

songkick
StoreNG

FOOL'S GOLD PRESENTS...

JAY-Z

LIMITED PRE-SALE TICKETS! DON'T SLEEP!!!



AUG 29	SHRINE EXPO HALL & GROUNDS Los Angeles, CA	ON SALE SOON
SEP 5	TURNER FIELD - GREEN LOT Atlanta, GA	ON SALE SOON
SEP 7	BROOKLYN LIVE @ THE INLET Brooklyn, New York	ON SALE SOON
SEP 13	MANA WYNWOOD Miami, FL	ON SALE SOON
SEP 19	STUBB'S (OUTDOOR)	ON SALE SOON

• FLUME •

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JOIN

ALL DATES CHECKOUT

SORT DATES BY: ALL AUS NA EU ASIA

MAY 16	STANFORD UNIVERSITY STANFORD, CA	BUY TICKETS
MAY 19	UNIVERSITY OF CALIFORNIA - DAVIS DAVIS, CA	BUY TICKETS
MAY 21	MALKIN BOWL	PRE-SALE SOLD

PAUL McCARTNEY



日程 カートへ

霜月 12 2013	大阪ドーム 大阪, 西区	購入
霜月 15 2013	福岡 ヤフオク!ドーム 福岡, 中央区	購入
霜月 18 2013	東京ドーム 東京, 文京区	購入

プライバシー 条件 サポート

CROWDSURGE

JESS GLYNNE

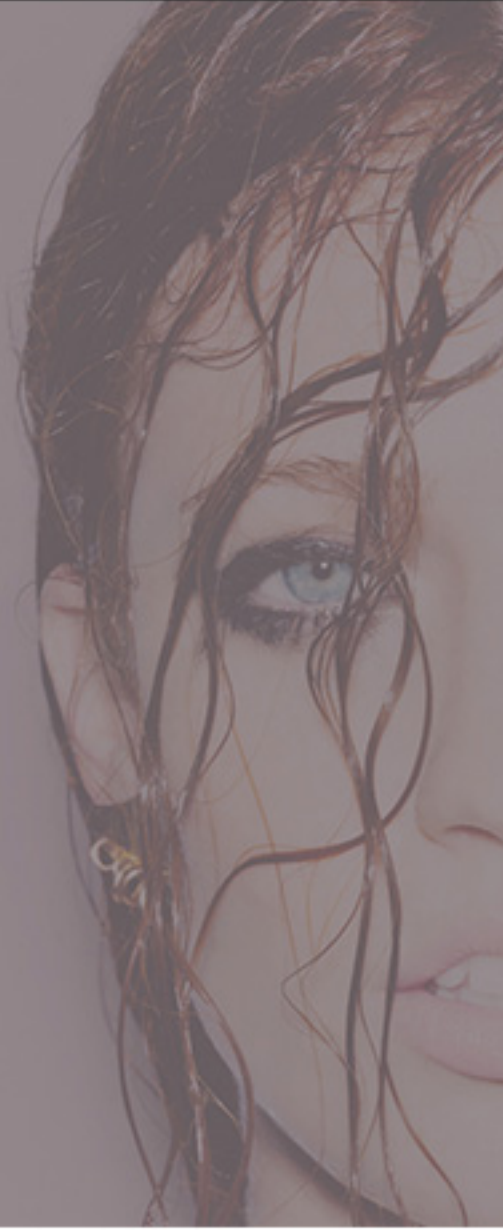
f t y o i

ALL DATES CHECKOUT

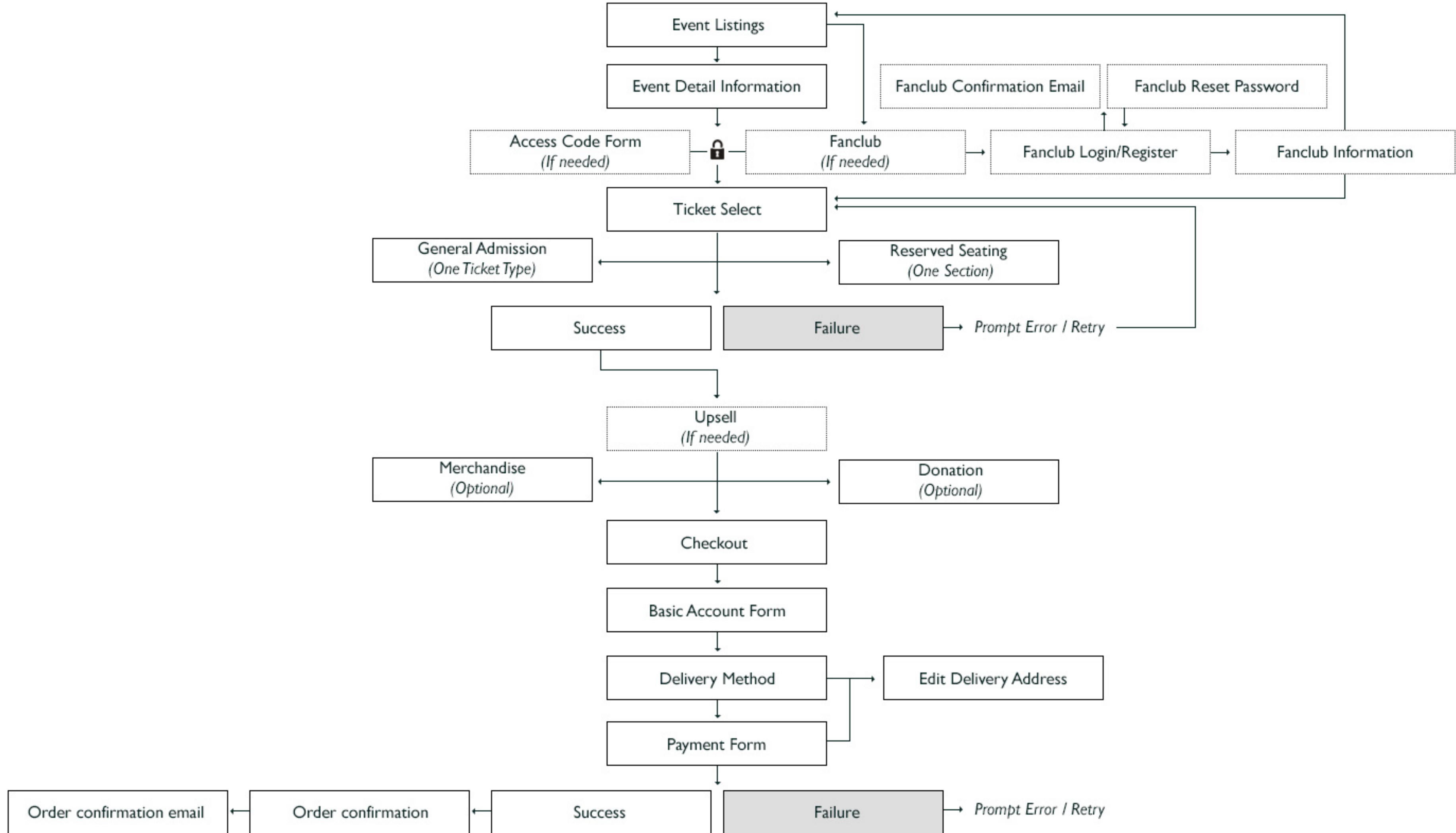
FEB 17 2016	USHER HALL EDINBURGH, MIDLOTHIAN	BUY TICKETS
FEB 18 2016	O2 APOLLO MANCHESTER MANCHESTER	BUY TICKETS
FEB 20 2016	O2 ACADEMY BRIXTON LONDON	PRE-SALE SOLD OUT
FEB 26 2016	O2 ACADEMY BIRMINGHAM BIRMINGHAM	BUY TICKETS

TERMS PRIVACY FAQ

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StoreNG Basic Purchase Flow



Store NG

Overview

Design

Stying a store

STORE NG

The next progression of the store



We designed Store NG to help people buy tickets to the events they love, more quickly and easily.

Mobile First



By designing around the experience of buying tickets on a mobile phone we were able to create a product that is a joy to use and buy tickets on the go.

Improved Usability



By gathering real user feedback, we built a store that is easier to use than ever, by rethinking critical interactions around ticket buying, registration and purchasing.

Tested



Every time we make changes to the store, core functionality is tested across all our supported browsers, even IE8. We can now be confident all fans get the same great purchase experience.

Customization



Added levels of control mean that designers can more easily modify the look and content of the store, giving our clients a completely customized look.

Analytics



User Behavior, Referrals, Conversions, Funnels, Campaign Tracking, Re-targeting & more. We now have the tools we need to understand our users & deliver effective marketing campaigns.

API



Through developing & now using our own API we can tackle the functions of the store in isolation & get us to the scale we need. Our API becomes battle tested & ready for partners quicker.

Basic Purchase Flow

Event Listings

Available / Unavailable Events

1. Listings Available

All events associated with the store are shown in chronological order.

If an event is confirmed or set to contact venue with an alt seller a 'Buy Tickets' button is displayed. This either takes the user through to event details or off to another site.

Other statuses will be displayed as expected, but are not actionable by the user.

2. Listings Unavailable

If there are no future events associated with the store, *"No upcoming events"* is displayed.

Cart

Staples Center

Dec 1, 2018
Los Angeles, CA

Buy Tickets

Royal Albert Hall

Dec 5, 2018
London, UK

Buy Tickets

Tropicana Field

Dec 8, 2018
Fort Lauderdale, Florida

Sold Out

Canadian Airline Arena

Dec 10, 2018
Toronto, Canada

On Sale Soon

Canadian Airline Arena

Dec 10, 2018
Toronto, Canada

On Sale Soon

Williamsburg Music Hall

Dec 15, 2018
New York, NY

No upcoming events.

Overview

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

Donation

Guest Checkout

Delivery

Payment

Order Confirmation

Forgot Password Link

Reset Password Form

Fanclub

Fanclub Registration

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

Donation

Guest Checkout

Delivery

Payment

Order Confirmation

Forgot Password Link

Reset Password Form

Fanclub

Fanclub Registration

Selecting Tickets

Event Details Overview

1. Event Detail Information

Date, venue name, venue street address, venue location, door time, age limit and any extra age text are displayed in a standard way on the event details page. The format of the event date cannot currently be controlled. Likewise, door time will be in the 12 hour clock format.

For venue location, 'City, State' is displayed in the US; 'City, Country' is shown for all other countries.

If the event has an associated setmap, it will be displayed below the ticket select UI to keep the primary actions towards the top. Event about text is pushed below the ticket selection interface on mobile & can be formatted as required.

< Events

Cart

Saturday, December 1, 2018

Staples Center

1111 South Figueroa St

Los Angeles, CA

Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

Select your tickets

from \$32.00 each

∨ **2** ^

Reserved Seating

Select a price and we find the best available seats.

Reserved Seats
\$90.00 each

Reserved Seats
\$55.00 each

Reserved Seats
\$45.00 each

Show 2 more

General Admission

Lawn
\$32.00 each



Selecting Tickets

Single Ticket Types

1. General Admission *(One Ticket Type)*

If there is only one GA ticket type available, the simpler select interface is displayed to the user. The ticket name is displayed prominently.

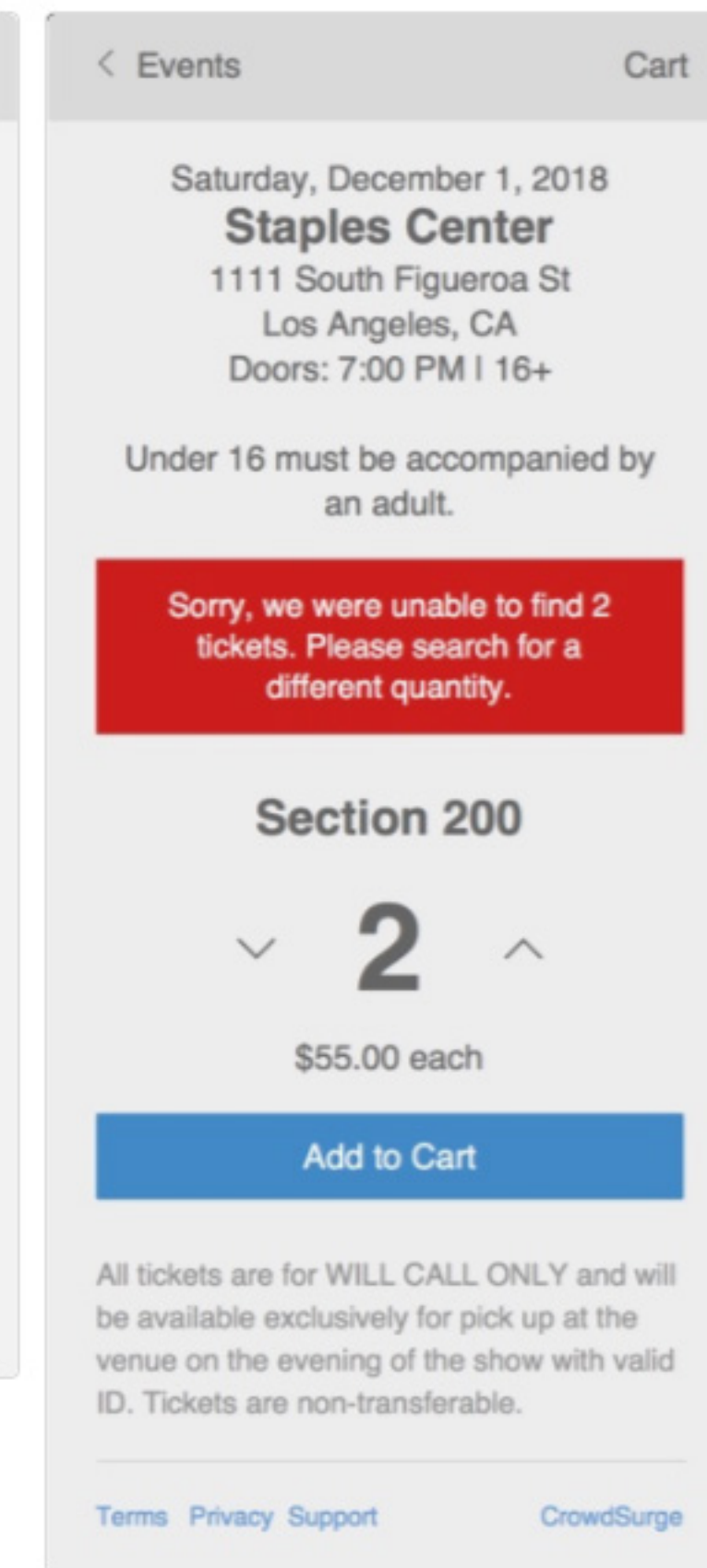
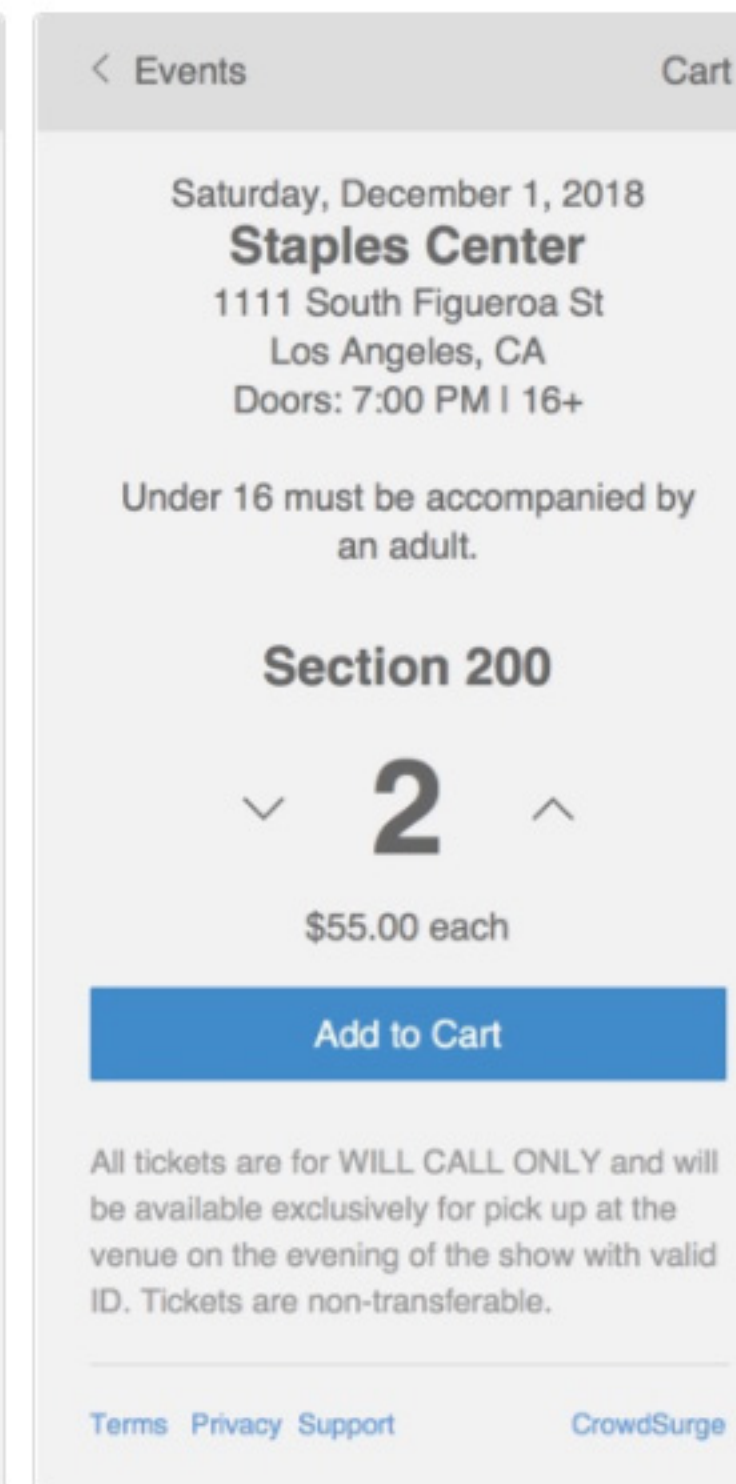
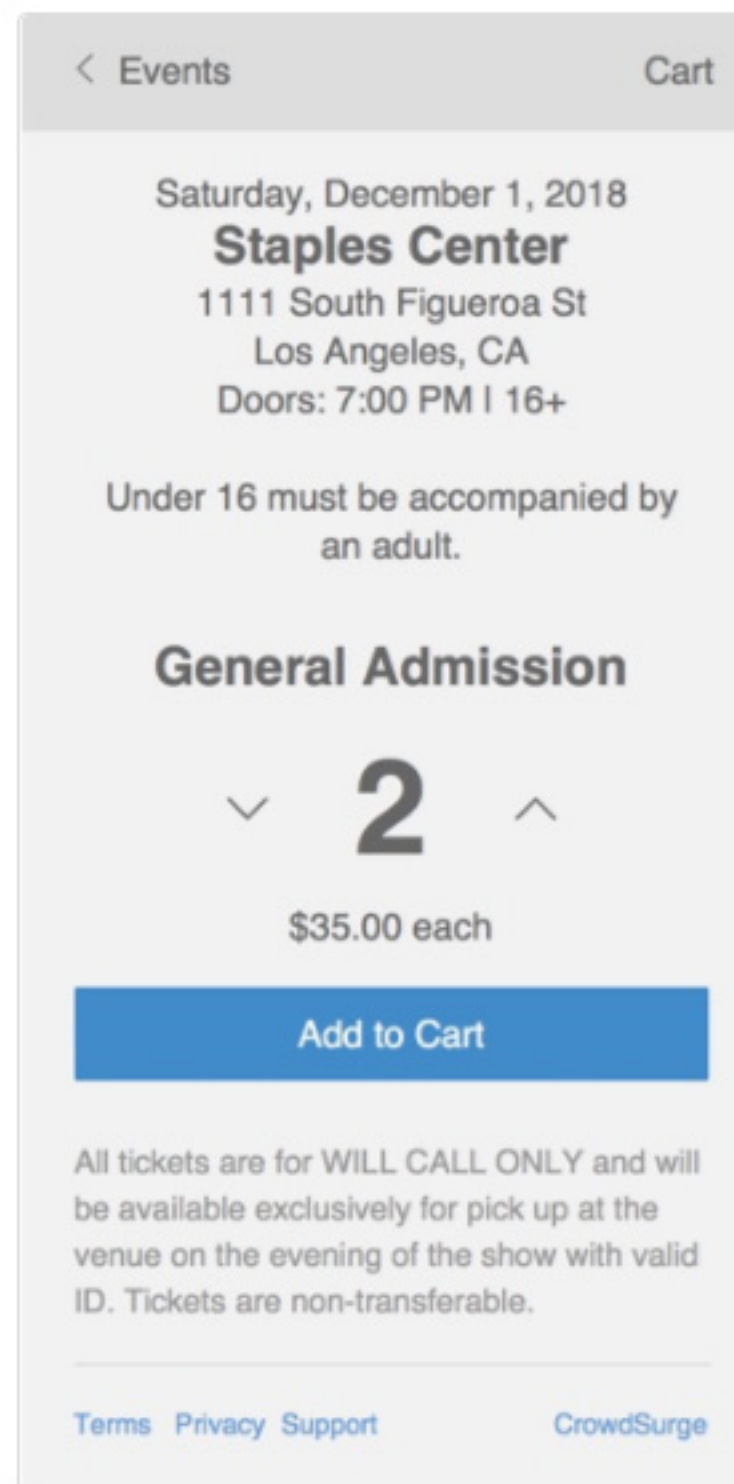
Clicking 'Add to Cart' will make a request for tickets and, if successful, will take the user through to the next step in the checkout funnel.

The default quantity is set to 2 because the average order contains 2.2 tickets, making it a step away from selecting a quantity of 1 or 3.

2. Reserved Seating *(One Section)*

If there is only one Reserved Seating section available, the simpler select interface is displayed to the user. The section name will also be displayed prominently.

3. Could Not Complete Request



Store NG

Overview

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

Donation

Guest Checkout

Delivery

Payment

Order Confirmation

Forgot Password Link

Reset Password Form

Fanclub

Fanclub Registration

Styling a store

Selecting Tickets

Multiple Ticket Types

If there are multiple ticket types or sections available to the user, the richer select interface is displayed to the user. The lowest ticket price is also displayed upfront to entice users.

1. Ticket Select (Step One)

On tablet & desktop screens, the interface also allows users to select Reserved Seats by exact section.

Tickets are ordered in the following way, with Reserved Seating always before General Admission, shown as distinct groups.

Reserved Seats (Best Available)

- By availability - available & all in cart, onsale soon, all sold & offsale.
- By price - high to low.

Reserved Seats (Sections)

- By availability - available & all in cart, onsale soon, all sold & offsale.
- By order defined when event built - low to high

General Admission

- By availability - available & all in cart, onsale soon, all sold & offsale.
- By price - high to low.

The top five ticket types, sections or price levels are shown to the user on desktop & tablet. On mobile the top three are shown.

The "Show x more" toggle informs users if there are more ticket types, sections or price levels to select from, clicking the toggle will reveal these.

2. Ticket Select Success

Selecting a ticket makes a request for tickets. If the request is successful, users can review their allocated tickets before choosing 'Add to Cart'.

Clicking the primary action 'Add to Cart' will take the user through to the next step in the checkout funnel.

Clicking the secondary action 'Clear', releases the tickets and takes the user back to the first step. The user is also free to scroll up & change quantity or selection, which will also release the held tickets.

On the review step the tickets are, technically speaking, already in the user's cart. Any user action except 'Add to Cart' from this view will release the tickets from the request.

3. Ticket Select Fail

If the ticket request cannot be fulfilled, the user will see an error alert. The app will also make call the server to get the latest stock levels.

Events Cart

Saturday, December 1, 2018
Staples Center
1111 South Figueroa St
Los Angeles, CA
Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

Select your tickets
from \$32.00 each

2

Reserved Seating
Select a price and we find the best available seats.

- Reserved Seats \$90.00 each
- Reserved Seats \$55.00 each
- Reserved Seats \$45.00 each

Show 2 more

General Admission

- Lawn \$32.00 each

Events Cart

Saturday, December 1, 2018
Staples Center
1111 South Figueroa St
Los Angeles, CA
Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

Select your tickets
from \$32.00 each

2

Reserved Seating
Select a price and we find the best available seats.

- Reserved Seats \$90.00 each
- Reserved Seats \$55.00 each**
- Reserved Seats \$45.00 each

Show 2 more

General Admission

- Lawn \$32.00 each

We have found the following tickets

Section 200, Row A, Seat 1	\$55.00
Section 200, Row A, Seat 2	\$55.00
Section 200, Row A, Seat 3	\$55.00

Events Cart

Saturday, December 1, 2018
Staples Center
1111 South Figueroa St
Los Angeles, CA
Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

Select your tickets
from \$32.00 each

2

Sorry, we were unable to find 2 tickets. Please search for a different quantity or ticket type.

Reserved Seating
Select a price and we find the best available seats.

- Reserved Seats \$90.00 each
- Reserved Seats \$55.00 each
- Reserved Seats \$55.00 each

Show 2 more

General Admission

- Lawn \$32.00 each

Refresh availability

Selecting Tickets

Ticket Statuses

During an onsale a ticket type, section or price level will typically reach a point where all available stock is in user's carts. Eventually stock will then be all sold or marked back before the event. Clearly & accurately displaying the status to a user is a critical part of providing a great experience.

1. Ticket Statuses

All In Cart All stock for a ticket type, section or price level is either sold or currently reserved in a user's cart. Stock may become available again, if other users choose not to complete their purchase. If a a ticket type, section or price level is in this state, then a secondary refresh availability action will be displayed. Clicking this will call to the server to get the latest ticket stock and in turn refresh the UI.

Unavailable All stock for a ticket type, section or price level is either completely sold or offsale. Sold out is not used, as in most cases a similar ticket will be available on other sites.

On Sale Soon This ticket type, section or price level is to not yet onsale.

2. All Tickets Unavailble (External vendor link)

When all tickets on an event become unavailable the view will switch to an external buy action if a link has been associated with the event.

3. All Tickets Unavailble (No external vendor link)

If no link has been set, unavailable messaging is displayed. Again, sold out is not used, as in most cases tickets will be available on other sites.

Events Cart

Saturday, December 1, 2018
Staples Center
1111 South Figueroa St
Los Angeles, CA
Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

Select your tickets
from \$32.00 each

2

Reserved Seating

Select a price and we find the best available seats.

Reserved Seats \$90.00 each

Reserved Seats \$60.00 each
Tickets of this type are awaiting payment by other users. If these users do not complete their order, the tickets will be released.

Reserved Seats \$45.00
Tickets at this price level are no longer available from this site

Refresh ticket availability

Events Cart

Saturday, December 1, 2018
Staples Center
1111 South Figueroa St
Los Angeles, CA
Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

All tickets from this site are unavailable from this store.

All tickets are for WILL CALL ONLY and will be available exclusively for pick up at the venue on the evening of the show with valid ID. Tickets are non-transferable.

Terms Privacy Support CrowdSurge

Events Cart

Saturday, December 1, 2018
Staples Center
1111 South Figueroa St
Los Angeles, CA
Doors: 7:00 PM | 16+

Under 16 must be accompanied by an adult.

Tickets available from external site

Buy Tickets

All tickets are for WILL CALL ONLY and will be available exclusively for pick up at the venue on the evening of the show with valid ID. Tickets are non-transferable.

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Selecting Tickets

Access Code Protected

Tickets can be protected with an access code as required. Access codes are defined on the event level as either infinite-use vanity codes (INCOLOUR) or limited-use unique codes (3FGNVDU8).

1. Access Code Form

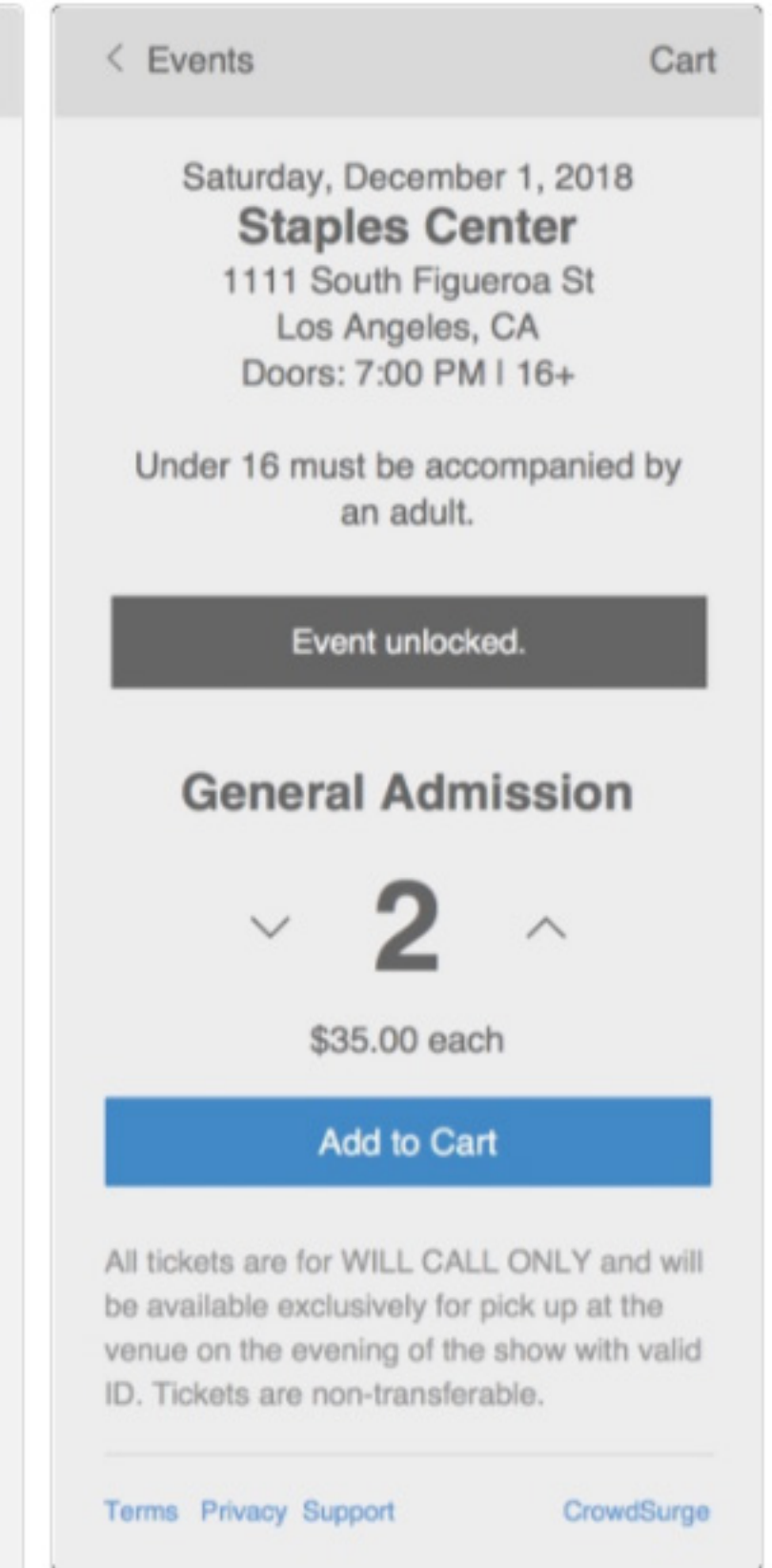
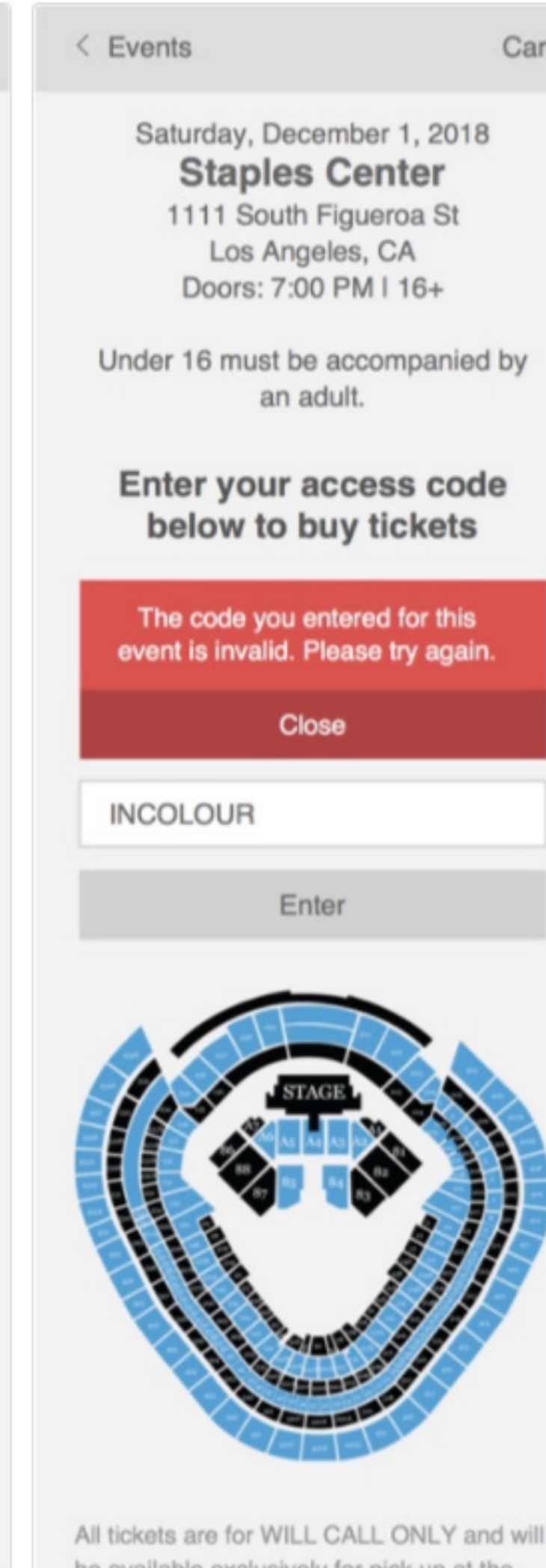
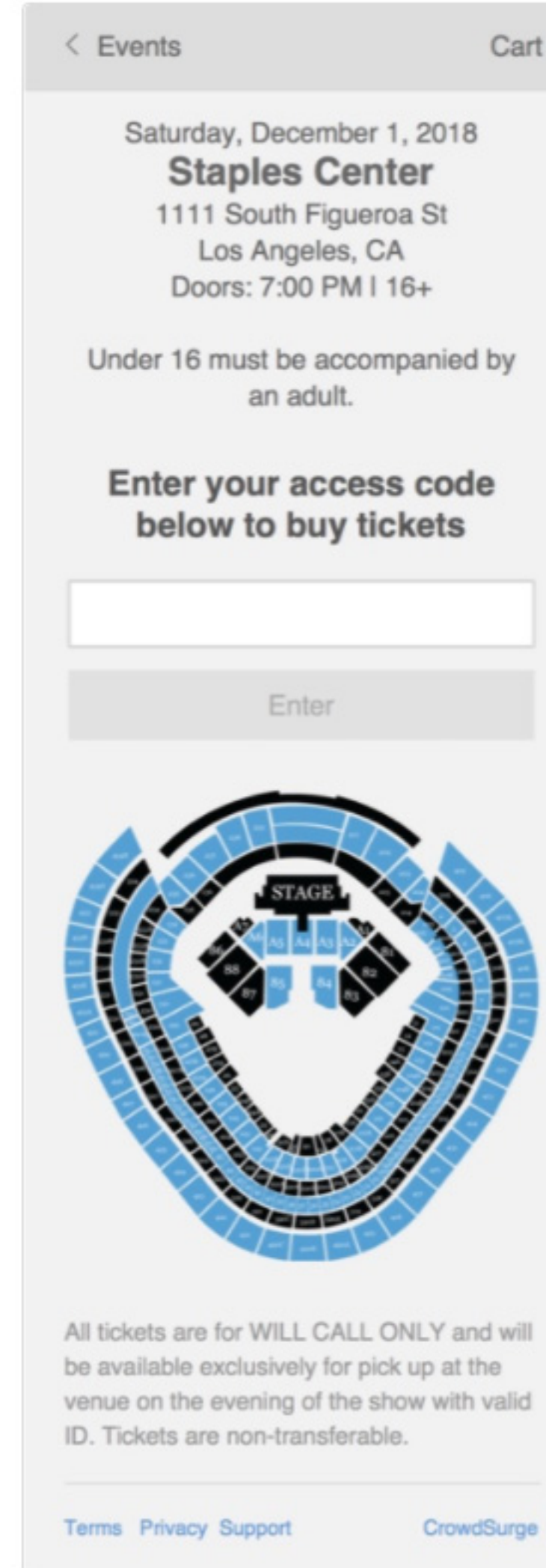
The user is prompted to enter an access code to purchase tickets.

2. Invalid Entry

If an access code is entered incorrectly, then the user is prompted to try again.

3. Valid Entry

If a valid code is entered, a success message is shown and the ticket selection interface is displayed.



Store NG

Overview

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

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Fanclub

Fanclub Registration

Upsell

Item with Single Variant

Upsells are a great way for us to sell merchandise to fans after they have secured their tickets. Upsells are commonly used to offer event specific extras like upgrades, sell exclusive artist merchandise like signed posters or drive album pre-orders.

An upsell consists of a merchandise product linked to a store or an event. The merch name, price, currency description & image are displayed to the user.

If the merchandise item is off sale or has a different currency to the user's cart, it will not be displayed. If multiple upsells are linked to the store / event they will all be displayed in the order defined.

1. Selecting Quantity

If the merchandise item only has one variant, the user simply has to select their desired quantity.

2. Selected Merchandise

Once merchandise has been selected, the button language changes to 'Continue'. Clicking continue will request the merchandise item and take the user through to the cart step.

3. Product Maximum

Each merchandise item has a maximum quantity limit, which is enforced in the app.

The screenshot shows the upsell interface for a 'Kendrick GKMC Poster' priced at \$30.00 each. The 'Selected quantity' is set to 0. The 'Continue' button is disabled, and the 'No Thanks' button is active. The background image shows a poster featuring a portrait of Kendrick Lamar in front of a car with 'CALL 911' on its side, set against a pink background with confetti.

The screenshot shows the upsell interface for a 'Kendrick GKMC Poster' priced at \$30.00 each. The 'Selected quantity' is set to 1. The 'Continue' button is now active, and the 'No Thanks' button is disabled. The background image is the same as the previous screenshot.

The screenshot shows the upsell interface for a 'Kendrick GKMC Poster' priced at \$30.00 each. The 'Selected quantity' is set to 2. A red warning box appears with the text 'The maximum quantity for this item is 2'. The 'Continue' button is still active. The background image is the same as the previous screenshots.

Store NG

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Upsell

Item with Multiple Variants

When a product has multiple variants, there are a couple of key differences in the selection interface. A from price is shown above the image, with the variant names & prices shown in their defined order below it.

1. Selecting Quantity

Users can select their desired quantity for any variant.

2. Selected Merchandise

If any variant has a quantity associated with it, the button language changes to 'Continue'. Clicking continue will request the merchandise variant(s) and takes the user through to the cart step.

3. Product Unavailable

If any variant cannot be fulfilled by the request, the user will be shown an error message. Additionally the interface will be refreshed to show the latest variant availability.


< Event Cart

The following are in your cart

Test Artist
Staples Center

Section 200, Row 9, Seat 10
Section 200, Row 9, Seat 11

Jamie XX's "IN COLOUR"
From \$15.00



Featuring the new track "Loud Places."

Double Disc CD Bundle
\$45.00 0

Vinyl
\$32.00 0

MP3 Download
\$15.00 0

No Thanks


< Event Cart

The following are in your cart

Test Artist
Staples Center

Section 200, Row 9, Seat 10
Section 200, Row 9, Seat 11

Jamie XX's "IN COLOUR"
From \$15.00



Featuring the new track "Loud Places."

Double Disc CD Bundle
\$45.00 0

Vinyl
\$32.00 1

MP3 Download
\$15.00 0

Continue


< Event Cart

The following are in your cart

Test Artist
Staples Center

Section 200, Row 9, Seat 10
Section 200, Row 9, Seat 11

Jamie XX's "IN COLOUR"
From \$15.00



Featuring the new track "Loud Places."

Sorry we were unable to add the selected option.

Close

Double Disc CD Bundle
\$45.00 0

Vinyl
\$32.00 Unavailable

MP3 Download
\$15.00 0

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

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Upsell

Adding a donation

Donations are an opportunity for our fans to give back to their artists favorite causes.

1. Donation Select

By default the "No thanks" option is selected, so that we are not pushing the donation onto the user. Donations are always listed from lowest price to highest price.

< Event

Cart

The following are in your cart

Test Artist
Staples Center

Section 200, Row 9, Seat 10

Section 200, Row 9, Seat 11

**Donate to Boys and Girls club
of America**



**BOYS CLUBS
OF AMERICA**

*Every \$5 you donate helps a kid with an
after school voucher.*

No thanks

\$5 Donation

\$25 Donation

\$50 Donation

Continue

[Terms](#) [Privacy](#) [Support](#)

[CrowdSurge](#)

Store NG

Overview

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Multiple Ticket Types

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Access Code Protected

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Fanclub

Fanclub Registration

Checkout

Guest Checkout

Guest Checkout allows users to complete their purchase without a Songkick account in Store NG. Adding Guest checkout also completely removes the ability to create or login to a Songkick account.

1. Basic Account Form

If a user enters an invalid entry, such as an invalid email address, then they are alerted before they fill out the entire form. The form is also validated when the user submits.

2. Inline Validation

If a user enters an invalid entry, such as an invalid email address, then they are alerted before they fill out the entire form. The form is also validated when the user submits.

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Remove	
Total	\$58.00

Checkout

All we need is your email and address to get started. The address entered will be used as your billing address and initial delivery addresses if required.

Email

Country

First Name

Last Name

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Remove	
Total	\$58.00

Checkout

All we need is your email and address to get started. Your address will be used as your billing address and initial delivery addresses if required.

Email

Enter a valid email address

Country

First Name

Checkout

Selecting a delivery method

1. Delivery Select

All available delivery options are displayed from lowest to highest in price, with the least expensive delivery option selected as default. Any changes to the delivery will update the delivery cost in cart accordingly.

2. Delivery Address

If the delivery method relates to a postage type, then the user's current delivery address is shown. The user also has the option to edit this address.

3. Editing Delivery Address

The user can update their delivery address inline. If the country is changed, the delivery methods will update accordingly in cart.

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Remove	
Delivery	\$0.00
Total	\$58.00

Delivery

Please select from the delivery options below

Will Call Free

FedEx Ground \$15.00

Continue to Payment

[Terms](#) [Privacy](#) [Support](#) [CrowdSurge](#)

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Remove	
Delivery	\$0.00
Total	\$58.00

Delivery

Please select from the delivery options below

Will Call Free

FedEx Ground \$15.00

Deliver to Edit

Joey Isaacson
17 Via Capistrano
Tiburon, CA, 94920
United States

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Remove	
Delivery	\$0.00
Total	\$58.00

Your delivery address

Country

United States
⌵

First Name

Joey

Last Name

Isaacson

Address

17 Via Capistrano

Store NG

Overview

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

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Reset Password Form

Fanclub

Fanclub Registration

Checkout

Paying with a card

1. Payment Form

Users can pay for their order with a valid Visa, Mastercard, American Express or Discover card.

The billing address is pulled through from the address entered when registering, but can be updated independently of delivery.

In order for payment to be taken, users simply need to enter their Card Number, Expiration date and CVV number, then accept the Terms and Conditions.

Based on the card number entered, the appropriate card icon is highlighted.

2. Payment Processing

Typically payment will be taken in under three seconds, however in extreme cases the payment gateway can take up to one minute to respond.

To ensure the user is aware payment is processing, once payment has been submitted, the user is alerted and the app disabled until a payment response is received.

The cart is converted to the order when the user submits payment for the first time.

3. Payment Failure

If payment fails for any reason and error alert is shown displaying the message received from the payment gateway.

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Delivery	\$0.00
Total	\$58.00

Complete payment




Your payment will be processed securely through a 128-bit SSL encrypted connection.

Bill to [Edit](#)

Joey Isaacson
17 Via Capistrano
Tiburon, CA, 94920
United States

Card Number

Card Number

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Delivery	\$0.00
Total	\$58.00

Complete payment

Your payment will be processed securely through a 128-bit SSL encrypted connection.

Bill to [Edit](#)

Joey Isaacson
17 Via Capistrano
Tiburon, CA, 94920
United States

Card Number

Processing Payment

Please hang tight, this may take up to a minute.

Card Number

< Event

Sign In • Delivery • Payment

14:32 remaining to complete order

Test Artist
Saturday, December 1, 2018
Staples Center
Los Angeles, CA

Section 109	\$50.00
Row 9#, Seat 10 \$25.00	
Row 9#, Seat 11 \$25.00	
Service Fee	\$8.00
2 x \$4.00	
Delivery	\$0.00
Total	\$58.00

Complete payment

Your payment will be processed securely through a 128-bit SSL encrypted connection.

Bill to [Edit](#)

Joey Isaacson
17 Via Capistrano
Tiburon, CA, 94920
United States

Card Number

Card declined by issuer

Close

Card Number

Checkout

Order confirmation

Once the user has completed their order, they are shown the order confirmation screen and sent a confirmation email.

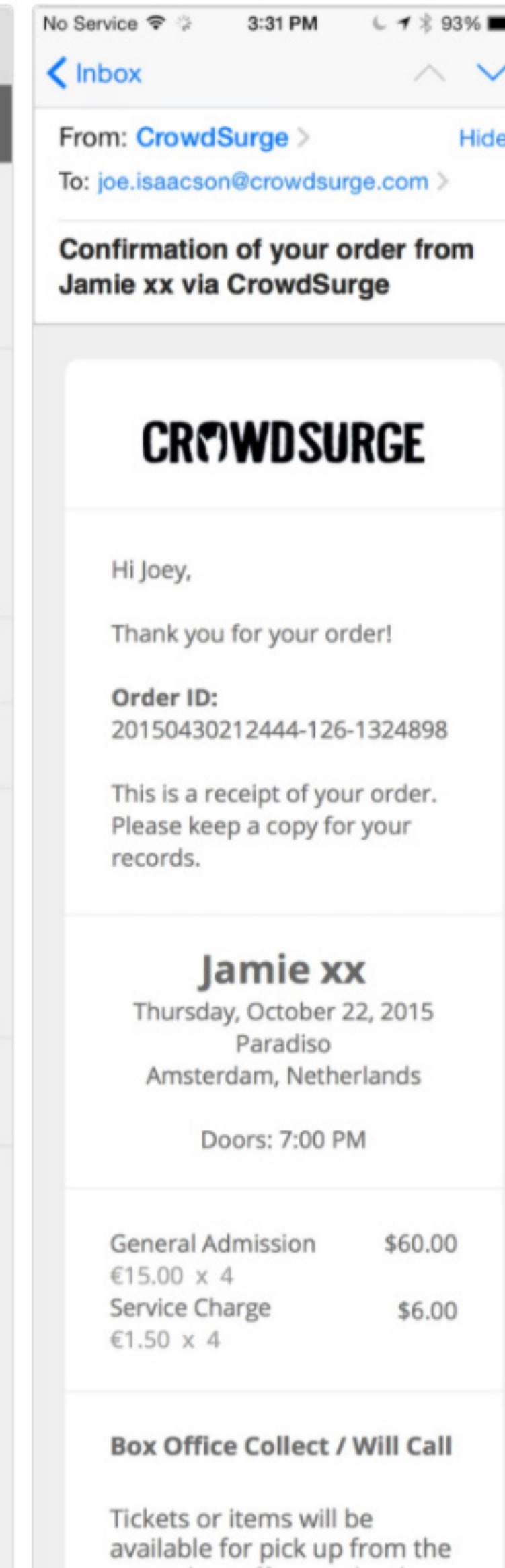
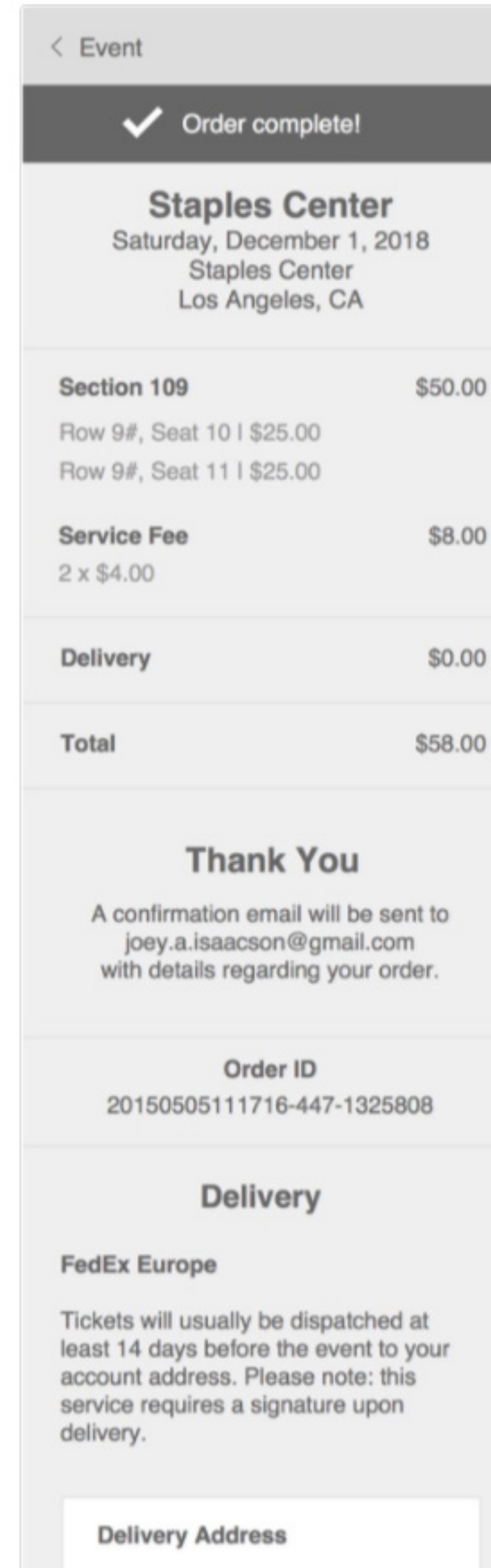
1. Order Summary View

In this final step, the user sees all of the relevant order information, including the Order ID, the email the confirmation has been sent to, delivery information and how to contact Customer Service.

2. Order Confirmation Email

The confirmation email mirrors closely what the user sees on the order summary page. Confirmation emails typically take a matter of seconds to arrive.

The associated store image will be shown at the top of the email, if none is set the Songkick logo is shown. Additionally any event text or store text that has been defined on the email confirmation will be shown.



Fanclub Password Reset

Forgot Password Link

1. Enter Email Address

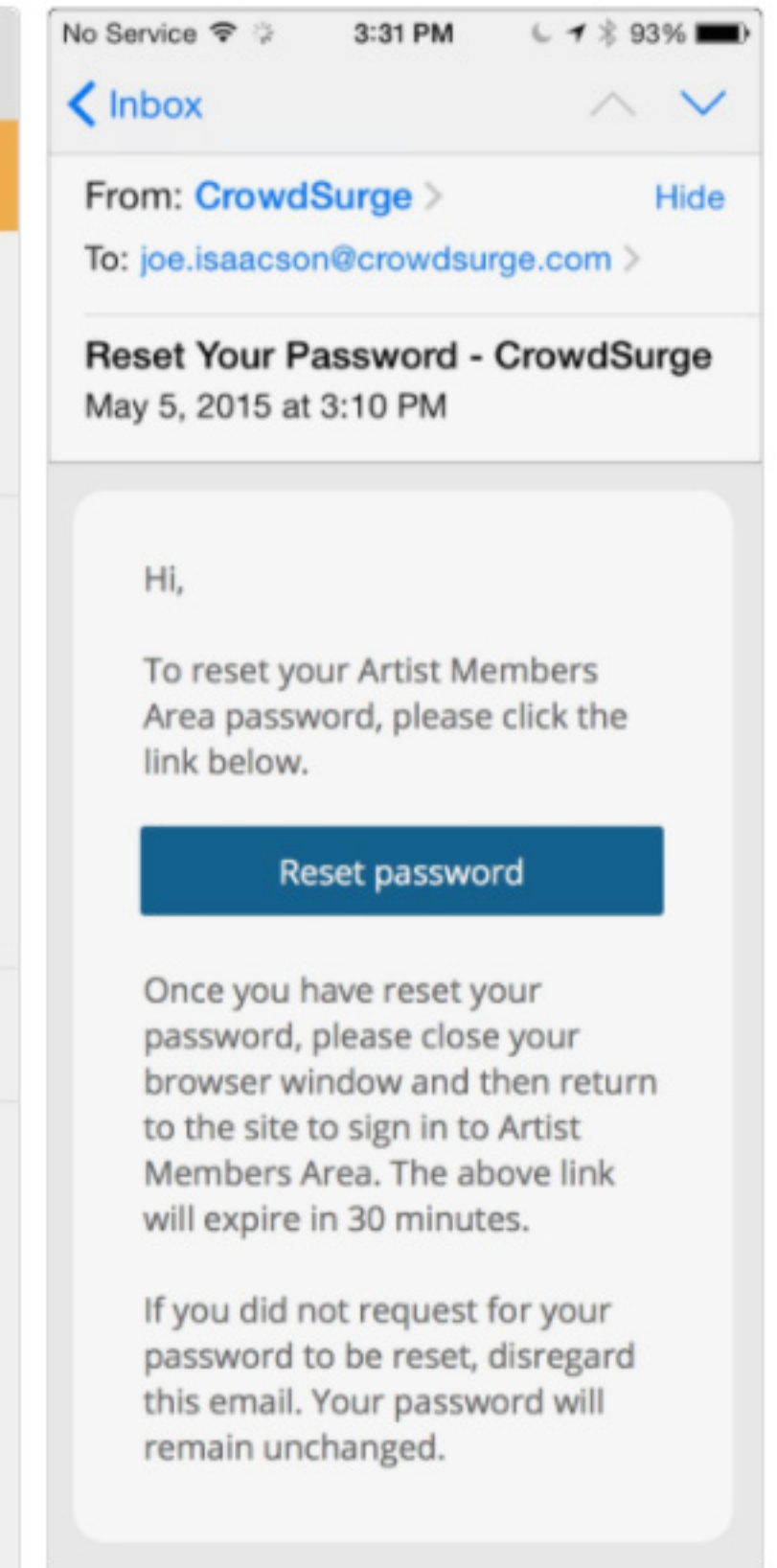
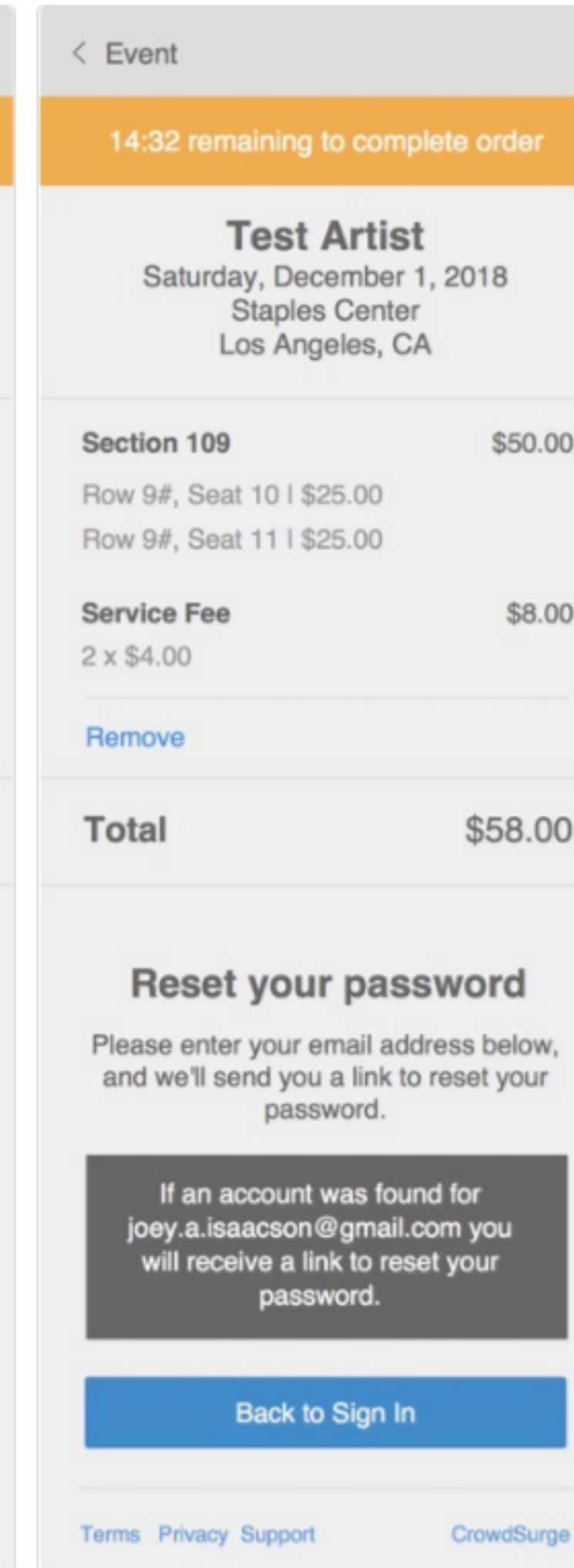
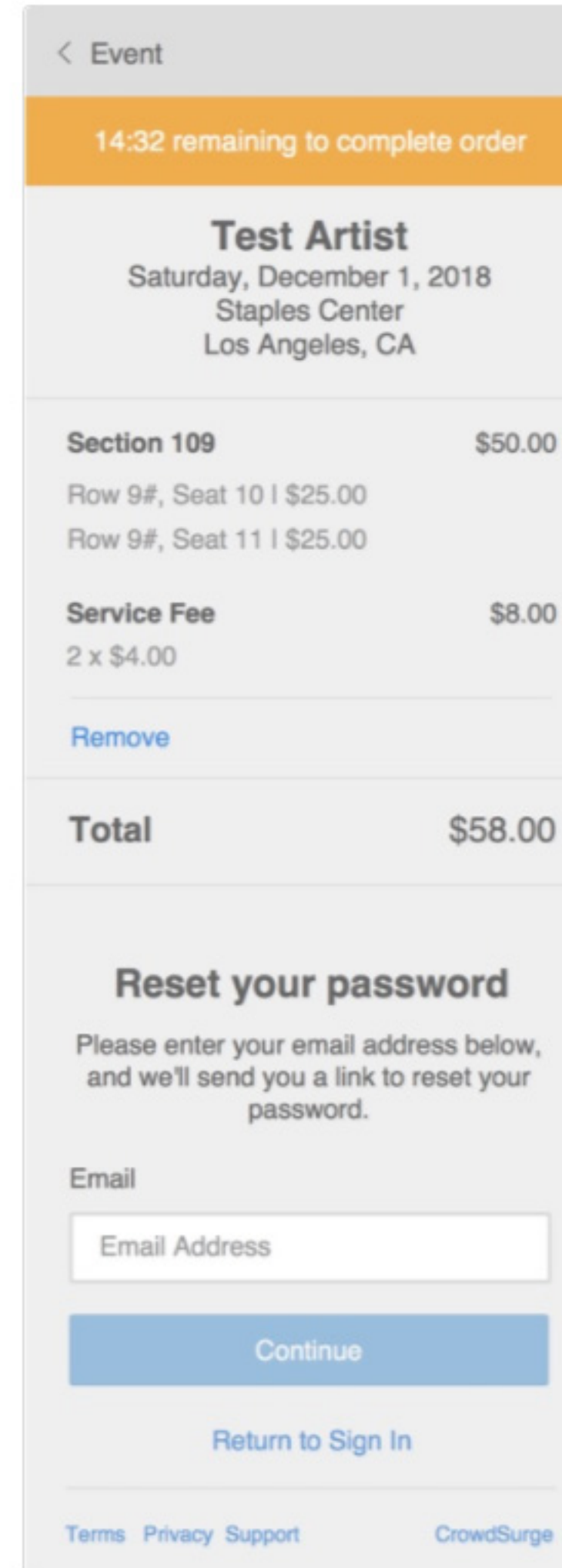
To reset their password a user enters their email address to receive an email with a secure reset link. An error alert is shown if the email does not match an existing account. This prevents users from thinking that they have a Songkick account when they really do not.

2. Link Successfully Sent

If the user entered their email address correctly and the address related to an account they will see a success alert & receive a forgot password email. Emails typically take a matter of seconds to arrive.

3. Reset Password Email

The forgot password email outlines what the user needs to do to reset their password. This email can be customised and branded as required.



Password Reset

Reset Password Form

1. Reset Password Form

Double confirmation of the user's password ensures that they do not accidentally enter the wrong password and change it to something they will not be able to re-enter.

Users have the option to 'show' their password to see their account password

2. Reset Password Form (Valid)

If the passwords match the user is able to submit the form to reset their password.

3. Reset Successful

At this point the user has successfully reset their password, they will now be able to log into their account using the new password.

Please reset your password

Your new password must contain at least 5 characters.

Password [Show](#)

Confirm Password [Show](#)

[Reset Password](#)

[Terms](#) [Privacy](#) [Support](#) [CrowdSurge](#)

Please reset your password

Your new password must contain at least 5 characters.

Password [Show](#)

Confirm Password [Show](#)

[Reset Password](#)

[Terms](#) [Privacy](#) [Support](#) [CrowdSurge](#)

Please reset your password

Your new password must contain at least 5 characters.

[Reset successful. You can now login with your new password.](#)

[Terms](#) [Privacy](#) [Support](#) [CrowdSurge](#)

Design

Event Listings

Event Details Overview

Single Ticket Type

Multiple Ticket Types

Ticket Statuses

Access Code Protected

Singular Option Upsell

Multiple Option Upsell

Donation

Guest Checkout

Delivery

Payment

Order Confirmation

Forgot Password Link

Reset Password Form

Fanclub

Fanclub Registration

Fan Club

For campaigns in North America, certain features can be enabled to ensure compliance with Ticketmaster's current definition of an artist fan club.

1. Members Link

If a fan club is associated with a store, a members link will always be shown in the navigation on the event listings page. If a user is signed in to the fan club, they will be taken to the member content page. If a user is signed out, they will be taken to the member sign up page.

2. Fan Club Banner

To drive fan club signups a banner can be enabled or disabled on the store. This will pull through the fan club name, the fan club description, a primary action to join and a secondary action to sign in to the fan club. The banner is not shown if the user is signed in to the fan club.

3. Protected Events

If an event requires Ticketmaster compliance & a signed out user clicks on 'Buy Tickets', they will be redirected to the member sign up page and be required to sign in before accessing the event. To ensure compliance, the app does not distinguish between fan club protected events, unprotected events & external event links on the 'Buy Tickets' actions.

Members

Staples Center

Dec 1, 2018
Los Angeles, CA

Buy tickets

Royal Albert Hall

Dec 5, 2018
London, UK

Buy tickets

Tropicana Field

Dec 8, 2018
Fort Lauderdale, Florida

Sold Out

Canadian Airline Arena

Dec 10, 2018
Toronto, Canada

On Sale Soon

Canadian Airline Arena

Dec 10, 2018
Toronto, Canada

On Sale Soon

Artist Members Area

Receive the latest news, early access to concert tickets, special offers & more.

Join now

Already a member? [Sign in here.](#)

Staples Center

Dec 1, 2018
Los Angeles, CA

Buy tickets

Royal Albert Hall

Dec 5, 2018
London, UK

Buy tickets

Tropicana Field

Dec 8, 2018
Fort Lauderdale, Florida

Sold Out

Canadian Airline Arena

Dec 10, 2018
Toronto, Canada

On Sale Soon

Canadian Airline Arena

Dec 10, 2018
Toronto, Canada

On Sale Soon

Fan Club

Users have a simple way to sign in / sign up for a fan club.

1. Sign Up

If a user is signed out & has clicked join from the banner, the members link in the navigation or clicked on a fan club protected event, then they will be shown the sign up page.

The fan club name & description are shown at the top. The user is prompted for an email, password & country to join the fan club. Country is auto-detected. If the country is set to US, UK or Canada, the user is asked for State, County or Region as well.

Once a user signs up, they will be sent a customised welcome email to confirm their membership. COPPA compliance can also be enabled on a fan club if required.

2. Sign In

If the user is already a member of the fan club, then they can switch to the sign in view. The user is prompted for their email & password to sign in to the fan club.

There is also the option to place the fan club in a sign in or sign up only state. This allows the fan club to be used as a basic data capture pre-onsale or to use the fan club as a way to gate events during a period of the presale.

3. Content Screen

To ensure compliance, a content screen is shown once the user has signed in or up. A heading, some copy & an image are pulled through from the associated fan club.

If the user has come through on an event link, they will be prompted to continue to event; if they have come from the banner or members link, they will be prompted to return to events.

If a user has signed in / signed up through an event link, there is an option on the fan club to disable this content page, taking the user straight through to the event details. Please ensure the implications for compliance have been considered before using this feature

This screenshot shows the 'Join Artist Members Area' sign-up form. At the top, it says 'Join Artist Members Area' and 'Receive the latest news, early access to concert tickets, special offers & more.' Below this is a link: 'Already a member? Sign in.' The form includes fields for 'Email', 'Password' (with a 'Show' button), 'Country' (set to 'United States'), and 'State' (set to 'Select a State'). There is a checkbox for 'Yes, I am over 13 years of age (COPPA)'. At the bottom is a 'Join' button and links for 'Terms', 'Privacy', 'Support', and 'CrowdSurge'.

This screenshot shows the 'Sign in to Artist Members Area' form. It says 'Sign in to Artist Members Area' and 'Not a member? Join today.' The form includes fields for 'Email' and 'Password' (with a 'Show' button). Below these is a 'Sign In' button and a link: 'Forgot your password? Reset it here.' At the bottom are links for 'Terms', 'Privacy', 'Support', and 'CrowdSurge'.

This screenshot shows the 'Exclusive Content Area' content screen. It says 'Thank you for becoming a member of Artist Area Fanclub.' Below this is the heading 'Exclusive Content Area' and the text 'The members club comes with super exclusive content.' There is an image of a man in a dark jacket. At the bottom are buttons for 'Sign Out' and 'Return to Events', and links for 'Terms', 'Privacy', 'Support', and 'CrowdSurge'.

Styling a Store

The benefit of having a responsive design is that it looks good and works on all screens, whether it's an really tiny iphone screen or a large desktop screen.

1. Use the CSS template

Following the 6 steps of the template will keep you focused on the most important bits first and will prevent you from having to go back and re-write any CSS previously written.

2. Follow the best practices

Authentically representing the brand while keeping the usability of the store intact is always a give and take.

3. Use templates when nescessary

The store is comprised of layered templates, and with the ability to select these templates throughout the store, you can vastly change the content within these templates. .



Download the SketchApp template [here](#)

FOOL'S GOLD PRESENTS...

DAY OFF

LIMITED
PRE-SALE TIX!
DON'T SLEEP!!!



AUG 29	SHRINE EXPO HALL & GROUNDS Los Angeles, CA	ON SALE SOON
SEP 5	TURNER FIELD - GREEN LOT Atlanta, GA	ON SALE SOON
SEP 7	BROOKLYN LIVE @ THE INLET Brooklyn, New York	ON SALE SOON
SEP 13	MANA WYNWOOD Miami, FL	ON SALE SOON
SEP 19	STUBB'S (OUTDOOR) Austin, TX	ON SALE SOON

FOOL'S GOLD PRESENTS...

DAY OFF

LIMITED
PRE-SALE TIX!
DON'T SLEEP!!!



< Events

Saturday, August 29, 2015
Shrine Expo Hall & Grounds

665 W Jefferson Blvd.
Los Angeles, CA

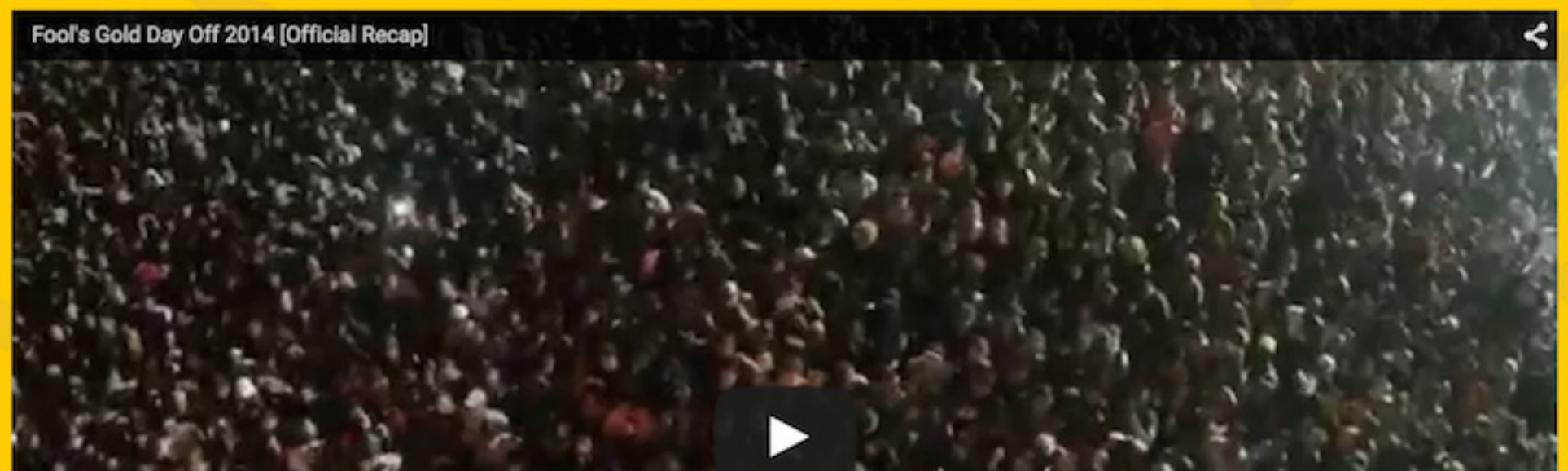
Doors: 7:00 PM

General Admission ▼ 2 ▲

\$0.10 each [ADD TO CART](#)

[Privacy](#) | [Terms](#) | [Support](#)

CrowdSurge



FOOL'S GOLD PRESENTS...

DAY OFF

LIMITED
PRE-SALE TIX!
DON'T SLEEP!!!



< Events

Address · Delivery · Payment

You have 6:59 remaining to complete your order.

Test Artist (US)	
Saturday, August 29, 2015	
Shrine Expo Hall & Grounds Los Angeles, CA	
<input checked="" type="checkbox"/> General Admission	\$8.28
\$8.18 × 2	
Service Charge	\$8.00
\$8.00 × 2	
Subtotal	\$0.20

Checkout

All we need is your email and address to get started. The address entered will be used as your billing address and initial delivery address if required.

Email

Country

First name Last name

Address