



# Jan Breydel visitors app

Manual

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# Introduction

The Jan Breydels Visitors app is designed to provide a seamless experience for visiting supporters attending matches in our Jan Breydelstadium. The app allows users to register, add their ticket to their digital wallet using a unique code, and easily access the stadium. This guide will walk you step by step through the app's key features.

## Flow

The flow to get the fan into the stadium will be as follows:

1. Club Brugge generates codes
2. Club Brugge sends the codes to the visiting team
3. The visiting team distributes one unique code to a visiting fan
4. The visiting fan downloads the Jan Breydel Visitors app and registers
5. The visiting fan redeems the unique code and receives game ticket
6. The visiting fan scans the ticket at the turnstiles and enters the stadium

## Distribution of codes

Club Brugge will supply codes for the agreed number of seats to the visiting Club. This list will include block, row, seat, and the corresponding code. The visiting club can send each fan **one** code, which they can use to claim their ticket in the Jan Breydel Visitors app.

This is an example of the data the visiting club will receive:

	A	B	C	D	E	F	G	H	I	J
1	Transacti	TicketId	Entrance	Stand	Area	Row	Seat	RedeemCo	FirstName	LastName
2	6197050	5695496	1	ZUID	422	11	31	RHL55E		
3	6197050	5695370	1	ZUID	422	5	33	XRAH2B		
4	6197050	5695371	1	ZUID	422	8	34	TZSTT7		
5	6197050	5695374	1	ZUID	422	9	33	69VHA8		
6	6197050	5695375	1	ZUID	422	9	35	ZX9TUQ		
7	6197050	5695378	1	ZUID	422	11	34	59KNO9		
8	6197050	5695370	1	ZUID	422	11	33	I7TAK0		

Each code can only be used once, so it's important to keep track of which code were send to which fan.

## Registering in the App

To be able to get access to his own match ticket to fan needs first to download the Jan Breydel visitors app and register himself.

### Steps:

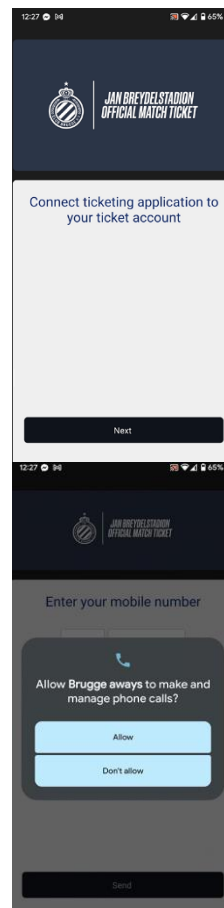
#### 1. Download the App

- Android: [Download here](#)  
Apple: [Download here](#)
- Or open the App Store (iOS) or Google Play Store (Android) and search for **Jan Breydel visitors App**.
- Install the app.

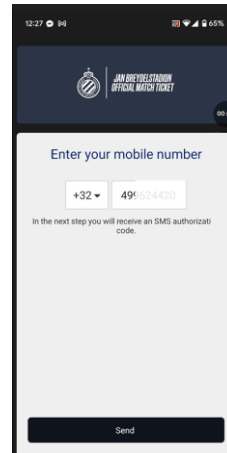
#### 2. Create an Account

Open the app and select *Next*.

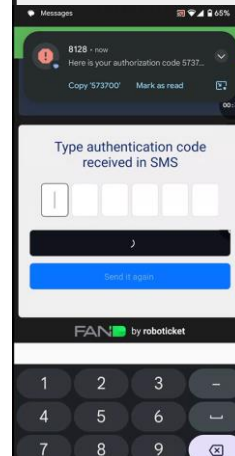
Allow the app to automatically fill in your phone number



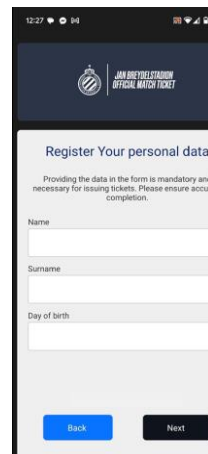
Fill in your phone number and click *Send* to send the verification message.



Once you have received the verification message, the verification code will be filled in and your phone number is verified.



Enter your personal details



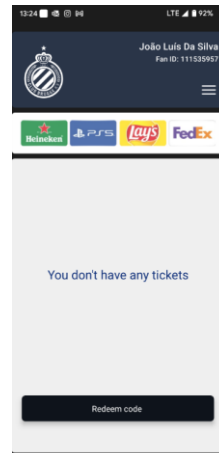
The account is now created and the fan can claim a ticket with their unique code.

## Adding a Ticket with a Code

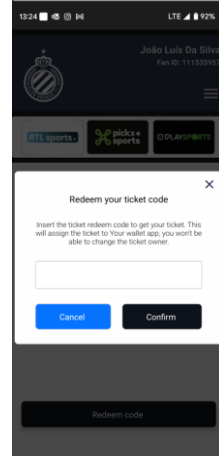
The visiting fan will receive one unique code to redeem his own game ticket.

### Steps:

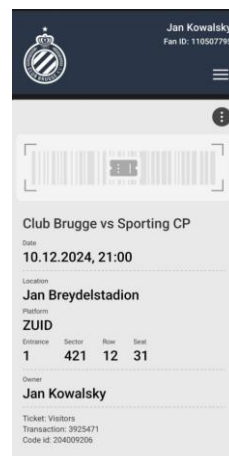
Click on *Redeem Code*



Fill in the unique code



Now your personal game ticket is loaded



## Accessing the Stadium

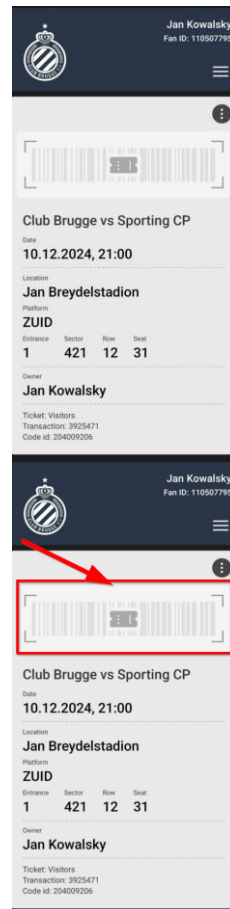
The fan can scan the barcode for the match ticket at the turnstile.

### Steps:

Open the Jan Breydel Visitors app

The game ticket will be visible

Display the barcode by clicking on the barcode image



The personal barcode is now shown and can be scanned at the turnstiles.

## Frequently Asked Questions (FAQ)

### 1. **What if I'm logged out**

- You can simply log in again, by receiving a new verification message. As done the first time before registering.

### 2. **Can I add multiple tickets?**

- No, only one ticket per fan (or phone) is allowed

### 3. **What if the unique code does not work**

- Make sure you entered the code correctly.
- Ensure the code hasn't been used before.
- Verify whether you already have a ticket for the match
- If the above is ok and it still doesn't work, take contact with the ticketing office of your team