

**Bell**  
présente

**FEEQ**

UNE COLLABORATION

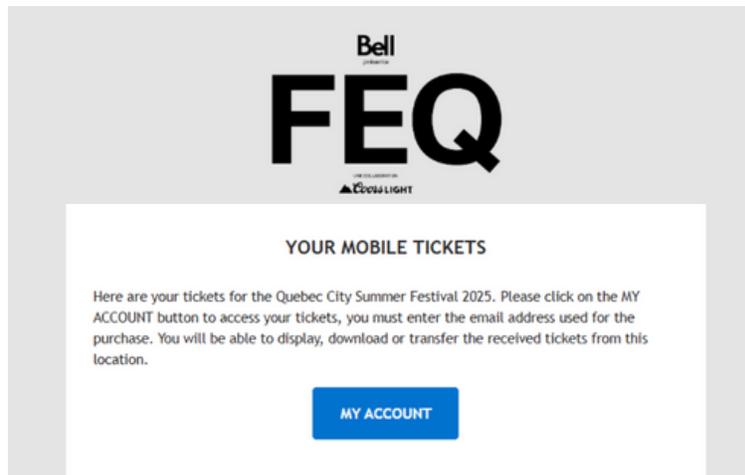
 **Coors** LIGHT.

# **CLIENT ACCOUNT USER GUIDE**

**MOBILE TICKETS HOLDERS FRONT STAGE  
ZONES, BELL SIGNATURE ZONE, JARDIN  
AND OTHERS.**

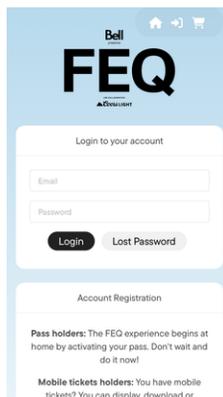
# 01 - Connection

Gold & Silver Front Stage Zones, Bell Signature Zone, Jardin and other sections must present a mobile ticket to access FEQ sites. These tickets are available through a client account. A link to create or log in to your account is sent to buyers by email.

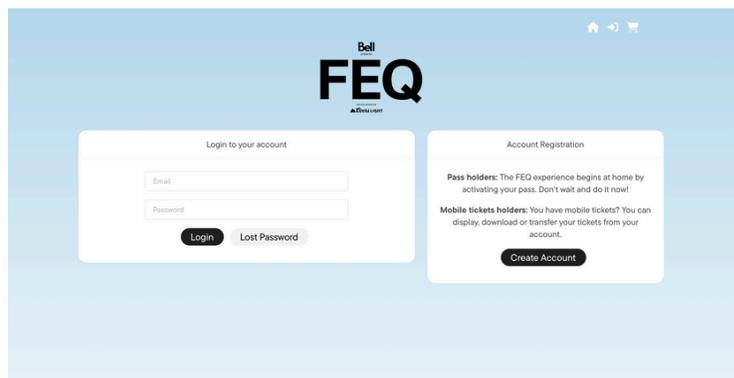


To retrieve your tickets, click on **MY ACCOUNT** and choose one of the following options :

- **Log into an existing account**
  - Enter the email address used for the purchase.
  - Enter your password.
  - Click on **LOGIN**.
- Create an account by clicking on **CREATE ACCOUNT**. Go straight to step 2.



Mobile

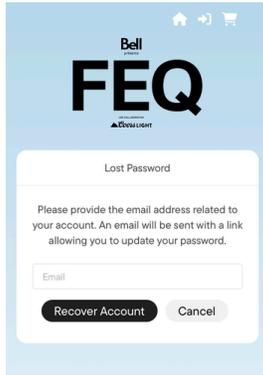


Desktop

## Lost password

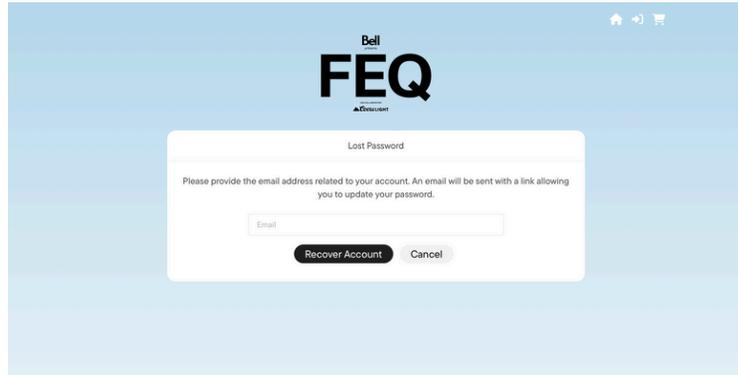
Enter the email address used for the account creation and click on **RECOVER ACCOUNT**.

An email will be sent to update your password.



The mobile view of the 'Lost Password' form is displayed within a white card on a light blue background. At the top of the card, it says 'Lost Password'. Below this, there is a short instruction: 'Please provide the email address related to your account. An email will be sent with a link allowing you to update your password.' A text input field labeled 'Email' is positioned below the instruction. At the bottom of the card, there are two buttons: a dark grey 'Recover Account' button and a light grey 'Cancel' button.

Mobile



The desktop view of the 'Lost Password' form is shown as a white modal window centered on a light blue background. The title 'Lost Password' is at the top of the modal. The instruction text is: 'Please provide the email address related to your account. An email will be sent with a link allowing you to update your password.' Below the text is a text input field for 'Email'. At the bottom of the modal, there are two buttons: a dark grey 'Recover Account' button and a light grey 'Cancel' button.

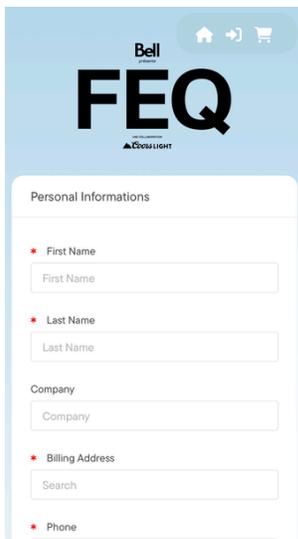
Desktop

## 02 - Registration

If you already have an existing account? Go to step 3.

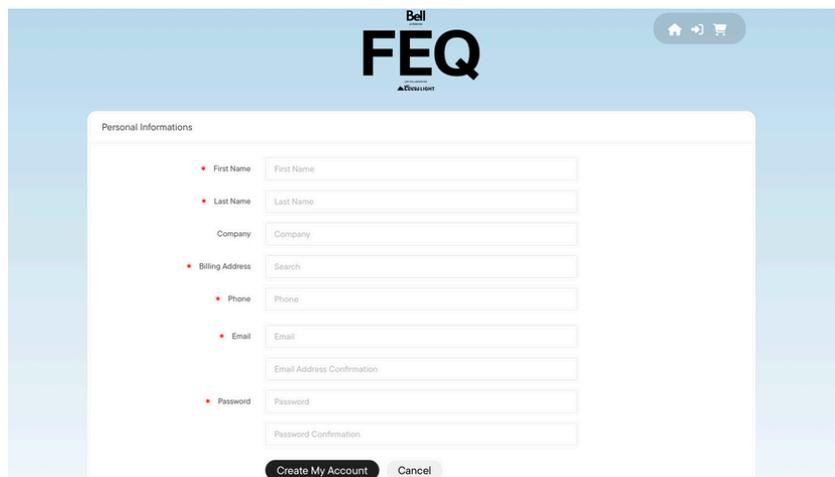
Enter your personal information in each field. It is important to use the email address used for the purchase.

Finalize your registration by clicking on **CREATE MY ACCOUNT**.



The mobile view of the registration form is shown as a white card on a light blue background. The title 'Personal Informations' is at the top of the card. Below the title, there are several input fields, each with a red asterisk indicating a required field: 'First Name', 'Last Name', 'Company', 'Billing Address', and 'Phone'. Each field has a placeholder text corresponding to its label. At the bottom of the card, there are two buttons: a dark grey 'Create My Account' button and a light grey 'Cancel' button.

Mobile

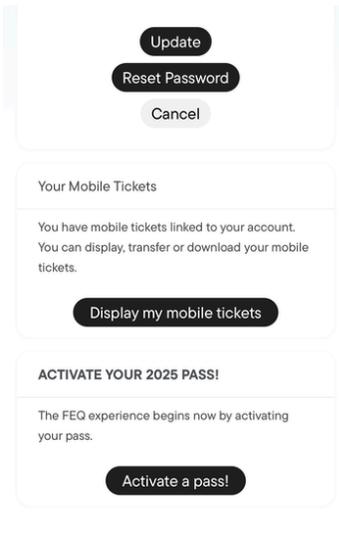


The desktop view of the registration form is shown as a white modal window on a light blue background. The title 'Personal Informations' is at the top of the modal. Below the title, there are several input fields, each with a red asterisk indicating a required field: 'First Name', 'Last Name', 'Company', 'Billing Address', 'Phone', 'Email', and 'Password'. Each field has a placeholder text corresponding to its label. Below the 'Email' field, there is an 'Email Address Confirmation' field. Below the 'Password' field, there is a 'Password Confirmation' field. At the bottom of the modal, there are two buttons: a dark grey 'Create My Account' button and a light grey 'Cancel' button.

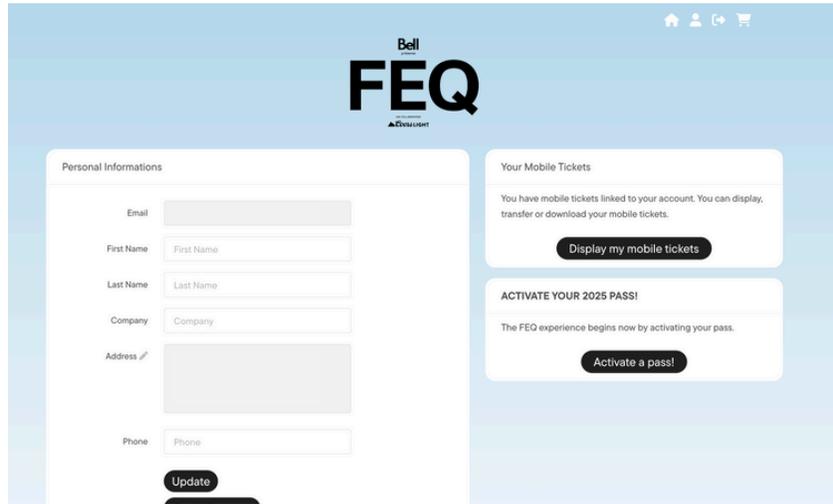
Desktop

# 03 - Mobile tickets

Click on **DISPLAY MY MOBILE TICKETS**.



Mobile

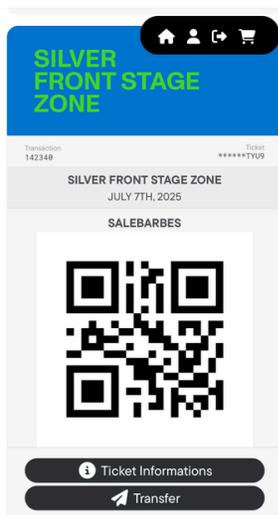


Desktop

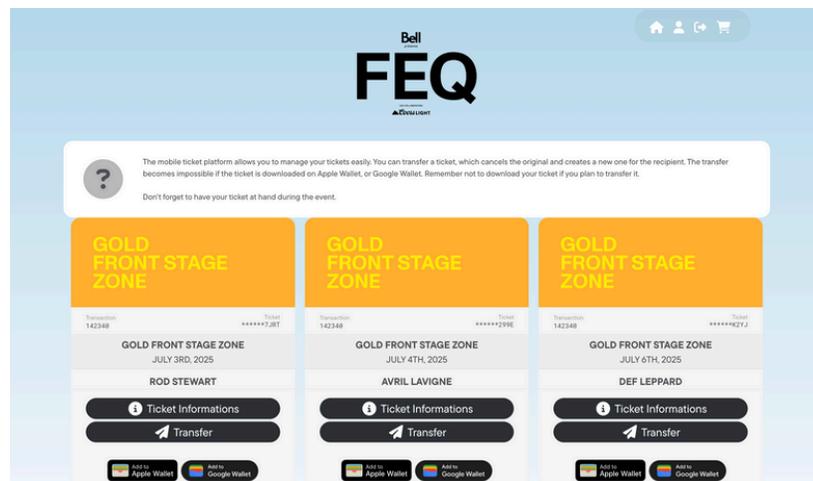
Each of your mobile tickets has a QR code that will be scanned on site at the Festival.

To transfer a ticket to another person, click on **TRANSFER** located under the QR code.

**IMPORTANT! A ticket CANNOT BE TRANSFERRED if it was opened in a third-party app such as Apple Cards and Google Wallet.**



Mobile



Desktop

# 04 - Mobile transfer

Enter all information about the person you want to transfer your ticket to.

Select the mobile ticket you want to transfer, and press **TRANSFER**.

The person will receive an email notifying them. They will have to create an account to retrieve the ticket.

A screenshot of a mobile application interface for transferring tickets. The form is titled "TRANSFER TICKETS" and includes three required fields: "First Name", "Last Name", and "Email Address", each with a red asterisk. Below these fields is a table with columns "Ticket" and "Location". The table lists three "GOLD FRONT STAGE ZONE" tickets for dates July 3rd, 4th, and 6th, 2025, each with a toggle switch.

Ticket	Location
<input checked="" type="checkbox"/> GOLD FRONT STAGE ZONE JULY 3RD, 2025	—
<input checked="" type="checkbox"/> GOLD FRONT STAGE ZONE JULY 4TH, 2025	—
<input type="checkbox"/> GOLD FRONT STAGE ZONE JULY 6TH, 2025	—

Mobile

A screenshot of a desktop application interface for transferring tickets. The form is titled "TRANSFER TICKETS" and includes three required fields: "First Name", "Last Name", and "Email Address", each with a red asterisk. Below these fields is a table with columns "Ticket", "Level", "Section", "Row", and "Seat". The table lists five "GOLD FRONT STAGE ZONE" tickets for dates July 3rd, 4th, 7th, 8th, and 9th, 2025, each with a radio button.

Ticket	Level	Section	Row	Seat
<input type="radio"/> GOLD FRONT STAGE ZONE JULY 3RD, 2025				
<input checked="" type="radio"/> GOLD FRONT STAGE ZONE JULY 4TH, 2025				
<input type="radio"/> GOLD FRONT STAGE ZONE JULY 7TH, 2025				
<input type="radio"/> GOLD FRONT STAGE ZONE JULY 8TH, 2025				
<input type="radio"/> GOLD FRONT STAGE ZONE JULY 9TH, 2025				

Desktop