



Premium

AXS MOBILE ID USER GUIDE

For Encore Seats, Suites, Club 101 and The Residence Members

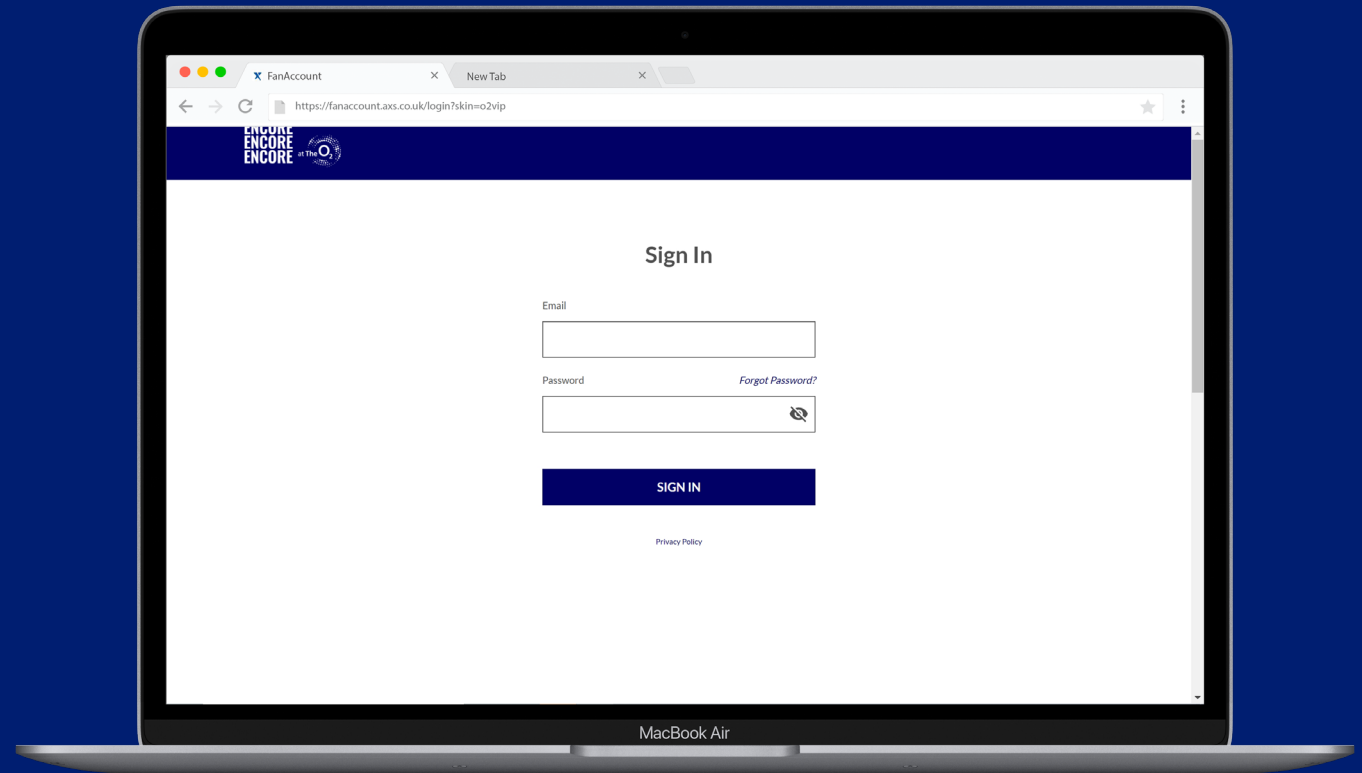
axs



Premium

WELCOME

This user guide is a step by step guide for the use of AXS Mobile ID for our Premium members. AXS Mobile ID is the digital delivery method for all tickets at The O2, including Seats, Suites, Club 101, The Residence tickets and parking tickets.





WHAT IS AXS MOBILE ID?

AXS Mobile ID

AXS Mobile ID is a digital ticketing system, allowing you to assign the tickets digitally to your guests attending, and with the option of transferring them easily amongst your party right up until show time. They're built with a dynamic QR code that changes every 59 seconds, meaning tickets can't be copied or shared illegally.

This is the only customer admission method at The O2. Allowing for contact free entry, it also eliminates paper tickets and allows you and your guests to enter events quickly with the scanning of your ticket in The O2 venue app.

To use this method of delivery, your guests will need to download The O2 venue app to their phone.

Important Information for Account Owner / Administrator

We would strongly advise you to sign up to The O2 venue app using the same email address associated with your FanAccount.

By doing this, you will easily be able to access and manage your tickets via the app. You will also be able to make the most of any in-app benefits exclusive to our Premium members.

Ensure you have push notifications enabled and keep an eye on the app once inside the venue for any offers!

This User Guide covers the following:

1. How to transfer tickets to my guests from my desktop FanAccount
2. How does my guest receive and redeem their tickets
3. How to transfer tickets via The O2 venue app
4. How to **Recall** tickets
5. FAQs



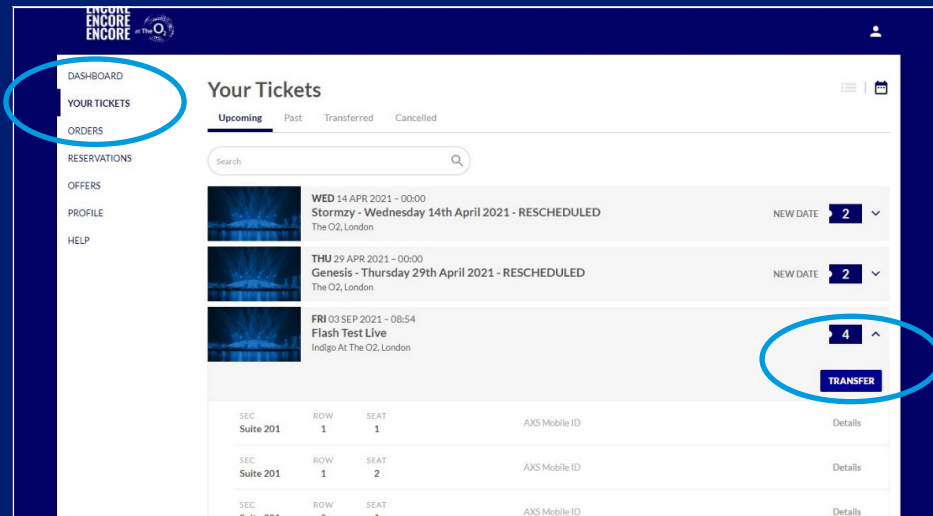
HOW DO I TRANSFER TICKETS TO MY GUESTS FROM MY FANACCOUNT DESKTOP ACCOUNT?

1/5

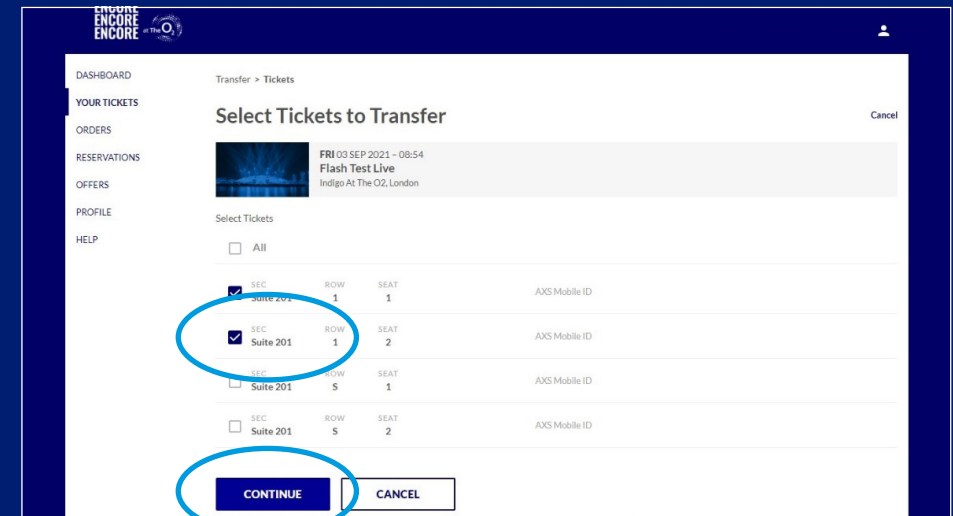
Once you receive the email from us stating that the months tickets are ready to issue, please log in to your FanAccount portal and your tickets will be available to transfer to your guests.

Go to **YOUR TICKETS**

Find the event and select the dropdown arrow and click **TRANSFER**



Select the tickets you'd like to Transfer and click **CONTINUE**



HOW DO I TRANSFER TICKETS TO MY GUESTS FROM MY FANACCOUNT DESKTOP ACCOUNT?

2/5

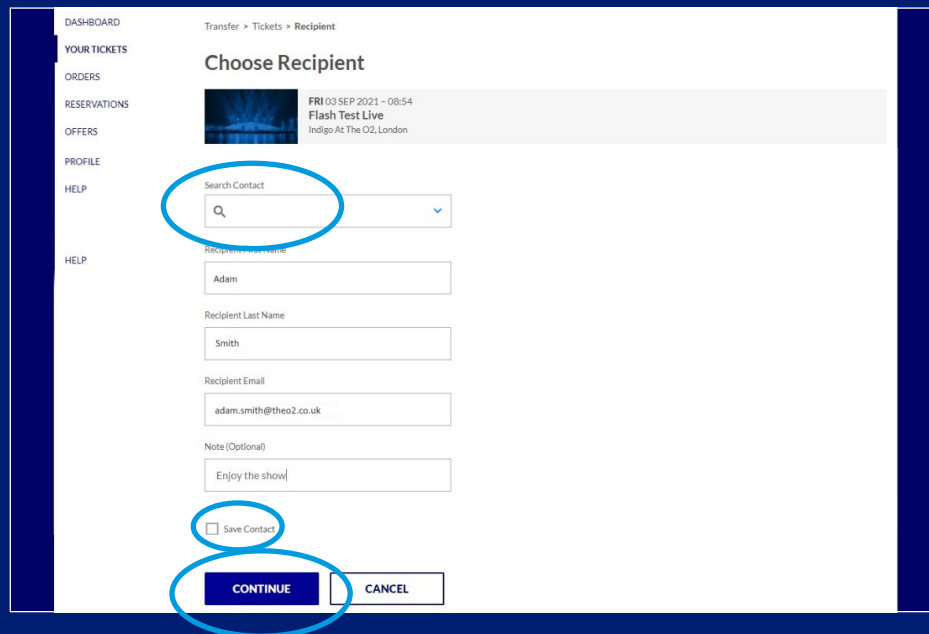
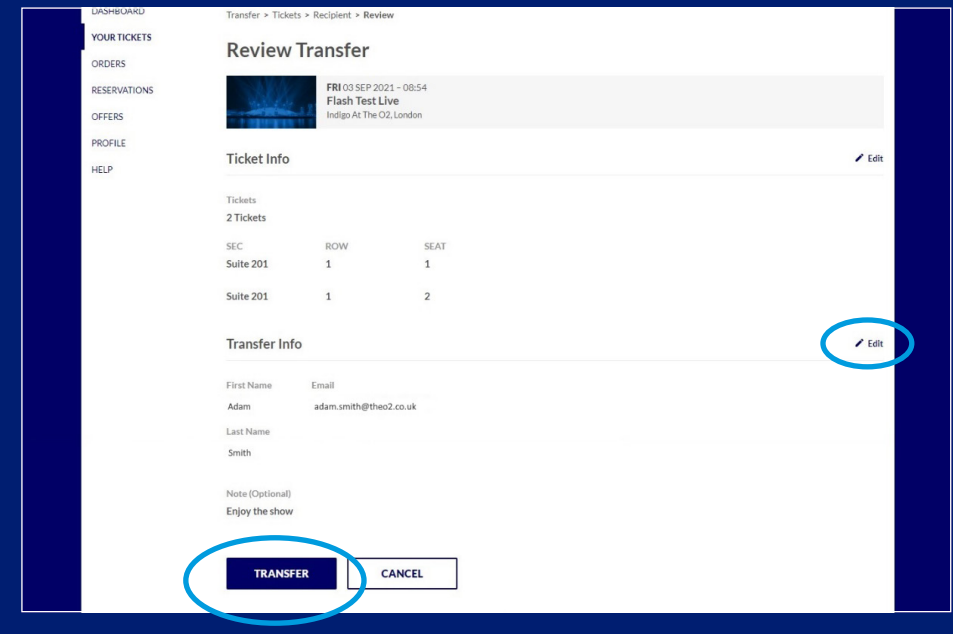
Insert Recipient details (the '**NOTE (Optional)**' message will display in the email they receive notifying them they have been sent tickets)

You have the option to **Save Contact** by ticking the box at the bottom before pressing CONTINUE. If you do this, you'll be able to find them easily next time, by using the Search Contact function.

Click **CONTINUE**

Review the Transfer and if all correct click **TRANSFER**

If any details are incorrect, this is the last stage to amend them (just click EDIT). If you do make a mistake, or need to RECALL the tickets at any time, you can do this through FanAccount (see Section 4 – Recalling Transferred Tickets), or by contacting your Account Manager.



HOW DO I TRANSFER TICKETS TO MY GUESTS FROM MY FANACCOUNT DESKTOP ACCOUNT?

3/5

You've successfully transferred the tickets to your guests!

Continue with the previous steps to transfer any remaining tickets to your guests.

You have the option to send all tickets individually to each of your guests, or you can send all tickets to one recipient for them to distribute to their guests (See Section 3 – Transferring Tickets on Mobile account).

The screenshot shows the AXS FanAccount desktop interface. At the top, a green banner reads "SUCCESS! You transferred tickets." Below this, the "Your Tickets" section is active, displaying a list of upcoming events. The left sidebar contains navigation links: DASHBOARD, YOUR TICKETS, ORDERS, RESERVATIONS, OFFERS, PROFILE, and HELP. The main content area shows three tickets, each with a date, event name, venue, and a "NEW DATE" dropdown menu. A "TRANSFER" button is visible at the bottom right of the ticket list. Below the ticket list, a table shows the ticket details for the selected event.

SEC	ROW	SEAT	AXS Mobile ID	Details
Suite 201	S	1	AXS Mobile ID	Details
Suite 201	S	2	AXS Mobile ID	Details

HOW DO I TRANSFER TICKETS TO MY GUESTS FROM MY FANACCOUNT DESKTOP ACCOUNT?

4/5

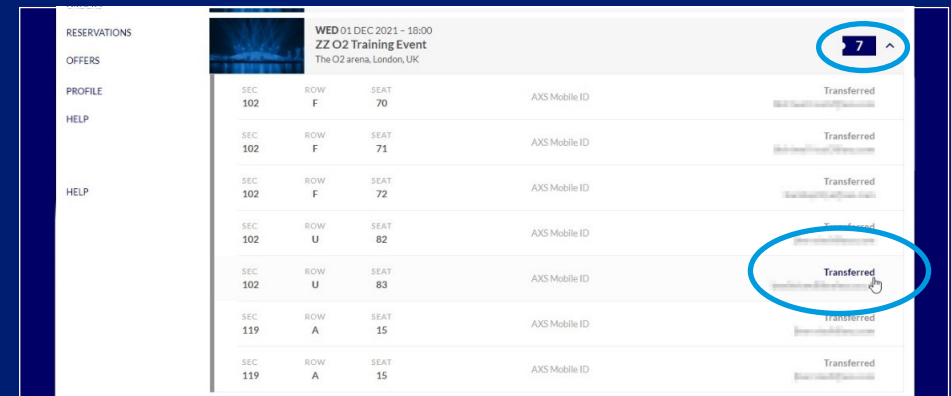
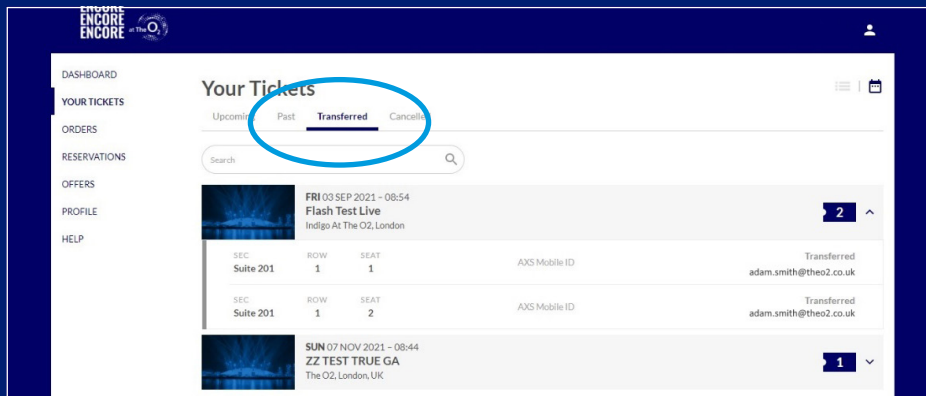
Once the tickets have been issued, they will leave your account and you will not have access to share them again unless you choose to **RECALL** them (see Section 4 – Recalling Transferred Tickets)

The tickets will now be available for your guests through the venue app (once linked to their AXS account – See FAQs for how to link), ready for scanning via the app at The O2 and using them for entry.

To review details of the transferred tickets, while in **Your Tickets**, just click the **'Transferred'** tab at the top.

Here in the **Transferred** tab, you can also check the scan data for each of your tickets, and see the name and email address of who you transferred them to.

Click on the dropdown arrow to the right of the event details to unroll the detailed ticket lines for an event. Click on the Transferred link on the right of the ticket detail lines to view the transfer details.





HOW DO I TRANSFER TICKETS TO MY GUESTS FROM MY FANACCOUNT DESKTOP ACCOUNT?

5/5

A pop up window will appear showing details of the transferred tickets including seat details, when the tickets were transferred, and details of who they were sent to. There will also be a history section so you'll be able to see if the tickets were scanned in, once the event has passed.

SUN 15 MAR 2020 - 10:41

×

Your Transferred Tickets

WED 01 DEC 2021 - 18:00
ZZ O2 Training Event
The O2 arena, London, UK

Transferred On	Date Of Use
December 9, 2020 16:00	Not Used

Recipient Info

Name	Email
[Redacted]	[Redacted]
Note	
[Redacted]	

1

7

ransferred
2@axs.com

ransferred
2@axs.com

ransferred
a@axs.com

ransferred
t@axs.com

ransferred
ahoo.co.uk

ransferred
t@axs.com

ransferred
t@axs.com



HOW DOES MY GUEST RECEIVE AND REDEEM THEIR TICKETS?

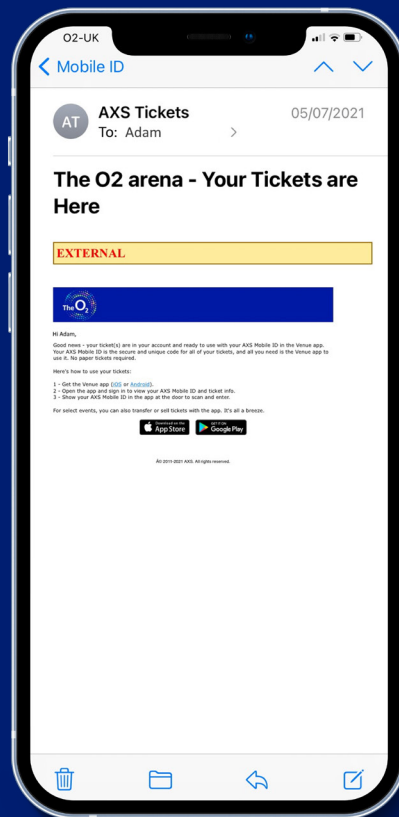
1/3

When you send your guest their tickets, they will receive an email notifying them they have been sent tickets.

If they already have an AXS account, they will be able to view their tickets by logging in after the transfer has occurred.

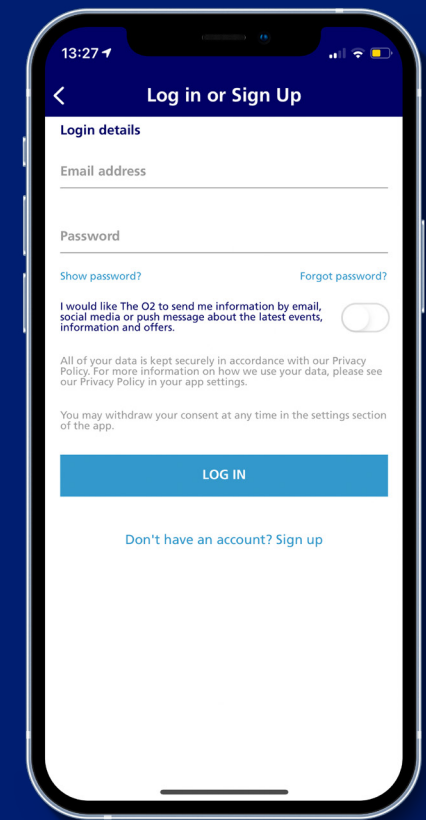
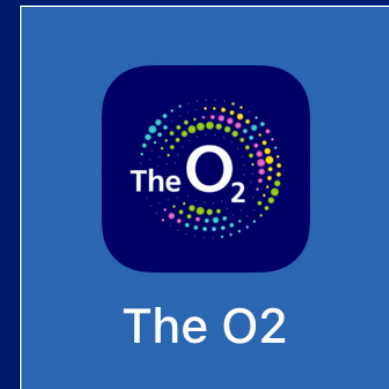
If they do not have an AXS account, the email will prompt them to create one.

(Instructions on how to set up / link an AXS account can be found in the FAQs section of this User Guide).



If you do not already have The O2 venue app, use the link in the email to download it.

Open the app and sign up/sign in.



HOW DOES MY GUEST RECEIVE AND REDEEM THEIR TICKETS?

2/3

To view the tickets in The O2 Venue app and redeem them at the event.

Open The O2 Venue app. Click 'Access your tickets' at the top of the page, this will take them to a list of their Upcoming shows.

They simply find the event, click on their tickets and show the QR code to the steward scanning tickets.



HOW DOES MY GUEST RECEIVE AND REDEEM THEIR TICKETS?

3/3

Once a ticket has been scanned it cannot be used again for entry.

Important

It is important to remember that when scanning your AXS Mobile ID ticket, the QR covers **ALL** tickets in your account for that event, if you have not already transferred them individually to your guests. There is not one QR code per ticket. In this case you will need to ensure you arrive in the group of the tickets you hold in your account, and all enter the arena together.

If you're not entering with all members of your party, you can simply **TRANSFER** the remaining tickets via the app to your remaining guests.

If you cannot transfer the remaining tickets to your guests, then when you reach the door, please tell the steward which tickets you would like to redeem. Then you will need to meet your guests at the door to scan them in with the remaining ticket once they arrive.

We would advise, where possible, to distribute/advise your guests to distribute their tickets correctly in advance of arriving at the venue, to reduce any delays at the entrance.

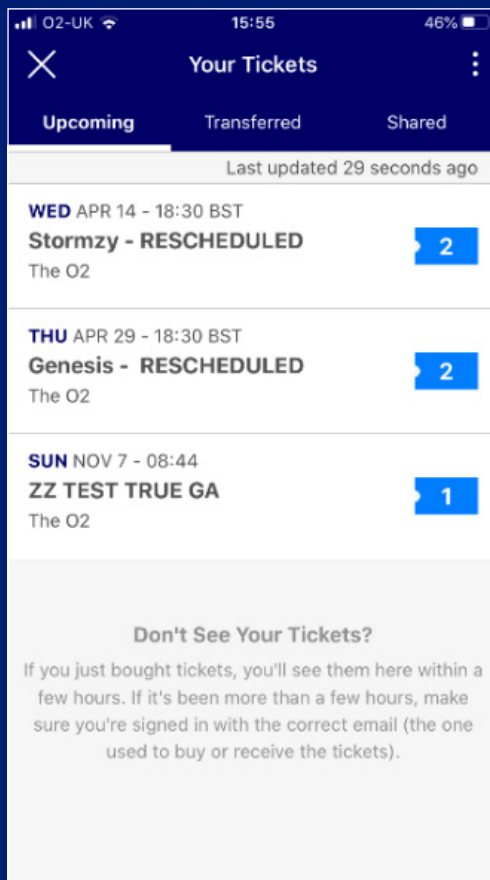
For some events, the Ticket Transfer option will be turned off in the app. In these rare cases you will need to ensure you have each attendees details confirmed before sending the tickets individually to your guests from FanAccount. This will ensure a smooth entry to the venue in case your party isn't arriving together. Your Account Manager will be on hand if you have any questions or concerns about this.



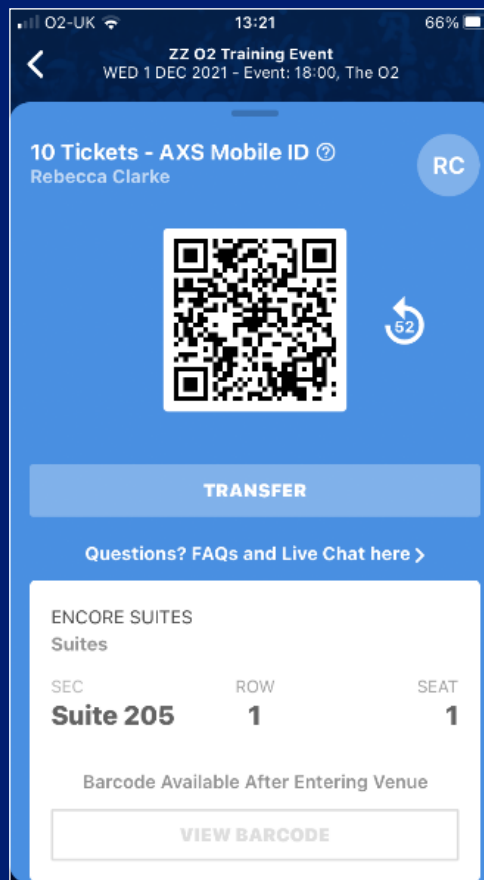
HOW TO TRANSFER TICKETS FROM THE O2 VENUE APP

1/3

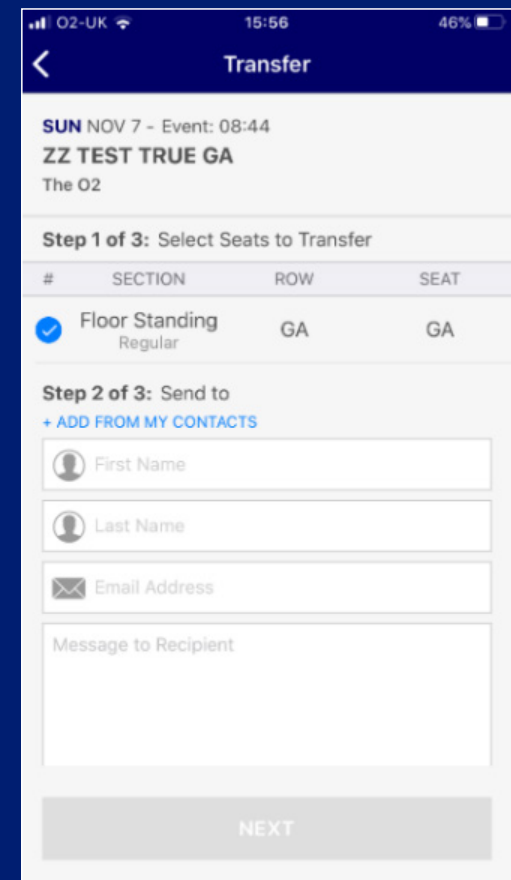
1 Select Event



2 Click TRANSFER



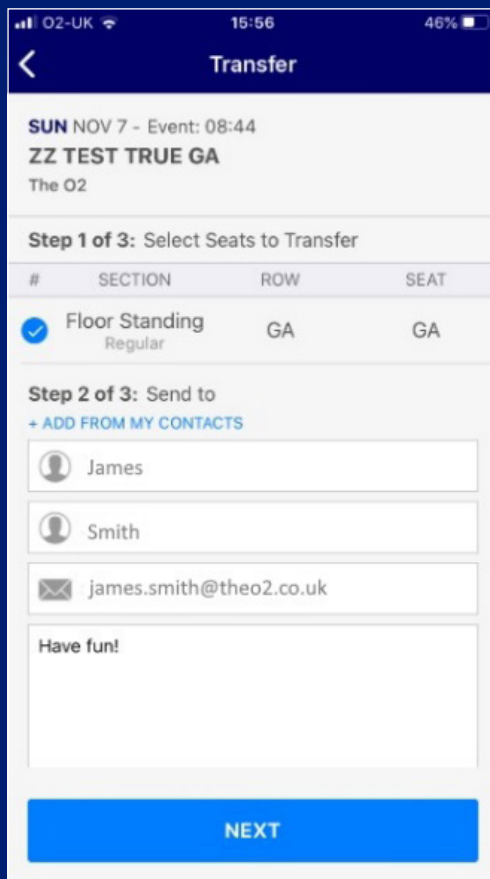
3 Select seats to Transfer



HOW TO TRANSFER TICKETS FROM THE O2 VENUE APP

2/3

4 Add recipient details



Transfer

SUN NOV 7 - Event: 08:44
ZZ TEST TRUE GA
The O2

Step 1 of 3: Select Seats to Transfer

#	SECTION	ROW	SEAT
✓	Floor Standing Regular	GA	GA

Step 2 of 3: Send to
+ ADD FROM MY CONTACTS

James

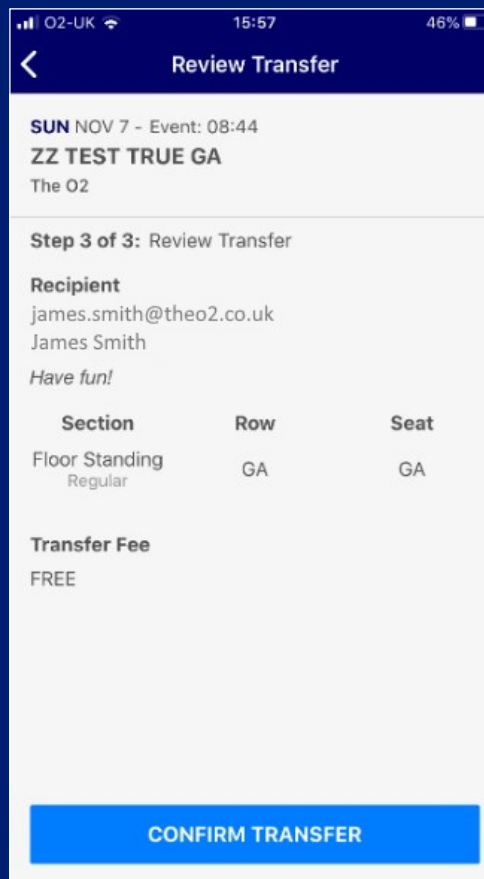
Smith

james.smith@theo2.co.uk

Have fun!

NEXT

5 Review Details



Review Transfer

SUN NOV 7 - Event: 08:44
ZZ TEST TRUE GA
The O2

Step 3 of 3: Review Transfer

Recipient
james.smith@theo2.co.uk
James Smith

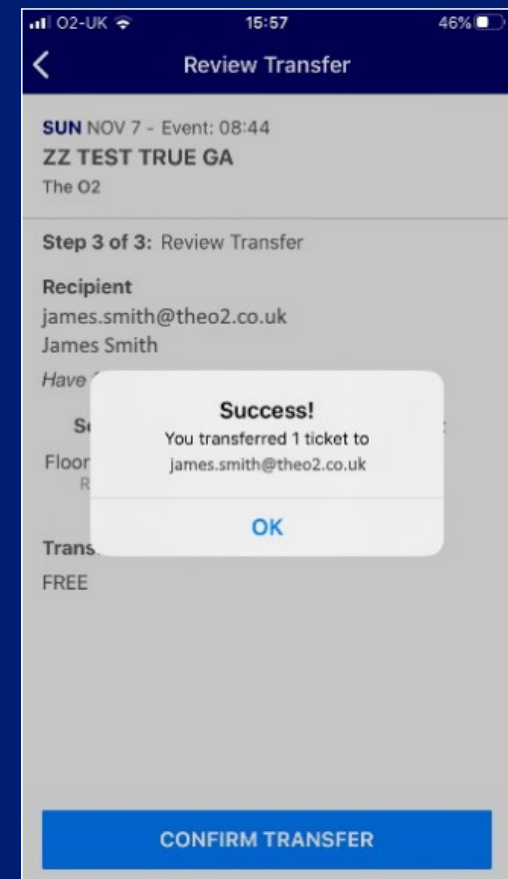
Have fun!

Section	Row	Seat
Floor Standing Regular	GA	GA

Transfer Fee
FREE

CONFIRM TRANSFER

6 Success!



Review Transfer

SUN NOV 7 - Event: 08:44
ZZ TEST TRUE GA
The O2

Step 3 of 3: Review Transfer

Recipient
james.smith@theo2.co.uk
James Smith

Have fun!

Success!
You transferred 1 ticket to
james.smith@theo2.co.uk

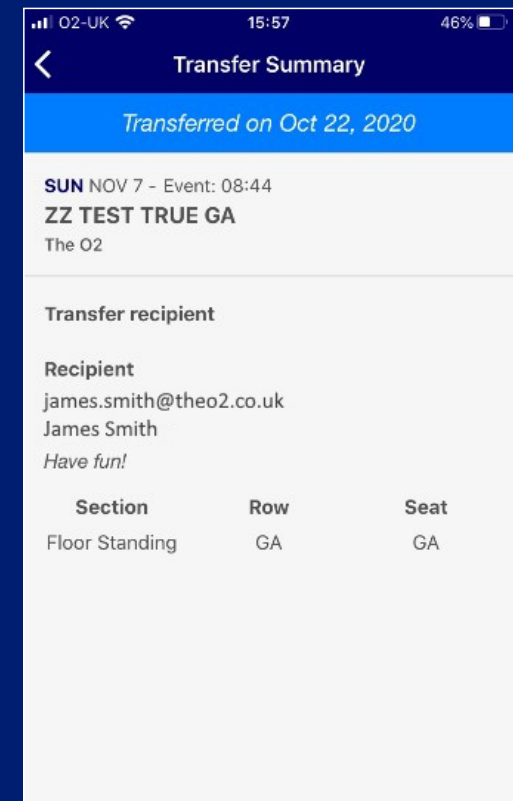
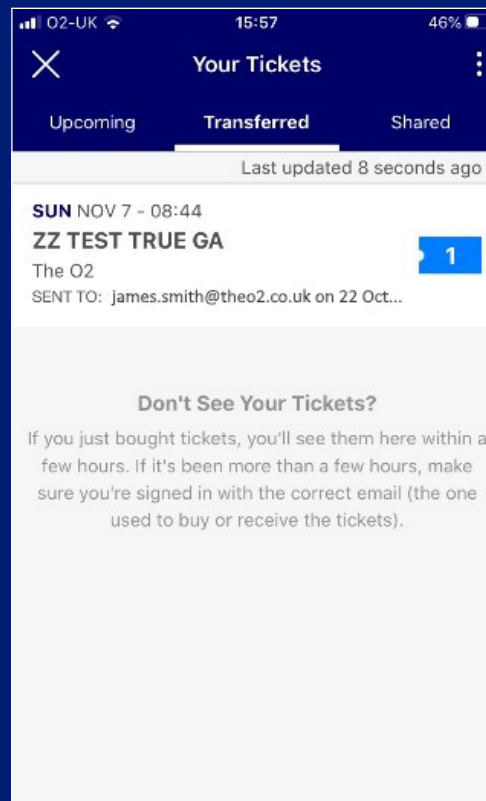
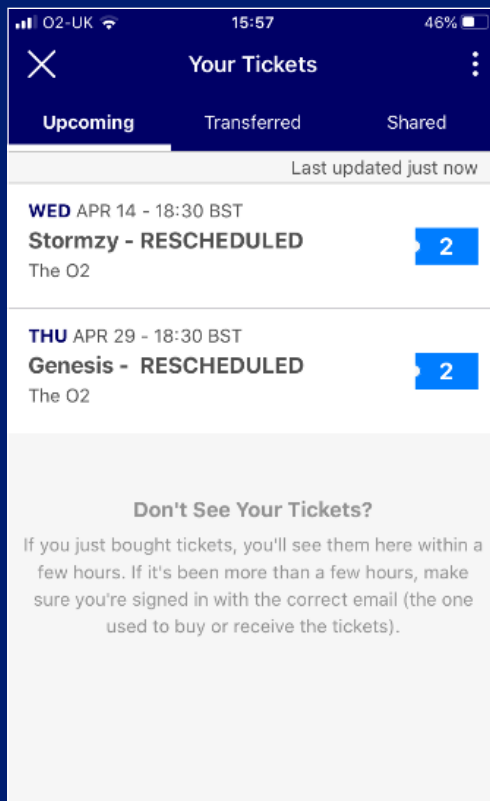
OK

CONFIRM TRANSFER

HOW TO TRANSFER TICKETS FROM THE O2 VENUE APP

3/3

You are also able to see tickets you have already transferred, simply select the Transferred tab, in the Tickets section of the app.





RECALLING TRANSFERRED TICKETS

1/3

Once you transfer a ticket, it leaves your account and goes into the account of your recipient. If you need to send the ticket to someone else, you will first need to recall it from the current recipient.

Please note tickets can only be recalled via the Administrators account, so you will have control. Guests you transfer to, who then transfer on, will not be able to recall the tickets.

A ticket Recall may be performed from the moment the ticket is received up until the point that one of the following actions occur

- The ticket is scanned for entry
- The event end time has passed

Premium Duty Managers will also have the access to **RECALL** tickets for you on event nights or when you don't have access to your account.

IMPORTANT!

When transferring tickets in a group, if you need to recall one of those tickets, all tickets in that transfer group will be recalled. Please keep this in mind when transferring your tickets.

If you regularly send tickets out to be split later into different groups, it may be better to split them on the initial send, to minimise the workload later if you need to recall.

RECALLING TRANSFERRED TICKETS

2/3

Here is how you Recall tickets (Administrator account only)

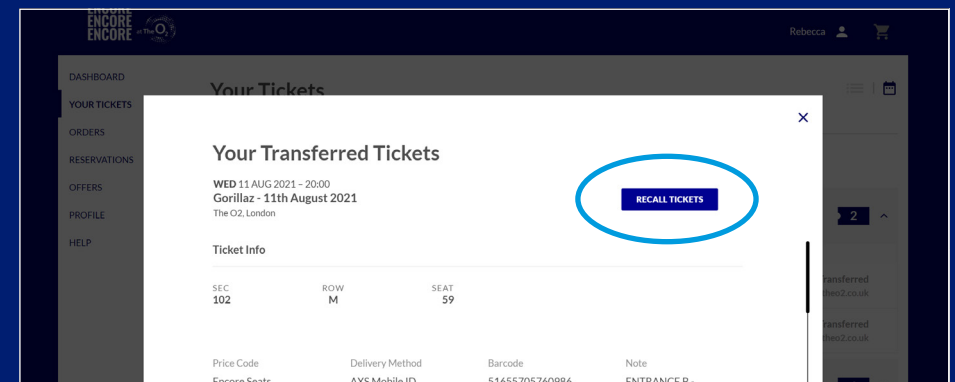
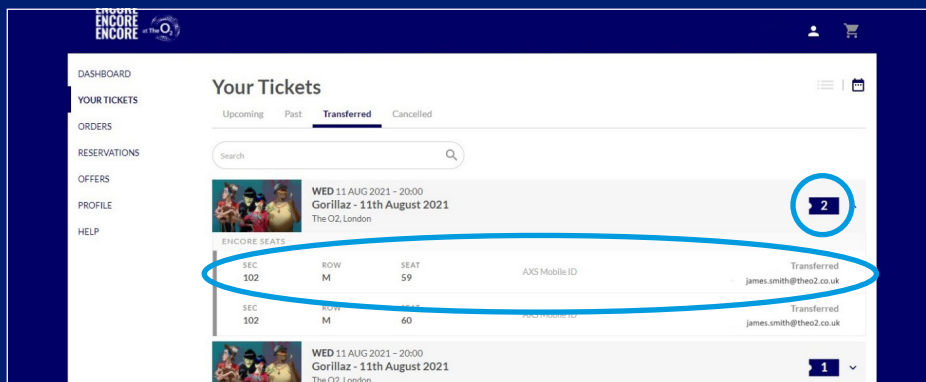
In FanAccount, go to **YOUR TICKETS**.

Click on the **Transferred** tab (this is where you see all the tickets you have transferred for upcoming events).

If you have just transferred tickets and need to recall them immediately, you may just need to refresh your system for them to show in the Transferred tab.

Find the event you want to Recall the tickets for and click the drop down arrow to show the tickets. Click the ticket you want to Recall

A pop up window will open. Click **RECALL TICKETS**



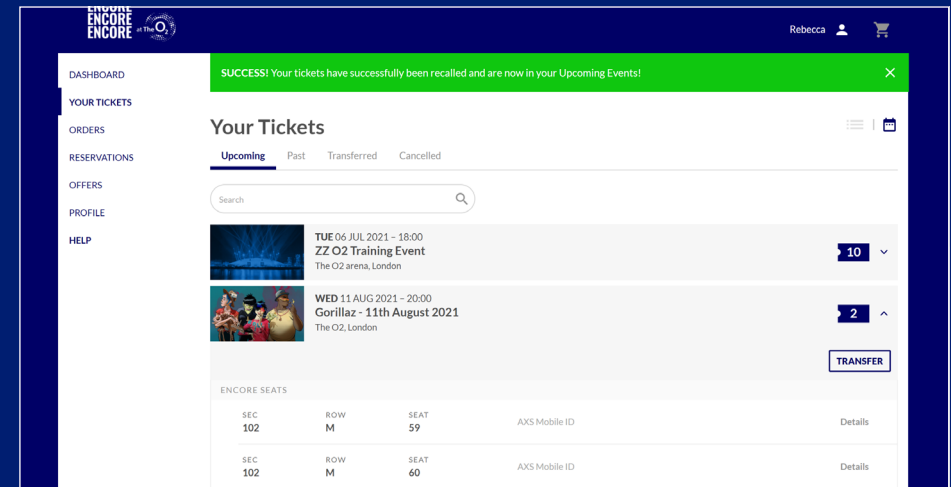
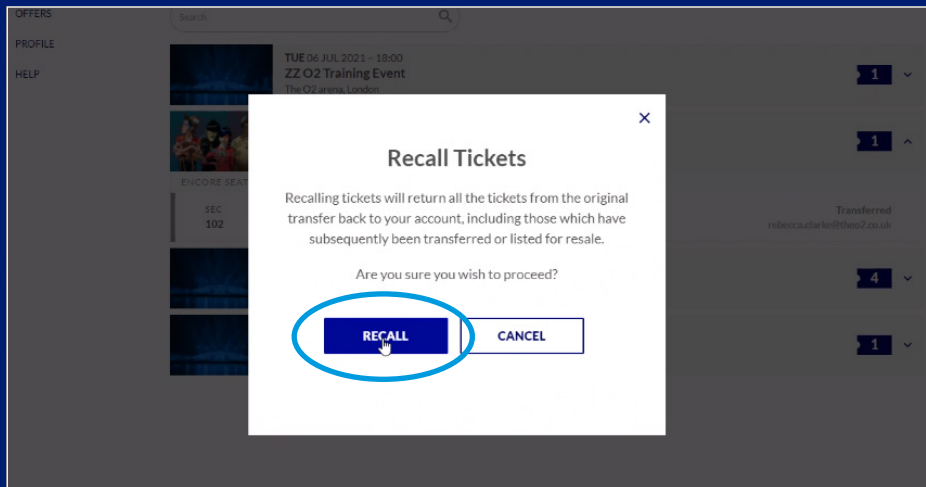
RECALLING TRANSFERRED TICKETS

3/3

A warning will pop up, reminding you this action will recall ALL tickets in the original transfer group.
If you are happy to proceed – Click **RECALL**

Once the tickets have been successfully recalled, you'll see a confirmation message at the top of your screen. They will then appear in your Upcoming tab and will disappear from all accounts you have recalled them from.

They can now be transferred again to your new guests.





FAQS

1/3

GETTING STARTED

How do I create an account for my AXS Mobile ID ticket?

Download The O2 venue app from your App Store for free. Open the app and on the first page, select the option: THE O2 Or AXS.COM. On the Sign In page, select the option to Create AXS Account.

You will be asked to enter some basic account information. After completing the information, you are free to manage your tickets in your account.

*Remember to use the email address associated with your FanAccount for the smoothest experience and to take advantage of Exclusive Encore in-app benefits.

What if I don't want to use AXS Mobile ID?

AXS Mobile ID is the only delivery option available for tickets at The O2.

If you run in to any issues on the night, the Premium Duty Management team will be on site pre-show to assist.

Can I add my ticket to my phone's wallet?

Due the nature of the ticket and its barcode that changes every 59 seconds, it needs to be located in The O2 venue app.

Entering the Venue

How should I prepare before arriving at the venue?

Please do the following:

- Please check your account to ensure you can see your tickets in the app
- Ensure you have the latest version of the app installed
- Have the UK region applied
- Have your phones date and time settings set to automatic (or ensure they are set to the correct time zone (GMT))
- Screen is set to maximum brightness.
- Ensure your phone has enough battery to keep charged on entry and throughout the night

Also please do not take a screen shot of your ticket.

For security, the QR codes change every 59 seconds.

When you approach the arena doors, have your AXS Mobile ID QR code displayed on the app. Wi-Fi is available at all entrances but your ticket will work without Wi-Fi in place.

Show your AXS Mobile ID ticket to the Guest Services Representative who will scan it through a hand-held device and admit you to the venue.

FAQS

2/3

What happens if people do not have the ability to download the venue app or do not have a smart phone?

If you do not have a smart phone, another way to gain entry to the venue is with the credit/debit card used to make the booking (please note – this option is only available using the card associated with your AXS account). To use this option, all members of the booking will need to be with the ticket purchaser. You must provide your actual credit/debit card that you used for the purchase along with some photo ID (such as a driving licence or passport) in order to enter the event. The name on your photo ID must match the name on the credit/debit card used for the ticket purchase, otherwise you will be refused entry to the event. If you have a new card since the time of booking, you'll need to contact your Account Manager to update the booking details.

Also, you can go to your AXS Account on a desktop computer and forward your tickets to a friend with a smart phone and enter with them.

Alternatively, contact your Account Manager in advance of the event or the Premium Duty Management team on the night.

What if my guest does not want to download the app?

As tickets are now all via the mobile app they will need the app to enter. Alternatively, they can arrive and enter with their tickets on another guest's phone who has the app.

What if I lose my phone / it runs out of battery?

As always, the Premium team will have an Account Manager on duty pre-show on event nights, here to assist with any problems our members may encounter. Please check the VIP portal prior to the event for Duty manager contact information and pass this on to guests. Alternatively, please advise your guest to go to AEG Reception and the Duty Manager can be contacted there.

What about the recent system of putting names on tickets – how does this work with AXS Mobile ID?

As the AXS Mobile ID tickets are based on a person's identity, once transferred, the recipient's name will be on the tickets.

Does my phone need to be on local time?

Yes, to help ensure entry, please ensure your phone is set to the UK local time zone.

Why do I need to download an app to access my ticket?

The technology provided through the AXS app offers a secure and trusted ticketing experience. Any number of things can happen to PDF or paper tickets. When you use the Mobile AXS ID, you get a revolving digital barcode that is not just a ticket, but is your identity and allows you to enter events with a simple yet secure scan with or without an internet connection.



FAQS

3/3

TRANSFERRING ON AXS MOBILE ID

Can I / my guests cancel a transfer?

It depends on whether the guests you are transferring to already have an AXS Account. If they already have an account, the seats are transferred instantaneously to their account, so you cannot cancel a transfer once you have initiated it. If the people you are transferring to do not have an AXS Account and do not pick up the tickets you have transferred, you can cancel a transfer.

How many times can a ticket be transferred?

For most events, there is no limit to how many times a ticket can be transferred. If there is a limit, this will be marked clearly at the purchase stage.

Are there any tickets that are not transferable?

There may be times where a block on transferability is requested by the promoter – if this happens, this will be marked clearly at purchase stage.

What if my guests arrive later than me?

You can transfer the tickets to them in a few easy steps. Remember this must be done before you have the QR code on your phone scanned, or you will scan their tickets too and they will not have a ticket to enter on. Alternatively, tell the steward on entry how many of you are entering at that time and they will redeem that number of tickets. When your remaining guests arrive, meet them at the door and the steward can scan the tickets on your phone.

Can I share screen shots of the tickets with friends?

No – AXS Mobile ID tickets include an anti-tout mechanism that ensures the tickets cannot be copied, as part of this, the bar code changes within the AXS App every 59 seconds.

OTHER QUESTIONS

Is every event now AXS Mobile ID enabled?

There may be some events in that are not AXS Mobile ID enabled. This will be communicated in advance on the Monthly Printing email.

AXS Official Resale

Suites, Encore Seats, Club 101 and The Residence tickets are not permitted to be resold via any secondary ticketing sites, including AXS Resale.

For any other questions, please contact your Account Manager.