

## **Downloading Your Match Tickets**

Thanks for booking your Manchester United matchbreak with Sportsbreaks. Below is a guide on how to download your match ticket for the game.

### **Manchester United email**

Around 7 – 14 days before the game, the lead guest in your booking will receive an email from the club with seat details for each supporter. The subject heading will be 'Your Sportsbreaks Match Ticket'.

This will include information on 'Accessing Your Ticket' and 'Redeeming Your Membership'.

Please read the email carefully and follow the instructions. If you're struggling to download or view all your tickets, please follow the guide below.

### **Step 1: Registering your email address**

Go to manutd.com and click 'Tickets' on the banner at the top of the page. On the right-hand side, click 'My Account'.

If you have an existing account, log in and check your supporter ID matches the supporter ID listed on 'Your Sportsbreaks Match Ticket' email. If it does, skip to Step 2.

If you don't have an existing account, click 'Create an account' on the Log In page. The supporter ID needs to be the same as the one in the 'Your Sportsbreaks Match Ticket' email.

If you cannot register an account to this ID or are experiencing issues, please call the Manchester United ticket office on 0161 676 7770 for assistance.

### **Step 2: Download the app**

In Google Play or App Store, search for 'Manchester United Official App' and download.

Tap 'My United' in the bottom right corner and log in with the same details as your online ticket account.

Tap 'My Tickets' and you will be able to view your upcoming match tickets. Select the game you have tickets for, and swipe right to ensure you have all match tickets for each supporter on your booking.

If you have all match tickets, you're now set for the game!

If you have no tickets, double check you've logged in using the supporter ID details provided in the 'Your Sportsbreaks Match Ticket' email. You may have more than one account with Manchester United that need merging. Please call 0161 676 7770 and provide your name, email, address, date of birth, and request to merge account.

If you have your ticket, but are missing tickets, please go to Step 3.

### **Step 3: Create an App Ticketing relationship**

Go back to your ticket account on manutd.com. On your profile, go to General Info and Linked Accounts, then Manage Linked Accounts.

Click Create a Relationship and then App Ticketing for each dropdown option. Proceed and click yes for 'Does this person exist on our ticketing database'.

Enter the supporter ID you've received on the 'Your Sportsbreaks Match Ticket' email for the next person on your booking. Also enter the postcode associated with your Sportsbreaks booking, and their Last Name. Then click Identify.

This will link the other guest's ticket to your account. Repeat this step for each supporter's ticket you are missing.

Go back to My Tickets in your mobile app, and as you swipe right, you should now be able to see the match ticket for each guest on your booking. It may take up to five minutes for each ticket to appear.

### **Reminder**

All match tickets should have been received around 5 days before the game. Please check the app for all tickets at this time.

We have a dedicated out of hours team to assist you on matchday, but it can take time to resolve issues so please make us aware of any problems as soon as possible.

The QR code on each match ticket generates for use around 3-hours prior to kick-off.