



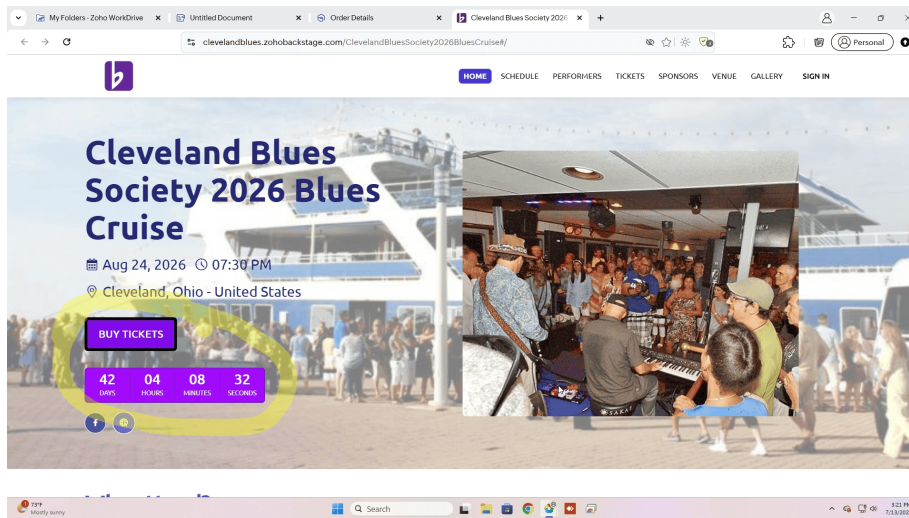
Hello Blues Cruise Guests!

We're looking forward to welcoming you aboard the 2026 Cleveland Blues Society Blues Cruise!

We know that digital tickets and event apps can sometimes be confusing. The instructions below will walk you through purchasing your tickets, finding your confirmation email, accessing your tickets, and sending tickets to other people in your group.

STEP 1: PURCHASE YOUR TICKETS

1. Open the [Cleveland Blues Society Blues Cruise ticket page](#).
2. Select the ticket type you want to purchase.
 - (Currently only General Admission Tickets are available. (For LARGE GROUPS of 10 or more, please [contact CBS to obtain a promotional code](#) for a discount. The contact form is located at the bottom of the event home page.)
3. Choose the number of tickets you need.
4. Enter the requested attendee and contact information. (OPTIONAL: If you have the time to enter individual attendees and their emails, now is the best time to assign the tickets to each guest.)
5. Enter your payment information.
6. Review your order carefully.
7. Click the button to complete your purchase.



STEP 2: CHECK YOUR E-MAIL

After your purchase is complete, check the email address you used when buying your tickets.

You should receive a confirmation email from Zoho Backstage.

If you do not see the email:

1. Check your Spam or Junk folder.
2. Search your email for "Zoho Backstage" or "Blues Cruise."
3. Make sure you are checking the same email account you used when purchasing your tickets.

Do not delete your confirmation email. It contains important information about your registration and tickets.

STEP 3: ACCESS YOUR TICKET FROM THE CONFIRMATION EMAIL

Open your confirmation email.

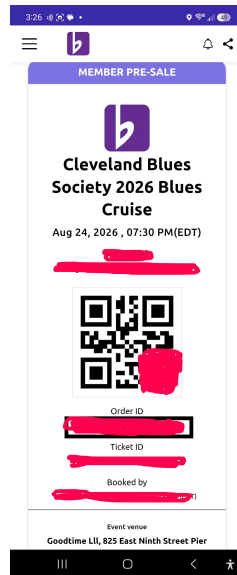
Follow the link or button in the email to view your Blues Cruise registration or ticket information.



If your ticket QR code is available, you can show the QR code on your phone when you arrive at the event.

Each ticket has its own QR code and can only be checked in once.

SCREENSHOT: Ticket screen showing where the QR code appears on your phone.



RECOMMENDED EASY ACCESS TO YOUR TICKETS USING THE APP

STEP 4: DOWNLOAD THE ZOHOBACKSTAGE APP

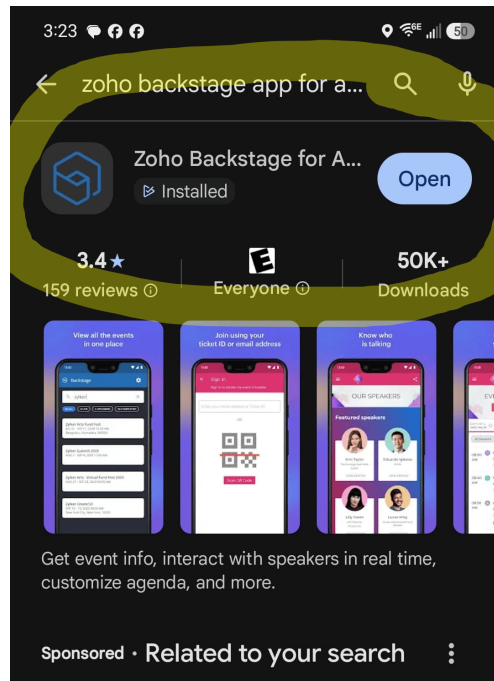
For easier access to your tickets, download the Zoho Backstage for Attendees app on your smartphone.

1. Open the Apple App Store if you have an iPhone.

OR

Open the Google Play Store if you have an Android phone.

2. Search for "Zoho Backstage for Attendees."
3. Tap **Get** or **Install**.
4. Wait for the app to finish downloading.
5. Tap **Open**.



SCREENSHOT:

Zoho Backstage for Attendees app in the App Store and Google Play Store.

STEP 5: SIGN IN TO THE APP

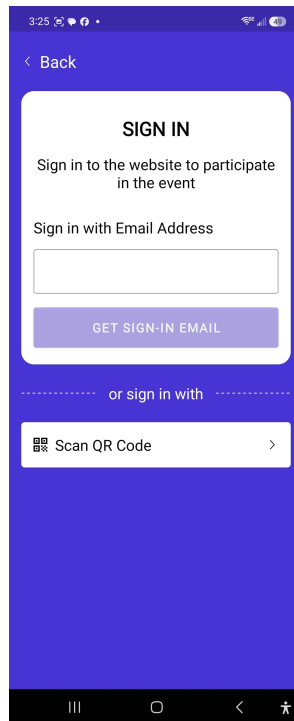
Open the Zoho Backstage app.

Sign in using the **same email address you used when purchasing your Blues Cruise tickets.**

This is important. Using a different email address may prevent your tickets from appearing.

Follow the instructions on the screen to complete the sign-in process.

SCREENSHOT: Backstage sign-in screen with the email field highlighted.



STEP 6: FIND THE BLUES CRUISE EVENT

After signing in:

1. Open your registered events.
2. Find the Blues Cruise event. SEARCH FOR "2026 BLUES CRUISE"
3. Tap the event to open it.

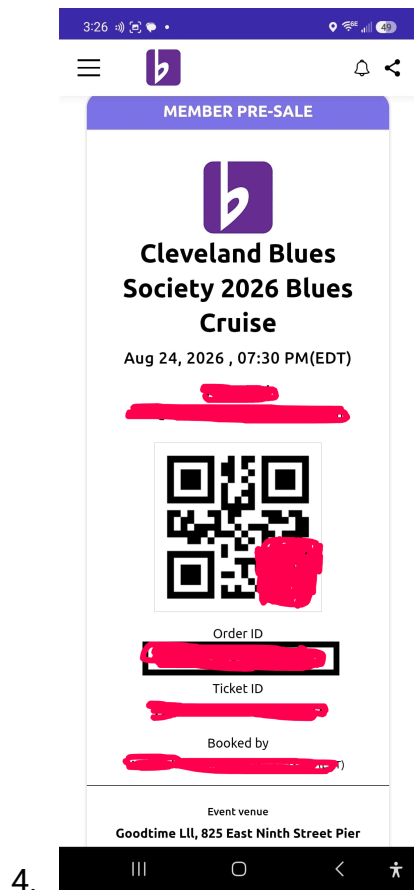
You should now be able to view your event information and tickets.

SCREENSHOT: Blues Cruise event displayed inside the Backstage app.

STEP 7: VIEW YOUR TICKET AND QR CODE

Inside the Blues Cruise event:

1. Open the ticket or registration section.
2. Select your ticket.
3. Your ticket QR code will appear on your phone



This QR code will be scanned when you arrive for boarding.

We recommend opening your ticket before leaving home to make sure you can find it.

You may also take a screenshot of your QR code as a backup.

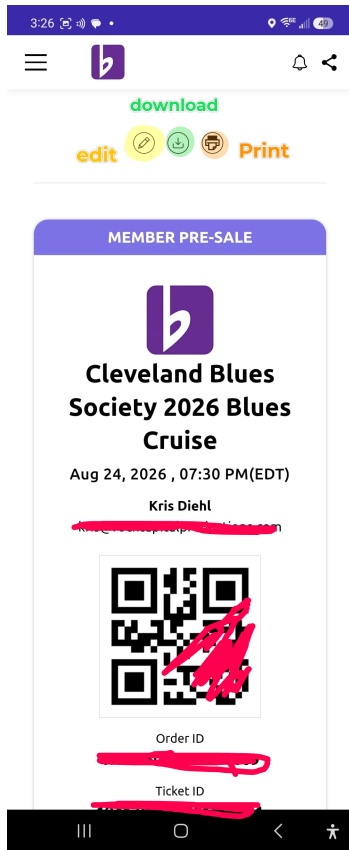
STEP 8: SEND A TICKET TO ANOTHER PERSON

If you purchased tickets for friends or family members, you may be able to send their tickets to them.

1. Open your Blues Cruise tickets.
2. Select the ticket you want to send.
3. Choose the option to edit, forward, transfer, or send the ticket. Look for the little

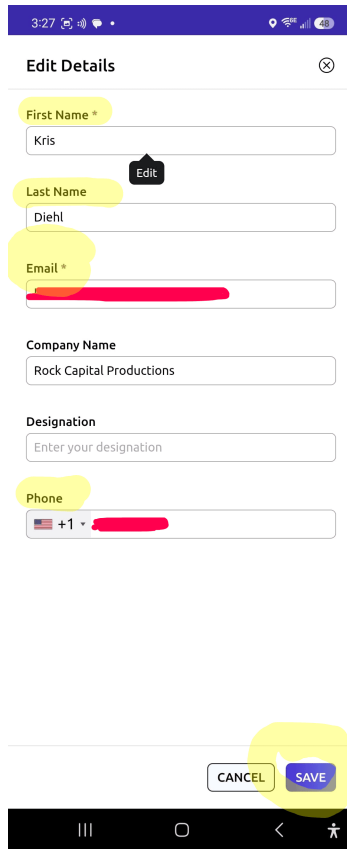


pencil icon above the ticket header. ??



- 4.
5. Enter the guest's correct name and email address.
6. Confirm that you want to send the ticket.
7. Ask the guest to check their email for the ticket information.

The guest should follow the instructions in their email to access their ticket.



3:27

Edit Details

First Name *

Kris

Last Name

Diehl

Email *

Company Name

Rock Capital Productions

Designation

Enter your designation

Phone

+1

CANCEL SAVE

SCREENSHOT: Ticket editing screen , change name, email and phone and save.

STEP 9: BEFORE YOU LEAVE FOR THE BLUES CRUISE

Please check the following:

- Your phone is charged.
- You can open your ticket or QR code.
- Everyone in your group has access to their ticket, or you have all of the tickets available on your phone.
- You know which email address was used to purchase the tickets.

Having your tickets ready before arriving will help everyone board more quickly.



NEED HELP?

If you are having trouble finding or accessing your Blues Cruise tickets, [please contact the Cleveland Blues Society before the day of the event whenever possible.](#)

When asking for help, please provide the name and email address used to purchase the tickets.

We look forward to seeing you aboard the Blues Cruise!

Cleveland Blues Society

Cleveland Blues Lives Here