

**Bell**

présente

**FEEL**

UNE COLLABORATION

 *Coors* LIGHT.

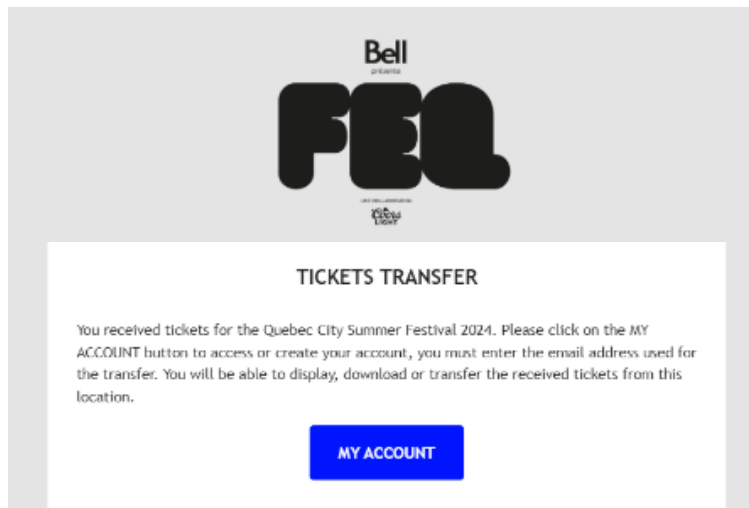
**CLIENT ACCOUNT  
USER GUIDE**

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

# 01 - Connection

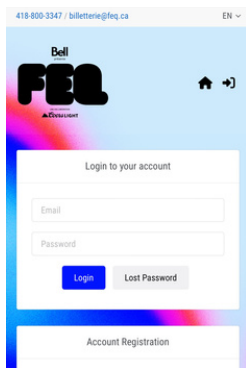
Gold & Silver Front Stage Zones, Bell Signature Zone, Jardin Air Canada and other sections must present a mobile ticket to access FEQ sites.

These tickets are available through a client account. A link to create or log in to your account is sent to buyers by email.

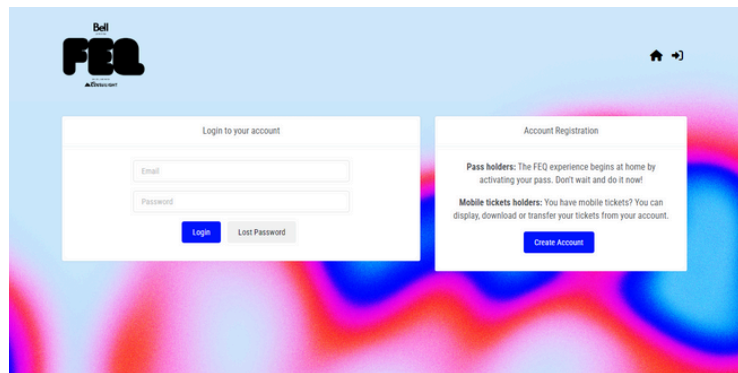


To retrieve your tickets, click on **MY ACCOUNT** and choose one of the following options :

- **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

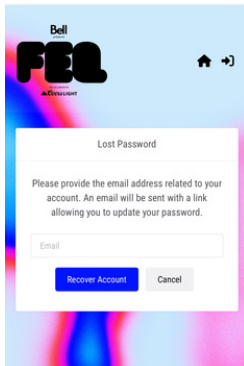


Desktop

## Lost password

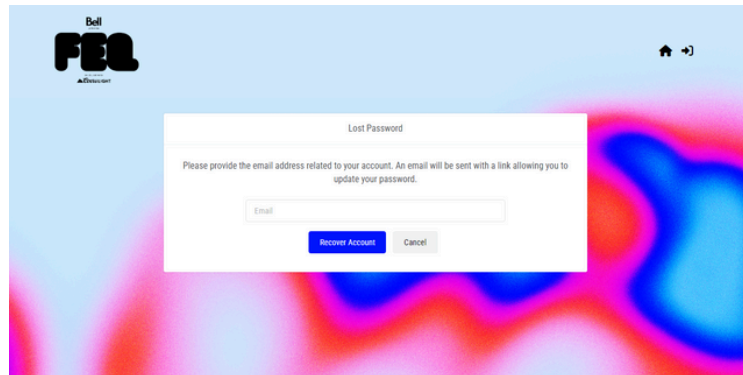
Enter the email address used for the account creation and click on **RECOVER ACCOUNT**.

An email will be sent to update your password.



The mobile view of the 'Lost Password' form features the Bell FEQ logo at the top left. Below the logo, the text reads: 'Please provide the email address related to your account. An email will be sent with a link allowing you to update your password.' There is a single text input field labeled 'Email' and two buttons at the bottom: 'Recover Account' and 'Cancel'.

Mobile



The desktop view of the 'Lost Password' form features the Bell FEQ logo at the top left. Below the logo, the text reads: 'Please provide the email address related to your account. An email will be sent with a link allowing you to update your password.' There is a single text input field labeled 'Email' and two buttons at the bottom: 'Recover Account' and 'Cancel'.

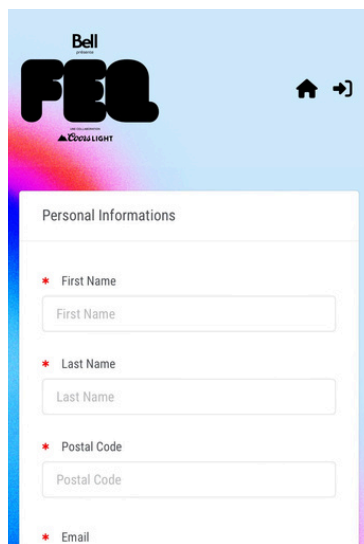
Desktop

## 02 - Registration

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

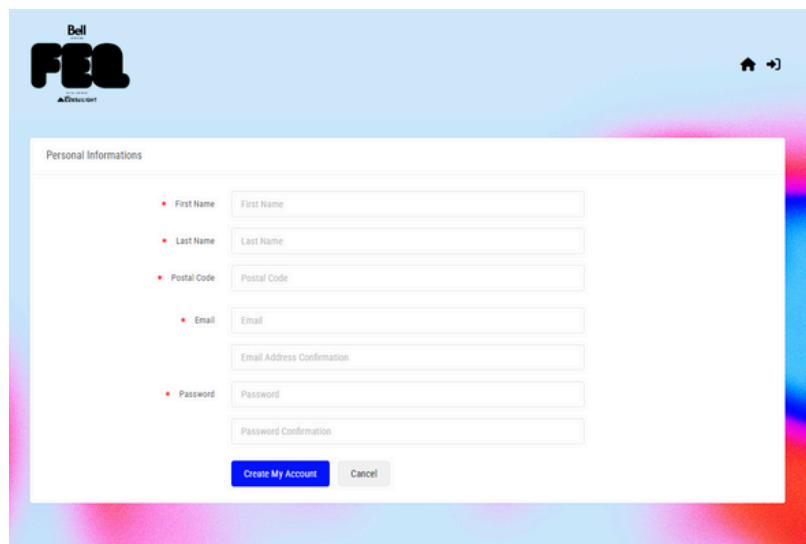
Enter your personal information in each field. It is important to use the email address used for the purchase.

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



The mobile view of the 'Personal Informations' form features the Bell FEQ logo at the top left. Below the logo, the text reads: 'Personal Informations'. There are four text input fields, each with a red asterisk to its left: 'First Name', 'Last Name', 'Postal Code', and 'Email'.

Mobile

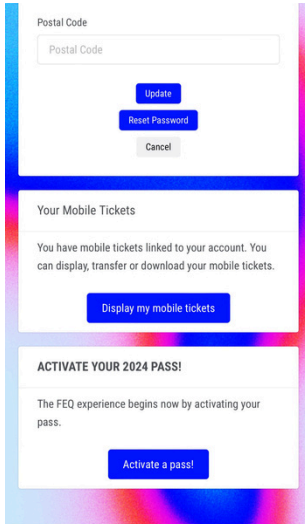


The desktop view of the 'Personal Informations' form features the Bell FEQ logo at the top left. Below the logo, the text reads: 'Personal Informations'. There are six text input fields, each with a red asterisk to its left: 'First Name', 'Last Name', 'Postal Code', 'Email', 'Email Address Confirmation', and 'Password'. There are also two buttons at the bottom: 'Create My Account' and 'Cancel'.

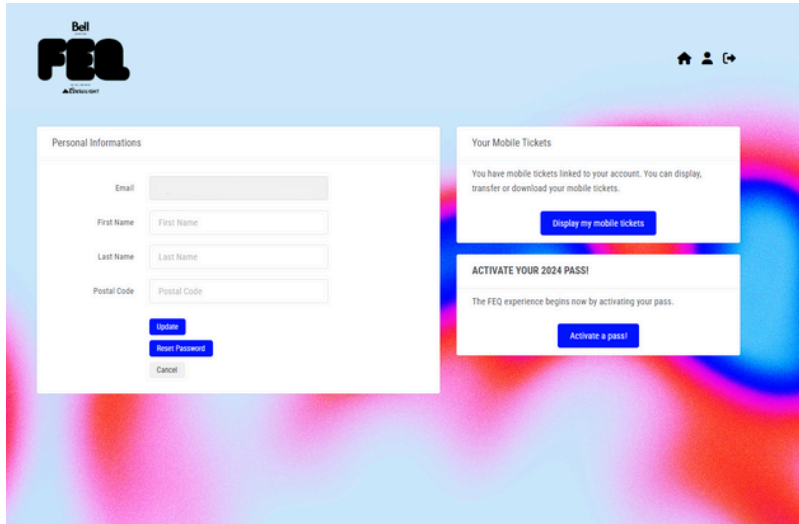
Desktop

# 03 - Mobile tickets

Click on **DISPLAY MY MOBILE TICKETS**.



Mobile

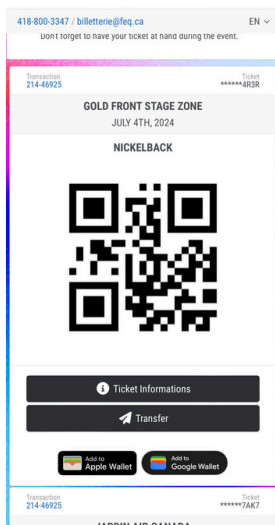


Desktop

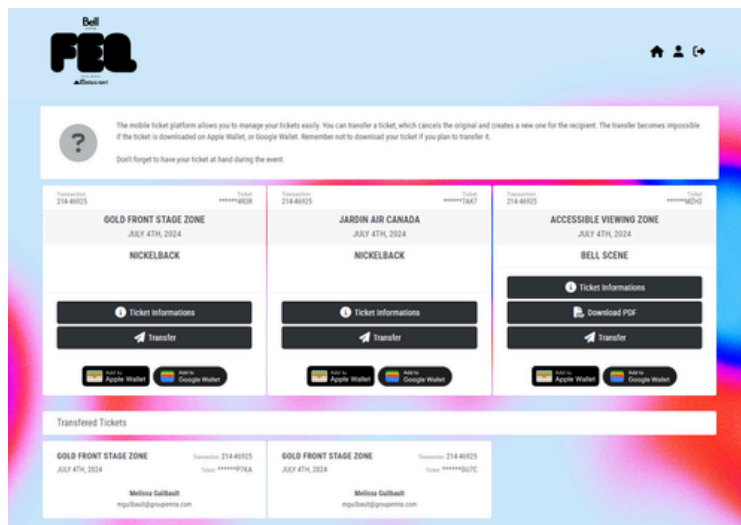
Each of your mobile tickets has a QR code that will be scanned on site at the Festival.

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



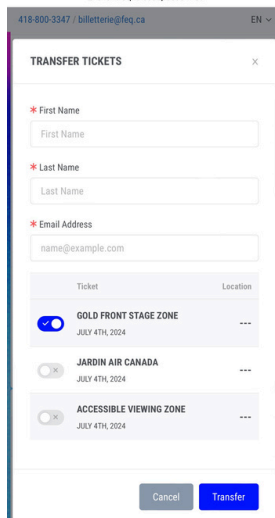
Desktop

## 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.



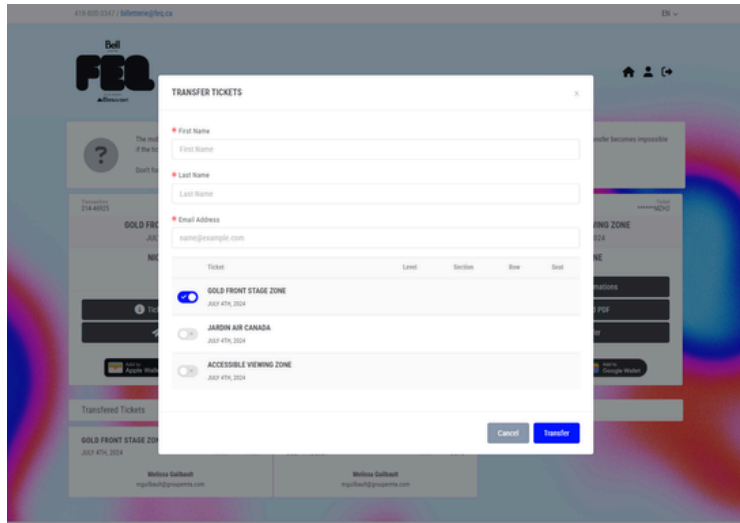
A screenshot of a mobile application interface for transferring tickets. The form is titled "TRANSFER TICKETS" and includes the following fields and options:

- \* First Name: Input field with placeholder "First Name".
- \* Last Name: Input field with placeholder "Last Name".
- \* Email Address: Input field with placeholder "name@example.com".
- Ticket selection table:

Ticket	Location
<input checked="" type="checkbox"/> GOLD FRONT STAGE ZONE JULY 4TH, 2024	...
<input type="checkbox"/> JARDIN AIR CANADA JULY 4TH, 2024	...
<input type="checkbox"/> ACCESSIBLE VIEWING ZONE JULY 4TH, 2024	...

At the bottom of the form are "Cancel" and "Transfer" buttons.

Mobile



A screenshot of a desktop website interface for transferring tickets. The form is titled "TRANSFER TICKETS" and includes the following fields and options:

- \* First Name: Input field with placeholder "First Name".
- \* Last Name: Input field with placeholder "Last Name".
- \* Email Address: Input field with placeholder "name@example.com".
- Ticket selection table:

Ticket	Level	Section	Row	Seat
<input checked="" type="checkbox"/> GOLD FRONT STAGE ZONE JULY 4TH, 2024				
<input type="checkbox"/> JARDIN AIR CANADA JULY 4TH, 2024				
<input type="checkbox"/> ACCESSIBLE VIEWING ZONE JULY 4TH, 2024				

At the bottom of the form are "Cancel" and "Transfer" buttons.

Desktop