

Bell

présente

FESTIVAL D'ÉTÉ DE QUÉBEC

UNE COLLABORATION



**CLIENT ACCOUNT
USER GUIDE**

What is an FEQ Account?

Your account gives you access to everything you need depending on the type of pass you hold :

- Activate your pass
- Acces your mobile tickets
- Transfer your mobile tickets
- View your invoice
- Confirm your waiting list registrations
- View your transaction

Activate your pass

Enter:

- The serial number (which only contains numbers).
- The alphanumeric code (which contains numbers and/or letters).

These codes are written behind the plastic pad of your wristband labeled FEQ, or on the back of your physical card.

Click on **CONTINUE**.

The screenshot shows the Bell Festival d'Été de Québec website interface. At the top, there is a navigation bar with the phone number 418-800-3347 / billetterie@feq.ca and a language dropdown set to EN. The main header features the Bell logo and the text 'FESTIVAL D'ÉTÉ DE QUÉBEC' with 'L'ÉVÉNEMENT' below it. A 'Personal Information' form is partially visible in the background, with fields for Email, First Name, Last Name, Company, Address, and Phone. A modal dialog box titled 'ACTIVATE YOUR 2026 PASS!' is centered on the screen. The dialog contains the following text: 'Why activate it? An activated pass can be replaced if lost or stolen (25\$ fee, some conditions apply). Latest FEQ news will be sent directly into your inbox. You can find your serial number as well as your alphanumeric code on the back of your bracelet's chip.' Below this text are two input fields: 'Ticket Number' (with a red asterisk and the note '* Serial number (contains only numbers)') and 'Ticket ID' (with a red asterisk and the note '* Alphanumeric Code (contains 8 letters and/or numbers)'). At the bottom of the dialog are 'CANCEL' and 'CONTINUE' buttons. In the background, a 'FEQ 2026 - GOLD FRONT STAGE ZONE PASS' is shown with an amount of 1410,00 \$. At the bottom of the page, there is a footer with '© Festival d'été de Québec 2026', links for 'Privacy policy' and 'Consent policy', and the MTA logo.

Activation Completed

Your pass is now activated!

You can activate only one pass per customer account.

Note that the same email cannot be used to create multiple accounts.

The screenshot displays the Bell Festival d'Été de Québec client account dashboard. At the top, the contact number 418-800-3347 and the website URL billetterie@feq.ca are visible. The page features a navigation bar with a home icon, a user profile icon, a menu icon, and a shopping cart icon. The main content area is divided into several sections:

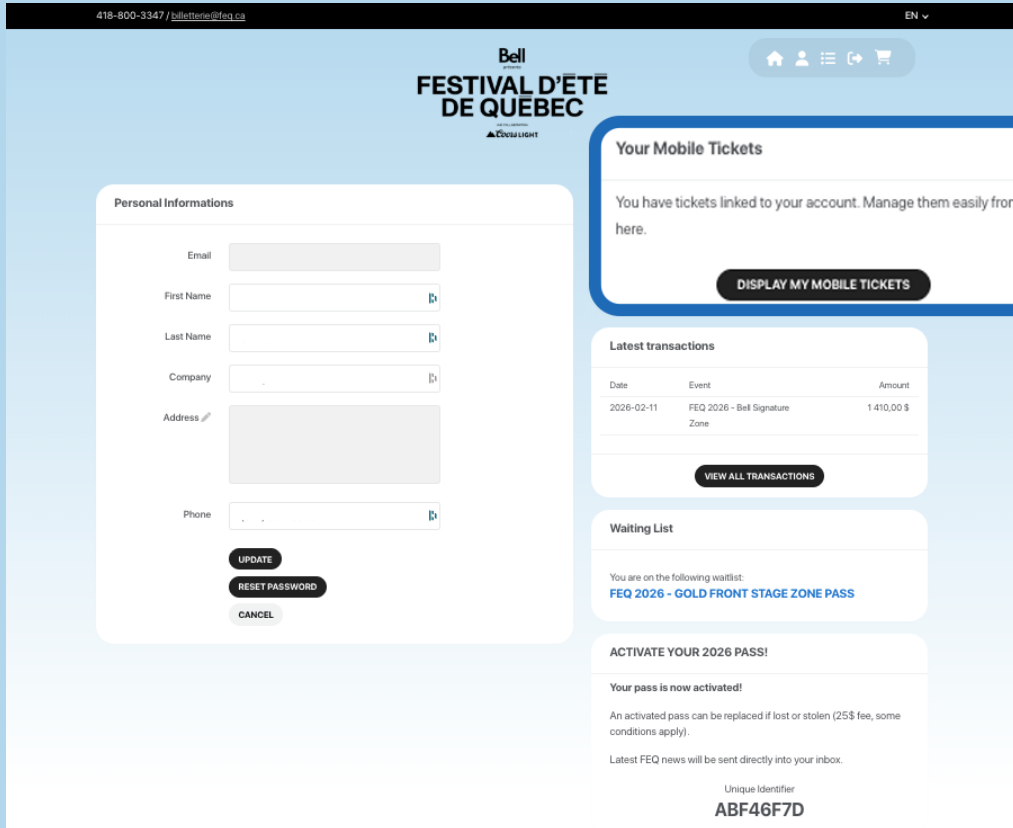
- Personal Informations:** A form with fields for Email, First Name, Last Name, Company, Address, and Phone. Below the form are buttons for UPDATE, RESET PASSWORD, and CANCEL.
- Your Mobile Tickets:** A section stating "You have tickets linked to your account. Manage them easily from here." with a button labeled DISPLAY MY MOBILE TICKETS.
- Latest transactions:** A table showing a transaction on 2026-02-11 for the event "FEQ 2026 - Bel Signature Zone" with an amount of 1,410.00 \$. A button labeled VIEW ALL TRANSACTIONS is below the table.
- Waiting List:** A section stating "You are on the following waitlist: FEQ 2026 - GOLD FRONT STAGE ZONE PASS".

A prominent blue-bordered box in the bottom right corner contains the following information:

- ACTIVATE YOUR 2026 PASS!**
- Your pass is now activated!**
- An activated pass can be replaced if lost or stolen (25\$ fee, some conditions apply).
- Latest FEQ news will be sent directly into your inbox.
- Unique Identifier: **ABF46F7D**

Mobile Tickets

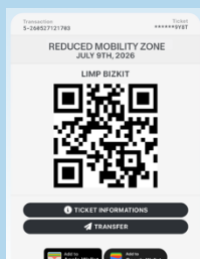
Click on **VIEW MY MOBILE TICKETS**.



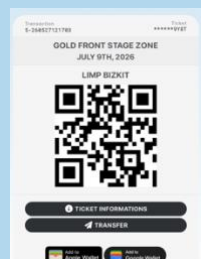
Each mobile ticket includes a QR code that will be scanned at the entrance to the zone associated with your purchase.

For the accessible (reduced mobility) area: one ticket is required for the person with reduced mobility, and one ticket for the accompanying person, if applicable. Please arrive together to facilitate the access process to the zone.

Reduced mobility



Front Stage Zone



Le Jardin



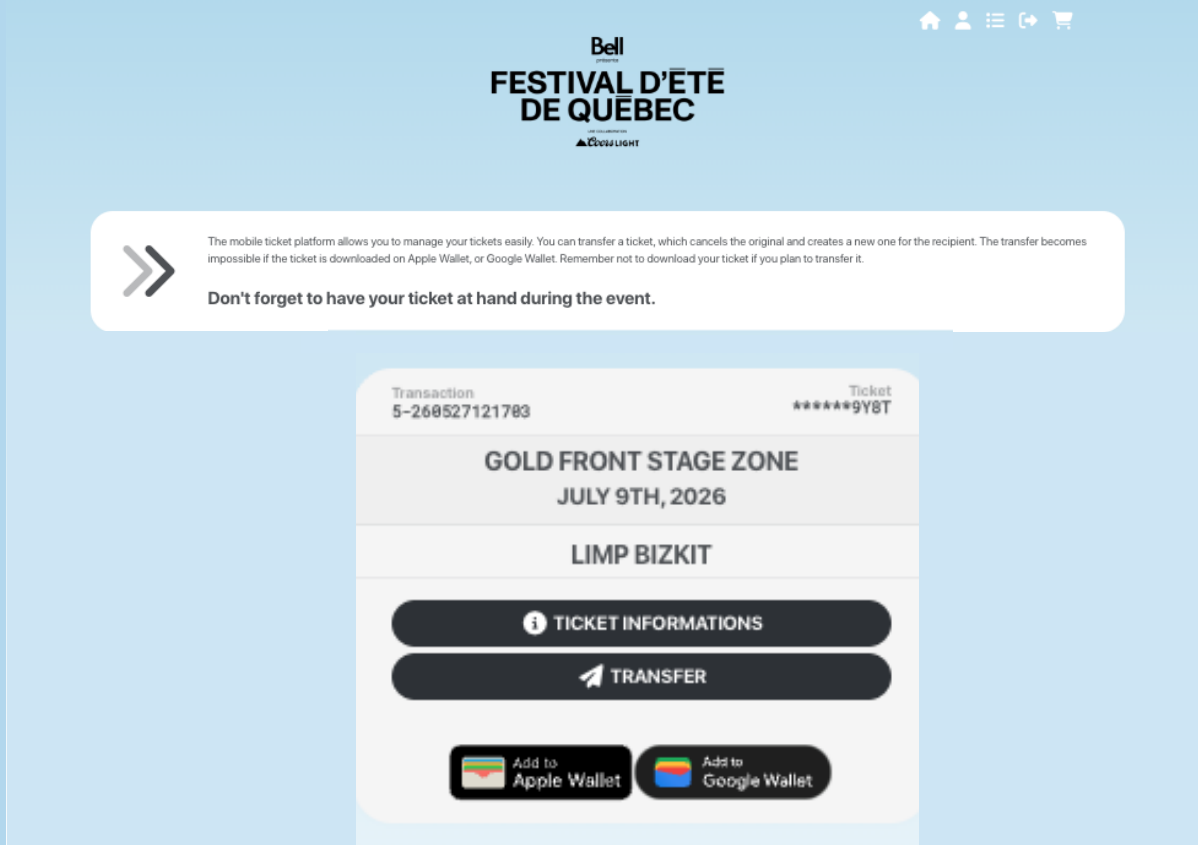
Bell Signature Zone



How do I transfer my mobile tickets?

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

WARNING! A ticket that has been opened in a third-party application such as Apple Wallet or Google Wallet **CANNOT BE TRANSFERRED**



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.

