

# Home Match Booking Guide

*How to purchase tickets  
on Matchday.*



**NOTHING  
MATTERS  
MORE**

# MATCHES IN 2021

There has been a few changes to our ticketing system since the last time fans were in attendance at Hampden Park. We have now moved to QR Codes for the tickets rather than physical paper tickets for standard bookings.

We no longer have a ticket sales Portacabin on the stadium premises to purchase tickets from. However, there will be signage around the entry points of the stadium that you can scan your phone at, which will take you to the Scottish FA ticket site, to purchase your match day ticket.

Fans will receive their QR Code tickets for the purchased match(es) through the email confirmation once the purchase has been complete.

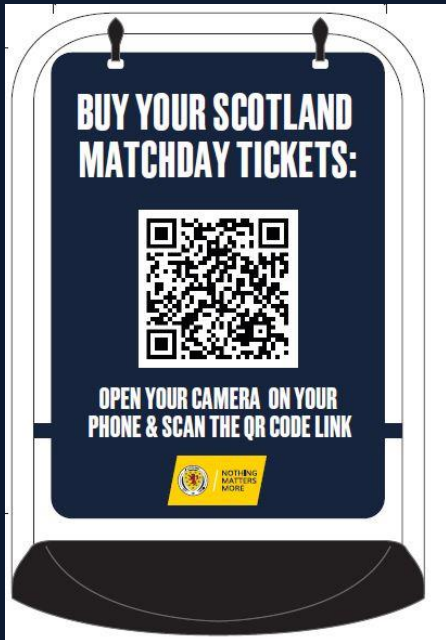
The QR Code will be used to scan into the turnstiles at the stadium.

# WHERE TO BUY TICKETS ON MATCHDAY

We no longer have a ticket sales Portacabin on the stadium premises to purchase tickets from. However, there is signage posted around the Stadium that you can scan from your camera to take you to the ticketing website. Tickets can be purchased on Matchday right up until kick-off.

Tickets will only be available to purchase directly from the Scottish FA website.

SCOTTISH FA TICKET LINK: <https://tickets.scottishfa.co.uk/PagesPublic/Home/home.aspx>



These signage posts will be placed on all entry points of the Stadium, simply scan the QR code using your mobile phones' camera in order to take you to the Scottish FA's ticketing page. Follow the instructions further in the document to get more details.

We advise members of the public to turn up early to avoid queuing at the turnstiles.

# SCOTLAND MENS 'A' HOME MATCH TICKETS



For the remaining Home World Cup Qualifier matches, members can purchase up to **10 tickets** per customer.

The Scottish FA now utilise Mobile Ticketing meaning all standard tickets will be QR codes. There will no longer be an option for paper tickets or collections on match day when purchasing online.

# HOME MATCHDAY BOOKING GUIDE

How to Log in to your Account

SCOTTISH FA TICKET LINK:

<https://tickets.scottishfa.co.uk/PagesPublic/Home/home.aspx>

## Existing Member

If you are a **SSC Member**, log into your account from the [Member Login](#) page.

## Existing Customer

If you are not a member but have purchased with us before, enter your customer number/email and password.

You can also request a password reset link to be sent to your email if you hit ***Forgotten Your Password.***

## SUPPORTER LOGIN

Supporter Number or Email:

Password:

Login

[Forgotten Your Password?](#)

## REGISTER NEW ACCOUNT

If you are a new customer who has never purchased tickets from The Scottish FA before, please click the 'Register New Account' button and register online now.

Register New Account

# HOME MATCHDAY BOOKING GUIDE

## How to Log in to your Account

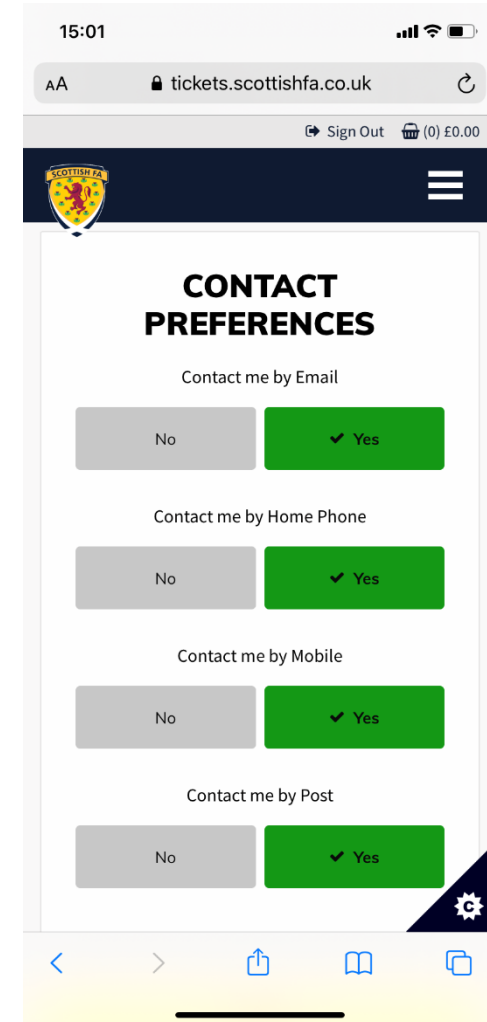
### SCOTTISH FA TICKET LINK:

<https://tickets.scottishfa.co.uk/PagesPublic/Home/home.aspx>

### Existing Member/Existing Customer

Before purchasing head to your My Account page once you have logged in by using the Menu Button (3 horizontal lines).

From there double check that your Contact me by Email preferences are set to **YES**, otherwise you won't receive your ticket.





# HOME MATCHDAY BOOKING GUIDE

## How to Create your Account

### New Customer

If you have never purchased before, click here to [Register](#) an account in order to purchase tickets (you will be unable to buy tickets without registering).

- Fill in all of your details (pictured on the right hand side)
- The \* denotes mandatory fields that you must enter
- Click **YES** for the option for Contact me by Email so your QR code can be sent to your email address. **This step is imperative.**
- Once you complete the application a customer number will be sent to you via email
- Use that customer number/email to log into the account

**PERSONAL DETAILS  
(WHO THE  
MEMBERSHIP IS FOR)**

Title\*

Forename\*

Surname\*

Date of Birth\*

Sex\*

Email\*

Confirm Email\*

Daytime Number\*

Mobile/Other Number\*

**PASSWORD**

(Passwords need be 8-64 characters long and contain 1 upper case letter, 3 lower case letters, 1 number and 1 special character e.g !@#£%)

Password\*

Confirm Password\*

**PURCHASER  
CONTACT DETAILS**

[Find My Address >>](#)

Address\*

Town

County

Postcode\*

Country\*

United Kingdom


Contact me by Email

Contact me by Home Phone

Contact me by Mobile

Contact me by Post

[Register](#)



# HOME TICKETS BOOKING GUIDE

## Selecting a Match

- 1) Click on the **Home Games** tab to view the list of available matches
- 2) Use the list to find which type of match you want to purchase.
- 3) Click on the **Buy Tickets** to continue.



### Tickets

## MENS 'A' HOME GAMES

Find home tickets for upcoming Scotland Men's National Football Team.

**BUY TICKETS**



### Tickets

## SWNT HOME GAMES

Find home tickets for upcoming Scotland Women's National Football Team.

**BUY TICKETS**



# HOME TICKETS BOOKING GUIDE

## Selecting a Match

- 1) From the **Stadium Plan**, you can choose an individual Section of the Stadium and from there you can choose a specific seat.
- 2) You can use the **Ticket Filter** to select certain Stands within the Stadium.
- 3) 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*)

**NB:** if using a mobile turn phone landscape to access stadium plan after log in.

SCOTLAND V MOLDOVA  
FIFA World Cup 2022 Qualifier (Men's A)


AREA AVAILABILITY

Not Available

Limited

Good

Very Good



TICKET FILTER

Pick a price category

SELECT BEST AVAILABLE SEATS

Pick a stand

Select a stand

Pick an area

Any Area

CONCESSIONS

Adult

£20.00 to £25.00

Reset Options

★ MY

# HOME TICKETS BOOKING GUIDE

## Selecting a Match Continued

1) Select as many seats as you require (*Max Ticket Allocation is 10 per customer*).

2) 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.

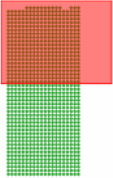
**NB:** Hovering over the seats with the mouse tells you the Row & Seat details as well as on the right hand side/bottom of the screen.


SCOTLAND V MOLDOVA  
FIFA World Cup 2022 Qualifier (Men's A)

Back to Stadium View

Reposition seating

View From Area





SEAT TYPES

Available

In your basket

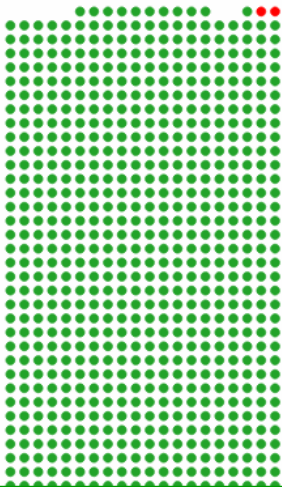
Restricted

Unavailable

Accessible Seating

Selected

Hover



PITCH THIS WAY

2

ITEMS IN YOUR BASKET

NORTH STAND—SECTION C5

Row XX Seat 0001 Adult

Row XX Seat 0002 Adult

Clear

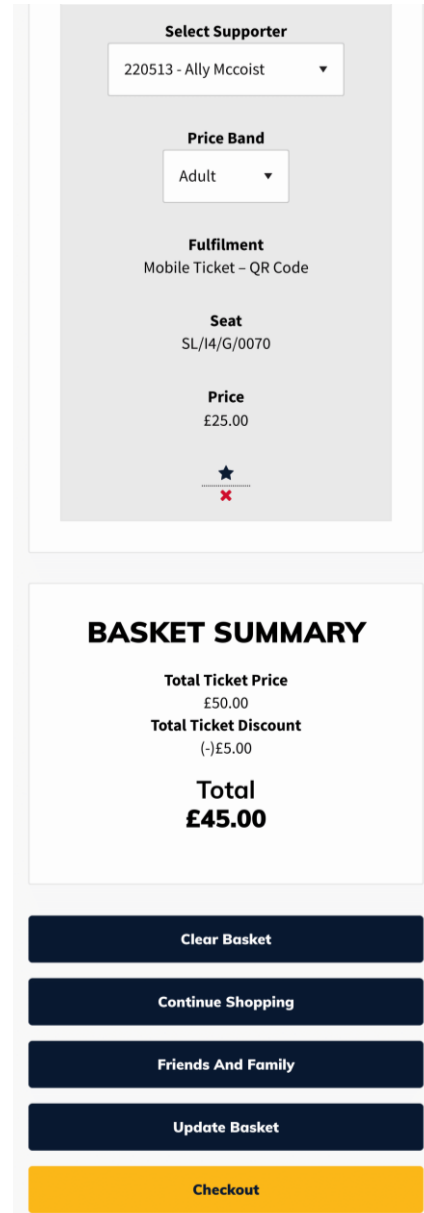
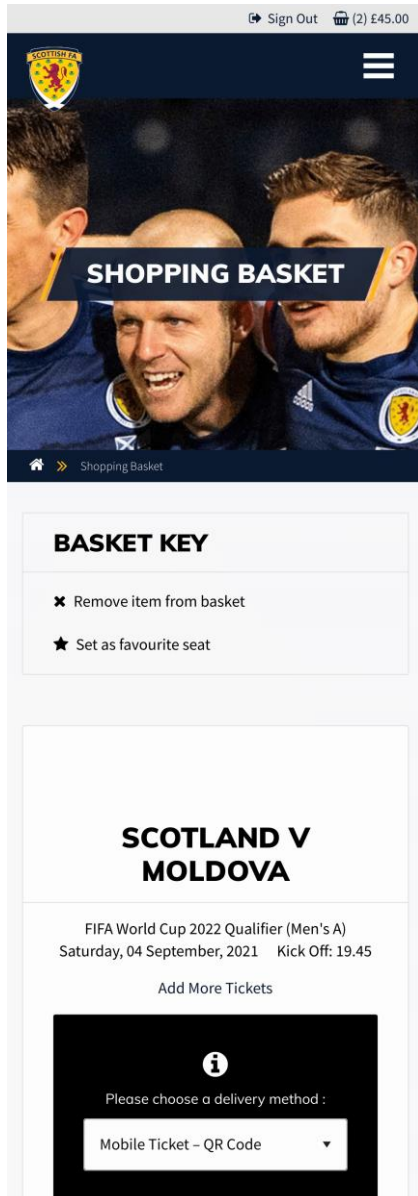
Add to Basket

TICKET FILTER

Pick a price category

Reset Options

# HOME TICKETS BOOKING GUIDE



The only delivery method for tickets is **Mobile Ticket- QR Code**

- 1) Check that you have the right amount of tickets and you are happy with your seat selection. You can change the price band if you are a purchasing a Junior/Senior.
- 2) After any of changes please click **Update Basket** to reflect any changes and proceed to **Checkout**

# HOME TICKETS BOOKING GUIDE

## Checkout

- 1) Enter in your card details *(we do not accept Amex)*
- 2) *You can save your card used for future use.*
- 3) *Read the T&C's and tick the box.*
- 4) *Click confirm to submit payment*

CREDIT/DEBIT CARD DETAILS

Enter your card details

The fields marked \* are mandatory

Card Type\*

Card Number\*

Visa - Fee £0.00

Master

Mastercard

VISA

Expiry Date\*

Start Date

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Security Number\*

Issue Number

123 123

SAMPLE CARD

☐

Tick here if you would like to save this card for future use.

☐

I have read and agreed to the Terms and Conditions


Confirm

# HOME TICKETS BOOKING GUIDE

## Email Confirmation

- 1) The email confirmation will be sent to the **Lead Booker** with each QR Code detailed with the following:
  - Members'/Customer Name
  - SSC number/Customer Number
  - Ticket Details
- 2) Please check your Junk/Spam folder as sometimes the email can go into there depending on your email provider.
- 3) It is recommended that you **save your email** or screenshot it to your mobile device to keep a record of your transaction.

NB: The Lead Bookers name will come under all the names of the ticket- you will still gain entry at the turnstiles.



**NOTHING MATTERS MORE**

**Dear Mr Ally McCoist,**

Thank you for purchasing from Scottish FA Ticket Office.

Your order details are as follows...

Payment Reference 1480951

 Mobile Ticket – QR Code	<b>Scotland v Moldova</b> Ally McCoist 220513 COMPLIMENTARY Price £0.00 <b>Date / Time</b> 04/09/21 / 19.45 <b>Stand</b> South Stand Lower <b>Area</b> P3 <b>Area Section</b> P3 <b>Row</b> UU <b>Seat</b> 0088
 Mobile Ticket – QR Code	<b>Scotland v Moldova</b> Ally McCoist 220513 COMPLIMENTARY Price £0.00 <b>Date / Time</b> 04/09/21 / 19.45 <b>Stand</b> South Stand Lower <b>Area</b> P3 <b>Area Section</b> P3 <b>Row</b> UU <b>Seat</b> 0089

**Total Price**£0.00

# QR CODES



The Scottish FA now utilise Mobile Ticketing meaning all standard tickets will be QR codes. There will no longer be an option for paper tickets or collections on match day when purchasing online.

Within your Email Confirmation you will receive a QR Code for each ticket recipient for each match.

It is recommended that you download your QR Code Confirmation Email to keep a hold of it. If you have purchased for other members/supporters you can screenshot their ticket and send it to them.



# BOOKING GUIDE

## QR CODE

Explanation of your QR Code- Mobile Ticket



Mobile Ticket – QR Code

### Scotland v Moldova

Ally McCoist  
220513

COMPLIMENTARY Price  
£0.00

Date / Time  
04/09/21 / 19.45

Stand South Stand Lower  
Area P3  
Area Section P3  
Row UU  
Seat 0088

Your email confirmation will contain the **QR Code Ticket** for each ticket recipient and each match, sent to the **Lead Booker**.

If purchasing for different members/supporters you can screenshot their ticket and send it to them or forward the original email so they can screenshot their own ticket.

Depending on your email provider it may split the image of the QR code from the body of the email. You can right click the body of the email or select options on your email app and select Download Pictures to keep the QR code next to the seat details.

At the turnstile, please ensure you phone has enough charge on the day and to turn your brightness to full in order for the QR Code to be scanned properly.

# BOOKING GUIDE

## QR CODE

### Common FAQ's QR Code- Mobile Ticket

#### I have my confirmation email but I can't see the QR codes

Sometimes depending on the email provider, your QR code images will show as attachments at the bottom of your email. To remedy this either right click or go to your email settings and enable Auto Download attachments for Android or for Apple make sure Load Remote Images is enabled.

#### I have multiple tickets in my order, how do I send those in my party?

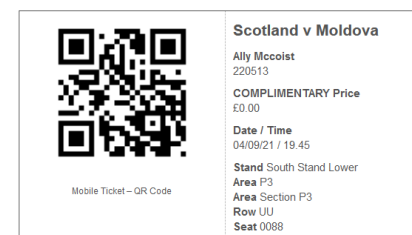
You can do one of two things:

- Forward the original email on to those in your party and each person can screenshot their own ticket to use at the turnstile.
- Screenshot each ticket and sending via a messaging app (WhatsApp, FB Messenger, etc).
- NB: When you are screenshotting please do not zoom in or out to take it, as it may affect the resolution of the capture and it will not show the seat details.

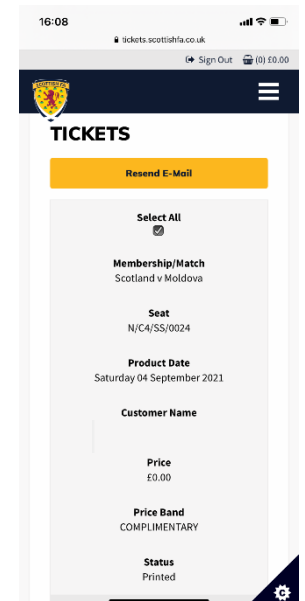
#### I haven't received my confirmation email

Double check your junk/spam folders (promotions folder for Gmail). If it still isn't there please double check your My Account page and under Contact Preferences check that email is switched to YES.

From there go to Purchase History, select the match, click select all then press Resend E-mail. This will resend you the QR code confirmation email.



Good Screenshot





If have any questions about booking tickets you can contact our Ticketing & Membership Operations Team:

Telephone: 0141 616 6000 & Press option 1

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

Please have your SSC number or Payment Reference so we can easily assist you.



NOTHING  
MATTERS  
MORE