



NON- MEMBERS

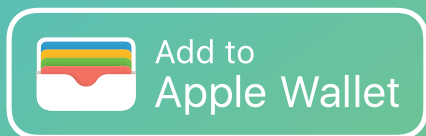
iPhone User Guide



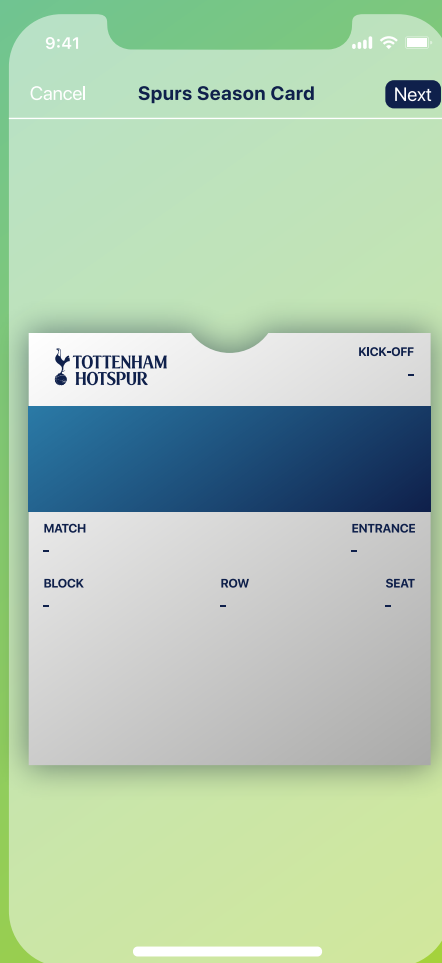


DOWNLOADING YOUR DIGITAL TICKET

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



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



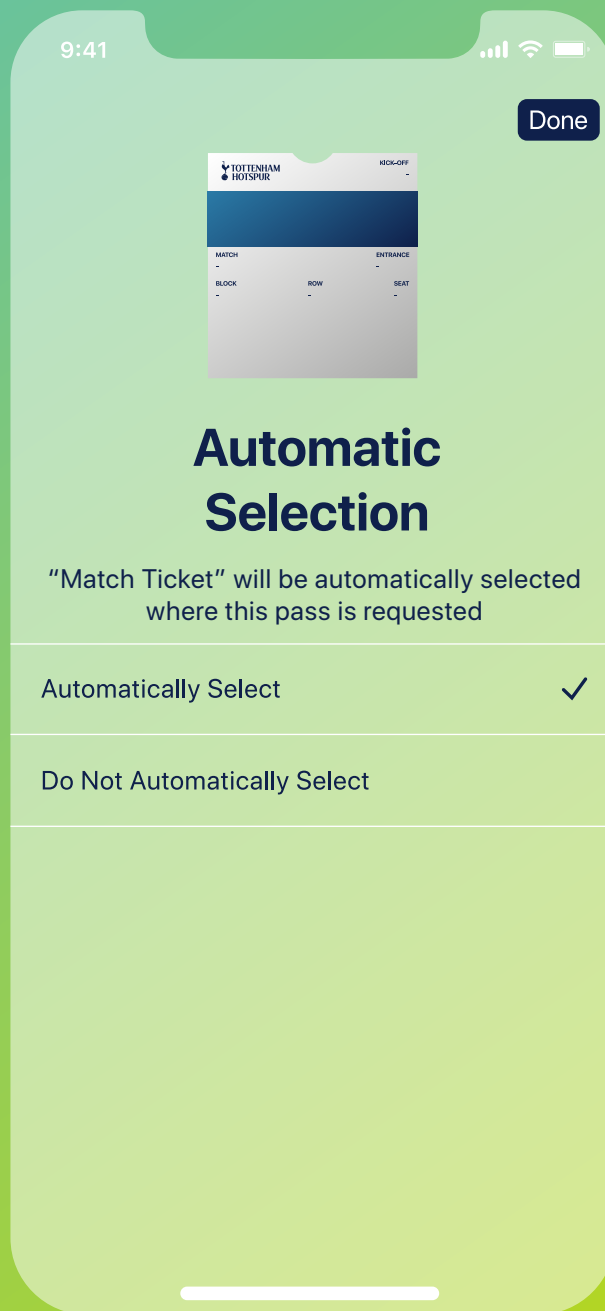
Once clicked, your Digital Ticket should pop up on your screen as shown

To add the ticket 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**





TO ACCESS YOUR TICKET ON A MATCHDAY

To access your ticket on a matchday, open the Apple Wallet application.

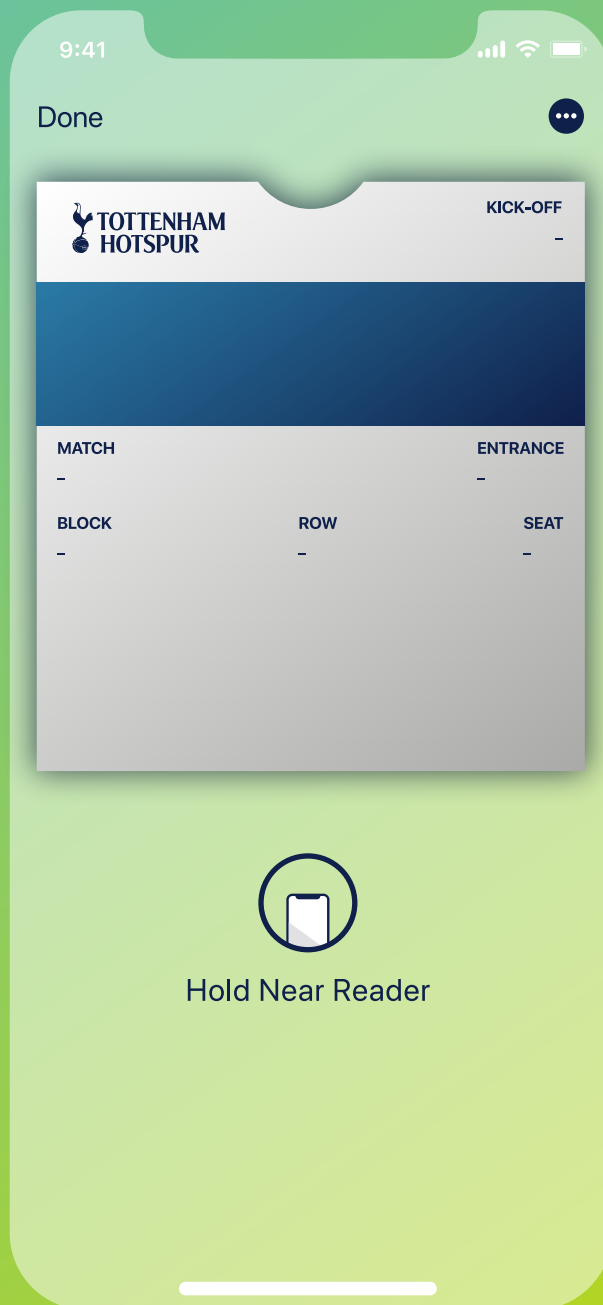




HOW TO VIEW YOUR TICKET INFORMATION

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.





FAQs & TROUBLESHOOTING

I have deleted my ticket

Tickets are only sent once so please do not delete your ticket 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 ticket, please visit tottenhamhotspur.com/digitaltickets





FAQs & TROUBLESHOOTING

I am having issues downloading my ticket.

Ensure you are tapping on 'Apple Wallet' rather than 'Google Wallet' when trying to download it.

Check your ticket has not already downloaded - please click on Apple Wallet to view your ticket.

Ensure your phone is receiving Mobile Data for your ticket 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 ticket to your personal phone.

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





FAQs & TROUBLESHOOTING

Someone has bought me guest tickets - how do I receive them?

Guest tickets purchased by a Season Ticket Holder or One Hotspur Member under their CRN will be sent to the lead booker's email address directly as new digital tickets.

It is the lead booker's responsibility to forward each ticket link to their guests via email so they can be downloaded to the guest's smart phone ahead of time.

Please note that, for Premier League games, Season Ticket Holders will already have their own tickets issued to them via their digital passes, so their email will only contain their guests' tickets.

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 ticket 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 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.

