

BUYER'S GUIDE · TICKETING PLATFORM

How to buy your tickets

From creating an account to walking through the gate.

This guide walks through everything a buyer does: creating and confirming an account, choosing tickets for the days you are attending, paying with Mobile Money or cash at a branch, following a payment that is taking a while, and getting your tickets onto your phone. It also covers what to do when something goes wrong.

Championship	28–30 October 2026
Version	1.0 · September 2026
Buy online at	smartquiz.elitrasmartltd.com
Questions	elitrasmartltd@gmail.com

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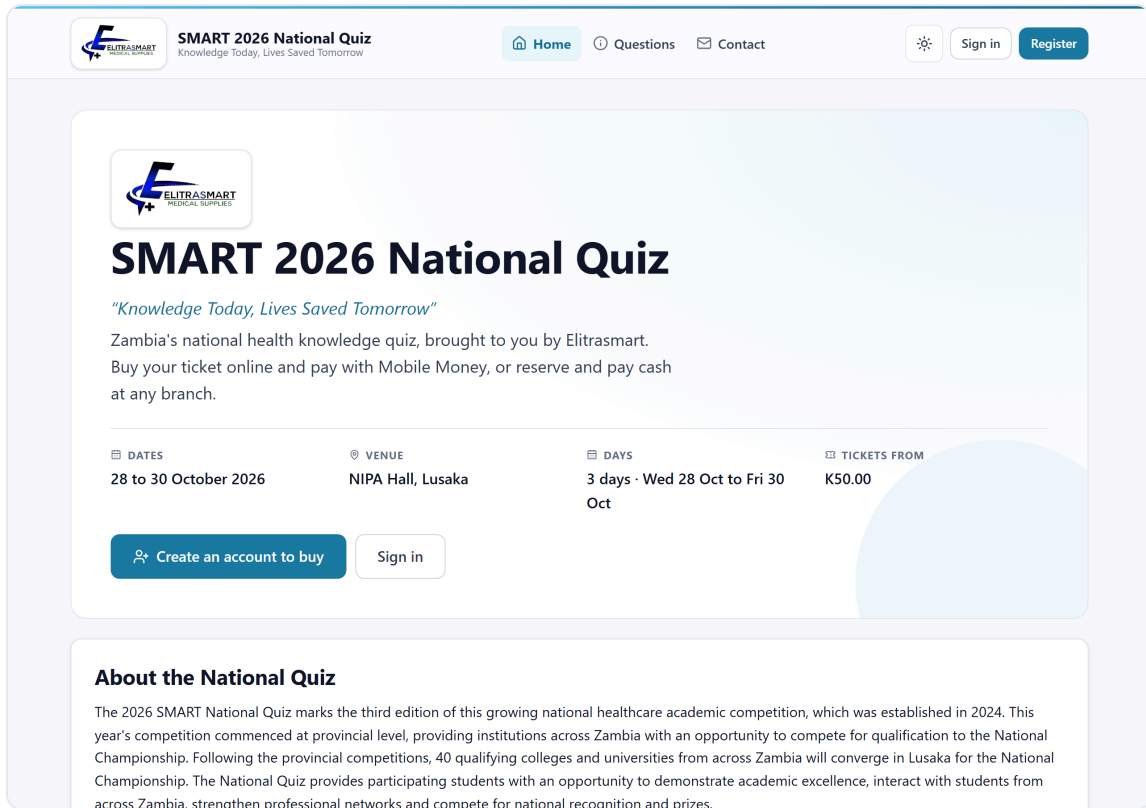
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01 Welcome

The **SMART 2026 National Quiz** runs across three days - **Wednesday 28 to Friday 30 October 2026** - and tickets are sold per person, per day: you choose exactly which day each ticket is for. Everything happens on this one website: buying, paying, and your tickets.

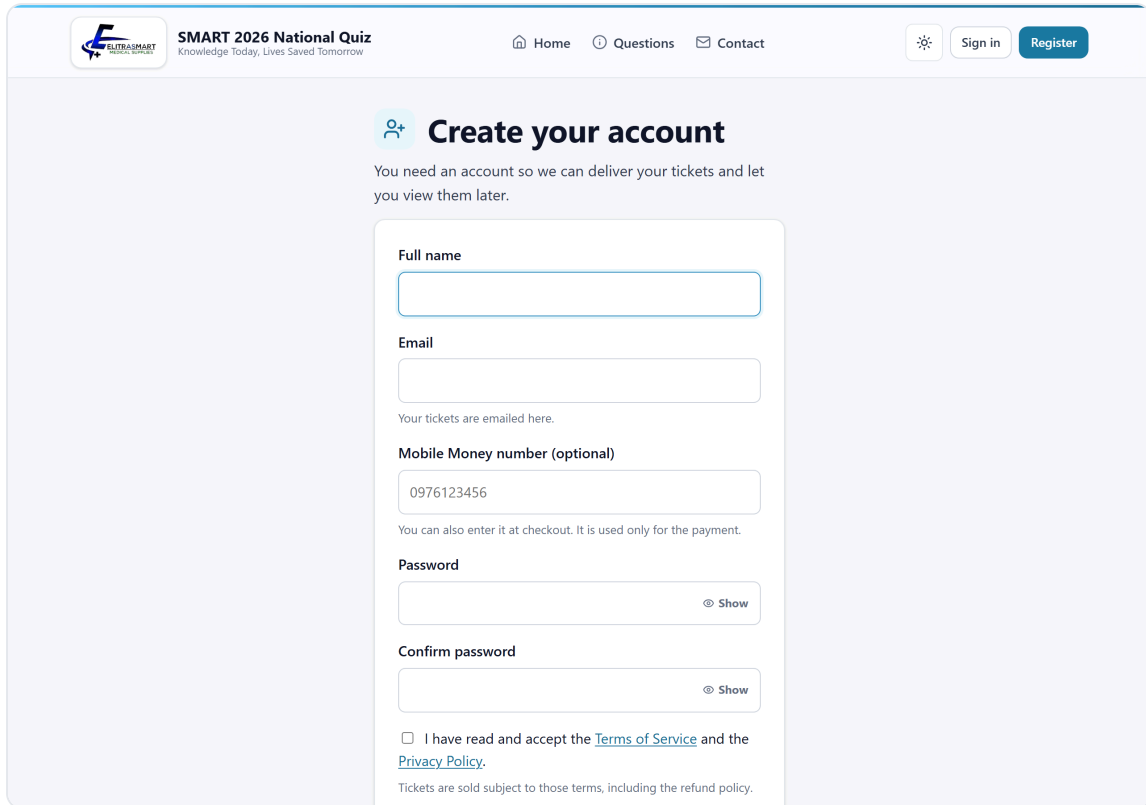


The home page. Press Buy tickets to start.

Before you start, you need

- An **email address you can access** - your tickets arrive by email, so this is the one thing you cannot do without.
- A **Mobile Money wallet** if you are paying by phone (Airtel, MTN or Zamtel), or a trip to an **Elitrasmart branch** if you would rather pay cash.
- About **ten minutes**: that is how long your tickets are held while you pay.

02 Creating your account



The screenshot shows the registration page for the SMART 2026 National Quiz. The header includes the logo, the event name, and navigation links. The main heading is 'Create your account' with a subtext explaining the need for an account. The registration form contains fields for Full name, Email, Mobile Money number (optional), Password, and Confirm password. It also includes a checkbox for accepting terms and a note about the refund policy.

SMART 2026 National Quiz
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Home Questions Contact

Sign in Register

Create your account

You need an account so we can deliver your tickets and let you view them later.

Full name

Email

Your tickets are emailed here.

Mobile Money number (optional)

0976123456

You can also enter it at checkout. It is used only for the payment.

Password

Show

Confirm password

Show

☐ I have read and accept the [Terms of Service](#) and the [Privacy Policy](#).

Tickets are sold subject to those terms, including the refund policy.

Registration asks for surprisingly little: name, email, and a password.

1. Press **Register** and enter your name, email address and a password.
2. We email you a **confirmation link**. Open it from your phone or computer - either is fine.
3. That is all: you can now buy tickets.

The confirmation email sometimes lands in spam, because it carries a link. Check there first if it has not arrived within a few minutes, and resend it from the notice you see after signing in.

Why the confirmation step exists. Tickets are delivered by email, so an address that has not been confirmed might belong to somebody else - and a ticket sent there could not be recovered. You can browse and sign in without confirming; only buying needs it.

03 Signing in

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Home Questions Contact

Sign in Register

→ Sign in

Sign in to buy tickets and view your orders.

Email

Password [Show](#)

☐ Remember me

→ Sign in

[Forgot your password?](#)

No account yet? [Register](#)

QUICK LINKS
Buy tickets
Questions and answers
How to buy (PDF guide)
Sign in
Create an account

CONTACT
elitrasmartltd@gmail.com
elitrasmartltd.com
Contact us & branch addresses

LEGAL
Terms of Service
Privacy Policy
Refund and Cancellation Policy
Cookie Policy

TRADING HOURS
Monday to Friday: 08:00 to 17:00
Saturday: 08:00 to 12:00
Sunday: Closed
These hours are for our branches and for cash payments. **Mobile Money** tickets can be bought online at any

Sign in with the address you registered.

- **Forgot your password?** Use the link on the sign-in page and we will email you a way to set a new one.
- **Remember me** keeps you signed in on that device.
- **Two-step sign-in** is optional and worth switching on for an account that holds tickets: after your password, we email you a code. You can turn it on from **Account settings**, and turn it off again there (it asks for your password to switch off, so a borrowed phone cannot do it).

04 Your dashboard

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[My dashboard](#)

[My tickets](#)

[My receipts](#)

[Questions](#)

DC

Demo Customer

My dashboard

Hello Demo Customer. Everything you have bought, and everything still in progress.

TICKETS

1

1 valid

ORDERS

11

1 paid · 3 awaiting payment

TOTAL PAID

K53.00

Across 1 confirmed order(s)

Awaiting payment

ORDER	PLACED	TOTAL	STATUS	HELD UNTIL	
SM26-2026-000025	25 Sep 2026 13:10	K53.00	Pending	25 Sep 2026 13:20	Complete payment
SM26-2026-000024	25 Sep 2026 11:45	K53.00	Pending	25 Sep 2026 11:55	Complete payment
SM26-2026-000023	25 Sep 2026 11:20	K300.00	Awaiting cash payment	26 Sep 2026 11:20	Complete payment

Your tickets

TICKET NUMBER	EVENT	TYPE	VALID ON	ORDER	STATUS	
SM26-TKT-00000019	SMART 2026 National Quiz	Ordinary	Day 1 · Wed 28 Oct 2026	SM26-2026-000022	Valid	View Download PDF

Order history

ORDER	PLACED	ITEMS	TOTAL	STATUS	
SM26-2026-000025	25 Sep 2026 13:10	1 × Ordinary (Day 1 · Wed 28 Oct 2026)	K53.00	Pending	Details

Your dashboard: tickets at the top, then every order you have placed with its state.

The dashboard is your account's home. Every order is listed with its current state - an order still waiting for payment shows a **Complete payment** button that takes you straight back to its page. Tickets you hold are listed with their download links, and receipts sit in their own section.

05 Choosing your tickets

The screenshot shows the 'My tickets' page for the SMART 2026 National Quiz. At the top, there's a navigation bar with the event logo, name, and links to 'My dashboard', 'My tickets', 'My receipts', and 'Questions'. A user profile 'Demo Customer' is on the right. The main content area displays a ticket for 'VIP' on 'Wednesday 28 October 2026' for 'K350.00', with '200 left'. A stepper shows '0' tickets selected. A warning box states: 'These tickets are for Wednesday 28 October 2026 only. They will not be admitted on the other days, so buy for the day you are coming.' Below this, it says 'Availability is for the whole event rather than one day, and each ticket type's per-order limit applies to your order as a whole, across every day you choose.' The pricing section shows 'Tickets: K0.00', 'Service fee: K0.00' (with a note: 'Covers the Mobile Money charges on this payment and our handling of it. Cash has no service fee.'), and 'Total to pay: K0.00'. A note says 'Your tickets are held for 10 minutes while you complete payment.'

2. Choose how you want to pay

☒ **Mobile Money**
Pays through PawaPay. You will approve the payment on your own phone. The service fee above applies to this option.

Mobile Money provider

Airtel

The list comes from PawaPay, so only providers that can actually take your payment are shown. The service fee is slightly different per provider and updates when you choose.

Mobile Money number

0976123456

Prompt goes to: Airtel · +260 976 123 456. Is this the phone in your hand?
Zambian number. You can type 0976123456 or +260 976 123456. **The prompt goes to whichever phone owns the number you type**, so check it before you continue, and keep that phone with you. **SMART2026 never asks for your Mobile Money PIN**; you approve the payment on your phone.

☐ That is my number, and the phone is with me.

☐ **Cash Payment**
Reserve now and pay in cash through the designated SMART2026/Eltrasmart process. No service fee, and tickets are issued once an administrator confirms receipt.

Checkout: one tab per day, a stepper per ticket type, and the total updates as you choose.

1. Press **Buy tickets** and pick the **day tab** you want to attend.
2. Use the **steppers** to choose how many of each ticket type you want for that day. Switch to another day's tab and add those too - one order can cover several days.
3. Choose how you will pay: **Mobile Money** or **Cash** at a branch.
4. Press **Continue to payment**. Your tickets are held for **ten minutes** while you complete the payment.

A ticket admits you on its day only. The page warns you in amber for exactly this reason: a ticket for Wednesday 28 will not admit its holder on Thursday 29. If you can only come on one day, buy for that day - and if you are not sure which day you can attend yet, buy for the day you are most confident about.

What the prices include. Prices are per person, per day, and are shown on the tickets page. A Mobile Money payment adds a small **service fee** - shown separately, with the total, before you pay anything. Cash has no service fee.

06 Paying with Mobile Money

1. Choose **Mobile Money** and pick your network: Airtel, MTN or Zamtel. The list only shows networks that can take your payment right now, and the service fee is slightly different per network.
2. Enter the **Mobile Money number that will approve the payment**. As you type, the page shows you where the prompt will go - "*Prompt goes to: Airtel · +260 976 123 456. Is this the phone in your hand?*" - and asks you to tick that the phone is with you. Check it properly: the prompt goes to whichever phone owns that number, and a wrong digit sends it to a stranger.
3. Submit, then **approve the prompt on your phone** with your own PIN.
4. Your tickets are issued the moment the payment is confirmed - usually seconds after you approve.

**SMART 2026 National Quiz**
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My dashboardMy ticketsMy receiptsQuestions

DC Demo Customer

Payment processing

ORDER	SM26-2026-000025
TICKETS	K50.00
SERVICE FEE	K3.00 <small>Covers the Mobile Money charges on this payment and our handling of it.</small>
TOTAL TO PAY	K53.00
PAYMENT METHOD	Mobile Money
PROVIDER	AIRTEL_OAPI_ZMB
MOBILE MONEY NUMBER	260976123456
PAYMENT REFERENCE	PAY-00000023
TICKETS HELD UNTIL	13:20 (9 minutes from now)
STATUS	Accepted Waiting for Mobile Money authorization

Your tickets

TICKET TYPE	QUANTITY	UNIT PRICE	LINE TOTAL
Ordinary Day 1 · Wed 28 Oct 2026	1	K50.00	K50.00

While the payment is being confirmed, this page updates itself - you do not need to refresh.

Approve it once. Your phone may show the same prompt again: that is the same payment, not a new one, and approving it again does not charge you twice. What *would* charge you twice is starting a second request while the first is still live, so the page will not let you: while a request is waiting you can cancel it or check its status, but you cannot start another on top of it.

We never ask for your PIN. You approve every payment on your own handset. Nobody from Elitrasmart will ever ask you for your PIN, your password or a one-time code - if somebody does, they are not us.

07 Paying with cash at a branch

Cash is a **reservation**, not an online payment: the tickets are held for you while you go and pay in person.

1. Choose **Cash Payment** at checkout. Your tickets are reserved and you are given a **reservation number** - the order reference beginning **SM26-**, shown on the order page and emailed to you.
2. Take that number and the money to **any Elitrasmart branch** within **24 hours**. Branch addresses and trading hours are on our contact page.
3. A member of staff records your payment, and your tickets are **issued and emailed immediately**. They also appear in your dashboard at the same moment.

IF THE 24 HOURS PASS WITHOUT PAYMENT	WHAT HAPPENS
The reservation	Is cancelled automatically, and the tickets go back on sale for somebody else.
Your money	Nothing was taken, so nothing is owed and nothing needs refunding.
Your options	Reserve again, or pay by Mobile Money, which works from anywhere, at any time of day.

You can also **cancel a reservation yourself** from the order page if your plans change, which releases the tickets immediately. There is nothing to refund, because nothing was charged.

08 Following a payment

The order page is live: it updates itself while your payment is being confirmed, and it gives you three things to do if the payment is taking a while.

ON THE ORDER PAGE	WHAT IT DOES
Check the status now	Asks Mobile Money directly for the truth about your payment, right now, instead of waiting for the page to catch up. Nothing is charged by asking.
Cancel this request	Stops the wait and releases your tickets immediately. If you had already approved the prompt, that payment can still complete, and if it does, your tickets are still issued.
Try again	If a payment failed or the hold lapsed, this holds the <i>same</i> tickets for another ten minutes, without choosing them again. You can retry for 24 hours, up to five attempts.

A hold that lapses is not a punishment. Tickets are held for ten minutes so nobody can keep them without paying; if the window passes, they go back on sale and you are told by email. The email's link takes you straight back to the order to try again.

09 Your tickets

**SMART 2026 National Quiz**
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My dashboardMy ticketsMy receiptsQuestions

  Demo Customer

Payment confirmed

ORDER	SM26-2026-000022
TICKETS	K50.00
SERVICE FEE	K3.00 <small>Covers the Mobile Money charges on this payment and our handling of it.</small>
TOTAL TO PAY	K53.00
PAYMENT METHOD	Mobile Money
PROVIDER	AIRTEL_OAPL_ZMB
MOBILE MONEY NUMBER	260976123456
PAYMENT REFERENCE	PAY-00000020
STATUS	Completed Payment successful

Your tickets

TICKET TYPE	QUANTITY	UNIT PRICE	LINE TOTAL
Ordinary Day 1 · Wed 28 Oct 2026	1	K50.00	K50.00

Payment successful. Your tickets have been issued and emailed to customer@smartquiz.test.

The moment a payment is confirmed: the tickets are listed on the order and were emailed at the same time.

How your tickets arrive

- **By email**, as soon as the payment is confirmed: one PDF per ticket, each with its own QR code. Five tickets means five PDFs.
- **In your dashboard**, always: under My tickets you can view or download any ticket again at any time. It is the same ticket, and the code does not change.



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[My dashboard](#)
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[My receipts](#)
[Questions](#)

Demo Customer

My tickets

Tickets are only listed once payment has been confirmed.

TICKET NUMBER	EVENT	TYPE	VALID ON	ORDER	STATUS
SM26-TKT-00000019	SMART 2026 National Quiz	Ordinary	Day 1 · Wed 28 Oct 2026	SM26-2026-000022	<div>Valid</div> <div>View</div> <div>PDF</div>



SMART 2026 National Quiz
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QUICK LINKS

- Buy tickets
- Questions and answers
- How to buy (PDF guide)
- My tickets
- My orders
- Account settings

CONTACT

- elitrasmarttd@gmail.com
- elitrasmarttd.com
- Contact us & branch addresses

LEGAL

- Terms of Service
- Privacy Policy
- Refund and Cancellation Policy
- Cookie Policy

TRADING HOURS

- Monday to Friday: 08:00 to 17:00
- Saturday: 08:00 to 12:00
- Sunday: Closed
- These hours are for our branches and for cash payments. **Mobile Money tickets can be bought online at any time.**

Security reminder. Elitrasmart Ltd will never ask for your Mobile Money PIN, your password, or a one-time code. You approve every Mobile Money payment on your own handset. If someone contacts you claiming to be us and asks for any of those, do not give them out and please tell us at elitrasmarttd@gmail.com.

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 Designed and developed by Visionary Technologies Enterprise (VTE)

Mobile Money by PawaPay

Cash at any branch

We never ask for your Mobile Money PIN

My tickets. Every ticket you hold, with its download link.



SMART 2026 National Quiz
 Knowledge Today, Lives Saved Tomorrow

[My dashboard](#)
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Demo Customer

Your ticket

SMART 2026 National Quiz

TICKET NUMBER	SM26-TKT-00000019
TICKET TYPE	Ordinary
VALID ON	Day 1 · Wed 28 Oct 2026 only It will not be admitted on the other days.
ORDER	SM26-2026-000022
STATUS	Valid
VENUE	NIPA Hall, Lusaka
STARTS	Wednesday 28 October 2026

Download PDF

All my tickets

Didn't get the email?

We can send your tickets for order SM26-2026-000022 again, to customer@smartquiz.test. Check the spam folder first; the PDF you can download above is the same ticket.

Email my tickets again

Entry QR code



Show this at the gate. Each code admits one person once.

QUICK LINKS

CONTACT

LEGAL

TRADING HOURS

A ticket on your phone. The QR code on the screen is all the gate needs.

On the day

- **You do not need to print.** The code on your phone screen is enough. Print it if you would rather not depend on your battery.
- **Each ticket admits one person, once,** on the day printed on it. A second scan is refused as already used.
- **If the code will not scan,** the entrance team can find your ticket by the number printed on it, `SM26-TKT-...`, printed on it - and admit you from that.
- **Treat the QR code like cash.** Anybody holding it can be admitted with it, and we cannot reissue a ticket somebody else has used.

Email did not arrive? Check spam first, then press **Email my tickets again** on the ticket in your dashboard. If it still does not arrive, contact us with your order reference - your tickets exist and can always be downloaded from the site.

10 If something goes wrong

I was charged but I have no ticket

Do not pay again. Open the order from your dashboard and press **Check the status now** - if the payment is confirmed, your tickets are issued on the spot. If it is not, contact us with the order reference and the Mobile Money number you paid from, and we will trace it with the provider.

The prompt never arrived on my phone

The number was probably wrong - the prompt goes to whichever phone owns it. Cancel the request from the order page and start again: the same tickets are held, and the form will show you exactly where the new prompt is going before you submit.

How refunds work

- Refunds are for the cases in our Refund and Cancellation Policy: the event being cancelled or rescheduled, a payment taken without a ticket, being charged twice, or a ticket never issued. A change of mind is not one of them, and nothing here limits your rights under Zambian consumer law.
- Ask from the order itself: open it and use **Request a refund**, telling us why. You are given a request reference immediately, emailed when it is received and again when it is decided, and you can withdraw it while it is open.
- Money is returned **by the method you paid with** - to the wallet that paid, or in cash at a branch. The **service fee is not refunded**: it covers charges we pay the moment a payment is taken and do not get back.
- Tickets a refund covers are cancelled and can no longer be used; a part refund leaves the rest valid.

Contacting us

Email elitrasmartltd@gmail.com or visit any branch - addresses and trading hours are on our contact page. Always include your **order reference**: it lets us find your order, payment and tickets immediately. The **Questions** page on the site answers the most common of these in short form.

11 Staying safe

Elitrasmart will never ask for your Mobile Money PIN, your password, or a one-time code. You approve every Mobile Money payment on your own handset, and we have no reason ever to ask for those details. If somebody contacts you claiming to be us and asks for any of them, do not give them out - please tell us at elitrasmartltd@gmail.com.

- **Buy only on this site.** Tickets bought from anybody else cannot be checked, traced or refunded by us.
- **Keep your password to yourself**, and switch on two-step sign-in from your settings for an account that holds tickets.
- **We email you only about your account and orders** - tickets, receipts, and the things that change an order. There is no marketing list, and we will never email asking you to "confirm your wallet".

SMART 2026 National Quiz ticketing platform · operated by Elitrasmart Ltd · designed and developed by Visionary Technologies Enterprise (VTE) · questions: elitrasmartltd@gmail.com