eTicket Guide

HOW TO SELECT AND ACCESS YOUR eTickets
What is an eTicket?

“eTicket” refers to a ticket which is available as a Mobile Ticket or a Print-at-Home ticket.

Mobile Tickets are viewable on the Ticketmaster App as a QR coded ticket.
• These tickets can be shown on your phone at the venue with no need to print.
• They can be shown directly via the App or, for iPhone users only, can be saved to the Apple Wallet and easily brought up for display at the venue.

Print-at-Home tickets are viewable and downloadable as a PDF ticket with a barcode.
• They can be viewed and downloaded from ticketmaster.com.au, either on desktop or on a mobile or tablet browser.
• These tickets MUST be printed and taken to the venue as a physical copy.
eTicket Examples

Print-at-Home Ticket

Mobile Ticket
How do I Select eTicket as a Delivery Method?

eTicket is only available as a delivery method on certain events, and is often dependent on the infrastructure and scanning technology at the venue.

For eligible events, eTicket can be selected as a delivery option when booking on:

- Desktop
- Mobile device
- The Ticketmaster App

If you cannot see the eTicket option, eTicket is not available for the event you are booking.
Selecting eTicket on a Desktop

Select the “Mobile, Print-at-Home (Recommended) – FREE” option.
Selecting eTicket on a Mobile Browser

Select the “Mobile, Print-at-Home (Recommended) – FREE” option.

Mobile
Bookmark your ticket in your mobile browser OR view your order in the iPhone or Android app. iPhone users – send your tickets to Wallet!

Print-at-Home (Recommended)
The most convenient delivery method. Print your tickets when it suits you.

Mail
No additional charge
Selecting eTicket on Ticketmaster App

On the Ticketmaster App, eTicket is the default delivery option.

To change delivery options or view details, the customer can click on “eTicket – Free”. This will then bring up a screen which will allow them to change their option – see right.
Accessing eTickets

eTickets can be accessed in multiple ways.

- **Desktop** – tickets will display as a PDF Print-at-Home ticket

- **Mobile Browser** (Smartphone or Tablet) – tickets will display as a PDF Print-at-Home ticket

- **Ticketmaster App** – tickets will display as a QR coded Mobile Ticket
Accessing eTickets on a Desktop

To access PDF Print-at-Home tickets via a desktop or laptop computer:

- Log in to your MyTicketmaster account.
- Navigate to the “View All Orders” page.
- Select “Order Details” for the order you wish to print.
- Select “View Tickets”.
- This will bring up a PDF copy of the tickets to be saved to your PC or printed.

These tickets must be printed as a physical copy taken to the venue.
Accessing eTickets on a Mobile Browser

Because the Ticketmaster website has now been mobile-optimised, the website accessed via mobile devices is the same site as the desktop site.

Accessing tickets works in the same way as on desktop.

Access your tickets via your Order page.

You can then save PDF to your phone, print directly from your phone, or bookmark the tickets to print later.

PDF Print-at-Home tickets cannot be shown on a mobile at the venue and must be printed.
Accessing eTickets on the Ticketmaster App

To access your Mobile Tickets on the Ticketmaster App:

- Ensure you are logged in on the App
- Click on “My Events” on the bottom toolbar
- Select the event for which you’d like to view tickets
- This will then bring up a summary of your order for that event
- Click “View” on the first ticket in the order

This will then show you all tickets you have purchased for that order.

iPhone users can save these tickets to the Apple Wallet if they wish.
Adding to Your Wallet

iPhone users with the Ticketmaster App can add their QR coded Mobile Tickets to their Apple Wallet for easy access later or at the venue.

This is currently only available for iPhone users.
Adding to Your Wallet

- Access the ticket in the App as per usual
- Click on the “Add to Apple Wallet” icon on the ticket
- Your iPhone will prompt you to confirm that you would like to add these passes to your Wallet – click “Add”
- Navigate to your Wallet app from your home screen of your phone
- You should now be able to see your ticket in your wallet

Tickets saved in your wallet should be shown on your phone and not as a printed copy.
Unable to access or print your tickets?
See our handy Troubleshooting Guide for more information.

Need further assistance?
Our Help Page may have the answers you’re looking for.

Need to speak to someone about your tickets?
Fill out our Contact Us form and a member of our Customer Support team will be in contact to assist.