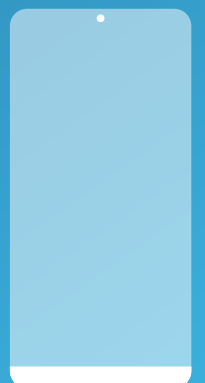




SEASON TICKET HOLDER

Android User Guide





Existing Season Ticket Holder?

DO NOT delete the pass that is already downloaded to your mobile device, provided you have renewed your Season Ticket in the same seat and have not changed age category.

If you have either relocated your seat or changed age category, please refer to the 'New Season Ticket Holder' section below.

If you need further help, please refer to the FAQs at the end of this document.

New Season Ticket holder?

Proceed through the steps in this document to download your Digital Season Pass.





DOWNLOADING YOUR DIGITAL SEASON 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



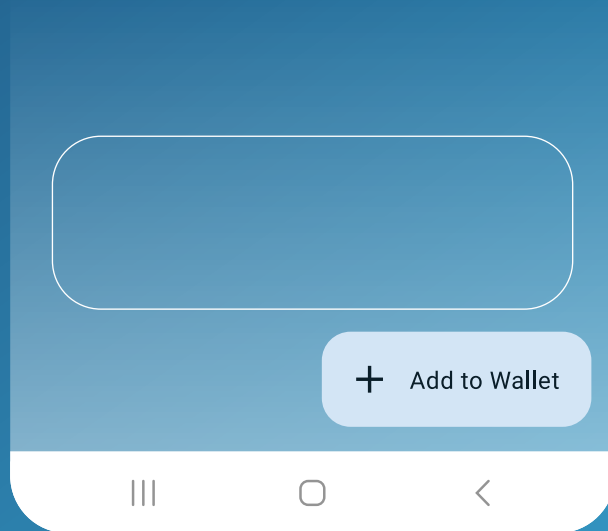


Your download link has been sent from
noreply@tickets.tottenhamhotspur.com

Open this email on your phone and click on the
'Add to Google Wallet' button



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

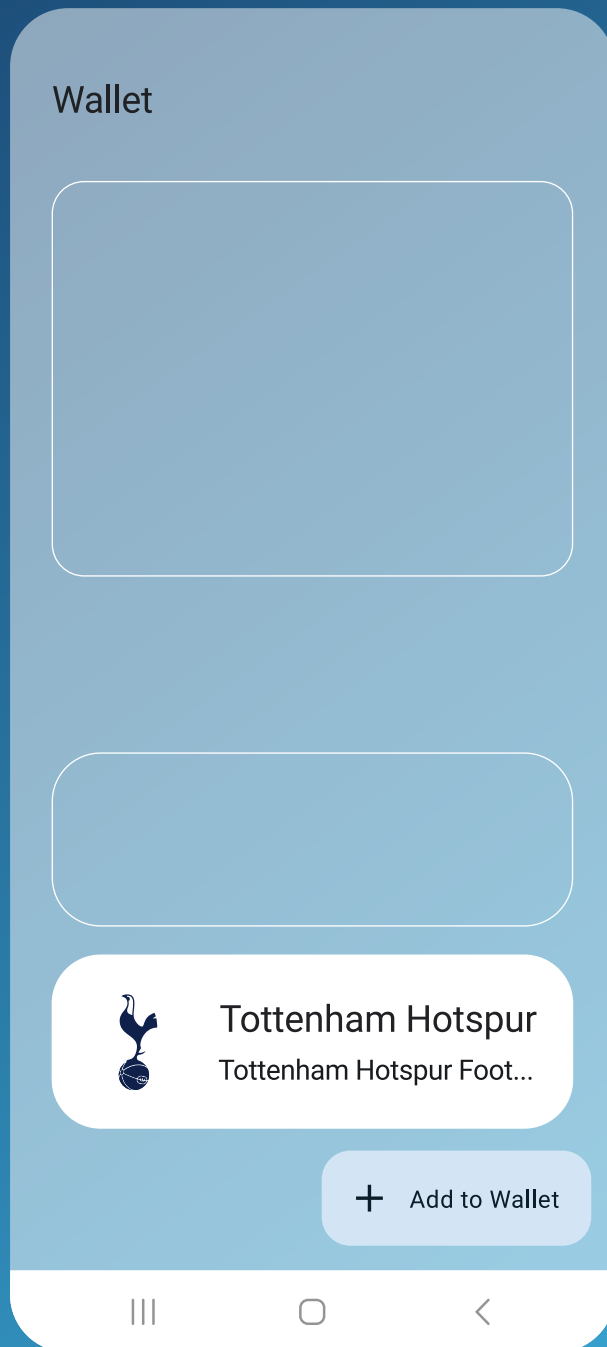




TO ACCESS YOUR PASS ON A MATCHDAY



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.

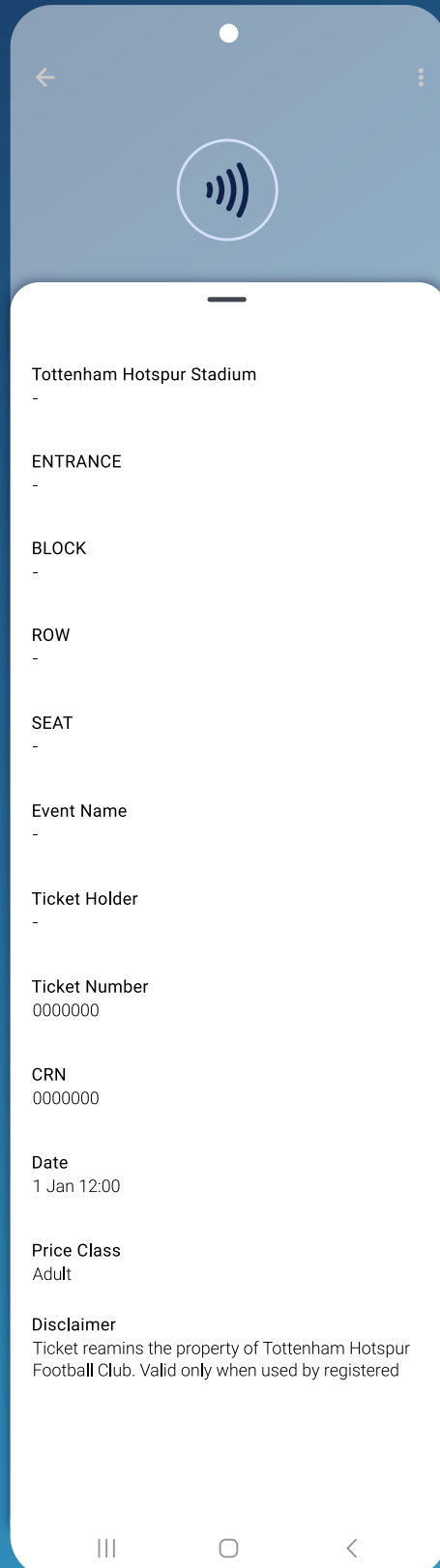




HOW TO SEE YOUR PASS INFORMATION

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

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



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

If you are experiencing any issues finding, adding or accessing your Digital Pass, or you do not have access to a smart phone or digital wallet, then you can find detailed troubleshooting information at tottenhamhotspur.com/digitaltickets

