

In2Win FAQs

Competition questions

How many times can I enter each competition?

Each competition has different entry limits. Check the T&Cs of the competition to see how often you can enter. You will receive a notification if you have exceeded the entry limit. Keep in mind some promoters will request receipts if you win so remember to keep them in a safe place so you can claim your prize.

How old do I need to be to enter?

Some competitions may have an age entry limit. Check the T&Cs of the competition to see if you are eligible to enter. If you're under 18 some competitions such as alcohol will not be accessible within the app.

How do I know if I've won or not?

You will be notified instantly if you're a provisional instant winner. Then the promoter will then be in touch to verify and provide your prize.

If you win a prize draw the promoter will contact you to verify and provide your prize.

What if I won and no one has contacted me?

Please contact the promoter to confirm your prize distribution. You can find their details in the competition T&Cs. [Click here to go to competitions.](#)

When will the prize draws take place?

All prize draws take place at Mnet Mobile, Level 1, 16 Anster Street, Adelaide, SA, 5000 at 11am AEST on the date specified in the competition T&Cs.

Where will the winners be announced?

All winners are published on www.In2Win.club

How do I enter a competition?

On the homepage you will see several different competitions. Click on a competition for more details. If you would like to enter, click through to the entry page.

There are four different entry mechanics for competitions in the app. You will either be asked to...

- Scan a Product
- Enter a Code
- Take a photo
- Answer a Question

When you have completed the required task, you will be taken to a confirmation page.

Enter any other required details and then select "enter." You should receive a confirmation message.

Why am I unable to submit my entry?

- **Are you connected to wifi?**
You cannot browse or enter a competition without an internet connection. If you lost connection then you will see a popup telling you what the issue is.
- **Have you filled out all of the necessary competition details?**
To submit an entry, all required fields must be filled out.
- **Have you reached your max entries for the competition?** Check the competition details to see how many times you can enter the competition.

In2Win App questions

Is the In2Win app free?

Yes, the application is free and available from either the App Store or Google Play Store.

Why should I register?

Registering allows you to view and enter into competitions. It also speeds up the entry process and many of the required details will already be associated with your account and entry.

I deleted the app, will my details still be saved if I download it?

Yes, you will be able to log back into your account and your details will be saved.

Why did my app stop working?

Did you lose internet connection? You won't be able to browse or enter competitions without internet connection.

Why am I having trouble sharing a competition?

You'll be given the option to share a competition once you have entered a competition. You'll need to use the native sharing features for this to work.

What notifications will I be sent?

When new competitions start if relevant to you, we'll send you a notification to let you know before anyone else!

Each time I try and sign up I get a network unavailable error.

Your connection may have dropped out, or you're in an area with a poor connection. Please try again.

Why can't I download the app on my Android device, it seems like it's not compatible?

When attempting to download the In2Win app from the Google Play store, if you see the message 'Your device isn't compatible with this version' it means that In2Win doesn't support your device at present.

How do I update my profile information?

From the profile tab in the app, select 'edit my details.' Update any fields that you'd like, then select 'save changes.'

How do I reset my password?

From the profile tab in the app, select 'edit my details.' Type in a new password into both the password and confirm fields, and then select 'save changes' to reset your password.

If you've forgotten your password, select 'forgot password' on the login screen. You'll be taken to the forgotten password page where you can enter your email address. A temporary password will be sent to your email, which you can use to login and reset your password in the profile section.

SCANNING

I'm having difficulties scanning my pack with the In2Win application. What do I do?

Make sure you're scanning the full product as per instructions on screen, not the barcode. If the app is having difficulty recognising the logo, you maybe able to use your barcode to enter.

I tried to scan the pack but nothing happens.

Make sure you position the pack within the frame of the In2Win scanner.

I'm scanning the bar code but it's not working.

You can only scan the product as instructed on screen, not the barcode.

Why am I unable to take a photo?

You may not have enough storage on your device. Check your storage settings and make sure that you have enough space, then try to take a photo with the app again.