

Lost your tickets to an event?

Follow these simple steps on how to retrieve them!

In a joint effort by Foundry and Sheffield Students' Union to reduce paper waste, all tickets purchased from foundrysu.com are now only available as e-tickets. Tickets can no longer be collected from Sheffield SU Box Office in advance and tickets will not be posted out.

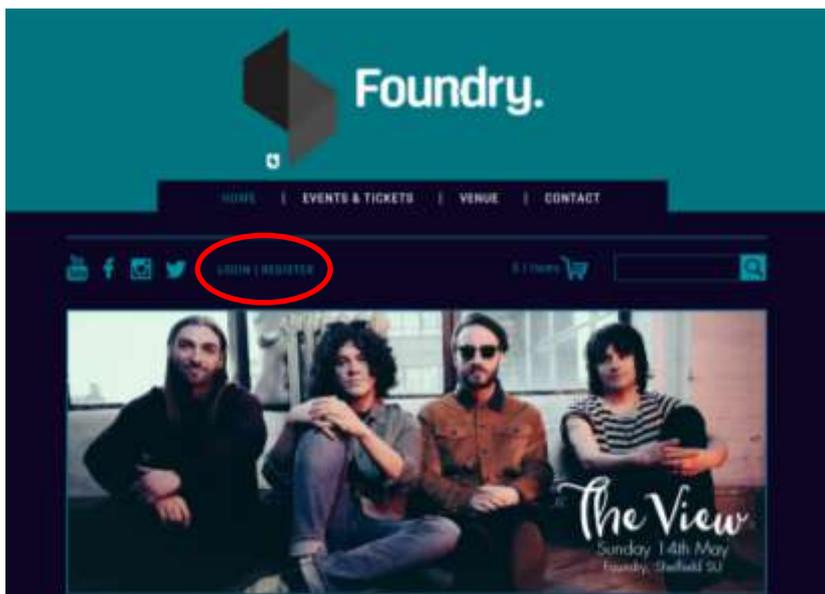
After purchasing tickets online, you will be sent an email receipt from mail@shef.ukmsl.net containing your reference number and a QR code. Please have the QR code ready on your phone when you arrive at the venue. Please only print the receipt including the QR code if necessary to help reduce paper waste. The QR code will then be scanned on entry.

Please note that tickets will ONLY be issued to the account holder registered as buying the tickets. The account holder must be present and provide photographic ID.

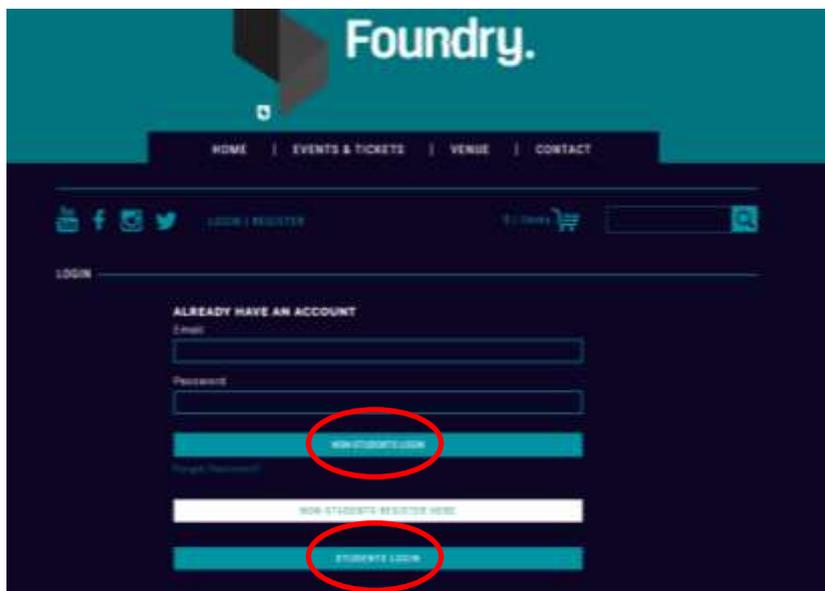
University of Sheffield students can alternatively scan their U-Card on entry.

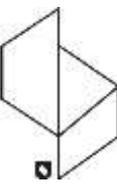
If you are unable to find your tickets, follow these simple steps to retrieve them:

1. Head to www.foundry.com
2. Click on **LOGIN | REGISTER**

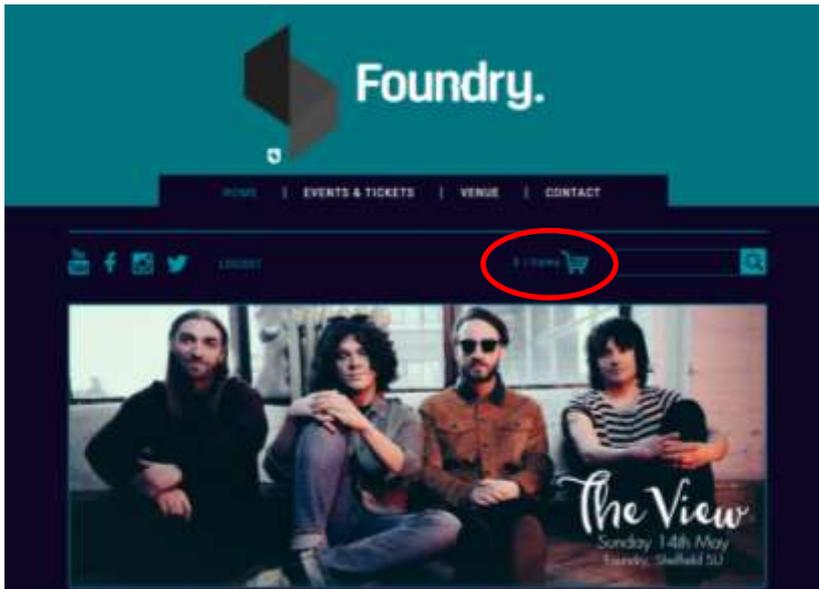


3. Fill in your email and password and click **NON-STUDENTS LOGIN** or **STUDENTS LOGIN**

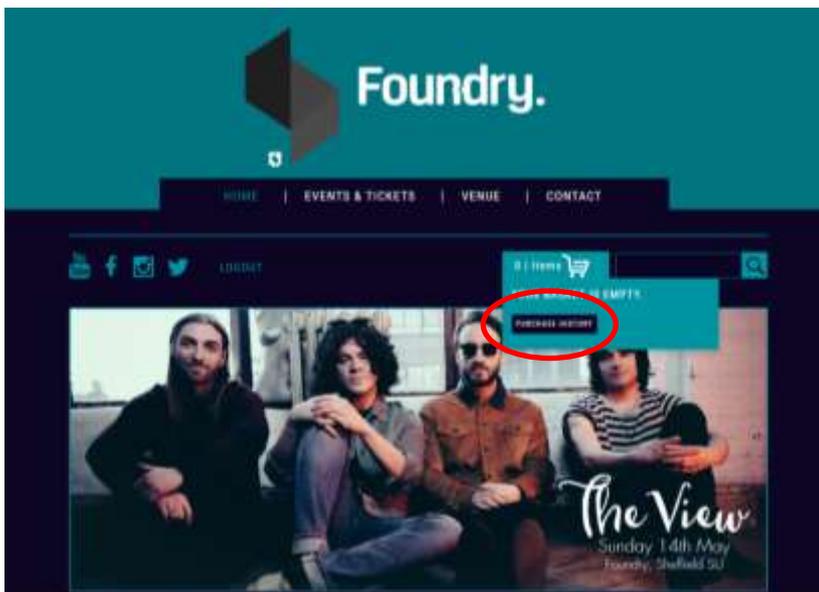




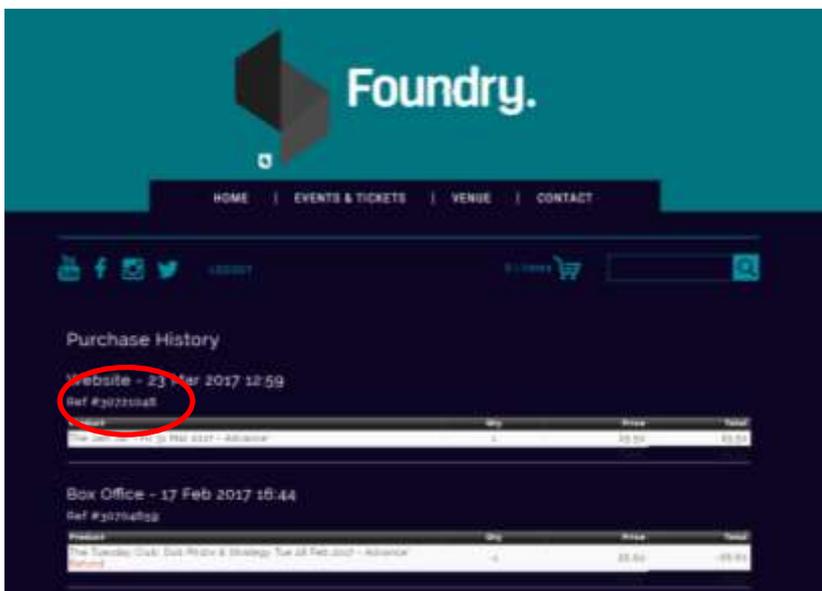
- You will then be redirected back to the home page
Once here click on the basket icon. This will open a dropdown box

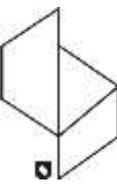


- Click on **PURCHASE HISTORY**

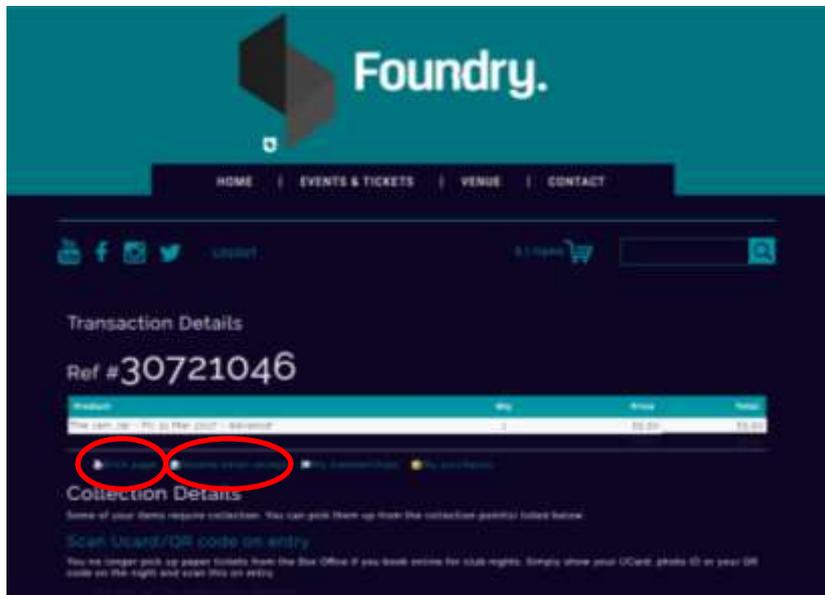


- Find the ticket you are looking for in your purchase history
Once you have found the ticket you are looking for, click on the **Reference Number**

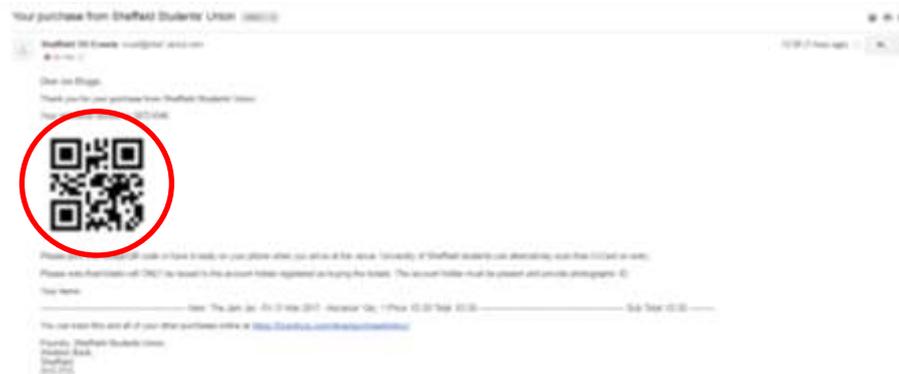




7. This will load up your Transaction Details and will give you the option to **Print Page** or Resend **Email Receipt**.
 - a. Click on **Print Page** to open the ticket on your screen, giving you the option to print or save your ticket
 - b. Click on **Resend Email Receipt** to resend your ticket receipt to the email registered your account. This email can sometimes be picked up by spam filters so make sure you check your junk box



8. Please print this receipt including the QR code or have it ready on your phone when you arrive at the venue. The QR code will then be scanned on entry.



9. For any other issues or if you still cannot retrieve your ticket, please contact Sheffield SU Box Office on **01142228777** or via email at **boxoffice@sheffield.ac.uk**

Registering your email address

One of the most common reasons why customers do not receive their ticket receipt via email is because your email address must be registered when you set up a new account. When you submit your new account info, be sure to click the link in your account activation email. All receipts will be sent to this email address.

If you are still having issues finding or receiving your ticket receipt, please contact Sheffield SU Box Office on **01142228777** or via email at **boxoffice@sheffield.ac.uk**