



## PREMIUM HOSPITALITY

# WELCOME TO YOUR PREMIUM TICKETING GUIDE

All West Coast Eagles home match ticketing is digital through your smartphone and the official West Coast Eagles app.

Using your smartphone along with this guide, you will be able to download your digital ticket(s) and scan into Optus Stadium.

***WE HIGHLY RECOMMEND YOU ACTION DOWNLOADING YOUR TICKETS FOR EACH INDIVIDUAL MATCH AS SOON AS YOU RECEIVE NOTIFICATION THAT YOUR TICKETS ARE LIVE IN THE DAYS PRIOR TO EACH MATCH.***

## TABLE OF CONTENTS

### MOBILE TICKETING HOW-TO-GUIDE

.....1-6

Important Information for Tickets ..... 4

### HOW-TO-GUIDE FOR TICKET TRANSFERS.

.....7-8

### HOW-TO-GUIDE FOR TICKET TRANSFERS- Desktop

.....9-11

### TROUBLESHOOTING & FAQs

.....12-13

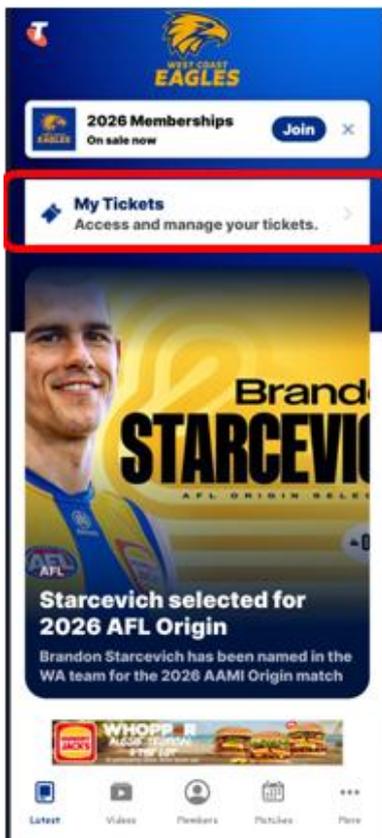
Need More Help .....13

## MOBILE TICKETING HOW-TO-GUIDE



### STEP 1

Download the **WEST COAST EAGLES OFFICIAL APP** on your smartphone from the App Store (iPhone) or Play Store (Android).



### STEP 2

Select '**MY TICKETS**' at the top of the screen in the app.



From 2024, you will use the same email and password for both your West Coast Eagles and your Ticketmaster Account.

Why? This new sign-in experience provides greater protection for your account.

**IMPORTANT :**  
**Ticket scanning technology has changed for 2026**  
**Screenshots will no longer gain access to Optus Stadium**

[Click here](#) for the Updated How to Guide

## SIGN IN OR CREATE ACCOUNT TO WEST COAST EAGLES

Powered by *ticketmaster*

If you don't have an account you will be prompted to create one.



### Important Account Update

You can now use the same email and password for both your West Coast Eagles ticket account and your Ticketmaster account.

**West Coast Eagles ticket holder?** Use your existing email to sign in and update your password if prompted.

**New here?** Use your Ticketmaster email and password.

[Learn more](#)

Email Address

auzzie@wce.com.au

Continue

OR



Sign In With A Passkey

## STEP 3

If you are an existing West Coast Eagles Premium Member, please enter the email address you used in previous seasons.

If you are a new ticket holder or purchased tickets casually, enter the email address used at the time of purchase.

If you already have a Ticketmaster account linked to this email, proceed to **Step 4**.

If you do not have a Ticketmaster account associated with this email, you will be prompted to create one.

## ENTER YOUR PASSWORD

Powered by *ticketmaster*

Sign in to your Ticketmaster account using email [redacted]

**Important Account Update**

You can now use the same email and password for both your West Coast Eagles ticket account and your Ticketmaster account.

**West Coast Eagles ticket holder?** Use your existing email to sign in and update your password if prompted.

**New here?** Use your Ticketmaster email and password.

[Learn more](#)

Password

[Forgot Password?](#)

**Sign in**

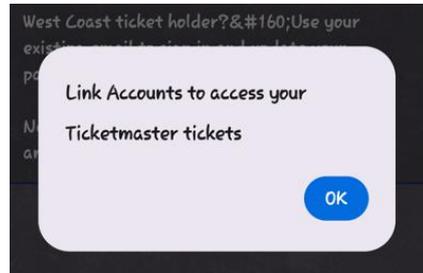
OR

 Sign In With A Passkey

## STEP 4

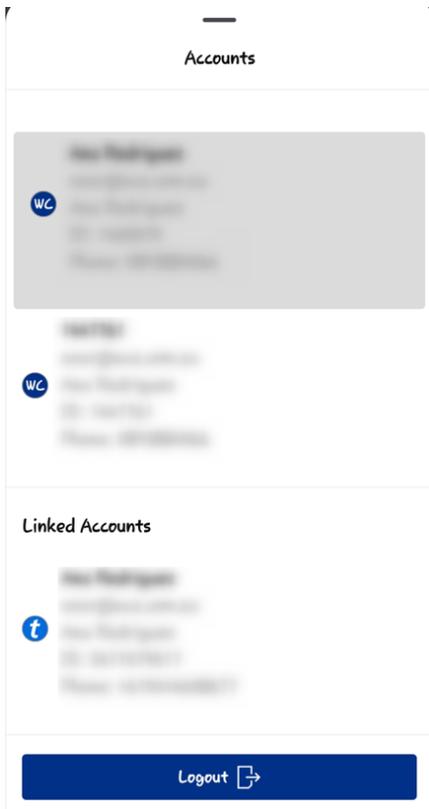
Enter your password and click **Sign In**.

Then select **OK** to link your accounts.



If you can't remember your password, click "**Forgot Password?**" Then follow the on-screen prompts to reset it.

Once you are logged in, you will have both "WC" and Ticketmaster logo displayed.



If you don't meet this criteria and your tickets are not visible, please **log out and log back in**.

To log out, click on the **logos** and then select **Log Out**.



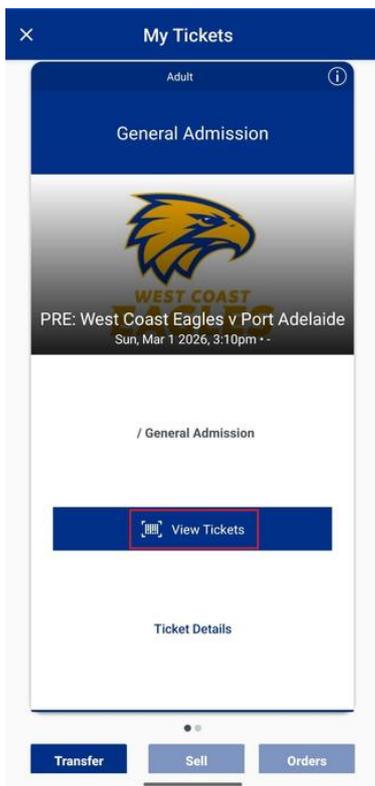
## STEP 5

Select your upcoming match. Click on **'VIEW TICKETS'**

Premium Members who hold both a box/suite and a function room membership please refer to **FAQ 1** for further details on your tickets.

The following step should only be completed for your individual ticket. Please do not undertake this step for the ticket/s you are transferring to guest/s. For instructions on transferring tickets, please proceed to the next page.

Please note, this function is only available on the Wednesday prior to a home game.



## STEP 6

Click **'VIEW TICKETS'**

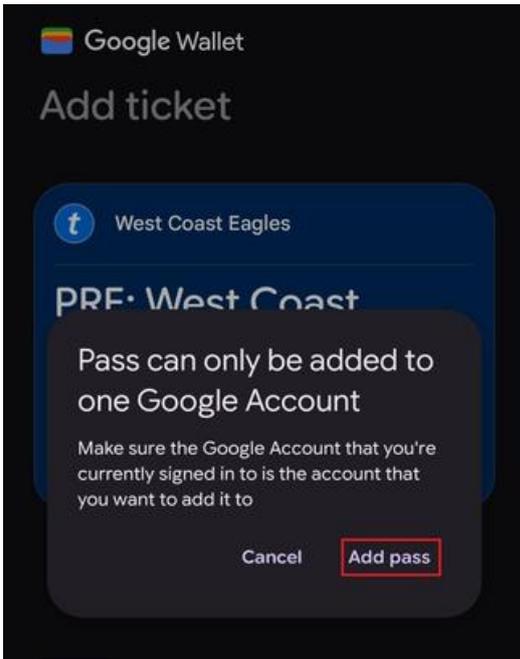
Tap **'ADD TO WALLET'** to download your ticket to your mobile wallet, which will be ready to access on match day.

Alternatively, tap **'VIEW BARCODE'** to access your QR code, ready for scanning on match day from within the West Coast Eagles Official App.

## IMPORTANT INFORMATION

Please ensure the brightness on your mobile is turned to the maximum when scanning your ticket.

Screenshots will not be accepted under any circumstance. You may be refused entry into Optus Stadium or your function space if you attempt to gain access using a screenshot.



## STEP 7

Click **'ADD PASS'**



## STEP 8

Click **'ADD'** Button



## STEP 9

Click 'VIEW IN WALLET'

### TIPS FOR GAME DAY

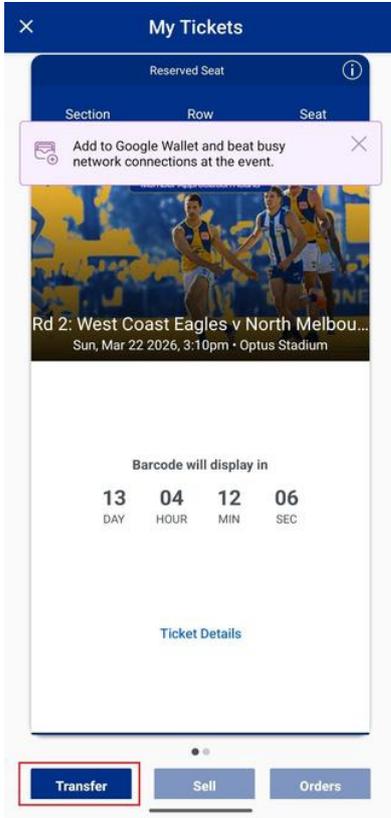
- Open your wallet app before arriving to avoid delays at the gate.
- Ensure your phone is charged so you can scan your ticket.
- If you have multiple tickets, make sure each one is saved individually.
- Remember to scan your ticket on the Paywave logo, located at the front of the turnstile

*If you have any issues with your tickets for any upcoming home match, please attend the match and the Membership Services team will be at Gates B, C, and E at Optus Stadium to assist, there is no need to miss any match because of a ticketing issue.*

## HOW TO TRANSFER YOUR TICKET/S TO A CLIENT OR GUEST

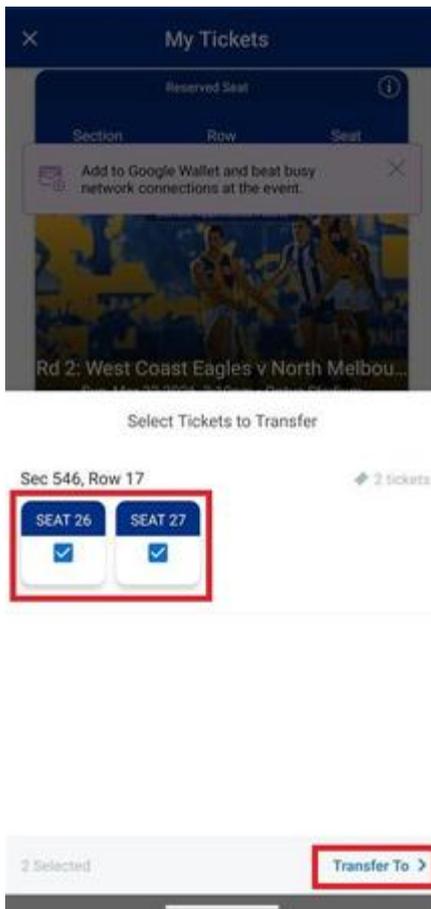
### STEP 1

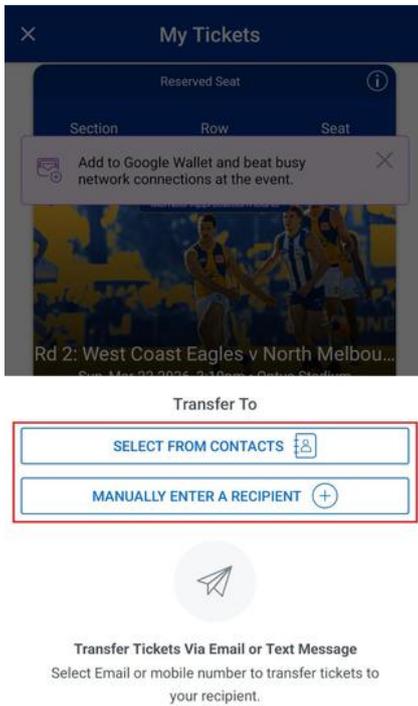
When you are sending to a client or guest, please click on **'TRANSFER'** beneath your ticket.



### STEP 2

Select the ticket/s that you would like to send and click **'TRANSFER TO'**

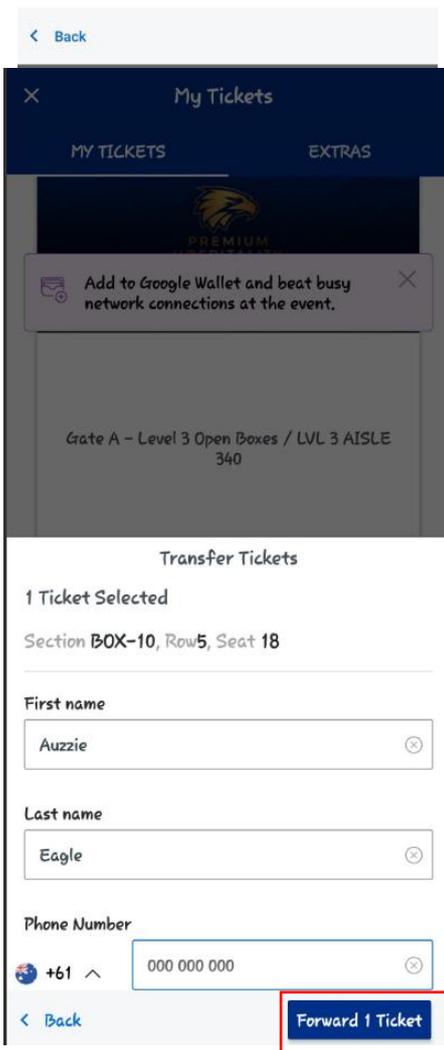




## STEP 3

Select whether to send the ticket/s via an email or text message. Add in the details of the person you are sending the ticket(s) to and select '**SAVE**'.

It is **STRONGLY ADVISED** that you forward to an email address, not via text message. In addition, we advise you keep a record of the exact email address, or phone number, if you so choose, that you transfer your tickets through to.



## STEP 4

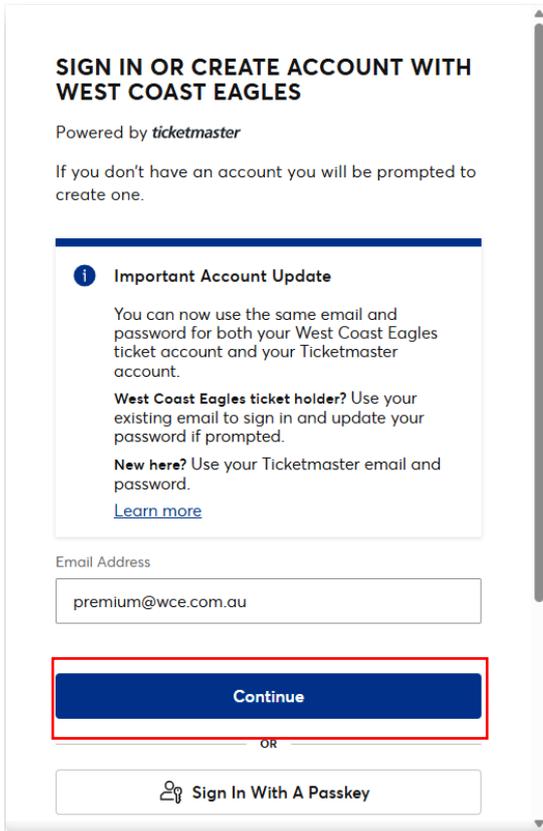
Ensure the details are correct and tap '**TRANSFER/FORWARD**'.

## IMPORTANT INFORMATION

Your client or guest will receive an email that you have sent them a ticket - this will be from a Ticketmaster email address. They will need to **ACCEPT** your offer from this email. Once they have accepted your offer, you will receive an email notification from Ticketmaster.

Once your guests have accepted your offer of tickets, they will need to create a West Coast Eagles account using the email address you have sent the tickets to, in order to access their tickets. Tickets will **ONLY** show up in the West Coast Eagles app for your guests.

## HOW TO TRANSFER YOUR TICKET/S TO A CLIENT OR GUEST ON DESKTOP



### STEP 1

[Click here](#) To log in, use your West Coast Eagles account email and password, then select CONTINUE.

If you can't remember your password, click **Forgot Password**.

If you haven't had an account with us previously, we've automatically created one for you using the email address you used to make your purchase.

Please note: you must already have a Ticketmaster Account under that same email address.

If you don't, you will be prompted to create a Ticketmaster Account before proceeding.

Once logged in, click **My Tickets**.

### STEP 4

Click View Event Details

### My Events

 Your phone is your ticket.  
For the fastest way in, add your ticket to your digital wallet.

Find an event  My Listings



Rd 2: West Coast Eagles v North Melbourne  
Sun, Mar 22, 2026 • 3:10pm  
BURSWOOD, WA — Optus Stadium

View Event Details

## STEP 5

Click **'TRANSFER'**

 **Your Phone Is Your Ticket**  
For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)

My SafeTix™



Tickets	
 Sec BOX-10, Row 5, Seat 18	>
 Sec BOX-33, Row 9, Seat 6	>
 Sec BOX-62, Row 11, Seat 6	>
 Sec FR460, Row 460, Seat 1	>

## STEP 6

Fill out the recipient's details and click **'ADD RECIPIENT'** then click **'NEXT'**

### Transfer Tickets

Transfer tickets to those attending for easy event entry.

STEP 1

**Who do you want to transfer tickets to?**

**Add a New Recipient**

First Name  Last Name

 Adding multiple recipients? [Upload a File Instead](#)

Email Address

**Add Recipient**

## STEP 7

Select the ticket/s tickets you would like to transfer. Then click **'NEXT'**

STEP 1  
Who do you want to transfer tickets to?

1 recipient 

STEP 2  
Select tickets to transfer to Auzzie Eagle

Sec BOX-10, Row 5, Seat 18

Sec BOX-33, Row 9, Seat 6

Sec BOX-62, Row 11, Seat 6

Sec FR460, Row 460, Seat 1

+ Add a Message

## Transfer Tickets

Transfer tickets to those attending for easy event entry.

STEP 1  
Who do you want to transfer tickets to?

1 recipient 

STEP 2  
Auzzie Eagle's tickets  

Sec BOX-10, Row 5, Seat 18

You have 3 tickets remaining.  
Done for now? Click 'Transfer Tickets' to submit

## STEP 8

Click **'TRANSFER TICKETS'**



## TROUBLESHOOTING & FAQs

### FAQ 1:

**I hold both a function room & suite/box membership. Why are there two events for the same game in my app? Why can't I see all of my tickets in the one event?**

- Premium members who hold both a box/suite & a function room membership will see two tiles for the same match. Your tickets are separated and you will need to action both options to obtain **ALL** of your tickets.

### FAQ 2:

**I manage all of our group/company's tickets. Can I meet all guests at the entrance gate and scan them all through using my phone, rather than transfer them each a ticket?**

- It is strongly advised that you **AVOID** scanning all members of your party through using only your phone. The main reason for this being, that if your guest needs to exit and re-enter the stadium or premium area, you will need to accompany each guest, or lend them your phone.
- If you have a child attending with you, then you are able to scan them through using your mobile phone as they will need to be accompanied by you at all times, as all Premium areas serve alcohol.

### FAQ 3:

**Do I need to login & logout of My Tickets each game?**

- NO, once you have logged in for the first time, you **DO NOT** need to log out.
- By remaining logged in, your tickets for each round will automatically appear loaded in your tickets.

### FAQ 4:

**I received my transferred ticket on my work email, but I already have a West Coast Eagles membership account with my personal email/I'd rather use my personal email. Why cannot I see my ticket when logged in using my personal email address?**

- You **MUST** login/create a ticketing account with the email you received your transferred tickets through.
- It does not matter whether you hold another account with a different email, or you would rather create an account with a different email, whichever email you received the transfer through **MUST** be used. This is where your ticket 'lives' in the database.



## FAQ 5:

### My guest cannot attend now. Can I invite another guest?

- YES, if one of your invited guests cannot attend the match now, there are two scenarios that you may encounter in order to get your ticket back to send onto another guest.

1. Your guest has not yet accepted their ticket.

In this instance, using the same email and password as used on your mobile device, [log in to your account on desktop](#). Navigate to **'MY TICKETS'** and click on the event. Find the ticket you need back and click **'CANCEL TRANSFER'**. You can then transfer the ticket onto your new guest through the normal transfer process as outlined on Pages 7 to 8 of this guide.

2. Your guest has accepted their ticket, and it is now in their West Coast Eagles app.

The guest who has accepted the ticket will need to transfer the ticket back to you. Your guest needs to perform the normal transfer method as outlined on Pages 7 to 8 for transfer through the West Coast Eagles App or follow pages 9 to 11 to action transfer on the desktop. Once you accept the ticket, then you can transfer it through to your new guest.

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## STILL NEED HELP?

Should none of the troubleshooting or FAQ answers resolve your issue, please contact your dedicated Account Manager or Premium Sales on (08) 9388 4521 / [premium@wce.com.au](mailto:premium@wce.com.au) during regular business hours.

Alternatively, please see West Coast Eagles Membership Staff located at the gates **B, E** at Optus Stadium from 90 minutes prior to bouncedown or **Gate C**, Two hours prior to bouncedown on game day