



# DICE Ticket guide

Tickets are stored in the DICE app on the fan's mobile device

## Ticket activation

First the fan will need to activate their ticket(s). The default time this is available is 1 hour before doors.

QR code activation becomes available one hour before doors as standard.

## Validating tickets

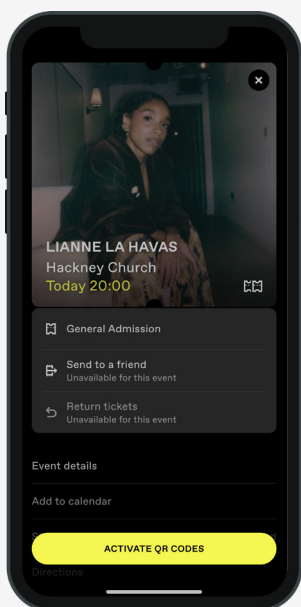
Tickets can be validated via DICE Access on your mobile device or your scanner. Scan the QR code and verify the information. Tickets cannot be validated more than once.

If you're using DICE Access green indicates a successful scan. Red indicates an unsuccessful scan, refer to the error message on your device.

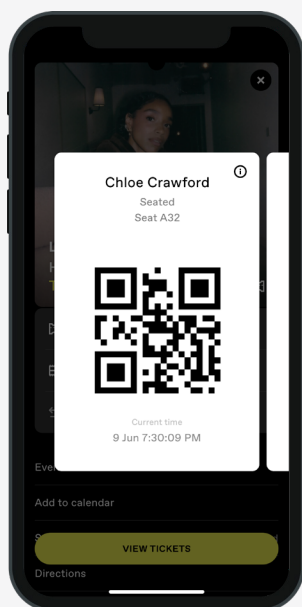
## Manual validation

If you experience issues validating tickets with DICE Access or scanners you can do it manually.

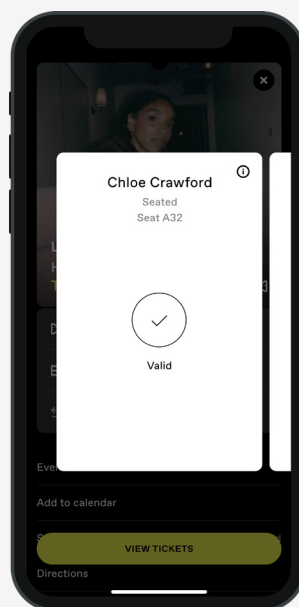
- Ensure the fan has activated the QR codes for tickets belonging to anyone present in their group.
- Double tap the name of the event or the number of tickets to enter manual validation mode.
- Swipe through and validate each ticket.



↑  
Activate QR code(s).



↑  
Ticket(s) ready to be scanned show a QR code. Legitimate DICE tickets are animated and have a timestamp.



↑  
Ticket validated.

## Troubleshooting

Issue	Solution
General issues with DICE Access	<ul style="list-style-type: none"> <li>• Log out and log back in to make sure data is up-to-date</li> <li>• Relaunch the app</li> <li>• Restart your device</li> </ul>
The fan has a problem with their mobile device e.g. screen broken, not charged, lost etc. or the fan does not have DICE downloaded.	<ul style="list-style-type: none"> <li>• Search for their name on the customer list on DICE Access, then click Check in.</li> <li>• Log in to mio.dice.fm, select event and view door list. Confirm via photo ID.</li> </ul>
Fan's QR code not scanning	Check the mobile device's screen brightness is turned up fully. If the issues persist, check in the fan manually via the method outlined above.
Fan's ticket is not animated or moving and the time is in the past	All valid DICE tickets will include an animation and timestamp. Double check the fan is accessing their ticket correctly in the DICE app.

If you have any queries please contact [clientsuccess@dice.fm](mailto:clientsuccess@dice.fm) or your Account Manager