

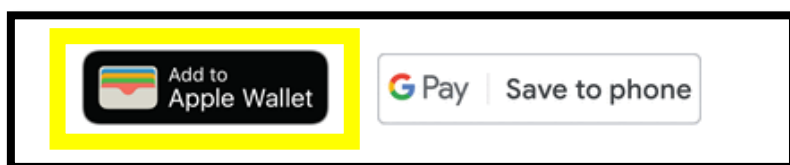
iPhone Digital Season Ticket and One Hotspur Member Pass User Guide

This guide has been created to help supporters better understand and troubleshoot their Digital Season Ticket and One Hotspur Member 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 IPHONE

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 iPhone users click the “Add to Apple Wallet” icon on the body of the email.



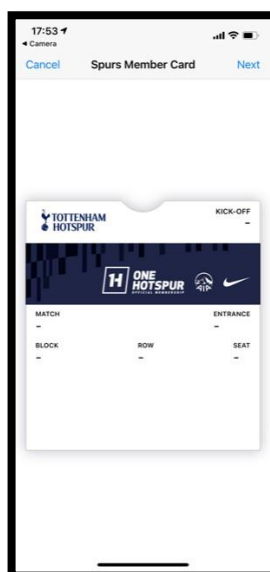
3. Once clicked a pop-up will shortly appear with the pass. At this stage you must add the pass to the Apple Wallet:

E.g.

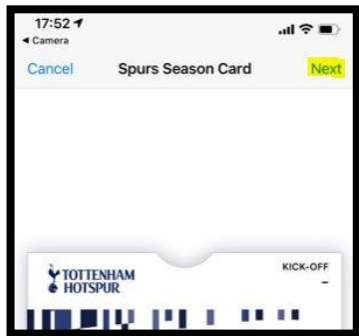
Season Ticket Pass



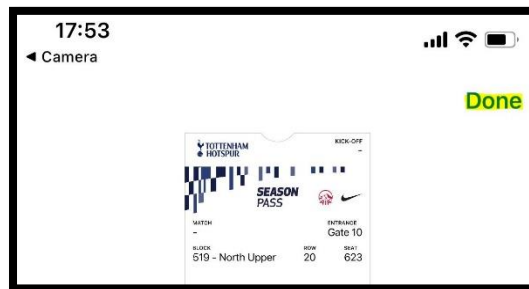
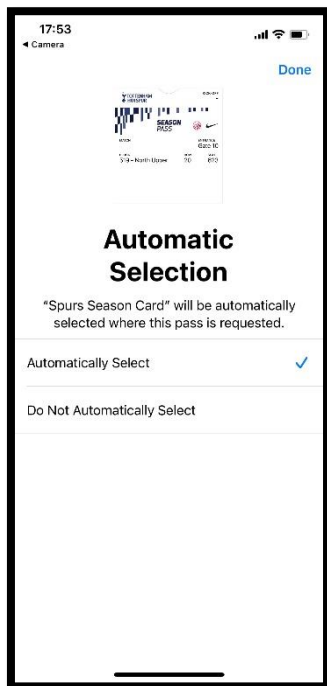
One Hotspur Member Pass



4. To add the Pass to your Apple Wallet, click “Next”



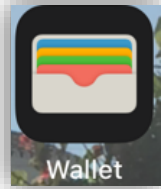
5. The following screen will now show with Automatic Selection already ticked; please do not change this selection and click “Done”.



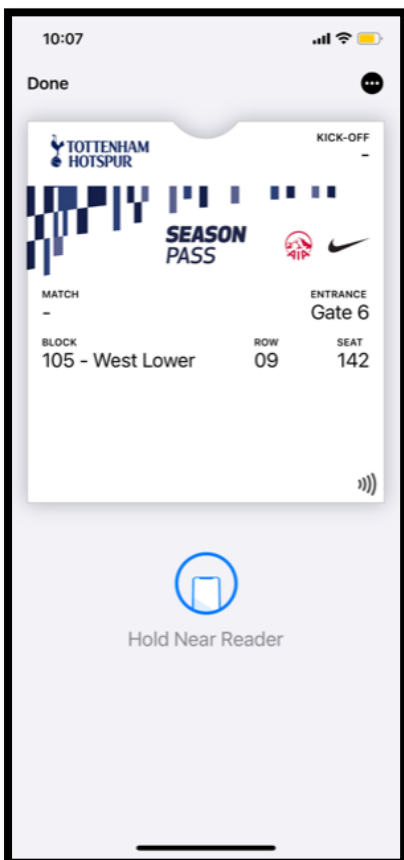
6. The digital pass has now been added to your mobile device. The pop-up will disappear.

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

1. To access your Digital Season Ticket or One Hotspur Member Pass on Matchday, navigate to your Apple Wallet.



2. The front of the pass will show the kick-off date and time, match, entrance, and seat information. To see more information related to the pass, click the 3 dots in the top right corner:



3. The below information is behind the pass – Please look at the details for reference. **We recommend you leave all options enabled to ensure a smooth matchday experience:**

Automatic Updates – This allows the pass to receive live updates from THFC. This **must** be left on to ensure your pass can be updated correctly before each match

Allow Notifications – Allow Notifications must be left on to receive notifications related to the pass.

Remove Pass - Removes the pass from Apple Wallet.

Suggest on Lock Screen – This will allow the pass to show on your phone on the day of the game or when near the stadium.

Keep **“Automatic Selection”** on. The THFC pass is then automatically selected when at the stadium.

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

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