



# HOME MATCH | TICKETING GUIDE | PUBLIC SALE

This complete guide has been designed to assist customers (non-members) on the how to book home match tickets.

Contact information for Ticketing & Membership Operations:

 [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk)

 0141 616 6000 (Option 1)

 @SSCMembers

# KEY MEMBER DATES

## SALES DATES



### 23 NOVEMBER | 10AM

Exclusive Scotland Supporters Club renewal window for existing members (Members with the 2020/21 Membership) for the 23/24 Campaign.

### 30 NOVEMBER | 10AM

SSC Members with the 23/24 Membership can purchase the 5 Home Match Package.

### 7 DECEMBER | 10AM

New Members can purchase 23/24 Membership.

### 14 DECEMBER | 10AM

SSC Members with 23/24 Membership can buy single match tickets for the 5 Home Matches.

### 11 JANUARY | 10AM

Single Match Tickets opens for Public Sale.

## MATCH DATES



### (H) CYPRUS | EUROPEAN QUALIFIERS

Saturday 25 March | Kick-Off: 2pm  
Hampden Park, Glasgow



### (H) SPAIN | EUROPEAN QUALIFIERS

Tuesday 28 March | Kick-Off: 7.45pm  
Hampden Park, Glasgow



### (H) GEORGIA | EUROPEAN QUALIFIERS

Tuesday 20 June | Kick-Off: 7.45pm  
Hampden Park, Glasgow



### (H) ENGLAND | INTERNATIONAL FRIENDLY

Tuesday 12 September | Kick-Off: 7.45pm  
Hampden Park, Glasgow



### (H) NORWAY | EUROPEAN QUALIFIERS

Sunday 19 November | Kick-Off: 7.45pm  
Hampden Park, Glasgow

# BEFORE YOU BUY

## EMAIL



Check that your profile has the most up-to-date email address so that both the weekly supporter newsletters and ticket email confirmations are sent to the correct address.

Check that you have opted in to receiving emails from the Scottish FA. You can find the tick box through your My Account page at the Change Details Tab- without this you may not receive your E-Tickets.

Make sure the [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk) email address is added to your list of contacts, so emails go to your inbox.

## PASSWORD



Check that you have the correct password so you can log in to your account. You can get a password reset link sent if you forget.

## FRIENDS & FAMILY



Check that you have updated all your friends and family to your account if you are the lead booker for tickets.

# BUYING GUIDE

## 1 | LOG-IN



### Customer Log In

If you have never purchased before, click here to Register an account in order to purchase tickets.

Fill in all your details

Once you complete the application a customer number will be sent to you via email

Use that customer number to log into the account

## 2 | SELECT MATCH



Click on the Home Games tab to view the list of available matches.



Use the list to find which match(es)/package you want to purchase.



Click on the Select Seat to continue.



A Home Match Package will allow you to purchase the same seat for each home match available (subject to availability).

## 3 | SEAT SELECTION



From the Stadium Plan, you can choose an individual Section of the Stadium and from there you can chose a specific seat(s).



You can use the Ticket Filter to select certain Stands within the Stadium.



Alternatively, you can use the Select Best Available Seats function on the right to choose the seats in a certain area (If using a mobile this will be the first screen you see).






If using a mobile turn phone landscape to access stadium plan after log in.

# BUYING GUIDE





## 4 | SELECT SEAT



-  Select as many seats as you require (Ticket allocation is 4 per account).
-  Once you have selected the seat you want (highlighted in red), you can review with the Items in your Basket, then click Add to Basket on the right-hand side of the page.
-  Hovering over the seats with the mouse tells you the Row & Seat details.







## 5 | BASKET



-  The only delivery method for tickets is E-Ticket (this includes overseas members as well). This ticket can either be printed or scanned from your phone at the turnstile.
-  Check that you have the right number of tickets, and you are happy with your seat selection. You can change the price band if you are purchasing a Junior/Senior.
-  If you wish to purchase for more matches click Add More Tickets which is above the delivery method (Single Match Period Only).
-  After any of changes please hit Update Basket to reflect any changes and proceed to Checkout.

## 6 | CHECKOUT



-  Enter in your card details (we do not accept Amex) and select the correct card type.
-  You can save your card used for future use.
-  Read the T&C's and tick the box.
-  Click confirm to submit payment.
-  Your screen will show with a green banner and your payment reference number
-  You will receive an email with confirmation.

# E-TICKET

## EMAIL CONFIRMATION



The Lead Booker will receive an email confirmation from [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk) with each E-Ticket attached per match per member. As you are a non-member the name on each ticket will be under the Lead Booker

You will see in the body of the email the following information:

- Customer Name
- Customer Number
- Match, Kick-off Time & Date
- Ticket Details

Please check your Junk/Spam folder as sometimes the email can go into there depending on your email provider.

If your email has been sent to your Spam, you can drag the email into your Inbox so that future emails will go straight to your Primary Inbox.

It is recommended that you save your email to keep a record of your transaction.

Should you have any queries about your order please email [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk) with your Full Name, SSC number and Payment Reference within the email.

## E-TICKET DISTRIBUTION



The best way to distribute the E-Tickets is to send them via email or text to your Friends/Family member. Simply click on the PDF to check whose name is on the ticket and send.

Please ensure you are sending the full PDF to the supporter and not a partial image.

Each PDF has the payment reference number and the match code on each, with the following codes:

- Scotland v Cyprus | A23CYP
- Scotland v Spain | B23SPA
- Scotland v Georgia | C23GEO
- Scotland v England | D23ENG
- Scotland v Norway | E23NOR

This will allow you to identify which match relates to which E-Ticket and share accordingly.

Once you have the ticket for the relevant match you can either print the ticket off, or keep it saved on your mobile phone.

If you cannot find your email, you can log in to your account and resend via your purchase history tab.

Please note if you have booked on behalf of other members you will need to send them the newest ticket as the QR code renews when you resend the tickets. This can only be done by the Lead Booker.

# E-TICKET

## SCANNING YOUR TICKET



You can scan the E-Ticket directly from your phone. Simply open the PDF before getting to the Turnstile and follow the instructions to place the QR code into the scanner. Please ensure you have sufficient battery, and the brightness is turned up.

OR



If using this option, make sure you are printing the PDF full size and not distorting the image. Follow the instructions for folding before coming to the Turnstile.

## E-TICKET ON MOBILE



Please do not attempt to open your emails when in the vicinity of the stadium. As with a full capacity stadium your signal may be limited, and you may not be able to open your email. Please ensure you follow the steps below:

### Prior to the Match

From your email confirmation that has your E-Ticket attachments, select the PDF of the match you are attending and open it up.

From your mobile device, find your download button and click download

When choose a source to save it to, it is recommended that you save it to your files folder.

### Matchday

Please ensure you have sufficient charge in your phone prior to coming to the match.

As you approach the stadium campus, open the files folder on your mobile device and find the relevant match E-ticket.

Place your phone into the scanner and enter through the turnstile.

## E-TICKET PRINTED



One option of using your E-Ticket is to print it off on your own printer. This will need to be done prior to the match.

Simply open the PDF up from your email.

Go to file on the top left-hand side of your PDF read and scroll down to print.

You can only print these tickets off on an A4 size of paper, please do not attempt to change the paper size, as it will not work in the scanner.

You can choose either to print in colour or black & white.

Once you have printed the ticket, fold along the middle line indicated on the E-ticket, then fold the smaller side.

On matchday simply present your folded E-ticket into the scanner and pass through the turnstile.



For any information that cannot be found in the guide, please contact Ticketing & Membership Operations:

 [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk)

 0141 616 6000 (Option 1)

 @SSCMembers