# DIGITAL TICKETING

# ONE HOTSPUR MEMBERS

iPhone User Guide

# Existing One Hotspur Member?

**DO NOT** delete the pass that is already downloaded to your mobile device, provided you have renewed your Membership and have not upgraded to a One Hotspur+ Membership or changed age category.

If you have either upgraded to a One Hotspur+ membership or changed age category, please refer to the 'New One Hotspur Member' section below.

If you need further help, please refer to the FAQs at the end of this document.
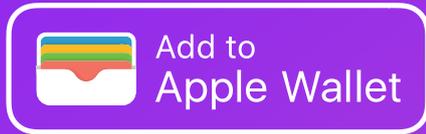
# New One Hotspur Member?

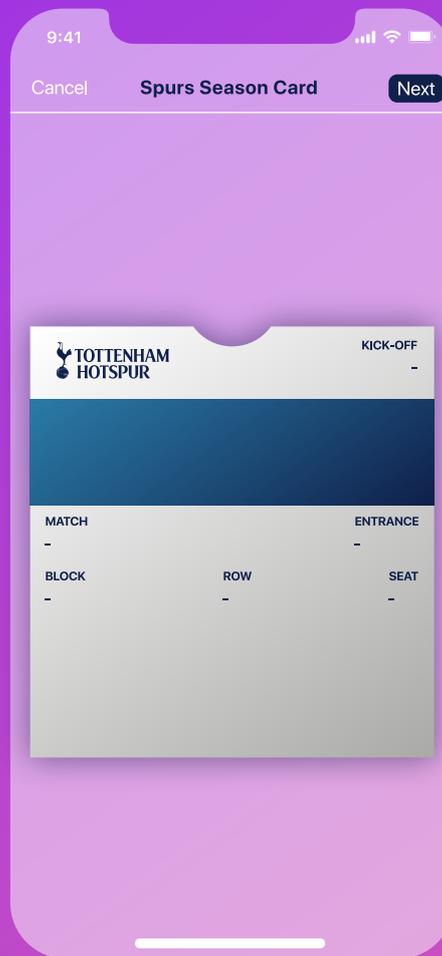Proceed through the steps in this document to download your Digital One Hotspur Pass.

# DOWNLOADING YOUR DIGITAL SEASON PASS

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

Add to Apple Wallet

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

9:41

Cancel     Spurs Season Card     Next

TOTTENHAM HOTSPUR     KICK-OFF
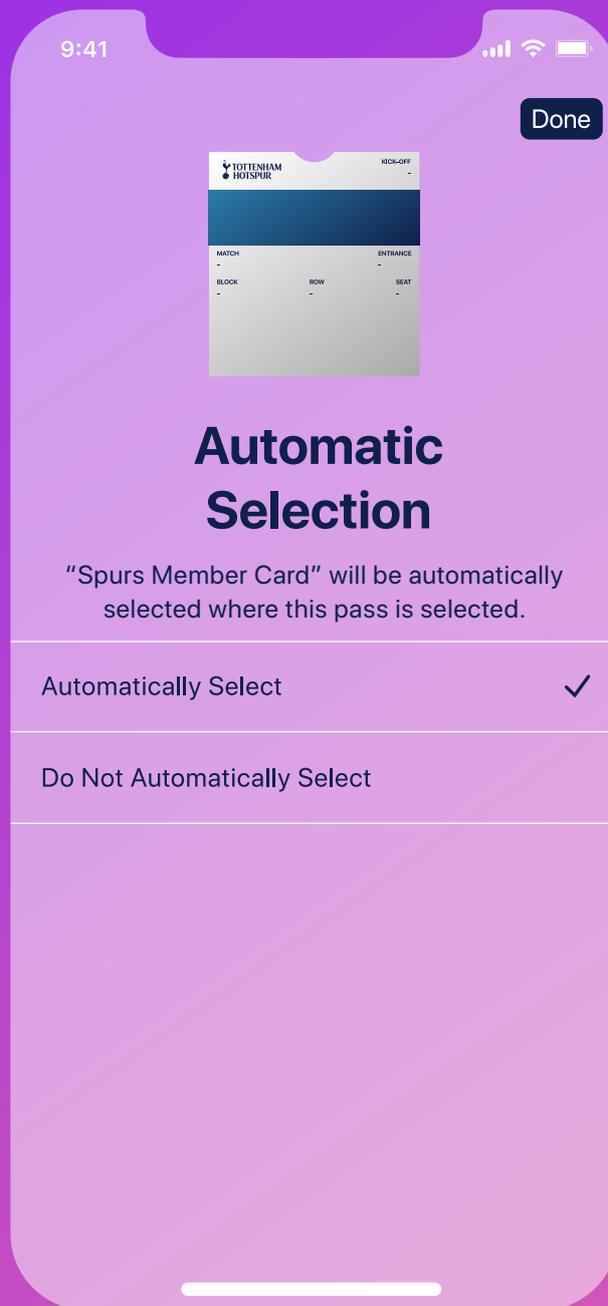
MATCH     ENTRANCE

BLOCK     ROW     SEAT

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**

9:41

Done

TOTTENHAM
HOTSPUR                    KICK-OFF

MATCH                                    ENTRANCE
-                                              -
BLOCK                    ROW                    SEAT
-                            -                        -

# Automatic Selection

"Spurs Member Card" will be automatically selected where this pass is selected.

Automatically Select                    ✓

Do Not Automatically Select

# TO ACCESS YOUR PASS ON A MATCHDAY

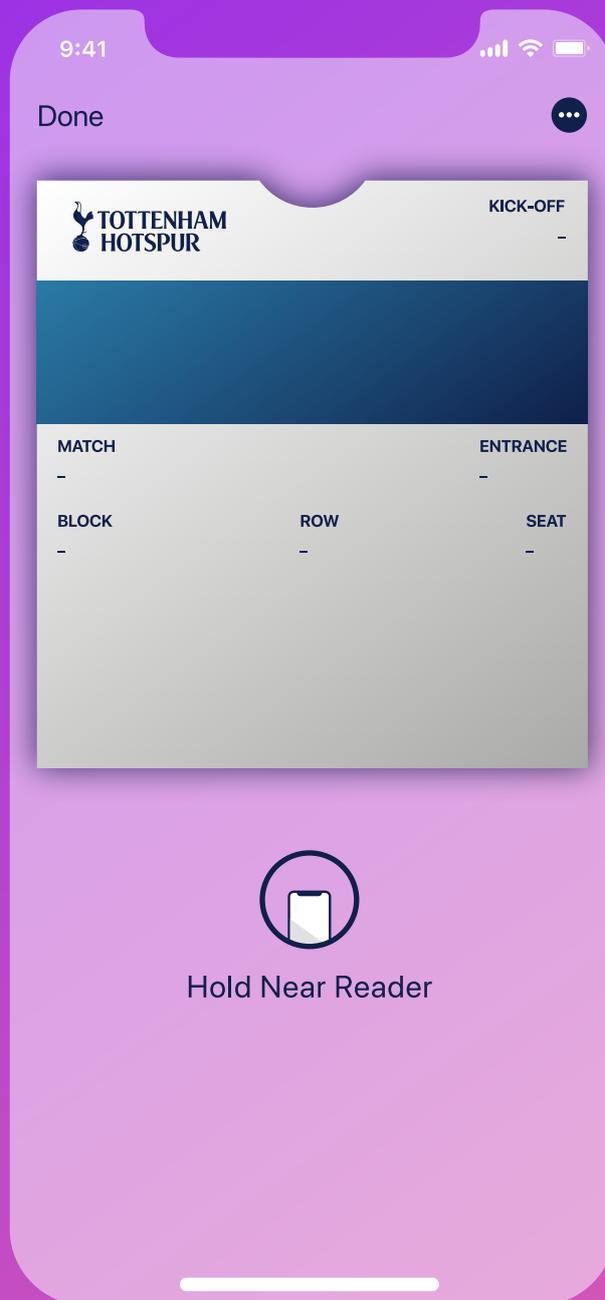To access your ticket on a matchday, open the Apple Wallet application.
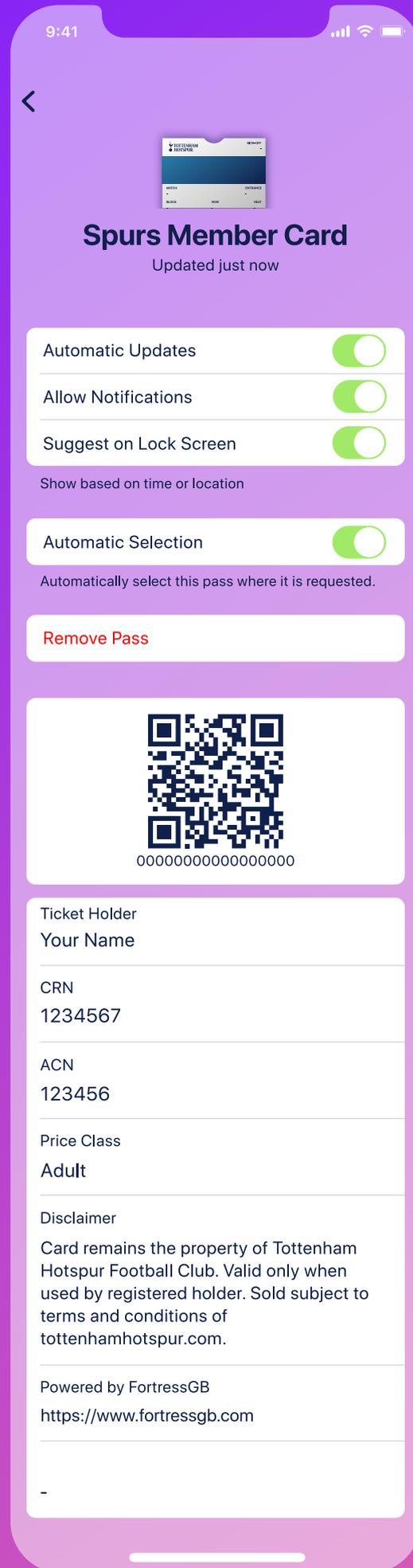
# HOW TO VIEW YOUR PASS INFORMATION

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.

9:41

Done

TOTTENHAM HOTSPUR

KICK-OFF
–

MATCH
–

ENTRANCE
–

BLOCK
–

ROW
–

SEAT
–

Hold Near Reader

**9:41**

‹

**Spurs Member Card**
Updated just now

1.    Automatic Updates ⬤
2.    Allow Notifications ⬤
3.    Suggest on Lock Screen ⬤

Show based on time or location

4.    Automatic Selection ⬤

Automatically select this pass where it is requested.

5.    **Remove Pass**

6.    0000000000000000

7.    Ticket Holder
      Your Name

8.    CRN
      1234567

9.    ACN
      123456

10.   Price Class
      Adult

      Disclaimer
      Card remains the property of Tottenham
      Hotspur Football Club. Valid only when
      used by registered holder. Sold subject to
      terms and conditions of
      tottenhamhotspur.com.

      Powered by FortressGB
      https://www.fortressgb.com

      -

# FURTHER DIGITAL ONE HOTSPUR PASS INFORMATION

### 1. Automatic Updates
This allows the Digital One Hotspur 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 One Hotspur Pass.

### 3. Suggest on Lock Screen
This will allow the Digital One Hotspur 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 One Hotspur Pass is then automatically selected when at the stadium.

### 5. Remove Pass
Removes the Digital One Hotspur 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 One Hotspur 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 One Hotspur Pass

# FAQs & TROUBLESHOOTING

## My Digital One Hotspur Pass has not updated with the upcoming fixture.

All One Hotspur Members' who purchase Premier League tickets during a Member Priority window will have their passes loaded with their ticket.

If your ticket is supposed to be on your pass and it hasn't updated, you can follow the troubleshooting steps below. However, we would like to assure you that your pass will still be fine to use provided it has not been cancelled.

Any tickets purchased during a Guest or General Sale, or received via Ticket Share will be issued as new digital tickets, provided they have been accepted by the recipient.

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 One Hotspur 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 One Hotspur Pass.

Digital One Hotspur 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@ticketmaster.co.uk. 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 One Hotspur 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 One Hotspur Pass to a mobile device for use on matchday, please visit **tottenhamhotspur.com/ticket-enquiry**

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 One Hotspur Pass and a Digital Ticket?

Digital One Hotspur Passes are issued to One Hotspur Members 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.