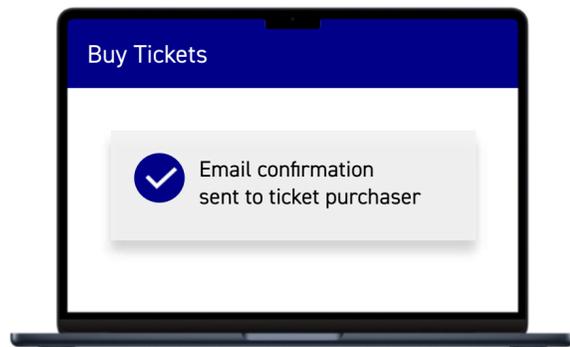
The QR code will be hidden and will activate closer to the event.

# 02



If you don't have the HKCR Ticketing app

# → 02 If you don't have the HKCR Ticketing app



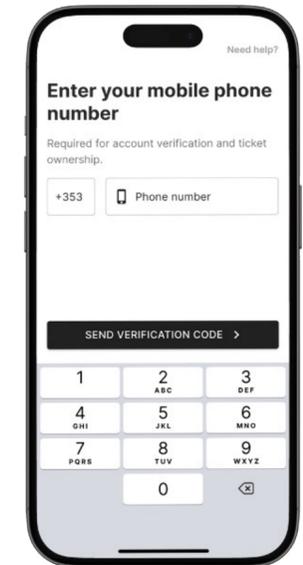
1 Before installing the app, ensure your [mobile number](#) is correct on your online e-ticketing account (e.g., +61 XXX XXXX)



2 An SMS will be sent with a link to the App Store or Google Play to download the HKCR Ticketing.

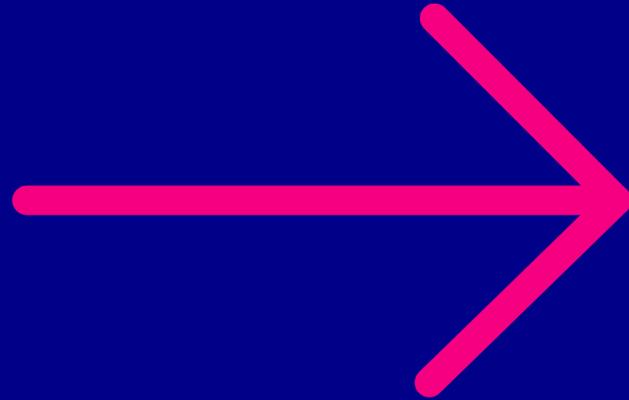


3 Download the free HKCR Ticketing.



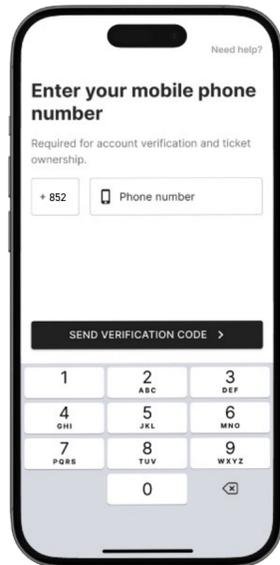
4 Begin the registration process.

03



Registering in the HKCR Ticketing app

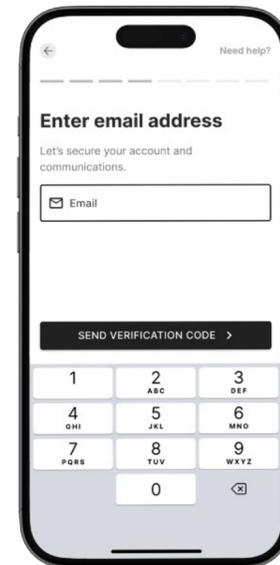
# → 03 Registering in the HKCR Ticketing app



5 Before installing the app, ensure your [mobile number](#) is correct on your online e-ticketing account (e.g., +852 XXXX XXXX)



6 An SMS will be sent with a link to the App Store or Google Play to download the HKCR Ticketing app.

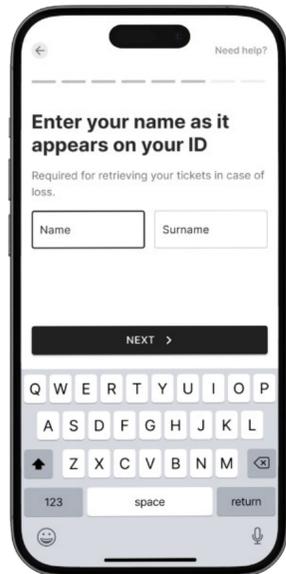


7 Download the free HKCR Ticketing app.

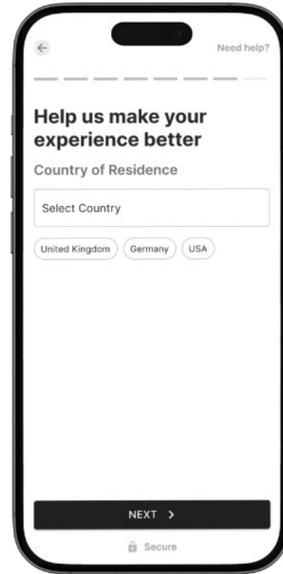


8 Begin the registration process.

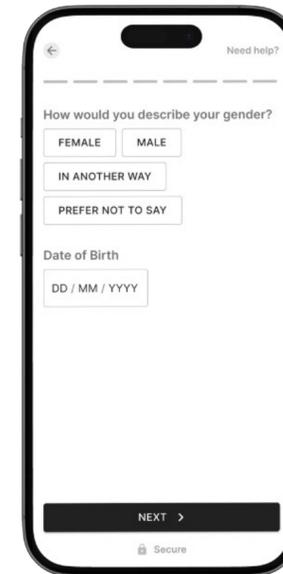
# → 03 Registering in the HKCR Ticketing app



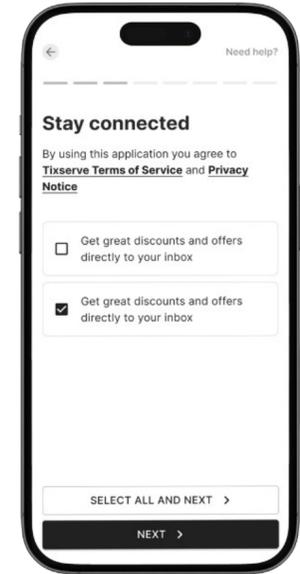
9 Enter your full name (no initials) and press Next.



10 Enter your country of residence and postcode.

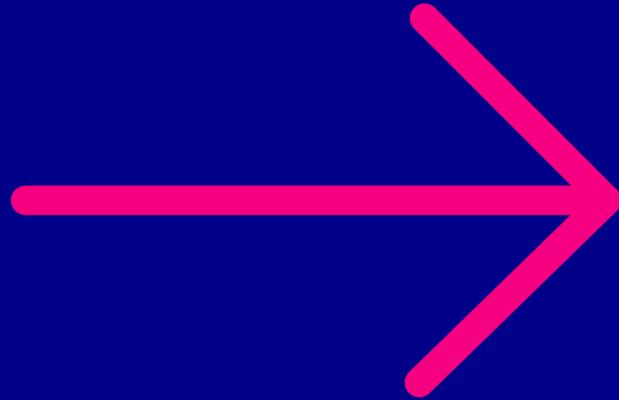


11 Enter your gender and date of birth.



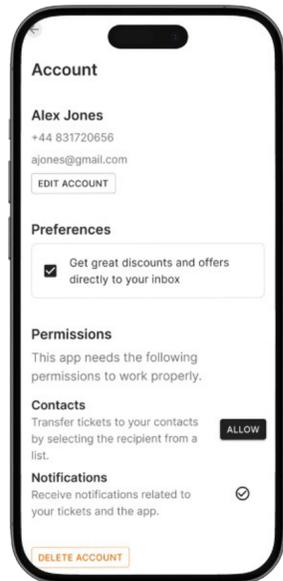
12 Choose your communications preferences.  
For the full app experience, Enable Notifications!

04



Transferring tickets

# → 04 Transferring tickets

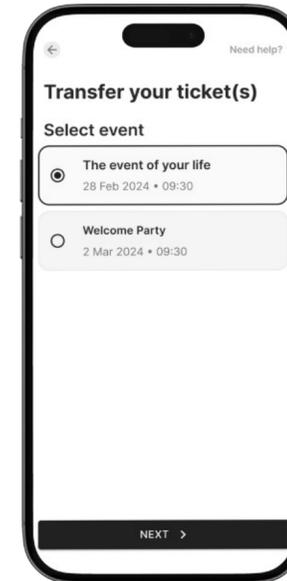


1 For easier transfers, 'Allow' access to your [Contacts](#).

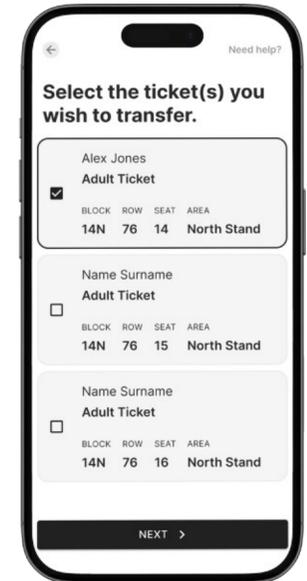
This can be done in your [Account](#) tab.



2 Tap 'Transfer Ticket' on the top right.

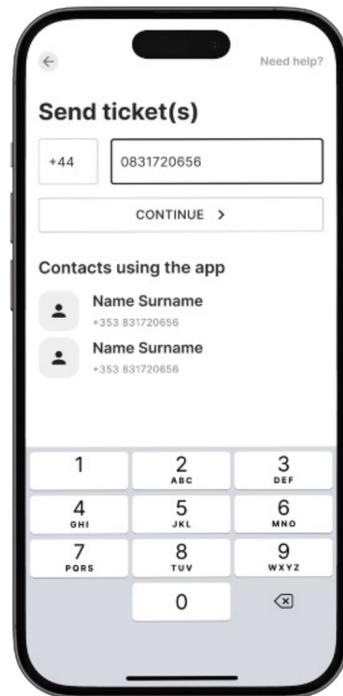


3 Select the event.

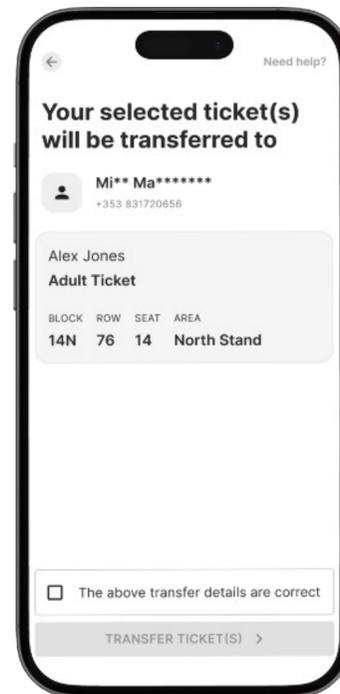


4 Select the ticket you want to transfer.

# → 04 Transferring tickets



5 Send the ticket(s) by selecting the contactor by entering their phone number.

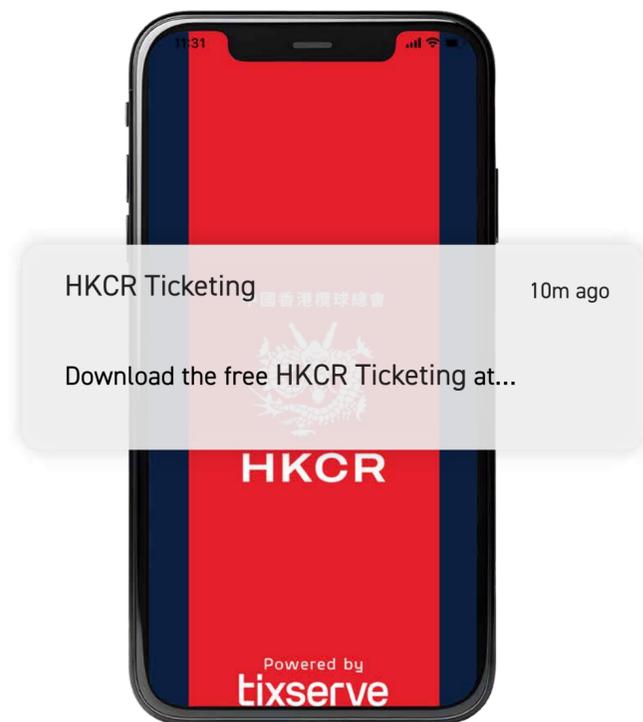


6 Ensure the above transfer details are correct, tick the box, and click 'Transfer Ticket(s)'.



! The tickets will remain in your app until the recipient has downloaded and registered the app.

# → 04 Receiving a transferred ticket

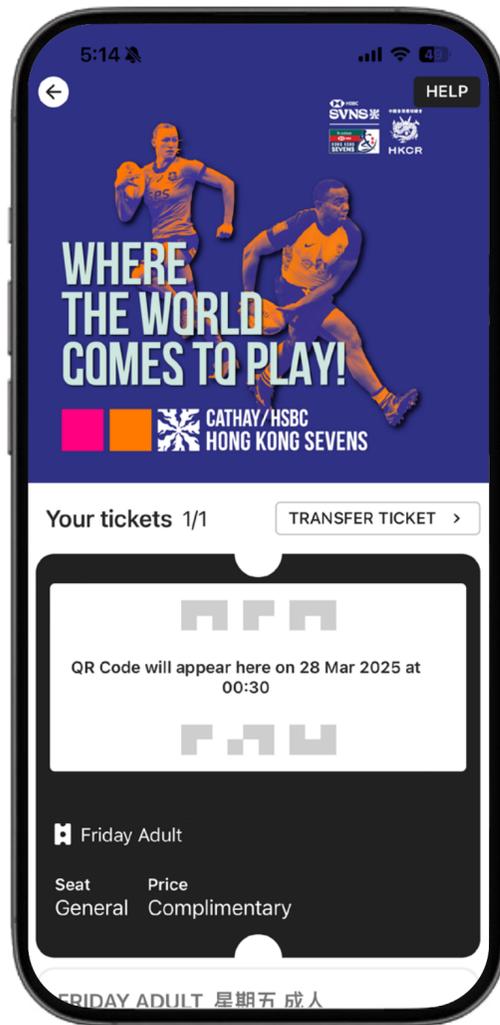


- 1 You'll get an SMS to download the HKCR Ticketing. Follow the link and register your details, following step 3 above.



- 2 Once registered, the transferred ticket will appear in your Tickets tab.

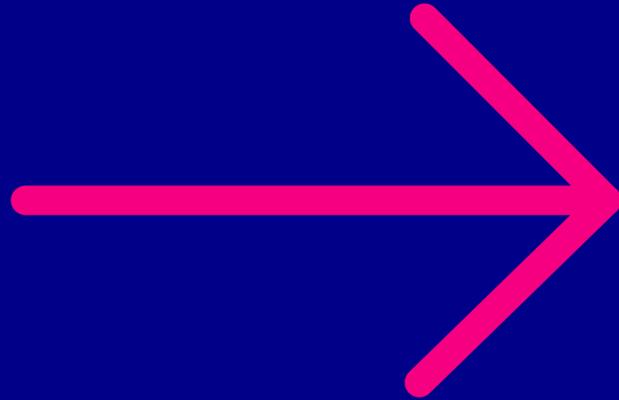
# → 04 Receiving a transferred ticket



Have you transferred your ticket to the wrong number? You can cancel the transfer by tapping the QR code.

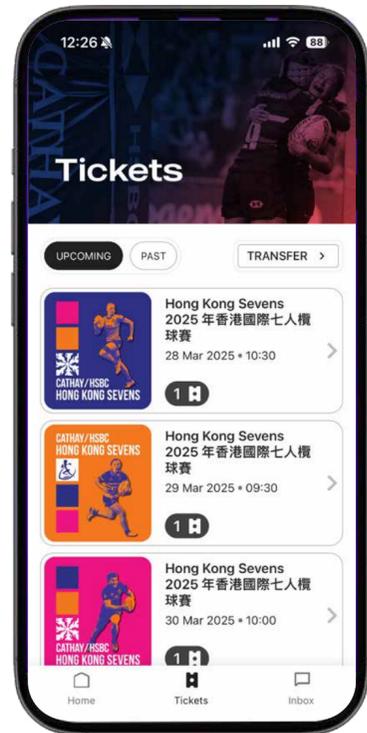
Take caution when entering the mobile number manually, as the ticket can be accepted instantly. If the transferee accepts it, contact customer service.

05



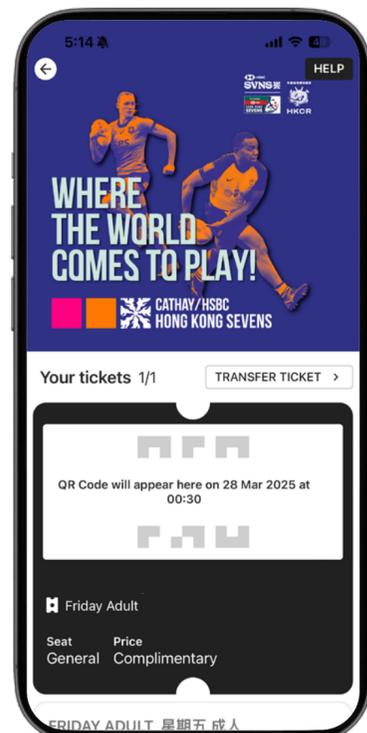
How your digital ticket works

# → 05 How your digital ticket works

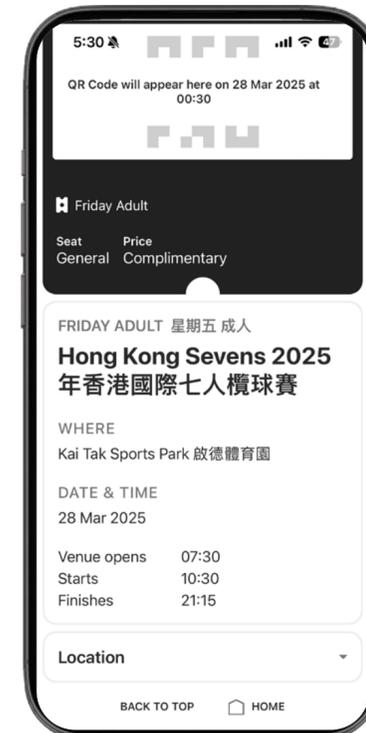


Your tickets appear in the 'Tickets' tab. There is an icon that shows the number of tickets you have for the event.

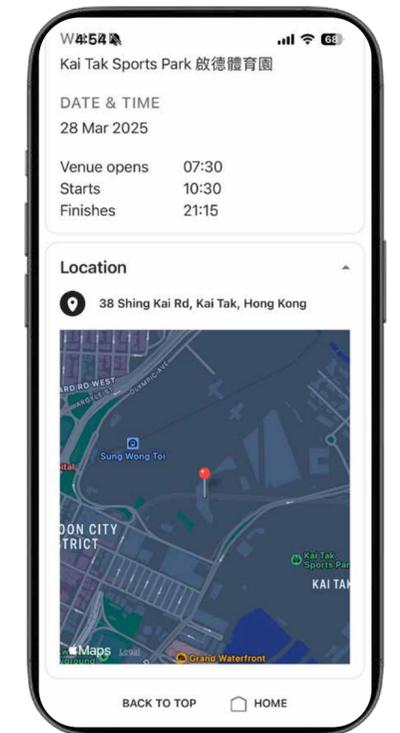
Click on the ticket to open it.



For security purposes, the QR code on the ticket(s) only activates closer to event day.

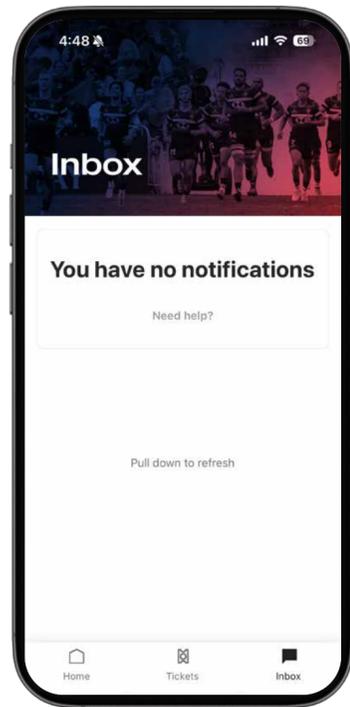


Close to the event, the QR code will activate and rotate.

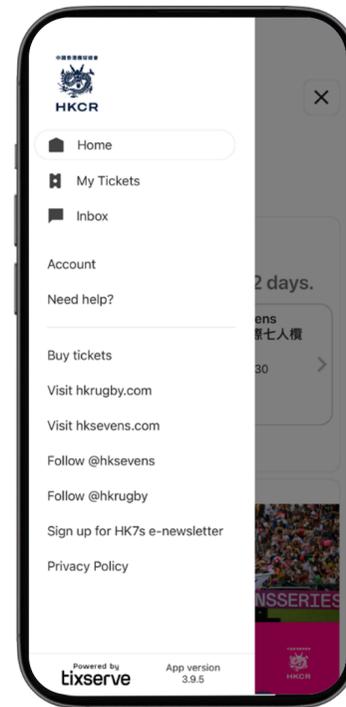


Swipe down to view the location and seat maps.

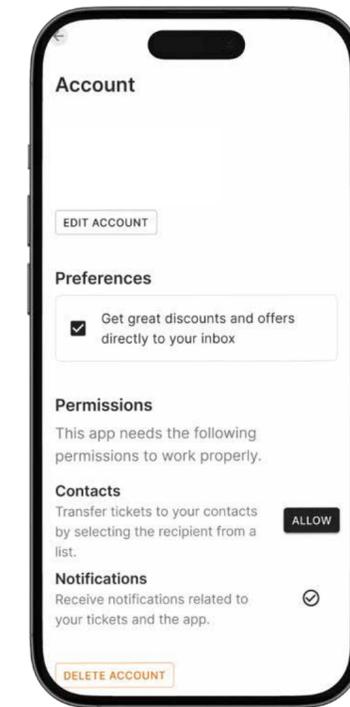
# → 05 How your digital ticket works



This is your Inbox tab.

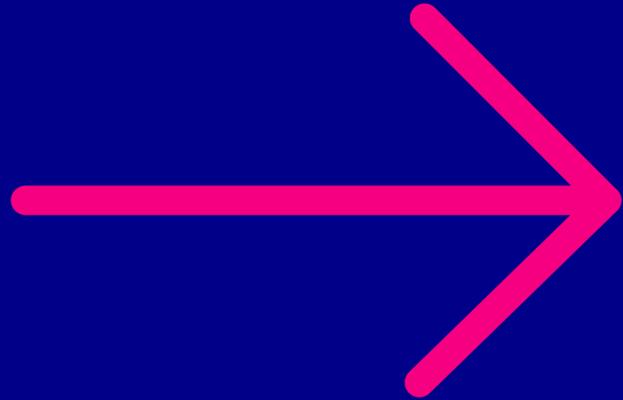


This is your Menu bar.



This is your Account tab, found in the Menu bar.

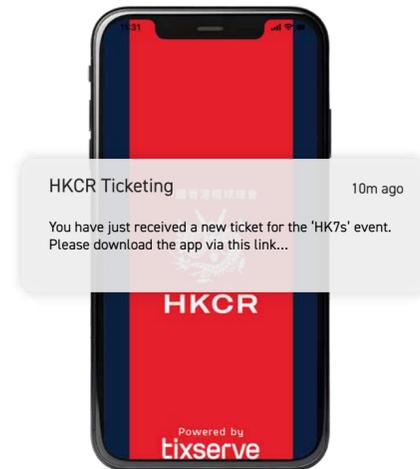
06



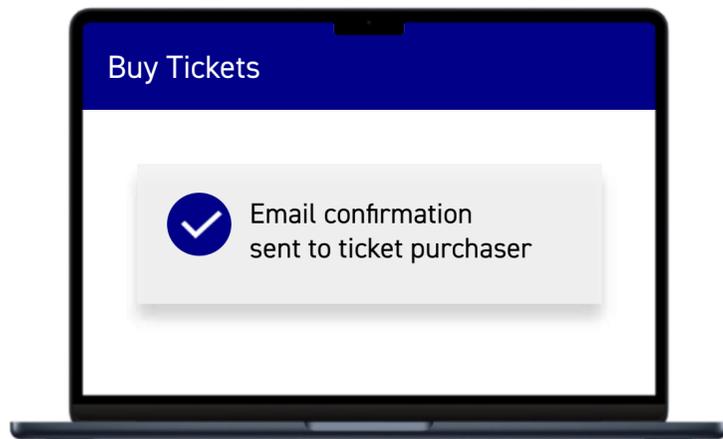
Overview: Purchase to receiving tickets

# → 06 Overview Purchase to receiving tickets

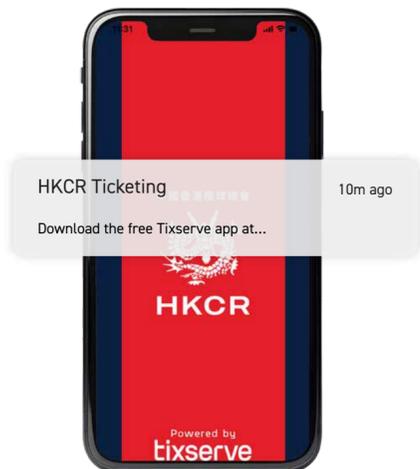
If you have the app



2 You'll receive a push notification when the ticket(s) have arrived



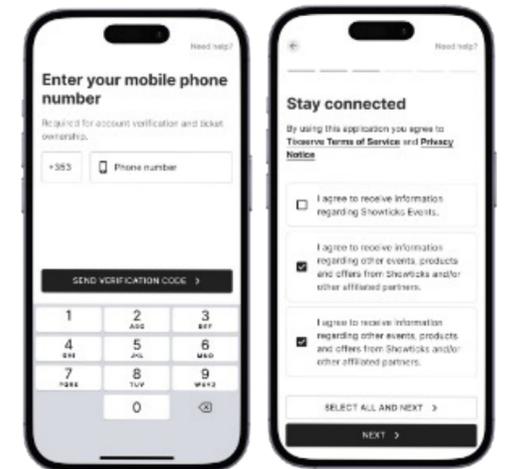
If you don't have the app



2 SMS with a link to the App Store / Google Play



3 Download the free Tixserve app



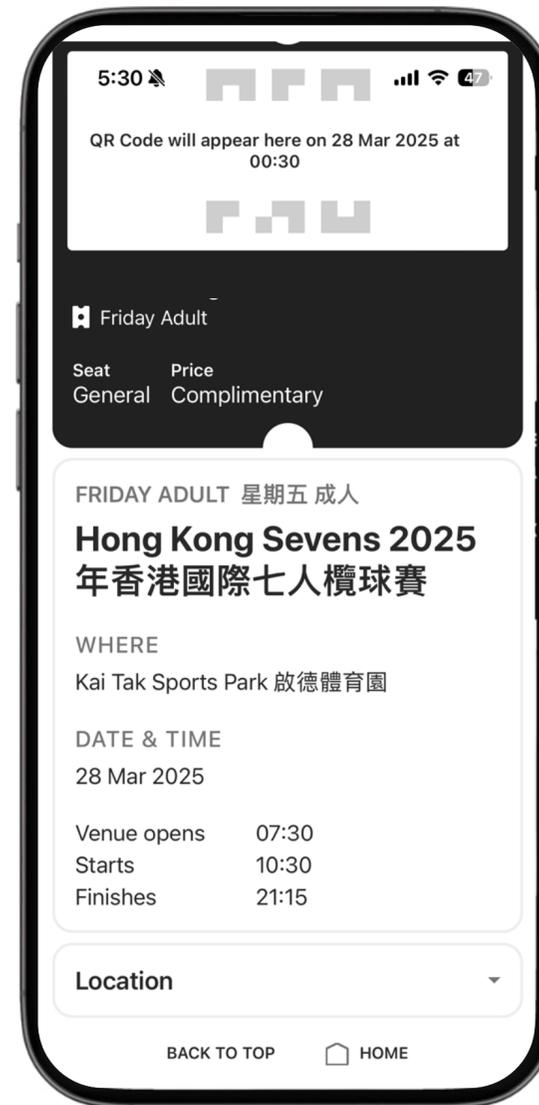
4 Register your details

# → 06 Purchase-to-receiving tickets overview

5 You'll find your tickets in the 'Tickets' tab

The QR code is protected and will activate on/before event day.

If you have purchased multiple tickets, swipe across to access the other tickets.



All the event info and content is in the lower part of ticket - scroll to view.