



# NON- MEMBERS

Android User Guide





# DOWNLOADING YOUR DIGITAL TICKET



Please note, you must ensure you download Google Wallet first before attempting to download your ticket

Some Android devices may also need to have their default browser setting changed to open in Google Chrome, to ensure your ticket(s) download 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



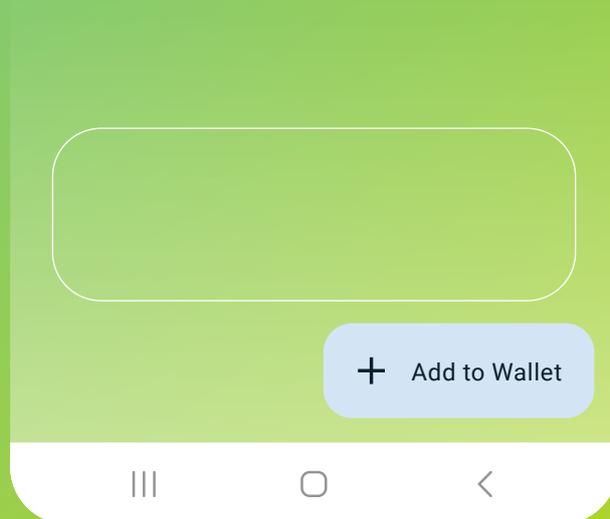


You should have received your download link in an email from **noreply@tickets.tottenhamhotspur.com**

Open this email on your mobile device and click on the **'Add to Google Wallet'** button



Once clicked a pop-up will shortly appear with the ticket. At this stage you must add the ticket to your Google Wallet:

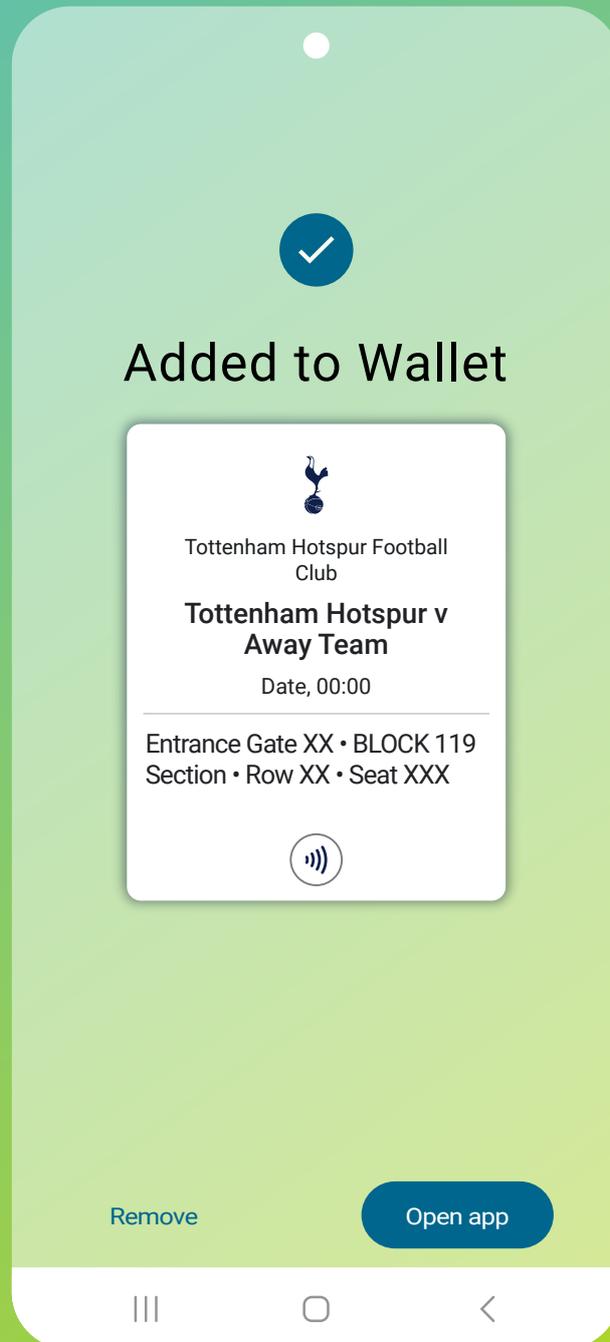


To add the ticket, click **'Add to Wallet'**





The ticket has now been saved to your Google Wallet. Once clicked, your ticket should pop up on your screen.

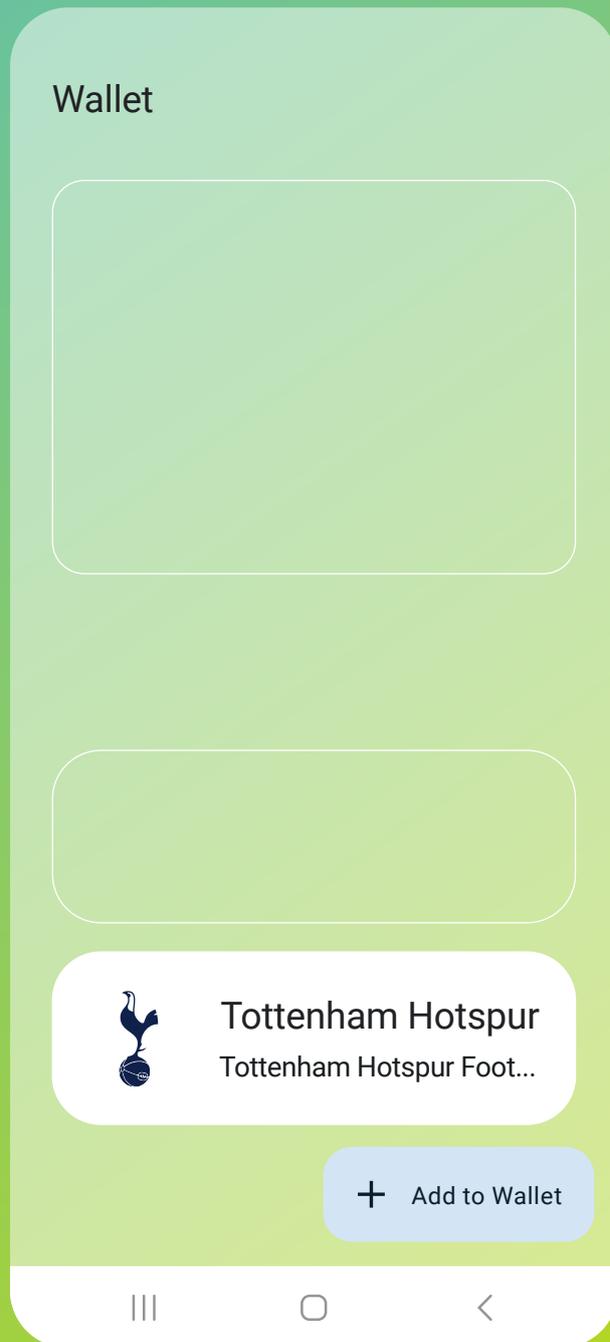




## TO ACCESS YOUR TICKET ON A MATCHDAY



To access your ticket on a matchday, open the Google Wallet application, and click on the THFC icon to bring up your ticket. The ticket will now show.

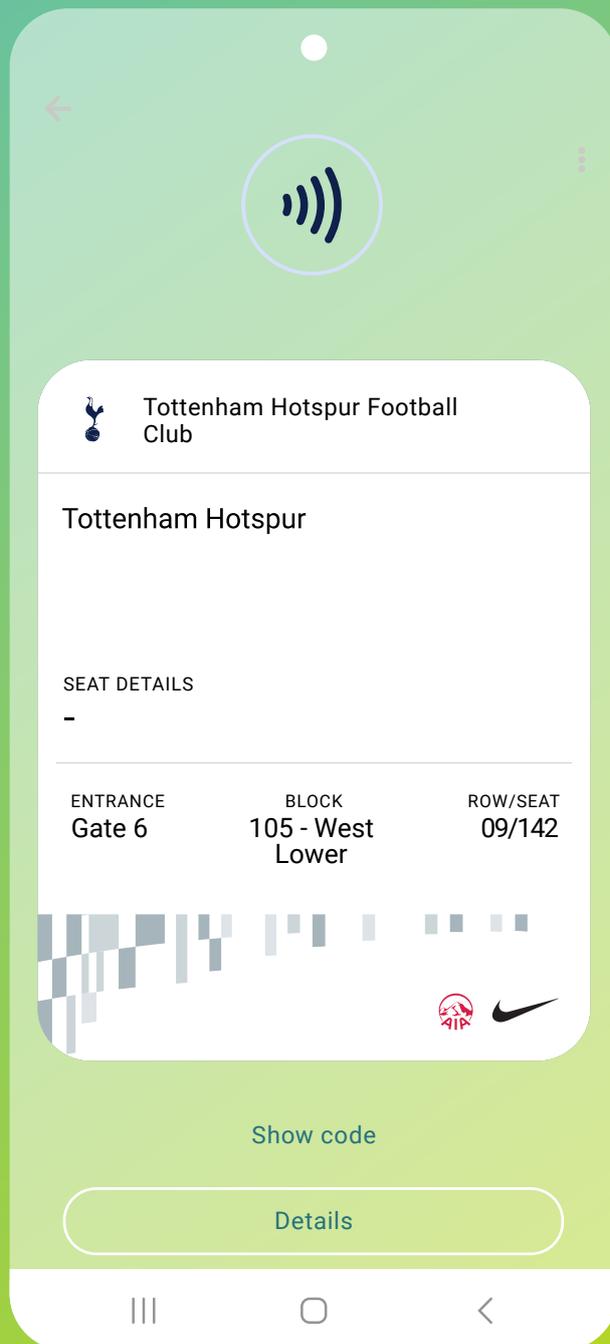




# HOW TO SEE YOUR TICKET INFORMATION

The front of the ticket will show the entrance and seat information.

To see more information related to the ticket, click **Details**.





# 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](mailto: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](https://tottenhamhotspur.com/digitaltickets)

## I am having issues downloading my ticket.

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

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

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





# FAQs & TROUBLESHOOTING

'Open Supported Links' > tap 'In This App')

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





## 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 ticket to a mobile device for use on matchday, please visit [tottenhamhotspur.com/digitaltickets](https://tottenhamhotspur.com/digitaltickets)

If you have purchased a Premium ticket, please email [premium.accounts@tottenhamhotspur.com](mailto: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.

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

Guest tickets purchased under the CRN of the lead booker will be sent to the lead booker's email address directly as Print at Home tickets.

It is the lead booker's responsibility to print or forward the tickets to their guests via email so they can be printed out 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.

