

Lincoln City FC In-App Ticketing Guide

You can now access your match and season tickets in our Official Lincoln City Club App. This means no more trying to find your ticket, no searching for emails to print off confirmations, and it'll be there waiting for you, ready when you are.

Once logged in to the App you can view your tickets when you've bought them, so you can have them ready on your phone before you even leave the house, meaning no need to worry if you don't have internet access when you get to the stadium.

What accounts do I need?

You will need a We Are Imps account and you will need to use the same account for purchasing tickets (at <https://www.eticketing.co.uk/imps>) as you do to log in to the website and app.

If you already have a ticketing account then you will need to link this to your We Are Imps Account - see how to do this [here](#)

If you already have a ticketing account but not a We Are Imps account then see below for information on creating a We Are Imps Account.

Download the Lincoln City App

You can download the App on iOS or Android:

[Click here to download the app from the Apple App Store](#)

[Click here to download the app from the Google Play Store Android](#)

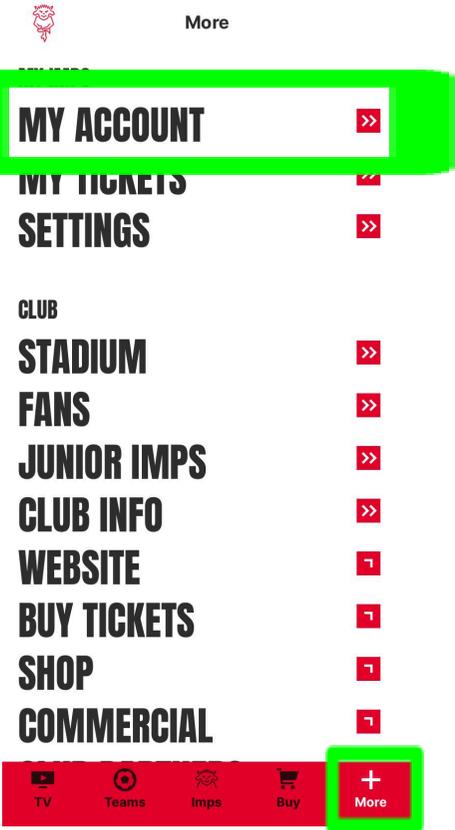
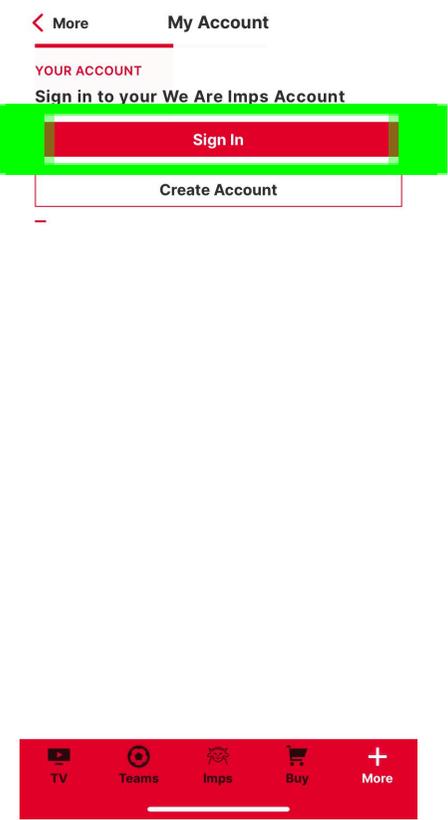
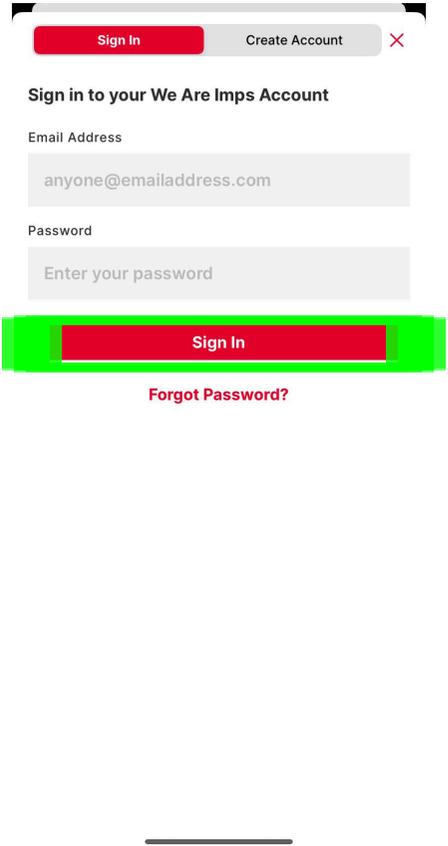


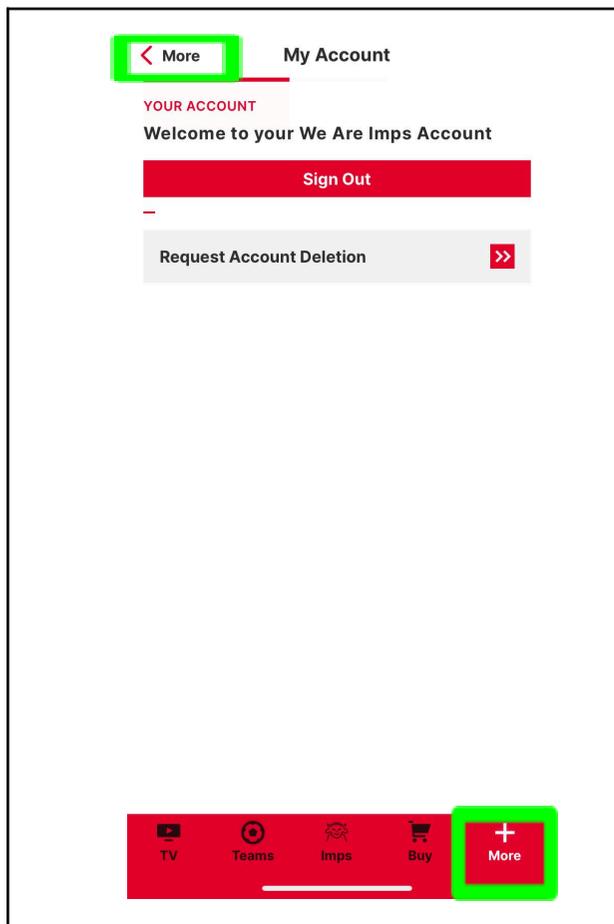
Logging in to the App

You need to log in to the App using your We Are Imps Account. This is the same account as you will use to log in to our Club website. If you already have an account then you can log in to the App using this account. If you haven't yet created a We Are Imps Account see "New User Login to App" below.

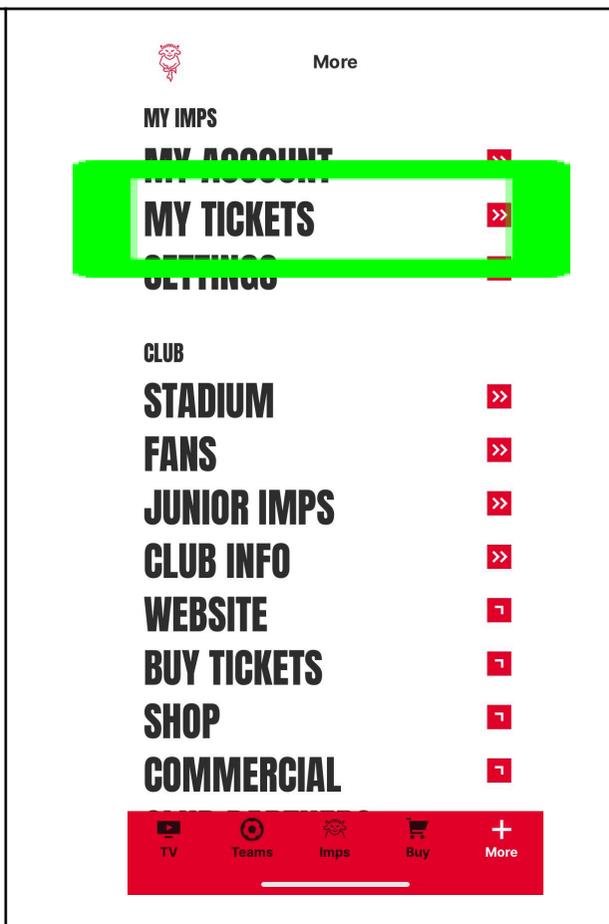
Existing User Login to App:

If you already have a We Are Imps Account you can use this to login to the App.

 <p>The screenshot shows the app's main menu. At the top, there is a 'More' tab. Below it, a list of menu items is displayed: 'MY ACCOUNT', 'MY TICKETS', 'SETTINGS', 'CLUB', 'STADIUM', 'FANS', 'JUNIOR IMPS', 'CLUB INFO', 'WEBSITE', 'BUY TICKETS', 'SHOP', and 'COMMERCIAL'. Each item has a red arrow icon to its right. At the bottom, there is a red navigation bar with icons for 'TV', 'Teams', 'Imps', 'Buy', and 'More'. The 'More' icon is highlighted with a green box.</p>	 <p>The screenshot shows the 'My Account' screen. At the top, there is a 'More' tab and a 'My Account' title. Below the title, there is a red bar with the text 'Sign in to your We Are Imps Account'. Below this bar, there is a red 'Sign In' button and a 'Create Account' link. At the bottom, there is a red navigation bar with icons for 'TV', 'Teams', 'Imps', 'Buy', and 'More'.</p>	 <p>The screenshot shows the login form. At the top, there are two buttons: 'Sign In' and 'Create Account'. Below the buttons, there is a title 'Sign in to your We Are Imps Account'. There are two input fields: 'Email Address' with the placeholder 'anyone@emailaddress.com' and 'Password' with the placeholder 'Enter your password'. Below the input fields, there is a red 'Sign In' button and a 'Forgot Password?' link. At the bottom, there is a red navigation bar with icons for 'TV', 'Teams', 'Imps', 'Buy', and 'More'.</p>
<ul style="list-style-type: none">• Open the App and tap on the “More” tab at the bottom of the screen• Tap on “MY ACCOUNT”	<ul style="list-style-type: none">• Tap on the red “Sign In” bar	<ul style="list-style-type: none">• Enter the email address and password for your account• Tap on the red “Sign In” bar



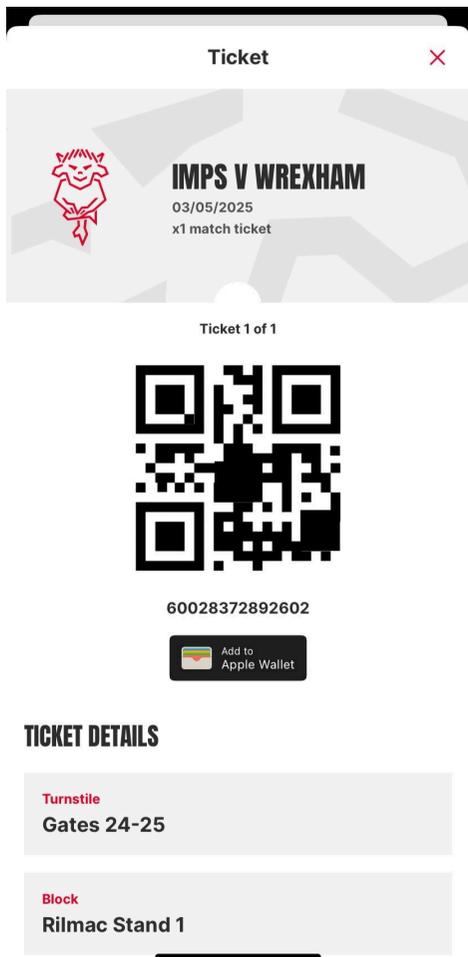
- You are now logged in
- Tap on “More” at the top or bottom of the screen to return to the “More” menu



- Tap on “MY TICKETS” to see your purchased tickets



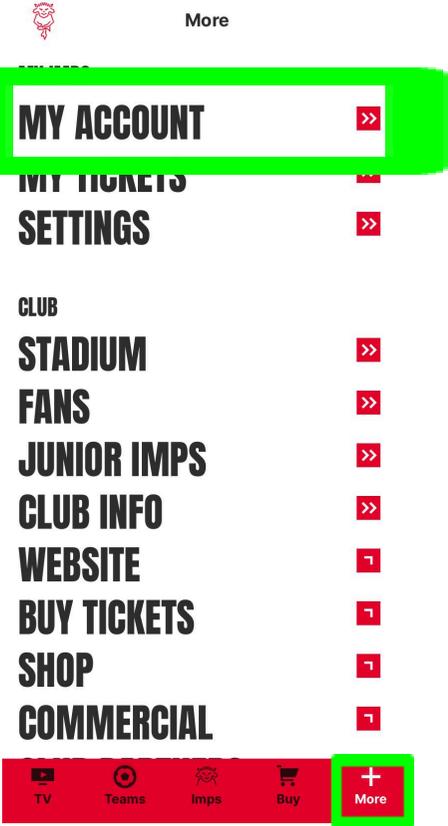
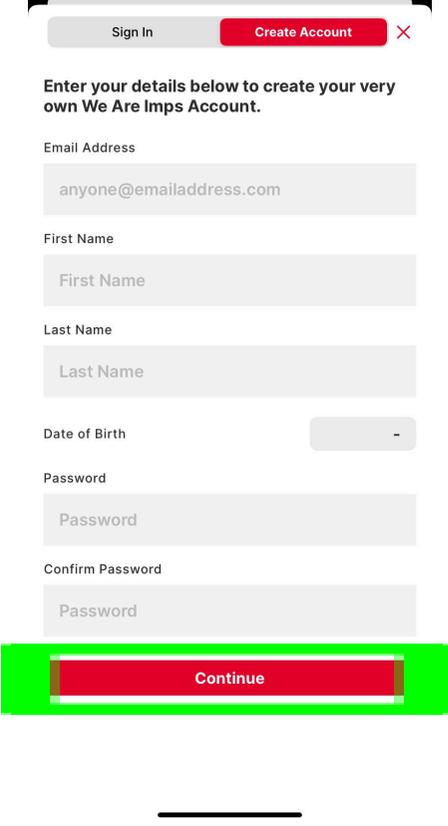
- Click on any active ticket to open it and access the QR code ready to scan at the turnstile

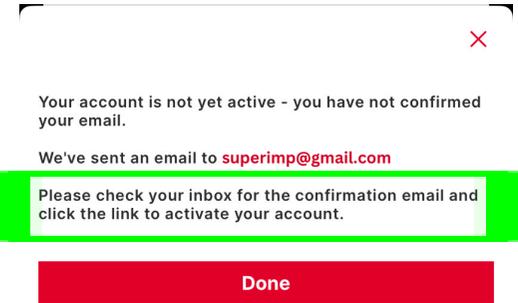
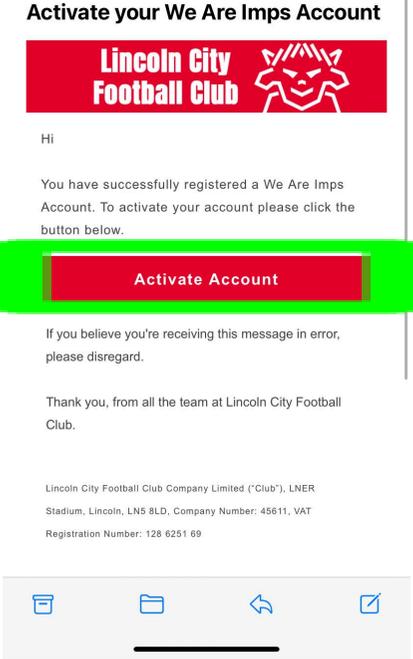
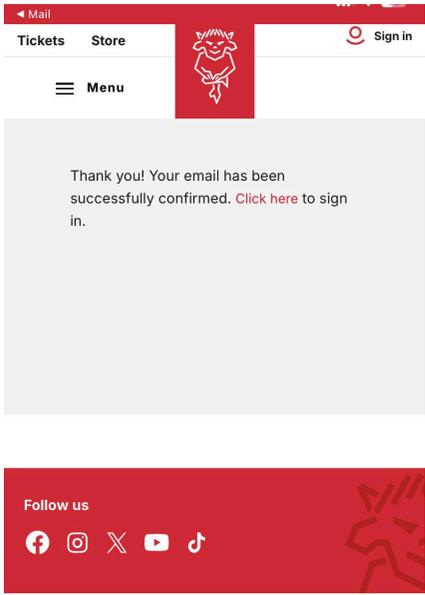


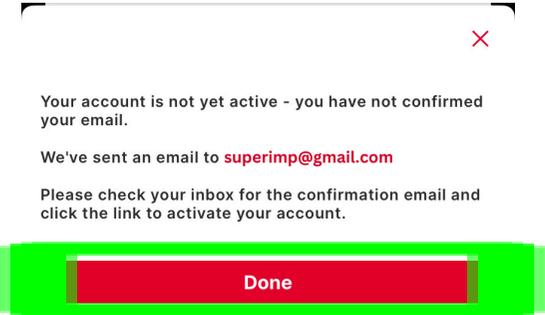
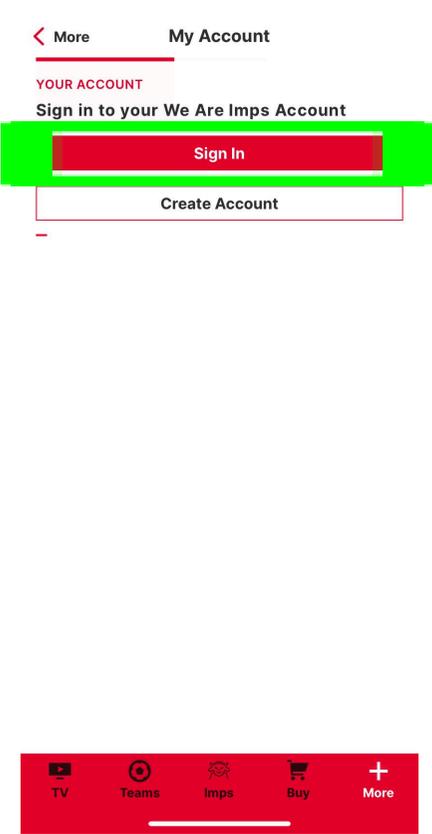
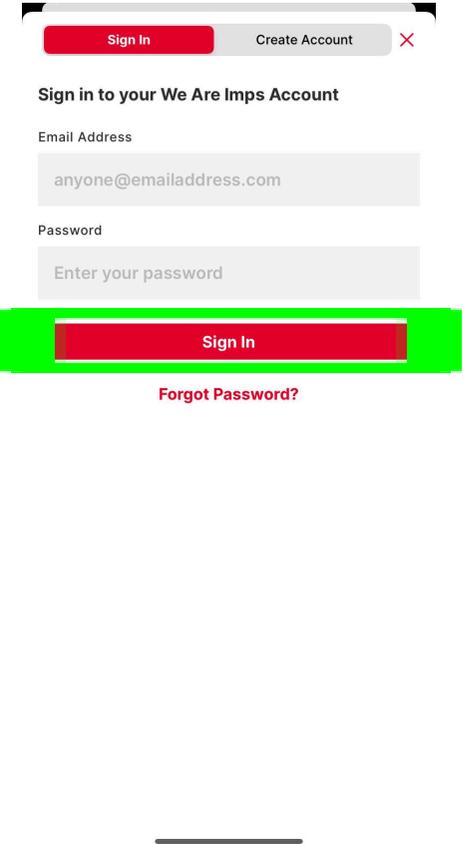
- Your ticket will show turnstile and seat details
- Scan the QR code at the turnstile for access to the stadium

New User Login to App:

If you haven't previously logged in to our Club website or app, or bought tickets, you will need to create a new We Are Imps Account:

 <p>More</p> <p>MY ACCOUNT</p> <p>MY TICKETS</p> <p>SETTINGS</p> <p>CLUB</p> <p>STADIUM</p> <p>FANS</p> <p>JUNIOR IMPS</p> <p>CLUB INFO</p> <p>WEBSITE</p> <p>BUY TICKETS</p> <p>SHOP</p> <p>COMMERCIAL</p> <p>TV Teams Imps Buy More</p>	 <p>< More My Account</p> <p>YOUR ACCOUNT</p> <p>Sign in to your We Are Imps Account</p> <p>Sign In</p> <p>Create Account</p> <p>TV Teams Imps Buy More</p>	 <p>Sign In Create Account X</p> <p>Enter your details below to create your very own We Are Imps Account.</p> <p>Email Address</p> <p>anyone@emailaddress.com</p> <p>First Name</p> <p>First Name</p> <p>Last Name</p> <p>Last Name</p> <p>Date of Birth</p> <p>Password</p> <p>Password</p> <p>Confirm Password</p> <p>Password</p> <p>Continue</p>
<ul style="list-style-type: none">• Open the App and tap on the “More” tab at the bottom of the screen• Tap on “MY ACCOUNT”	<ul style="list-style-type: none">• Tap on “Create Account”	<ul style="list-style-type: none">• Enter your details - use the same email address that you have used (or will use) to buy tickets• Choose and confirm a password• Tap the red “Continue” bar

		
<ul style="list-style-type: none"> • You will see this message in the app • You must open confirm your account through the email you are sent BEFORE tapping on “Done” • Go to your email inbox 	<ul style="list-style-type: none"> • Open the email from Lincoln City Football Club entitled “Activate Your We Are Imps Account” • Click on “Activate Account” in the email 	<ul style="list-style-type: none"> • You will see a confirmation message on the Lincoln City website on your phone • You can now return to the app to log in

		
<ul style="list-style-type: none"> • When you return to the app you will see the screen that you left when you verified your account from your email • You can now tap on the red “Done” bar 	<ul style="list-style-type: none"> • You will now be able to log in with your new account • Tap on the red “Sign In” bar 	<ul style="list-style-type: none"> • Enter the email address and password for the account you have just created • Tap on the red “Sign In” bar

<ul style="list-style-type: none"> • You are now logged in • Tap on “More” at the top or bottom of the screen to return to the “More” menu 	<ul style="list-style-type: none"> • Tap on “MY TICKETS” to see your purchased tickets • NOTE: For new accounts you will need to link your ticketing and We Are Imps accounts - see how to do this here 	<ul style="list-style-type: none"> • Click on any active ticket to open it and access the QR code ready to scan at the turnstile

FAQs

My We Are Imps Account is registered to a different email account from my Ticket Account

I have set up my We Are Imps Account with the same email address as I've used to buy tickets previously, but I still can't see my tickets in the app

If you have only just bought tickets, or just registered and logged in to the App for the first time then it might take a few minutes for your tickets to show in the App. If you still can't see your tickets then please completely close the App and, after a few minutes, open it again. You should then see tickets. If after 24 hours you still don't see them, contact us.

Where do I find tickets in the App?

If you have already bought tickets then you can access these in the More tab in the App. You will need to be logged in using your We Are Imps Account (see steps above) and need to have bought tickets using a ticket account with the same email address as your club account. Once you are logged in you can tap on "MY TICKETS" in the More tab and see your tickets here.

How do I use the tickets on matchday?

Your tickets should automatically download to your app in the background but we recommend checking that you have them available in the app before you go to the ground. Once at the LNER Stadium you do not need an internet connection to access your ticket(s) in the app as they are downloaded to your phone.

Simply open the app, tap on the "More" tab and then "MY TICKETS" (you will need to be logged in) you will find your tickets. Scan the bar code of the relevant ticket at the turnstile to gain entry.

I can't access my account

If you can't remember the password for your account then you can tap on the "More" tab and go to "MY ACCOUNT" and here you can choose "Sign In" and you will see an option to tap on for "Forgot Password?" - tap on this and follow the instructions to reset your password to gain access to your account.

If you are still having trouble, check that the email address is the same as the one you have used to register your We Are Imps Account.