



LEEDS RHINOS NEW TICKET APP – RhinosTIX

It is now easier than ever before to attend a Leeds Rhinos or NIC Leeds Rhinos Netball game with our new ticket app – RhinosTix.

Using RhinosTix ensures the most convenient, flexible and secure way for Rhinos Fans to support our teams. Fans are encouraged to download the app as early as possible. This will give you the most time to familiarise yourself with the app and its great features.

You can download the mobile app now using the links below:

- [Apple App Store \(iOS\)](#)
- [Google Play Store \(Android\)](#)

This is the **only** app you will be able to see and use your Leeds Rhinos and NIC Leeds Rhinos Netball match tickets on.

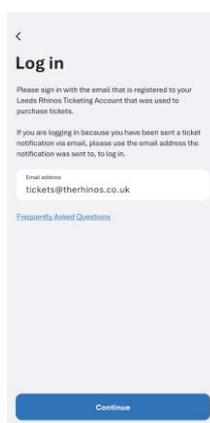
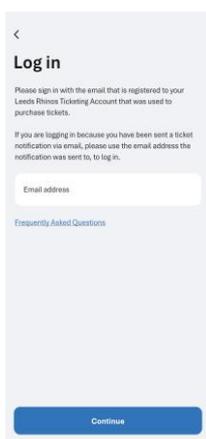
STEP-BY-STEP GUIDE

Step 1: Download the App

- You can find the RhinosTix app on your mobile app store. If you are using your phone, click on the links below to go directly to it.
 - [Apple App Store \(iOS\)](#)
 - [Google Play Store \(Android\)](#)
- Please download the app on to your mobile smartphone. Please do not download the RhinosTix app onto a tablet as these will not fit into the turnstile scanners.

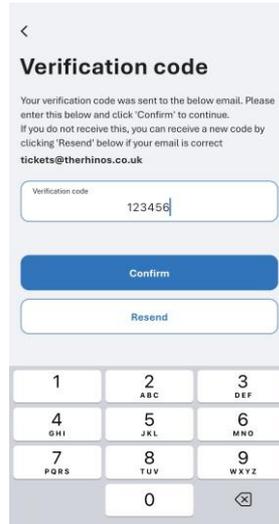
Step 2: Log in to the RhinosTix app

- You will need to log into RhinosTix using the same email address that is registered on your Leeds Rhinos Ticketing Account that you have used to purchase tickets or memberships with.
- If it is your first time logging in to the RhinosTix app then you may be asked to complete your personal details (first name and surname only)
- It is advised that you allow RhinosTix to use your contacts and Bluetooth functions to be able to transfer tickets quickly. You can change the app's permissions at any time within your smartphone settings.



Step 3: Account Verification

- When logging into the app, you will be sent a 6-digit verification code from tickets@therhinos.co.uk this may display as 'tickets' depending on your email provider.
- Enter the code in RhinosTix to verify the account.
- Each time you log in to RhinosTix you will go through the account verification process, however, if you do not log out of the app your phone will remember your details.



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Verification code

Your verification code was sent to the below email. Please enter this below and click 'Confirm' to continue.
If you do not receive this, you can receive a new code by clicking 'Resend' below if your email is correct
tickets@therhinos.co.uk

Verification code
123456

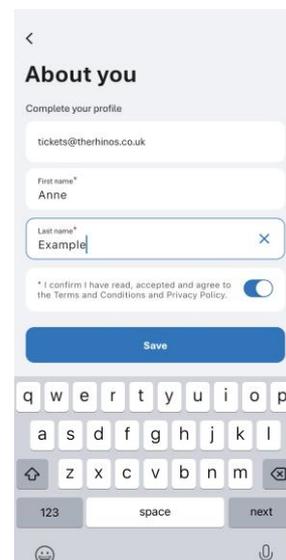
Confirm

Resend

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		⊗

Step 4: RhinosTix Profile Set Up

- If this is the first time logging into RhinosTix you will need to enter: -
 - First Name
 - Surname
- You will also need to confirm you have read, accepted and agree to the Terms and Conditions as well as the Privacy Policy which can be found here.
 - [Terms and Conditions](#)
 - [Privacy Policy](#)



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About you

Complete your profile

tickets@therhinos.co.uk

First name*
Anne

Last name*
Example

* I confirm I have read, accepted and agree to the Terms and Conditions and Privacy Policy.

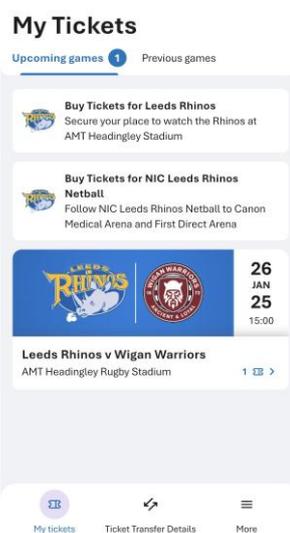
Save

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space next

Step 5: My Tickets

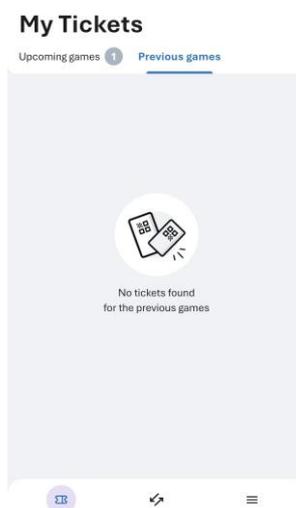
Upcoming games

- You must purchase tickets from our ticketing websites – the app is just a way for you to access your tickets. To purchase tickets, you can use the links on this page (tickets.therhinos.co.uk OR tickets.rhinosnetball.co.uk) to be taken directly to either our Leeds Rhinos Ticket Website or NIC Leeds Rhinos Netball Ticket Website.
- Once you have purchased tickets, they will appear in the RhinosTix app approximately 7 days before a game, so don't worry if they don't appear straight away.
- If you purchase tickets within 7 days of the game, they will appear in the app within a few minutes.
- The number of tickets you have allocated to your email address will display underneath each game on your screen next to the ticket icon.
- **The ticket will only automatically appear if you have registered for RhinosTix using the same email address that was used to purchase tickets or has been allocated tickets. Please double-check this if your ticket(s) do not appear.**



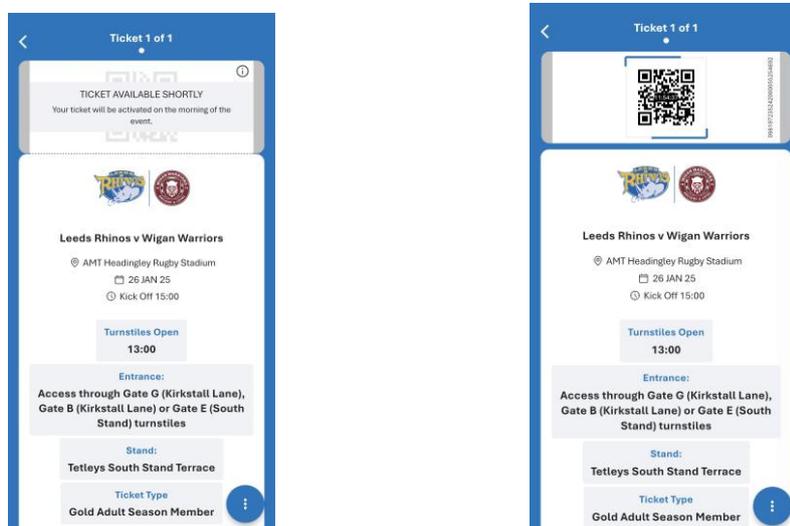
Previous games

- Once a game has been played, your ticket will automatically move to the previous games section; here, you can view the details of the ticket only.



Step 6: Game Tickets

- When you click on a game from the **'My Tickets'** section of the app, your ticket(s) will appear.
- If you have multiple tickets, you will be able to swipe left and right to switch between each ticket.
- If you scroll down on a ticket, you will find ticket information including stand details and seat details (if applicable), stadium maps and also further information.
- All tickets on the RhinosTix app will have a QR code. This code will be activated on the morning of the game it is valid for.



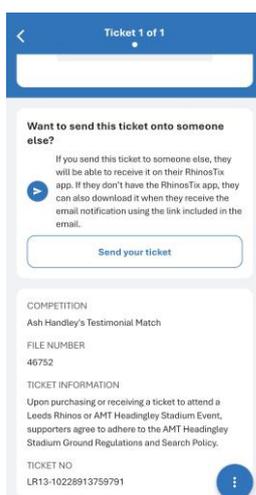
Sending your tickets to another person

RhinosTix offers the easiest and most secure way to transfer tickets to fellow supporters.

Once you receive tickets on your app, you can click the **'Send your ticket'** button to transfer the ticket to another person so they can use it on their own RhinosTix app.

Where possible we do advise that each ticket holder has their ticket on their own RhinosTix app for additional ease when accessing games.

1. To send tickets to another person, click the **'Send your ticket'** button and select the email address of the person you want to send the tickets to.
2. You can then send the ticket you want to transfer.
3. The person you sent the ticket to will then receive an email notification and will then need to download and log in to their own RhinosTix app using their email address to accept the ticket.
4. Once they accept the ticket this will appear in their Upcoming Games.



FREQUENTLY ASKED QUESTIONS

Will Season Members use the same ticket / QR code for every game?

Season Members will not receive a 'Season Ticket' on the app, instead they will receive tickets individually on a match-by-match basis approximately 7 days before the game. These will also state the type of membership you hold (e.g. Gold / Silver).

I've transferred my ticket to a wrong email address

You can cancel the transfer of a ticket, but this can only be done if the ticket has not been accepted by the person you have sent this to.

To cancel the transfer, go to 'Ticket Transfer Details' and click the transfer that is pending. Once clicked, you will see the ticket details and the email address you sent the ticket to.

- You can click 'Cancel Transfer' to take it back, it will then appear under your upcoming games again.
- You can click 'Change email address' to cancel the current transfer and resend to the new email address.

I want to cancel a ticket I've transferred

If the person you sent the ticket to can no longer attend, you can click 'Cancel Transfer' to take it back. It will then appear under your upcoming games again. This can only be done if the person you sent it to has not accepted and downloaded it.

If they have accepted and downloaded the ticket they will need to transfer it back to you.

How do I use my ticket on a game day?

All tickets on the RhinosTix app will have a QR code. This code will be activated on the morning of the game it is valid for.

We recommend loading your tickets at home before setting off for the game, as once you have loaded your ticket on your RhinosTix app, this will remain unless it is transferred or deleted. This means you don't need to be connected to wi-fi or mobile data when at the turnstiles or entering the venue.

Don't forget to ensure your phone battery is charged!

At AMT Headingley Stadium: -

1. You will open the ticket on your RhinosTix app.
2. Insert your phone in the ticket reader with the QR code facing up
3. The turnstile scanner will then turn green and will make a beeping sound. You will then be allowed access into the stadium.

You are not able to screenshot tickets as this will invalidate the ticket, the QR code may be blocked if this is attempted.

At Canon Medical Arena or First Direct Arena (NIC Leeds Rhinos Netball games only): -

1. You will open the ticket on your RhinosTix app.
2. A member of Leeds Rhinos / venue staff will scan your QR code and will allow access into the venue.

You are not able to screenshot tickets as this will invalidate the ticket, the QR code may be blocked if this is attempted.

What if my battery runs out on match day?

For Leeds Rhinos matches played at AMT Headingley Stadium, either head to Leeds Rhinos Ticket Office on St Michaels Lane or speak to a member of staff at the turnstiles and they will be able to assist.

For Leeds Rhinos Netball matches, head to the Ticket desk and they will be able to assist.

What if I lost my phone or it is broken?

Please contact Leeds Rhinos Ticket Office by emailing tickets@therhinos.co.uk and we will be able to discuss alternatives with you.

I have a new phone, what should I do?

Simply redownload RhinosTix from your app store or using the links below:-

- [Apple App Store \(iOS\)](#)
- [Google Play Store \(Android\)](#)

You will need to log into RhinosTix using the same email address that is registered on your Leeds Rhinos Ticketing Account that you have used to purchase tickets or memberships with. Your tickets will then be available on the RhinosTix app on your new phone

What happens if I cannot connect to wi-fi / have enough data to download my ticket when I arrive at the Stadium / Venue on match day?

For Leeds Rhinos matches played at AMT Headingley Stadium, either head to Leeds Rhinos Ticket Office on St Michaels Lane or speak to a member of staff at the turnstiles and they will be able to assist.

For Leeds Rhinos Netball matches, head to the Ticket desk and they will be able to assist.

I haven't received my emails regarding my RhinosTix app or tickets

Sometimes emails from a business can be mistakenly redirected into your junk / spam folder so please double check in here.

This will be sent from tickets@therhinos.co.uk so you can add this to your safe senders which helps ensure you don't miss important emails about your tickets.

What are the minimum operating system requirements for RhinosTix?

- Apple:
 - You'll need iOS 12 or later.
- Android:
 - Make sure you're running at least version 5.1 (Lollipop).

When will I see the next game in my app?

Tickets will appear in your RhinosTix app approximately 7 days before the game, although the QR code will not show until the morning of the game.

Please note in some circumstances where there is a shorter turnaround (e.g. for cup games) you may see tickets in your app a little later.

I cannot see the QR code on my ticket in the RhinosTix app, when will this show?

Your QR code on your tickets will appear on the morning of the game the ticket is for.

Why can I only see my ticket and not tickets for my friends & family?

Tickets are sent to RhinosTix apps based on the email address that is registered against each ticket holder.

Here are a couple of examples: -

- You have purchased 2 tickets under your ticketing account and not allocated them to '**Friends & Family**' – the 2 tickets will be sent to your RhinosTix app. You can send the ticket to them from your RhinosTix app.
- You have purchased 2 tickets and allocated them to your '**Friends & Family**' which also has your email address on there – the 2 tickets will be sent to your RhinosTix app. You can send the ticket to them from your RhinosTix app.
- You have purchased 2 tickets and allocated one of them to an account listed on your '**Friends & Family**' but it has their email address on the profile – you will receive your ticket to your RhinosTix app and the other ticket will be sent to their RhinosTix app.

Can I forward my ticket(s) to a friend or family member?

You can and we advise, where possible, that each person has their own RhinosTix app with their ticket on. This can even be done if you have a Season Membership and there's a game you can't attend.

To send tickets to another person: -

1. Click the '**Send your ticket**' button on the ticket you would like to send and select the email address of the person you want to send the tickets to.
2. You can then send the ticket you want to transfer.
3. The person you sent the ticket to will then receive an email notification and will then need to download and log in to their own RhinosTix app using their email address to accept the ticket.
4. Once they accept the ticket this will appear on their Upcoming Games.

What do I do if I have transferred a ticket, and they are now no longer able to attend?

If the person you sent the ticket to can no longer attend you can click '**Cancel Transfer**' to take it back, it will then appear under your upcoming games again. This can only be done if it has not been accepted and downloaded by the person you sent it to.

If they have accepted and downloaded the ticket they will need to transfer it back to you.

I have made an amendment to my ticket booking, what happens to my ticket in the RhinosTix app?

Your old version will be deleted from the app and a new ticket will be added. Please note – it may take 5-10 minutes for this process to complete, so please be aware of this if you are amending your ticket(s) on matchday.

Can I screenshot or take a photo of my ticket and send this to someone else?

No – if you try to screenshot your ticket, this will be presented as a black screen. If a photo is taken of the barcode using another device this will not be accepted at the turnstile as we use a live QR code.

Can I receive tickets for away games on RhinosTix?

No – away game tickets will remain as physical tickets for the upcoming season.

I have not used the RhinosTix app before; how do I log in?

1. Using your mobile smartphone, click to download the RhinosTix App
(if you have already downloaded RhinosTix this will automatically open for you)

- [Apple App Store \(iOS\)](#)
- [Google Play Store \(Android\)](#)

2. Open the RhinosTix app and log in using your email address

3. You will receive a verification code to your email which you will need to enter.

4. Enter your first name and surname and ensure you have read and agree to the Terms and Conditions.

5. Once you are on the RhinosTix app you will see your ticket if it is within 7-days of a fixture.

Can I update my ticketing account details and contact preferences on the RhinosTix app?

You will not be able to update your ticketing account details or contact preferences in RhinosTix; however, please visit our ticketing websites and log in, you will then be able to update these in your account details.

Leeds Rhinos – tickets.therhinos.co.uk

NIC Leeds Rhinos Netball – tickets.rhinosnetball.co.uk

I don't have a compatible mobile phone and/or can't install RhinosTix

We encourage all ticket holders to download the new RhinosTix app if they are able to, which will allow access to your tickets. Junior fans who may not have a smartphone will be able to use their ticket using their parents/guardian's app if the email address on their account belongs to the parent/guardian.

If you need assistance downloading or using the RhinosTix app, please email tickets@therhinos.co.uk.

However, if the RhinosTix app isn't suitable for you, if you do not have access to a mobile smartphone or you are unable to download the app:-

- If you are a 2025 Leeds Rhinos Season Member please [click here](#) and complete the Rhinos 2025 Season Membership Card Request Form.
- If you are a 2025 Leeds Rhinos Flexi or Supporter Member or you are just attending a Leeds Rhinos home game, you will be able to email tickets@therhinos.co.uk to request physical match tickets.

Can I still get a physical Season Membership card?

We encourage 2025 Season Members to download the new RhinosTix app if they are able to, which allows access to your tickets for all Leeds Rhinos Betfred Super League home games for the 2025 season.

Junior fans who may not have a smartphone will be able to use their ticket using their parents/guardians app if the email address on their account belongs to the parent/guardian.

However, if the RhinosTix app isn't suitable for you, if you do not have access to a mobile smartphone or you are unable to download the app, please [click here](#) and complete the Rhinos 2025 Season Membership Card Request Form. In the future, a discretionary charge of £10 per requested Season Membership card may be applied on a case-by-case basis.

If I have a physical Season Membership card, will my digital tickets also be available on the app?

No, if you have a physical Season Membership card, you will not receive digital tickets as well.

How do I change the email address on my account?

You won't be able to update your ticketing account details or contact preferences in RhinosTix, however, please visit either of our ticketing websites and login. You will be able to update these in your account details.

Leeds Rhinos – tickets.therhinos.co.uk

NIC Leeds Rhinos Netball – tickets.rhinosnetball.co.uk

Important: A change to the email address used to buy tickets online will only be taken into account for future tickets, if a ticket has already been sent to your app this will not automatically be forwarded to the new email address

How do I delete my RhinosTix app account?

You can delete your account at any time in the menu under 'More → My profile'.

We recommend you don't delete your account if the account still contains tickets. After deleting the account, all tickets in the RhinosTix app will be deleted.

This will delete your account and data. If the account has been deleted, a new account can be created. However, existing tickets will no longer be visible.