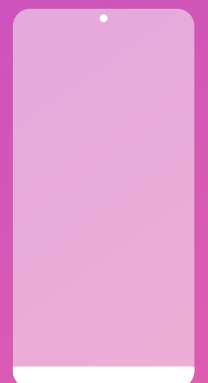**DIGITAL TICKETING**

ONE HOTSPUR MEMBERS

Android 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 ONE HOTSPUR 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
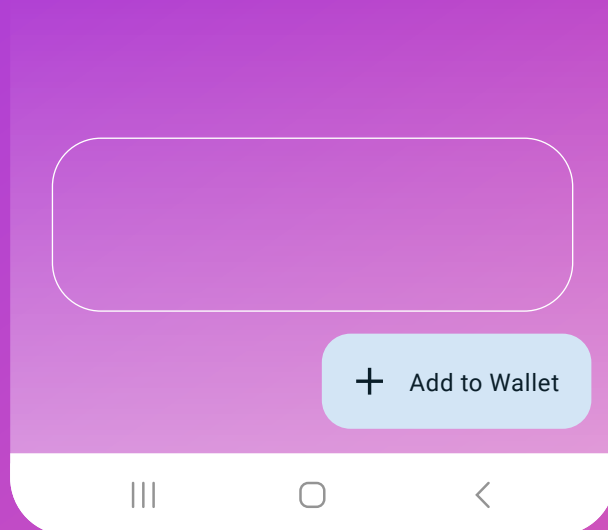5. Click Open supported links
6. Click In this app

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:
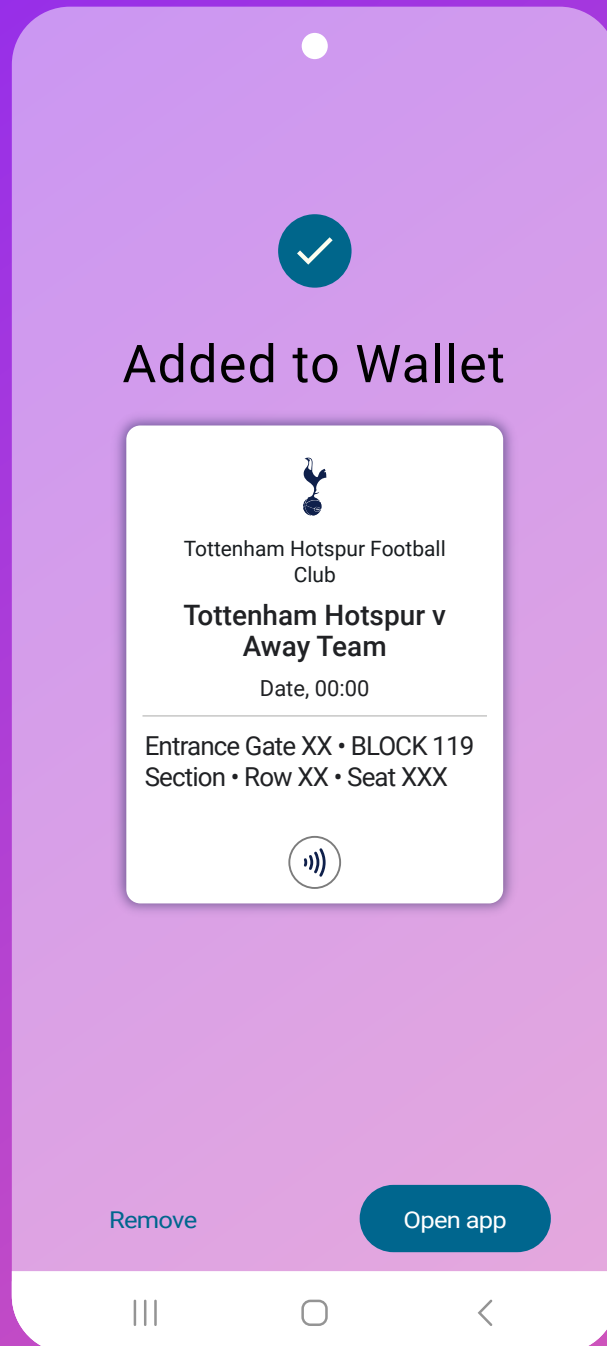
+ Add to Wallet

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

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

✓

Added to Wallet

Tottenham Hotspur Football
Club

**Tottenham Hotspur v
Away Team**

Date, 00:00

Entrance Gate XX • BLOCK 119
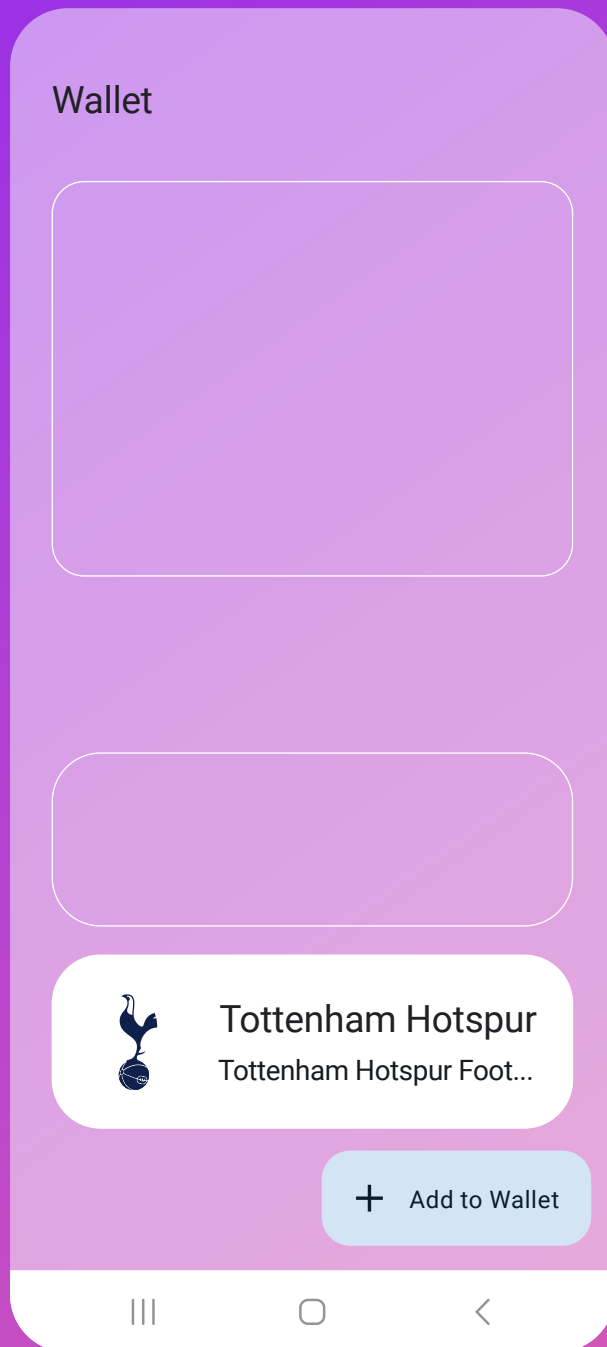Section • Row XX • Seat XXX

))))

Remove   Open app

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.

Wallet

Tottenham Hotspur
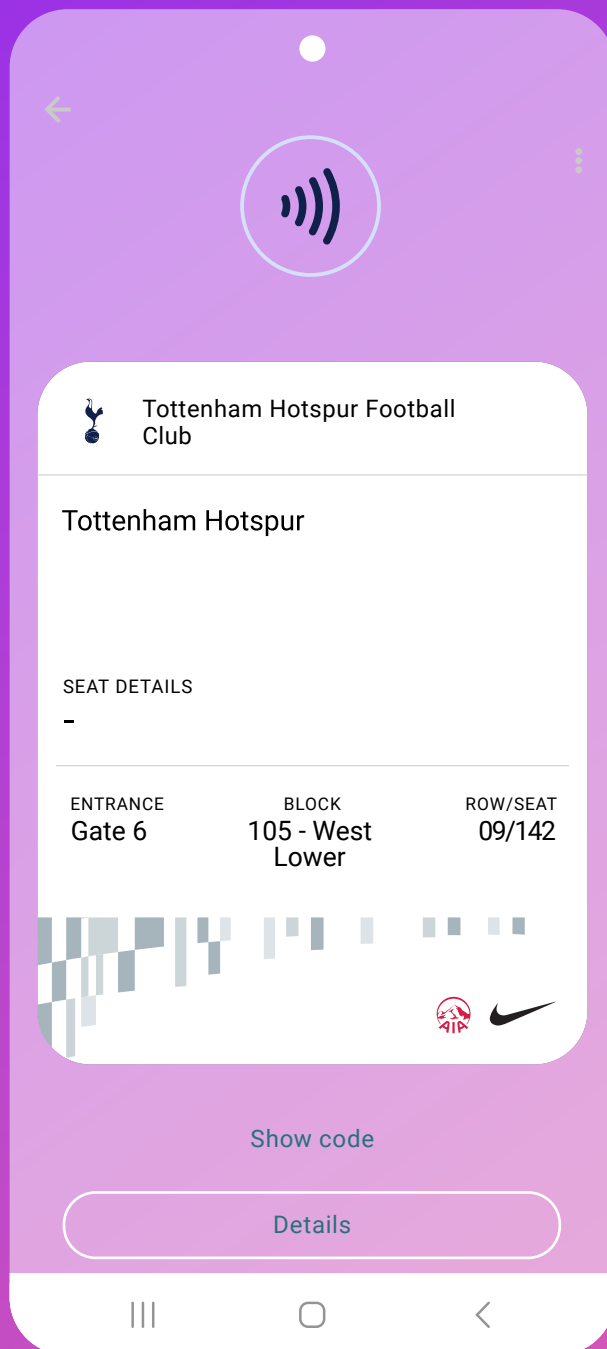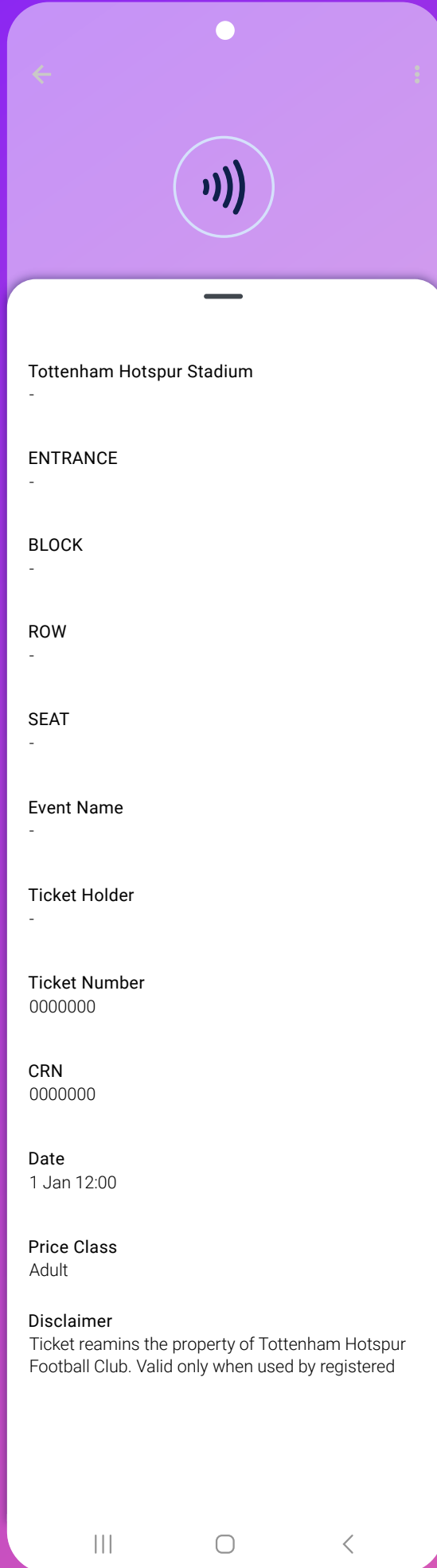Tottenham Hotspur Foot...

+ Add to Wallet

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**.

Tottenham Hotspur Football Club

Tottenham Hotspur

SEAT DETAILS

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

Show code

Details

Tottenham Hotspur Stadium
-

ENTRANCE
-

BLOCK
-

ROW
-

SEAT
-

1.

Event Name
-

2.

Ticket Holder
-

3.

Ticket Number
0000000

4.

CRN
0000000

5.

Date
1 Jan 12:00

6.

Price Class
Adult

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

DETAILED DIGITAL ONE HOTSPUR 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 One Hotspur 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.

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@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 One Hotspur 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 One Hotspur Pass has not updated with the upcoming fixture.

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 your ticket has not been shared/re-sold and you have an active ACN.

However, any tickets purchased during Guest or General Sales will be issued as Print at Homes, and all tickets issued via Ticket Share will be issued as a digital ticket.

Check you don't have multiple tickets attached to your pass by tapping on the pass and swiping left to right on the last fixture.

Alternatively, we recommend you power your device off and on again.

If the above steps don't work then there is nothing to worry about as the pass will work, provided they did not gift it via Ticket Share or sold it via Ticket Exchange.

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