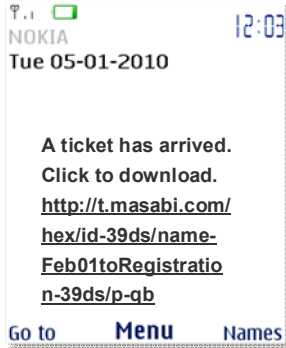


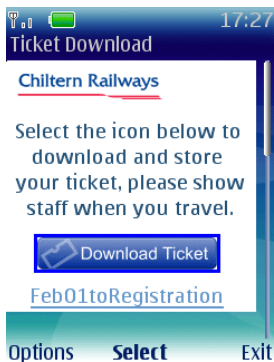
## How to receive your mobile barcode ticket

1. The first time you choose to receive your ticket as a barcode, you will be sent a text message that gives you a test ticket showing an activation code that needs to be typed in to your online account. The activation process is shown in steps 1- 4 and the actual ticket download is shown in steps 5 - 9.
2. First you get the link in an SMS text message, you click on the link (or click the %Go to+button)



**Note.** Some phones give you the option to %open+or %use+the link from this message. This will open up a mobile internet page . you must give the phone permission to open up this page, otherwise you will not get your ticket.)

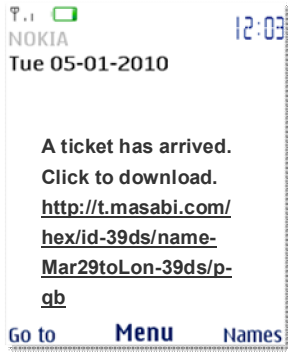
3. Your phone then goes to a download page like this:



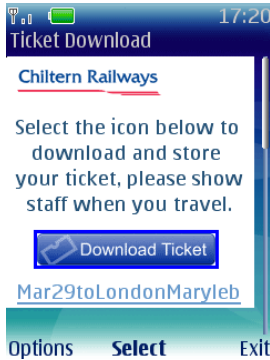
4. Click %download ticket+to get your test ticket and registration code



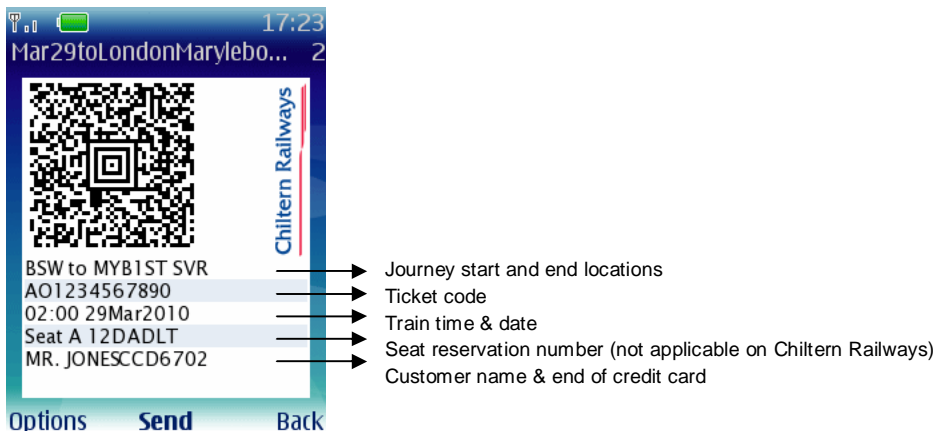
- When you've confirmed your booking, a message will be sent to your mobile phone containing a link. It looks like this:



- Click or select the link in the message and then you'll see the screen below:



- Click or select the 'Download Ticket' icon in the centre.
- When you click or select the icon, you will then get the ticket image saved onto your phone. It looks like this:



- It may show a confirmation screen, which says where on your phone it's stored the ticket. It should store the ticket in the default image gallery for your phone, where all of your other pictures are found. It's worth remembering where this went, as this is how you'll find your ticket to show staff when travelling. The confirmation screen may look like this:



10. When you look in the place i.e. images that it has been saved it should look like this:



### Things to remember

- This barcode is your ticket for travel. The barcode will be scanned on the train and at the station by a Chiltern Railways guard.
- Each ticket is named as the date of travel and the destination to make it easier to find the correct ticket in your phone. E.g. Mar29toLondon-dQASdj43.dm
- If you cannot find the ticket on the phone, you can re-download the ticket from the original message containing the link.
- If your phone is not Internet enabled, then you will not be able to get your ticket. please talk to your mobile network operator to get the correct settings installed on your phone.
- The ticket should look something like the barcode images above and because the image is sized to match the phone it may appear slightly differently.
- The activation code typed into the website is used to check that your phone is compatible and correctly working for mobile ticketing.
- The delivery system will try two different types of message for your first ticket, only trying the second type if your first message didn't work. Some phones are compatible with both, but both messages will take you to the same ticket.
- Important: Don't Zoom the image. if the image is resized, the barcode might not scan correctly because it gets fuzzy edges. Viewing the image full screen without zoom should work.

## Showing your ticket to the Guard

Once your ticket has been downloaded it is available off-line to use in the future, without needing to download it again. You simply need to:

1. Find the correct ticket in their **IMAGES** or **GALLERY** or **PICTURES** folder, and display it on-screen.

This location can vary on different phones. Common locations are as follows, or a variation on the below:

- **Media > Pictures**
- **My Stuff > Photo**
- **My Files > Images**
- **My Items > Saved Pictures**
- **Multimedia > Images**
- **Gallery > Memory Card > Images**
- **File Manager > Images > Downloaded**
- **Multimedia Album**
- **Photos**
- **browser > menu > downloads (this is for google phone)**

Each ticket is named as the date of travel, and the destination to make it easier to find the correct ticket. E.g. **Mar29toLondon-dQASdj43.dm**

On a recent Nokia phone, **Menu > Gallery > Memory Card > Images** this looks like the following:

