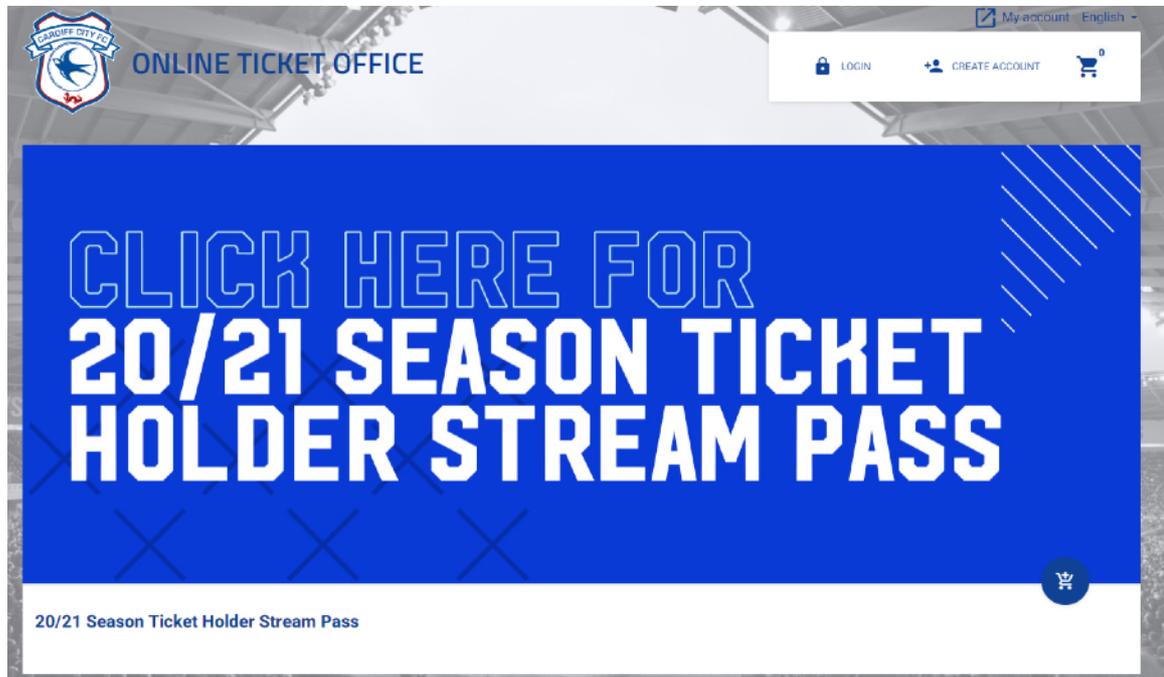


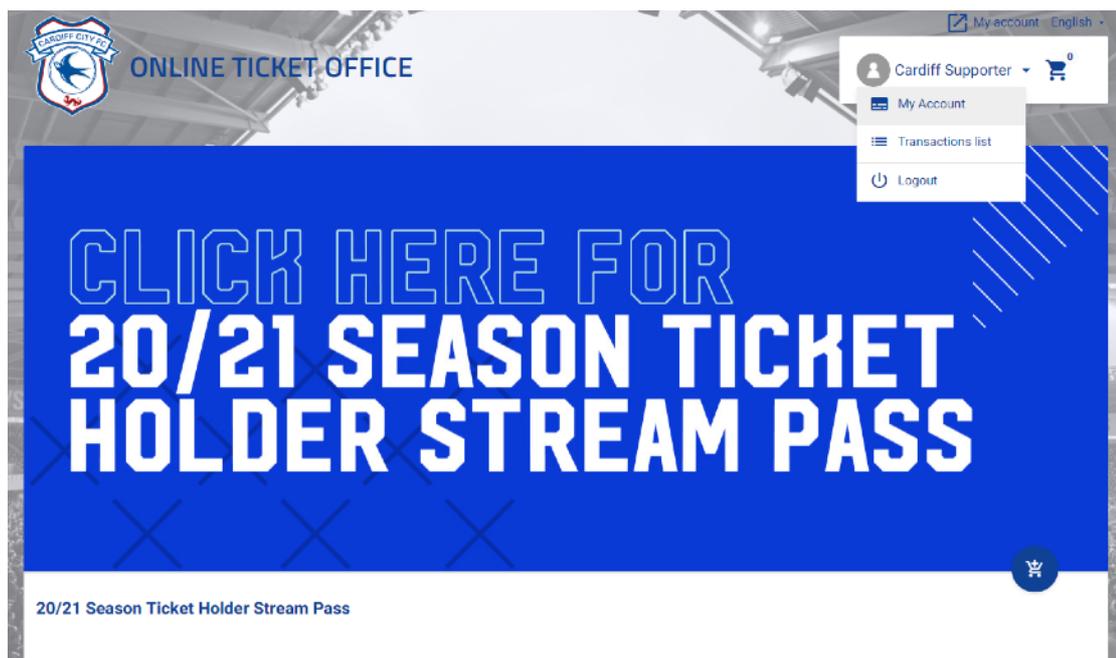
## How to redeem your '20/21 Season Ticket Holder Stream Pass'

*This guide is for supporters who have created a Bluebirds Club Account and linked their fan ID number to their account. Please be advised that Stream Passes must be claimed via supporters' individual club accounts.*

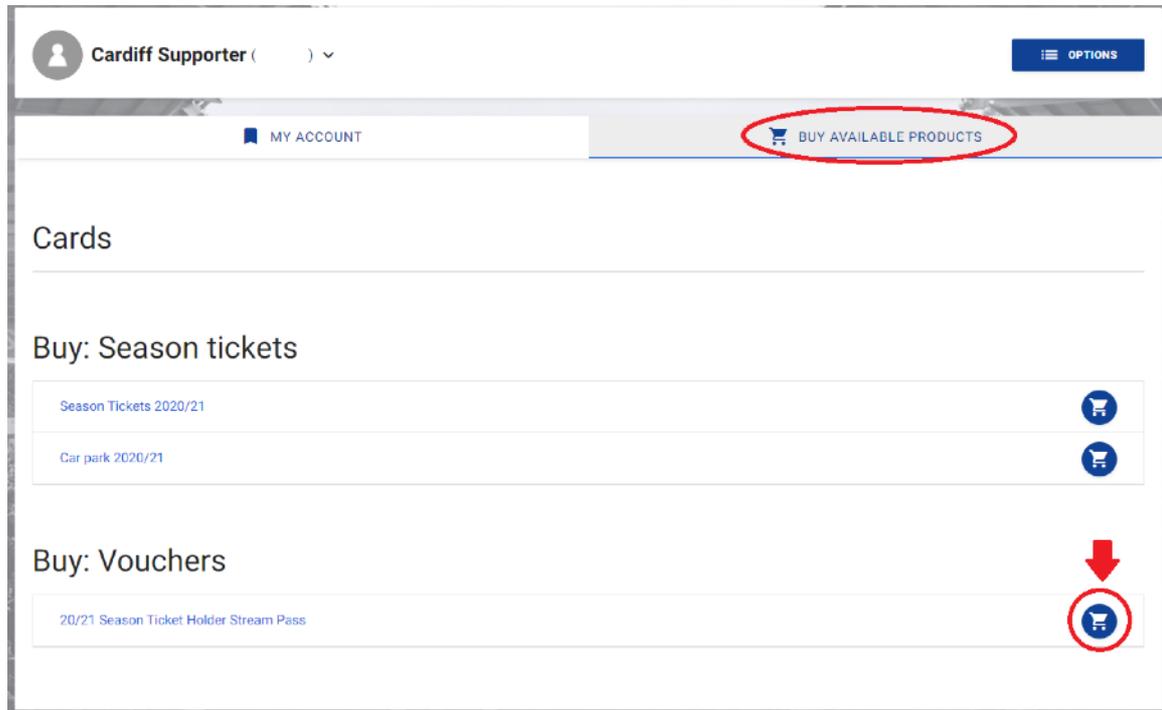
- 1) Log in to your Bluebirds Club Account and head to the Ticketing Section.



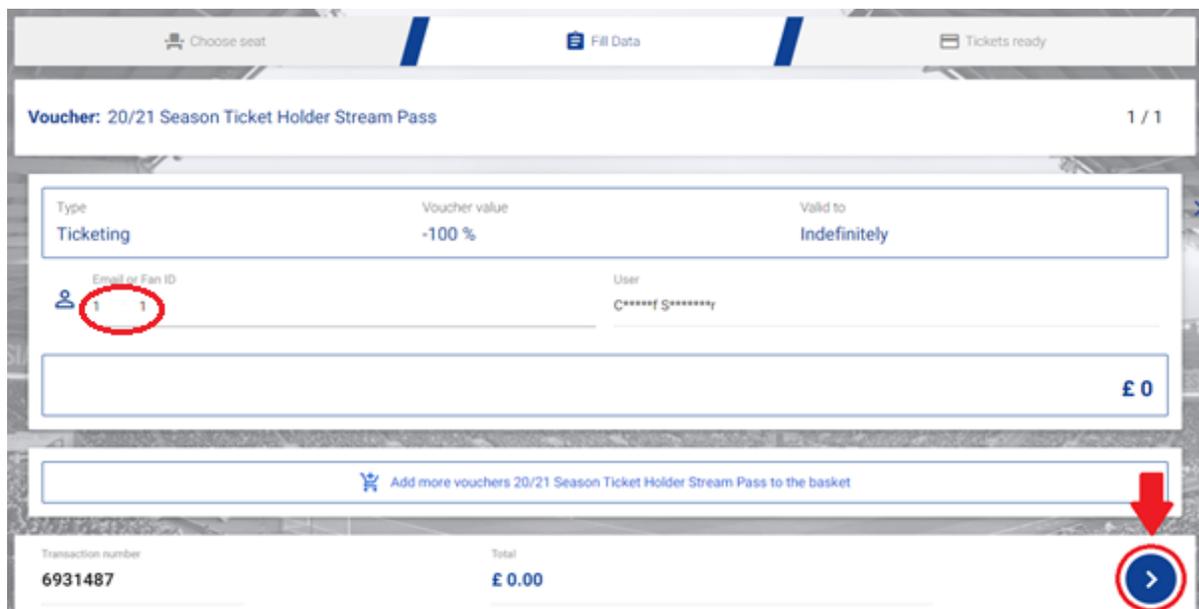
- 2) Once you have been redirected to our Ticketing site (tickets.cardiffcityfc.co.uk) please click the '20/21 Season Ticket Holder Stream Pass banner or select 'My Account' from the dropdown menu.



- 3) In your Account, click the **'Buy Available Products'** tab at the top of your page. You can claim your Streaming Pass by clicking the shopping trolley icon next to **'2020/21 Season Ticket Holder Stream Pass'** under the 'Vouchers' sub-heading.



- 4) Enter your Fan ID number on the next page and click the blue arrow to proceed to your basket.



- 5) Once your transaction summary page has been loaded, please click 'Finish Transaction'.

### Transactions summary

Type	Name	Price name	Count	Price
Voucher	20/21 Season Ticket Holder Stream Pass		1	£ 0
<b>Total</b>			<b>1</b>	<b>£ 0</b>

[CANCEL](#)
[✓ FINISH TRANSACTION](#)

6) Now your transaction is complete, you will receive a confirmation email with instruction on how to redeem your code. You will also be redirected to your transaction confirmation page. Your voucher can be found on this page.

### Transaction details #

#### Transaction status



Complete  
2020-09-09 11:38:21

Owner	Point of sale
<input checked="" type="checkbox"/> Cardiff Supporter	Online (N/A)

[DOWNLOAD](#)

Type	Name	Price name	Count	Price
Voucher	20/21 Season Ticket Holder Stream Pass		1	£ 0
<b>Total</b>			<b>1</b>	<b>£ 0</b>

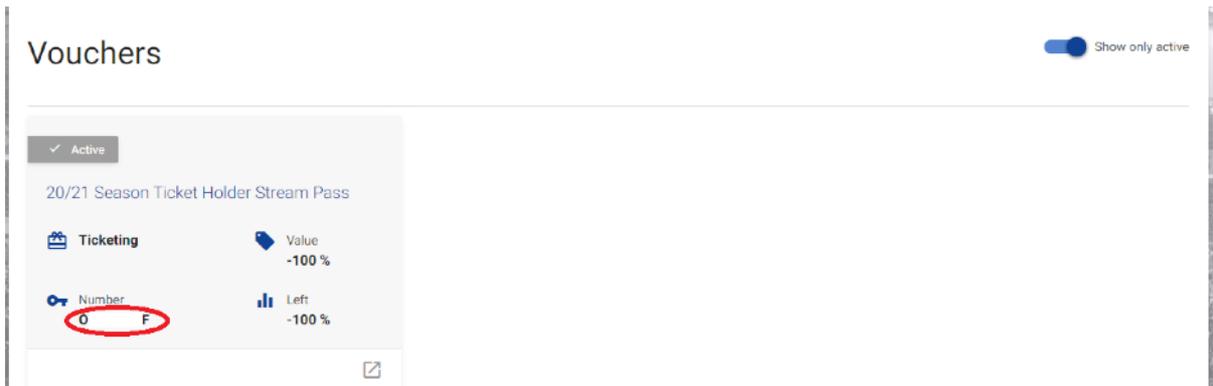
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**Voucher:** 20/21 Season Ticket Holder Stream Pass 1 / 1

Type	Voucher value	Voucher number	Valid to
Ticketing	-100 %	<b>0 *****F</b>	Indefinitely

Email or Fan ID	User
1 1	C*****f S*****r

You can also see your Stream Pass code by visiting your account within the online ticketing system. This will be listed under the 'Vouchers' subheading.

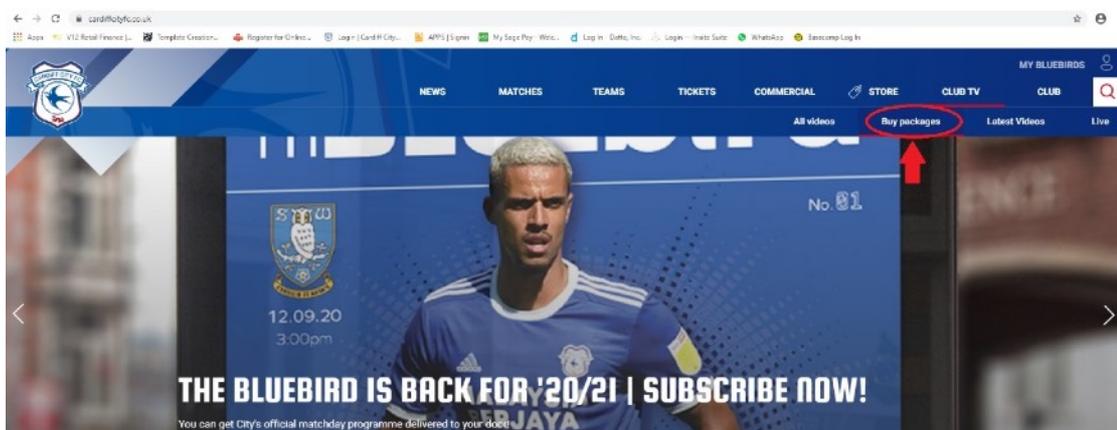


7) Once you have received your Stream Pass code, you still need to redeem it to be able to watch the upcoming home league fixtures.

To redeem your code, please visit [www.cardiffcityfc.co.uk](http://www.cardiffcityfc.co.uk) and log into your Bluebirds Club Account. Scroll to the bottom of the page and press 'Subscription Packages' button above the Cardiff City TV Logo.

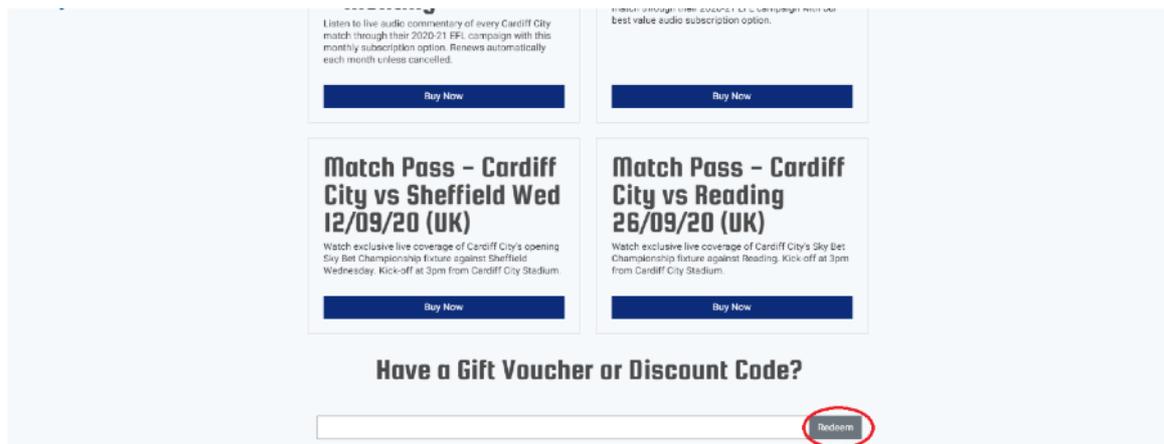


Alternatively, you can select 'Club TV' > 'Buy Packages' from the homepage.

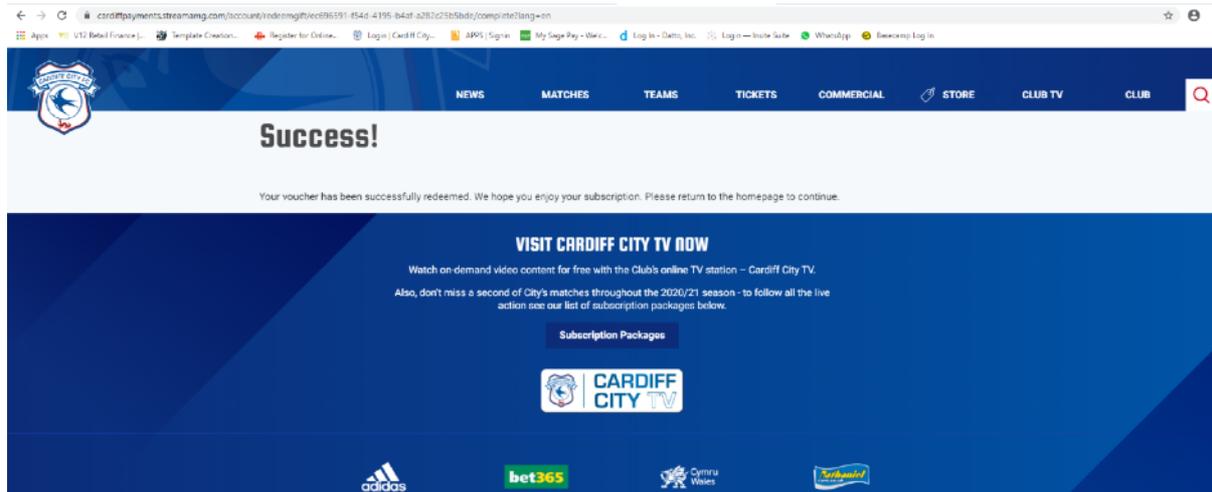


8) Please click the button 'Redeem voucher here'.

9) Scroll down, enter your code and click **'Redeem'**.

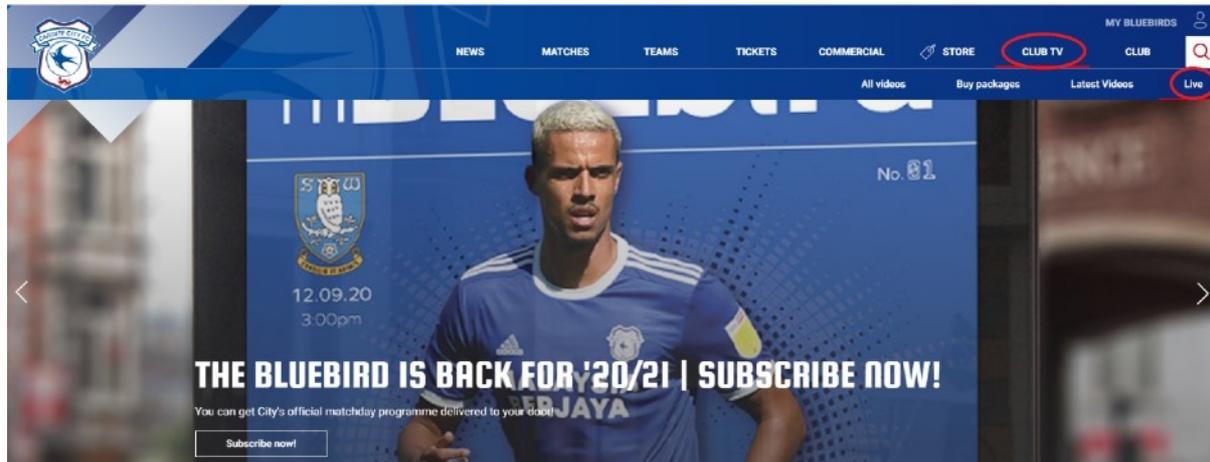


10) If successful, you will receive the following message: **'Your voucher has been successfully redeemed. We hope you enjoy your subscription. Please return to the homepage to continue'**.

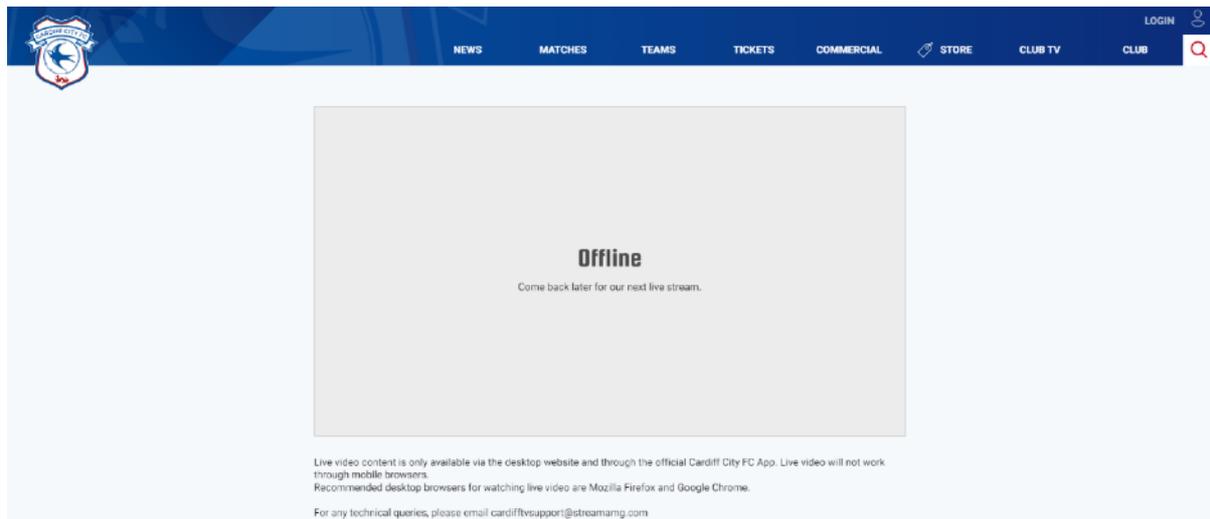


## How do I watch the live stream once my code has been redeemed?

Log in to your Bluebirds Club Account at [www.cardiffcityfc.co.uk](http://www.cardiffcityfc.co.uk) and click the tab 'Club TV' > 'Live'.



Streams will go live one hour before each match, with full Cardiff City TV coverage beginning 30 minutes before kick-off. If the stream is not yet live, your screen will display as below.



Supporters are reminded that '20/21 Season Ticket Holder Stream Pass' codes are valid for home league fixtures played behind closed doors or played at a reduced capacity.

Once you have applied for a streaming pass, you will be unable to opt out of this service until fixtures resume at full capacity.

For more information on your streaming pass, please click here: <https://www.cardiffcityfc.co.uk/news/202021-season-tickets-streaming-vouchers-credit>

For any technical queries, please email [cardifftvsupport@streamamg.com](mailto:cardifftvsupport@streamamg.com)

If you are having problems applying for your streaming pass, please contact the Ticket Office via email at [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) or on 033 33 11 1920.

If you have problems accessing your account, or require help creating one, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).