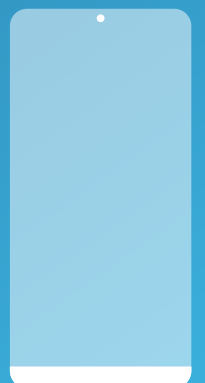




SEASON TICKET HOLDER

Android 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



Please note, you must ensure you download Google Wallet first before attempting to download your Pass

Some Android devices may also need to have their default browser setting changed to open in Google Chrome, to ensure your pass downloads correctly.

To set your default browser to Google Chrome:

1. Go to settings
2. Click on Apps
3. Click on Chrome
4. Click on Browser App
5. Tick Chrome

Google Chrome will now be set as your default browser.

Samsung users may also need to set Google Wallet to default:

1. Go to settings
2. Click on Apps
3. Click on Google Wallet
4. Click on Set as default
5. Click Open supported links
6. Click In this app





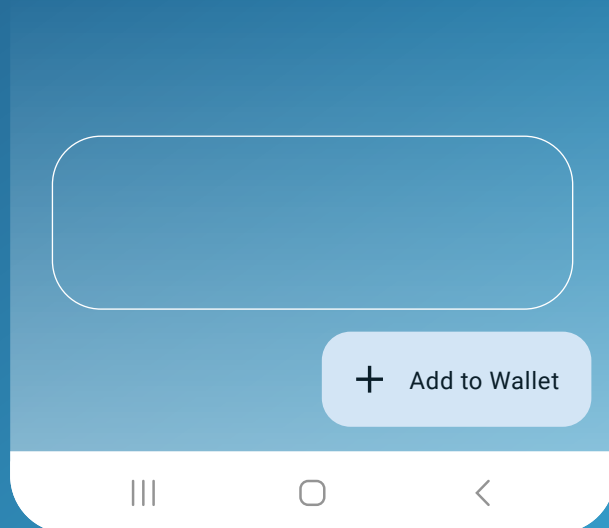
Your download link has been sent from
noreply@tickets.tottenhamhotspur.com

Open this email on your phone and click on the **'Add to Google Wallet'** button



Add to Google Wallet

Once clicked a pop-up will shortly appear with the pass. At this stage you must add the pass to your Google Wallet:

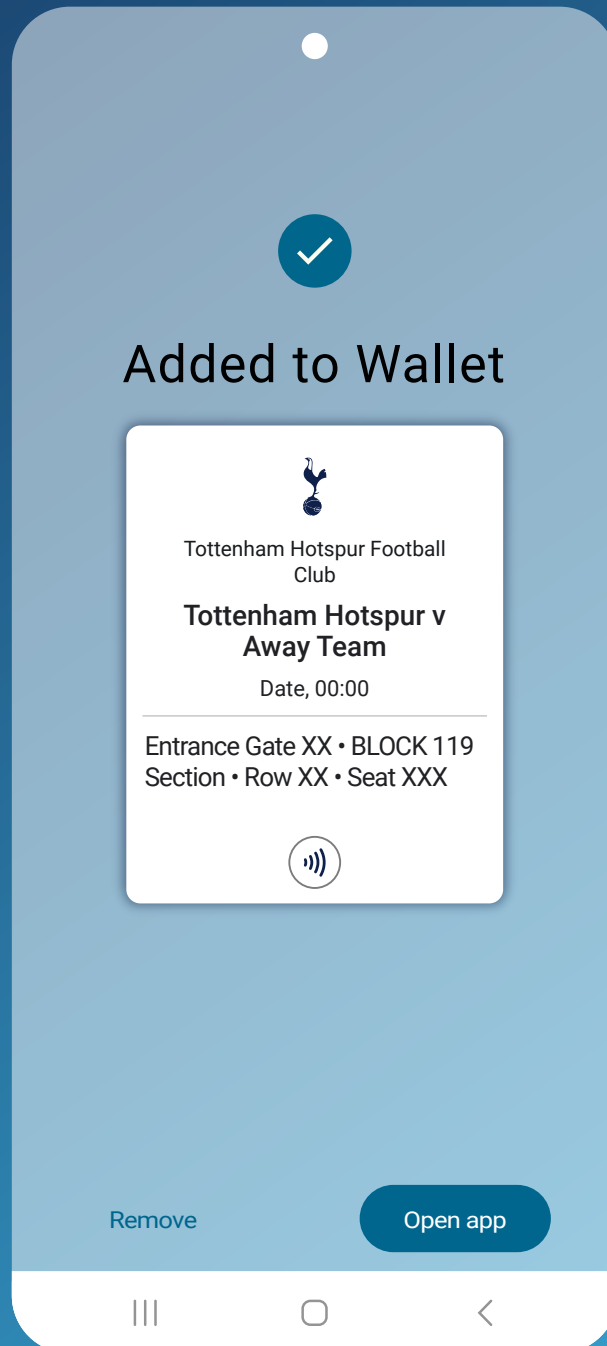


To add the pass, click **'Add to Wallet'**





The pass has now been saved to your Google Wallet. Once clicked, your Digital Season Pass should pop up on your screen.

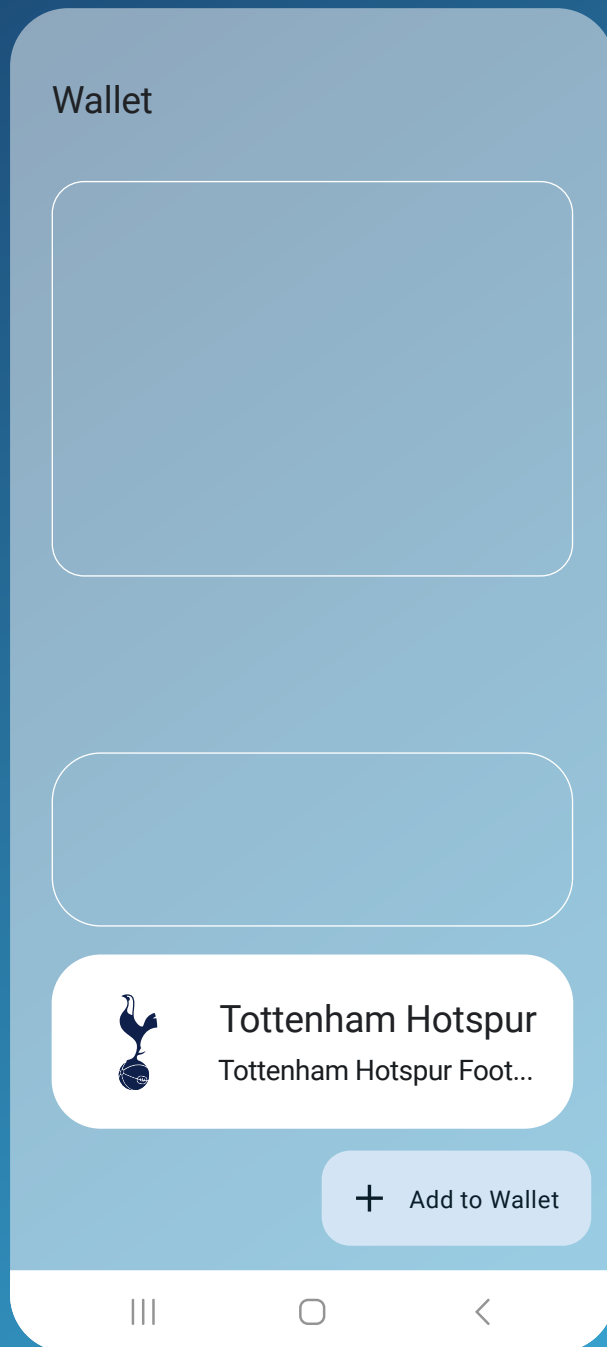




TO ACCESS YOUR PASS ON A MATCHDAY



To access your Digital Season Pass on a matchday, open the Google Wallet application, and click on the THFC icon to bring up your pass. The Digital Pass will now show.

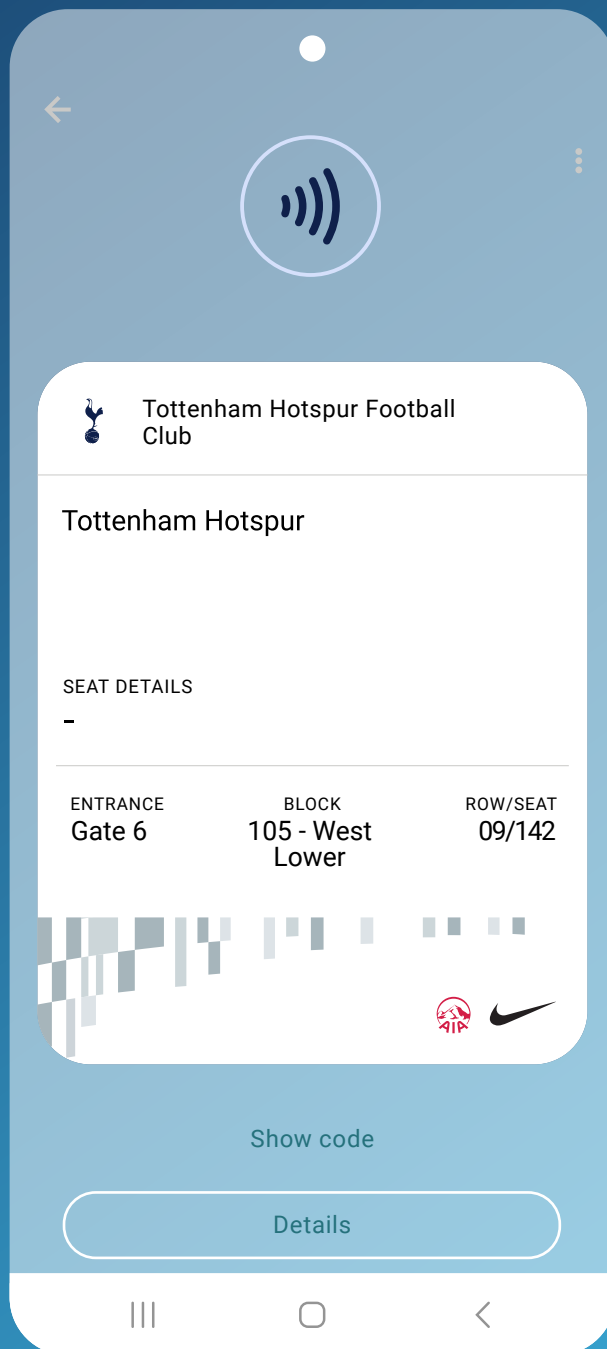


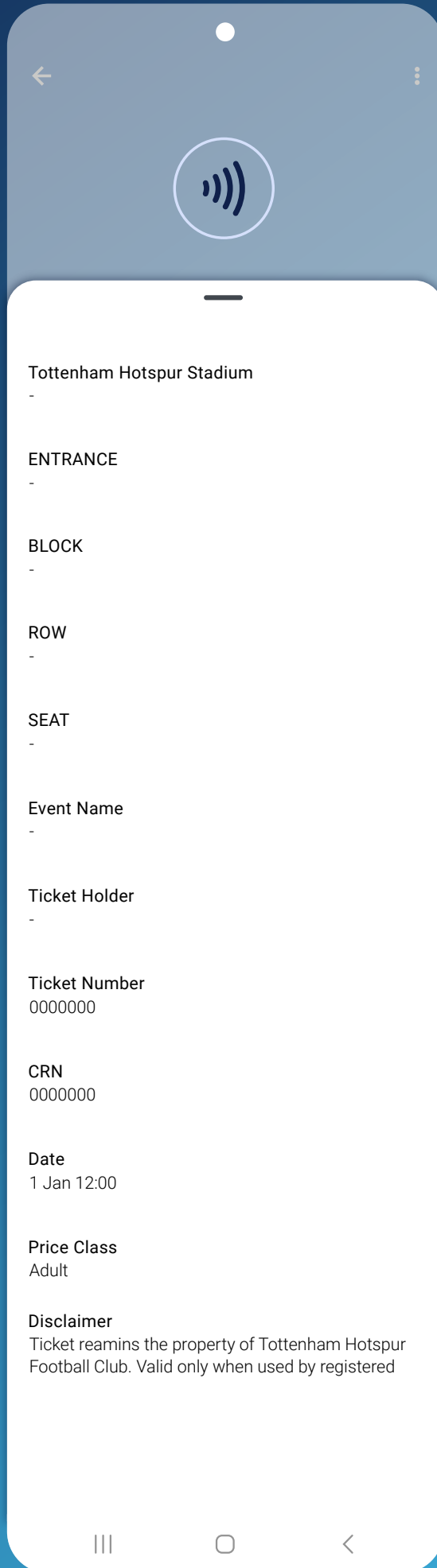


HOW TO SEE YOUR PASS INFORMATION

The front of the pass will show the entrance and seat information.

To see more information related to the pass, click **Details**.







FURTHER DIGITAL SEASON PASS INFORMATION

1. Event Name

This is the next upcoming match available on your pass.

2. Ticket Holder

The name of the season / member pass holder

3. Ticket Number

This is the Season/Member Pass Number of the pass (for Ticket Office use only)

4. Client Reference Number

Customer Reference Number

5. Date

Date and time of the match

6. Price Class

The price class of the season / member pass

In the event the Digital pass does not scan, the QR code can be scanned to gain entry. To see the QR code, click "Show Code".





FAQs & TROUBLESHOOTING

My Digital Season Pass is showing as expired.

Even if your pass is showing as expired in your Google Wallet, please be assured that it will still be valid for use, provided you have not sold it on Ticket Exchange or gifted it via Ticket Share.

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

I am having issues downloading my Digital Season Pass.

Ensure you are tapping on Google Wallet not 'Apple Wallet' when trying to download it.

Check that you have Google Wallet already added to your device





FAQs & TROUBLESHOOTING

Check your pass or ticket has not already downloaded - please click on Google Wallet to view your pass.

Set your default browser to Google Chrome (Settings > Apps > Chrome > Browser App > tick Chrome)

Samsung users may need to set Google Wallet to default (Settings > Apps > Google Wallet > tap Set As Default > tap 'Open Supported Links' > tap 'In This App')

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

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 digital ticket to your personal phone

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





FAQs & TROUBLESHOOTING

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

Ensure you are tapping on Google Wallet not 'Apple Wallet' when trying to download it.

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 ticket is supposed to be on your pass and it hasn't updated, you can follow the troubleshooting steps below. However, if it still does not update after running the manual steps below, we would like to assure you that your pass will still be fine to use provided your ticket has not been sold on Ticket Exchange or gifted via Ticket Share and you have an active Access Control Number (ACN).

However, any tickets purchased during Guest, General Sales or shared via Ticket Share will be issued as a separate digital ticket from noreply@tickets.tottenhamhotspur.com.





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 Android devices are compatible?

Phones must run the latest version of Android, where possible. Google Wallet must be installed and up to date, and NFC must be enabled.

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 Ticket, 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.

