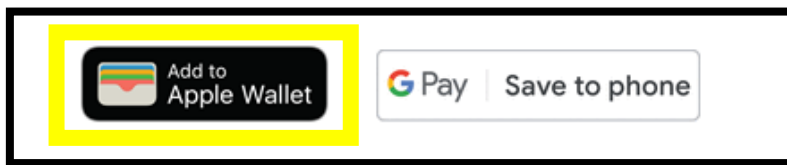


iPhone Digital Ticket User Guide

This guide has been created to help supporters better understand and troubleshoot their digital ticket and to ensure they are matchday ready. Each digital ticket will be delivered, via email, to the registered email address for the supporter and only one digital ticket per game should be downloaded to a single mobile device.

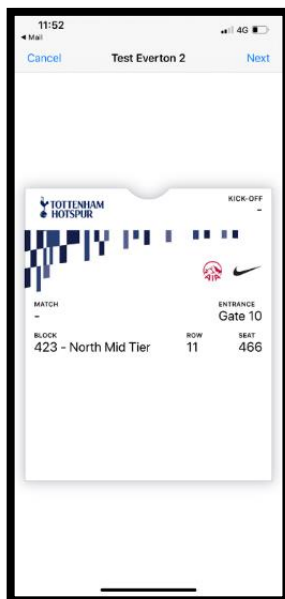
DOWNLOADING YOUR DIGITAL TICKET TO YOUR IPHONE

1. Open the email in the mobile device you wish to download your digital ticket on to.
2. For iPhone users click the “Add to Apple Wallet” icon on the body of the email.

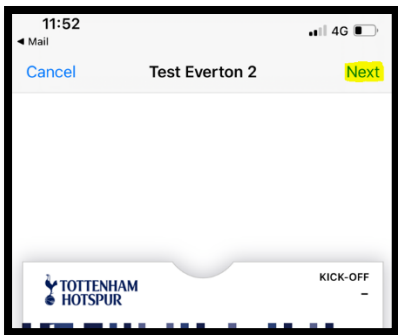


3. Once clicked a pop-up will shortly appear with the digital ticket. At this stage you must add the ticket to the Apple Wallet:

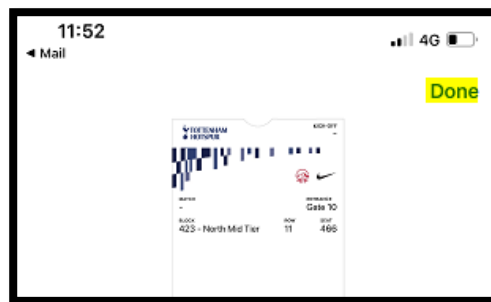
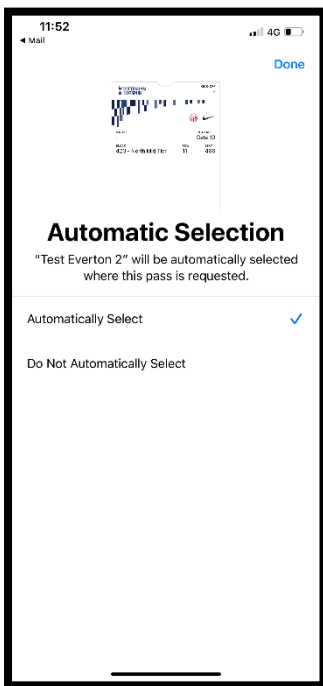
Single Digital Ticket



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



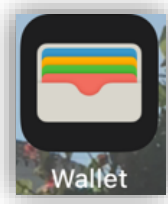
5. The following screen will now show with Automatic Selection already ticked; please do not change this selection and click “Done”.



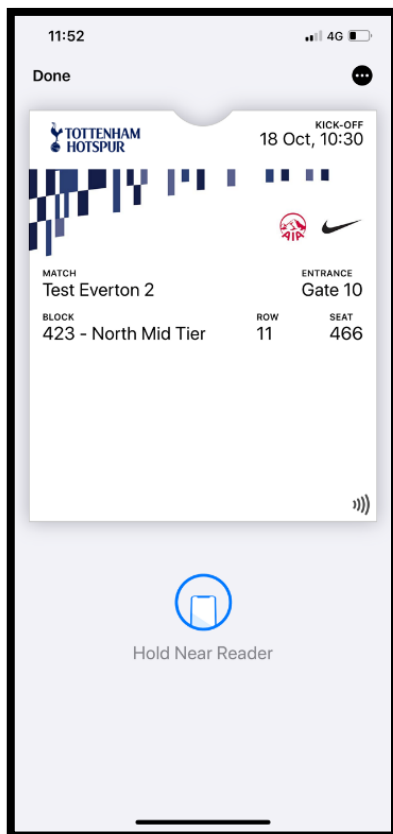
6. The ticket has now been added to your mobile device. The pop-up will disappear.

YOUR DIGITAL TICKET EXPLAINED AND HOW TO ACCESS IT ON MATCHDAY

1. To access your digital ticket on Matchday, navigate to your Apple Wallet.



2. The front of the ticket 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 digital ticket –This information can change event by event so 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 ticket to receive live updates from THFC. This **must** be left on to ensure your ticket can be updated correctly before each match

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

Remove Pass - Removes the ticket from Apple Wallet.

Match Name

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

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

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

Barcode number

Ticket Holder – The name of the ticket pass holder

Ticket Number – The ticket number of the pass (*for Ticket Office use only*)

CRN – Customer Reference Number

Price Class – The price class of the ticket