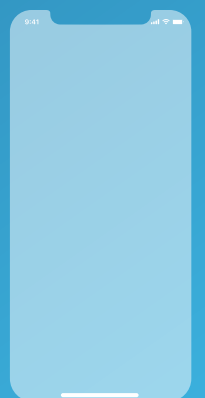




SEASON TICKET HOLDER

iPhone User Guide





Existing Season Ticket Holder?

DO NOT delete the pass that is already downloaded to your mobile device, provided you have renewed your Season Ticket in the same seat and have not changed age category.

If you have either relocated your seat or changed age category, please refer to the 'New Season Ticket Holder' section below.

If you need further help, please refer to the FAQs at the end of this document.

New Season Ticket holder?

Proceed through the steps in this document to download your Digital Season Pass.





DOWNLOADING YOUR DIGITAL SEASON PASS

You should have received your download link in an email from noreply@tickets.tottenhamhotspur.com



Open this email on your iPhone and click on the **'Add to Apple Wallet'** button.



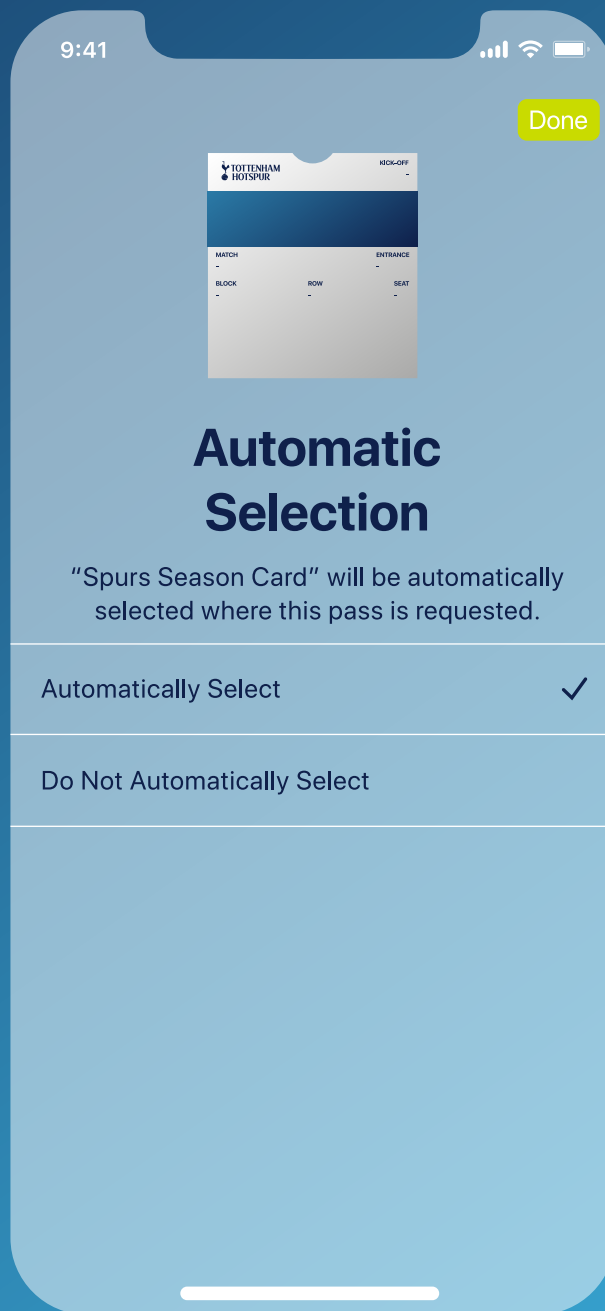
Once clicked, your Digital Season Pass should pop up on your screen as shown

To add the pass to your Apple Wallet, click **Next**.





The screen below will appear with default settings selected. **You do not need to change anything.** To proceed, click **Done**





TO ACCESS YOUR PASS ON A MATCHDAY

To access your ticket on a matchday, open the Apple Wallet application.

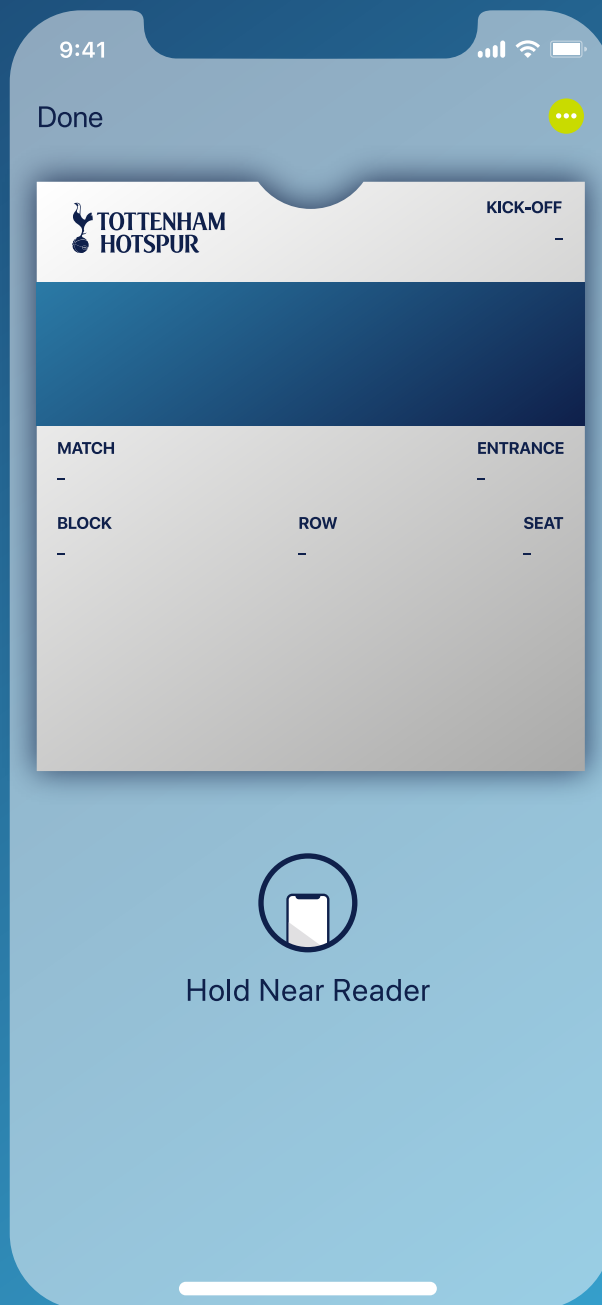




HOW TO VIEW YOUR PASS INFORMATION

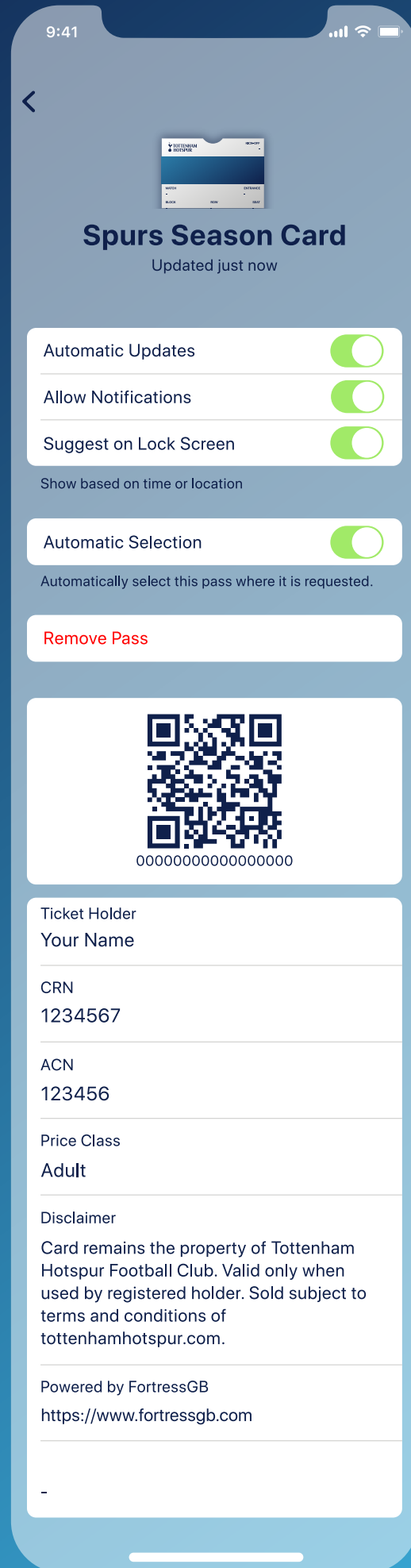
In your Apple Wallet, your ticket will be displayed as shown below.

To view further information about your ticket, click the **3 dots** in the top right corner.





- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.





FURTHER DIGITAL SEASON PASS INFORMATION

1. Automatic Updates

This allows the Digital Season Pass to receive live updates from THFC. This must be left on to ensure your ticket can be updated correctly before each match.

2. Allow Notifications

This must be left on to receive notifications related to the Digital Season Pass.

3. Suggest on Lock Screen

This will allow the Digital Season Pass to show on your phone on the day of the game or when near the stadium.

4. Automatic Selection

Keep this setting on. The Digital Season Pass is then automatically selected when at the stadium.

5. Remove Pass

Removes the Digital Season Pass from Apple Wallet.

6. QR code

This may be scanned by Stewards at the perimeter check point.

7. Ticket Holder

The name of the Digital Season Pass holder

8. CRN

Customer Reference Number

9. (ACN) Access Control Number

The unique number associated with your pass and will not change for the Season

10. Price Class

The price class of the Digital Season Pass





FAQs & TROUBLESHOOTING

My Digital Season Pass has not updated with the upcoming fixture.

All Season Ticket Holders' passes will be loaded with all 19 home Premier League games and will update within 7 days of the next fixture.

If your Digital Season Pass has not updated with the fixture, your pass will still be fine to use provided your Digital Season Pass has not been shared/re-sold and you have an active ACN.

You can try manually updating your pass by following these steps:

- Navigate to your pass in your Apple Wallet
- Tap on the 3 dots
- Ensure the "automatic updates" toggle is green
- Press and hold the miniature pass and drag the screen down
- Please wait a moment for the pass to say "updated just now"
- Once the spinning wheel has disappeared, tap on the back arrow in the top left-hand corner to return to the main pass.
- The next fixture should now be displayed
- If you have recently updated your phone and your pass has been removed, then scroll down and click "Edit Passes" to unhide the pass.





FAQs & TROUBLESHOOTING

My Digital Season Pass is showing as expired.

Even if your pass is showing as expired in your Apple Wallet, please be assured that it will still be valid for use. You may be able to restore it by tapping on the ticket and selecting 'Unhide'.

I have deleted my Digital Season Pass.

Digital Season Passes are only sent once so please do not delete your pass from your mobile device.

If you delete it inadvertently, please try to locate the original email you were sent containing the link to download it. It will have been sent from noreply@tickets.tottenhamhotspur.com. You should find that you are still able to download it using the original email link.

Should you be unable to re-download your pass, please visit tottenhamhotspur.com/digitaltickets





FAQs & TROUBLESHOOTING

I am having issues downloading my Digital Season Pass.

Ensure you are tapping on 'Apple Wallet' rather than 'Google Wallet' when trying to download it.

Check your pass has not already downloaded - please click on Apple Wallet to view your pass.

Ensure your phone is receiving Mobile Data for your pass to update correctly.

Check your Safari settings and make sure you have "Block cookies" and "Block Pop-ups" turned off. Downloads should be set to 'On My iPhone' rather than 'iCloud Drive'.

Check your settings and ensure you have no pop-up blockers enabled.

Only open the email in your phone's native mail app. If you are using an alternative mail provider such as Yahoo, AOL or accessing it via the Outlook mail app, please forward the email to your address that utilises your phone's native mail app.

If you are using a work phone, you may be blocked from opening certain links and attachments - please forward the email with your pass to your personal phone.

You may also need to switch your phone off and on again to pick up any updates.





FAQs & TROUBLESHOOTING

What if I don't have a smart phone or compatible mobile device?

If you do not own a smart phone and have no way of downloading a Digital Season Pass to a mobile device for use on matchday, please visit tottenhamhotspur.com/digitaltickets

If you have purchased a Premium ticket, please email premium.accounts@tottenhamhotspur.com

What Apple devices are compatible?

All Face ID iPhones are supported, as are all Touch ID iPhones with the exception of the iPhone 5s. Digital ticketing is also available on all Apple Watch models.

What is the difference between a Digital Season Pass and a Digital Ticket?

Digital Season Passes are issued to Season Ticket Holders one time only. Once downloaded, this pass should not be deleted as it will be updated automatically within 7 days of each match the supporter is due to attend (unless their ticket is issued via an alternate method).

Digital Tickets, on the other hand, are valid only for the match displayed on the ticket. Like a Digital Season Pass, a Digital Ticket must be downloaded to the smart device of the supporter who intends to use it.

