

OPTION I – Pre-Purchased by Spectator on their device

Most spectators will have purchased their tickets prior to arriving and staff will only need to "validate/redeem" the ticket.

- They will show you their ticket on their phone. Confirm date, location, if adult, student and/or senior/military (must show ID) of the ticket before redeeming.
- They may have purchased more than one ticket, be sure to "select all" tickets then click "validate/redeem".

OPTION II – Purchased on site by Spectator on their device

- Each location may have a 2' x 3' board with the GoFan QR code for any spectators needing to purchase tickets, or PDF of the QR code maybe used or as displayed on another device.
- Follow instructions on the board:
 - Open camera, place over QR Code. Webpage will pop up.
 - Click on link to open GoFan site.
 - It will list all events happening that day in order.
 - May need to scroll down a little to find the correct sport/location.
 - All other events will be listed in "date of" order.
- Spectator will then select how many tickets they wish to purchase. Click button at bottom "BUY NOW".
- They must enter their email address for their receipt to purchase a ticket(s).
- Common error that occurs here when entering their email address, an additional space sometimes happens after the email address is entered and website states "not valid address" not allowing them to click "continue".
This "extra" space after the email address must be deleted. Then they can click the "continue" button.
- It will then take them to the payment screen where they will enter their credit card information.

Once purchase is complete you or they may need to scroll down a bit to click on "view my tickets". This is when you will then "validate/redeem" their ticket.

OPTION III – Assist Spectator purchase on another device – guest check out

- If spectators do not have a phone or smart phone is not working correctly to you may assist with any other smart device.
- It can be done in the same manner as they would on their phone.
- Open the camera on the device, place over the QR code, select the event, enter email address for receipt confirmation, enter payment info and redeem ticket on iPad.

Please feel free to try out on your own cell phone, opening the 1st attachment with the QR code and walking through the steps to get a ticket.