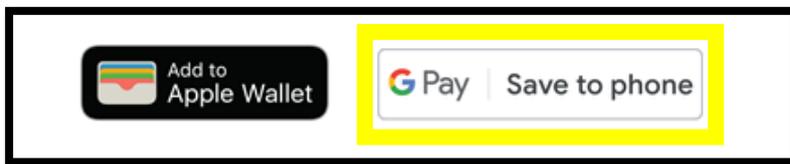# Android Digital Season Ticket and One Hotspur Member Pass User Guide

This guide has been created to help supporters better understand and troubleshoot their Digital Season Ticket and One Hotspur Membership NFC Pass and to ensure they are matchday ready.
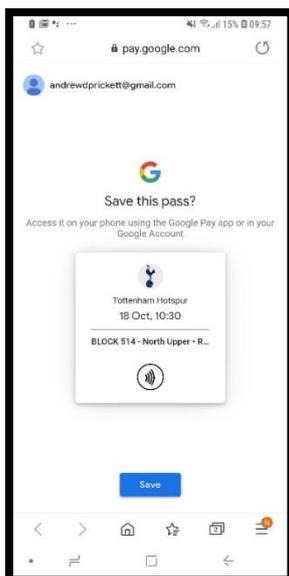
Each Pass will be delivered, via email, to the registered email address for the supporter and only one pass should be downloaded to a single mobile device. Once downloaded to the device, the pass will automatically update within seven days of each match you are permitted to attend.

DOWNLOADING YOUR DIGITAL PASS TO YOUR ANDROID DEVICE

1. Open the email in the mobile device you wish to download your Digital Season Ticket or One Hotspur Member Pass on to.

2. For Android users click the "G Pay - Save to Phone" icon on the body of the email.
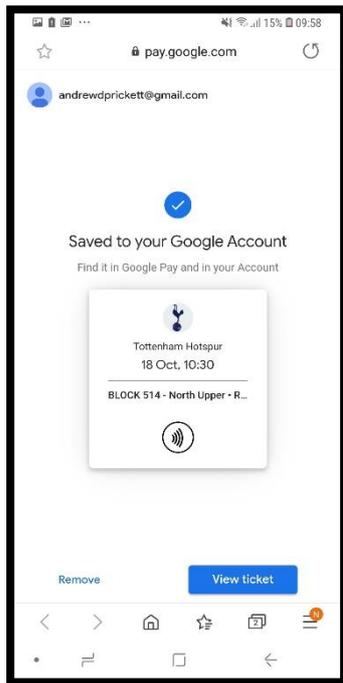

3. Once clicked a pop-up will shortly appear with the pass. At this stage you must add the pass to your G Pay:
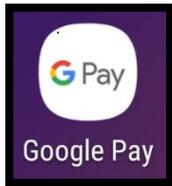
4. To add the pass, click "Save"

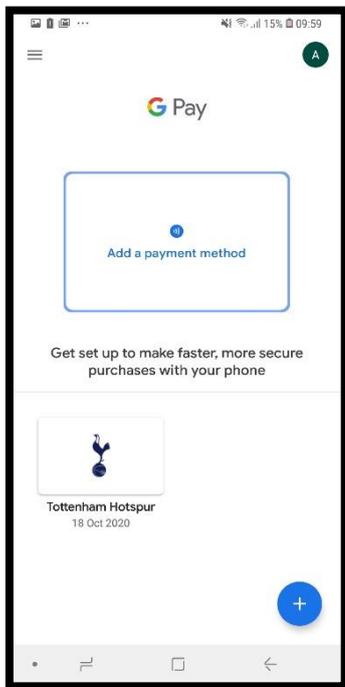5. The pass has now been saved to your Google account.

YOUR DIGITAL SEASON TICKET OR ONE HOTSPUR MEMBER PASS EXPLAINED AND HOW TO ACCESS IT ON MATCHDAY

1. To access your Digital Season Ticket Pass or One Hotspur Member Pass on Matchday, navigate to your Google Pay app:
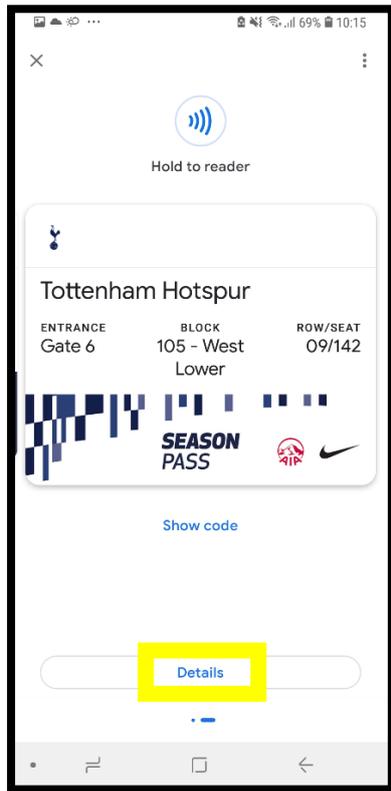

2. Click on the THFC icon to bring up your digital pass.
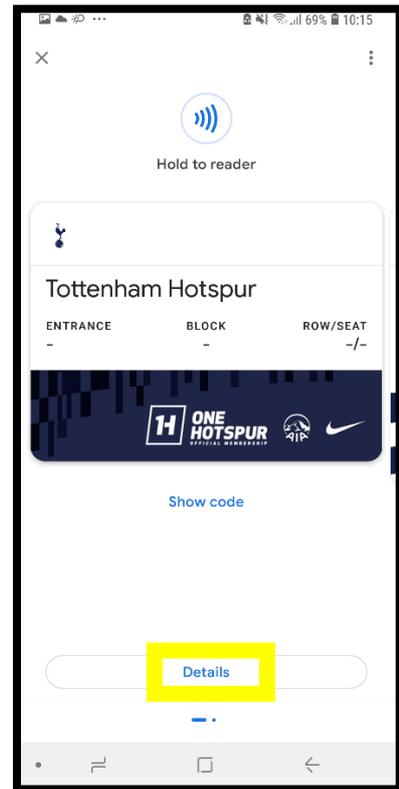
3. The Digital pass will now show. The front of the pass will show the entrance and seat information. To see more information related to the pass, click "Details".
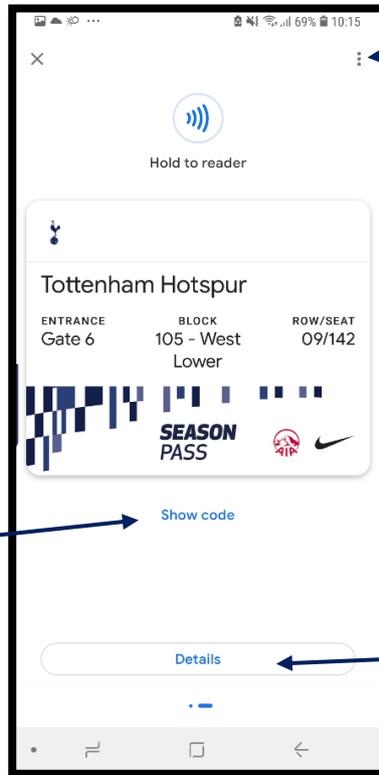
Digital Season Ticket Pass

One Hotspur Member Pass

4. The below information is behind the pass – Please look at the details for reference:

You can remove the pass by selecting these three dots. This is not recommended unless advised by the Club

Show Code – This will show a QR code. This may be scanned by Stewards at the perimeter check point.

Details – Click here to see the below information

Event Start Time

Match Name

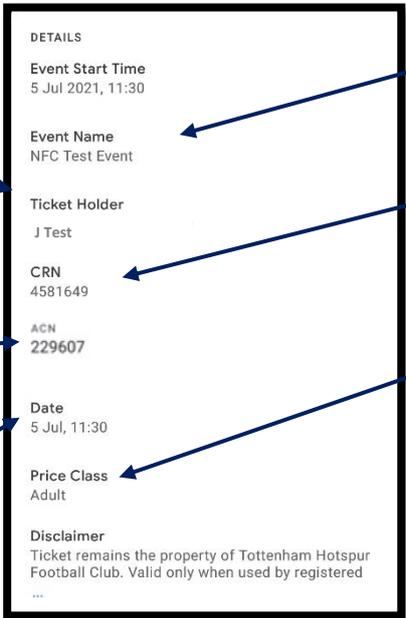**Ticket Holder** – The name of the season / member pass holder

CRN – Customer Reference Number

Season / Member Pass Number – The card number of the pass *(for Ticket office use only)*

Price Class – The price class of the season / member pass

Date and Time of Match

Tottenham Hotspur

ENTRANCE	BLOCK	ROW/SEAT
Gate 6	105 - West Lower	09/142

SEASON PASS

Hold to reader

Show code

Details

DETAILS

Event Start Time
5 Jul 2021, 11:30

Event Name
NFC Test Event

Ticket Holder
J Test

CRN
4581649

ACN
229607

Date
5 Jul, 11:30

Price Class
Adult

Disclaimer
Ticket remains the property of Tottenham Hotspur Football Club. Valid only when used by registered

5. 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".