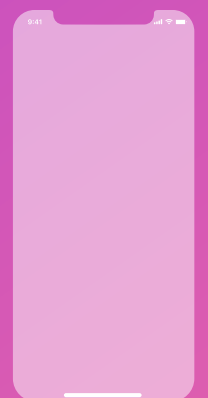




# ONE HOTSPUR MEMBERS

iPhone User Guide





## Existing One Hotspur Member?

**DO NOT** delete the pass that is already downloaded to your mobile device, provided you have renewed your Membership and have not upgraded to a One Hotspur+ Membership or changed age category.

If you have either upgraded to a One Hotspur+ membership or changed age category, please refer to the 'New One Hotspur Member' section below.

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

## New One Hotspur Member?

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



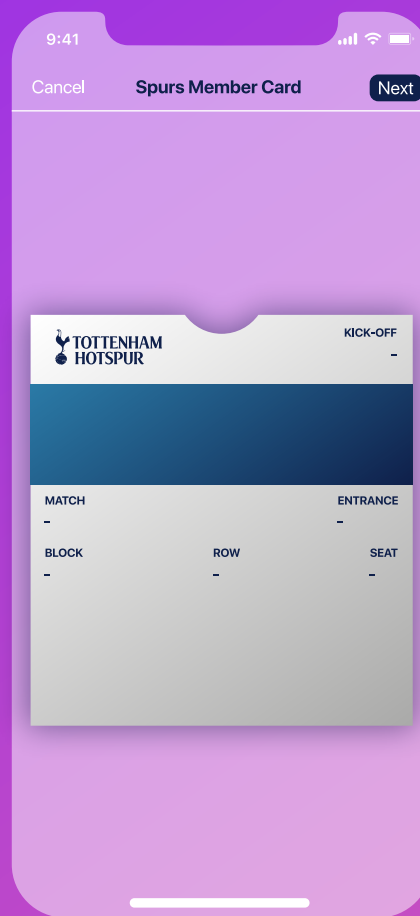


# DOWNLOADING YOUR DIGITAL SEASON PASS

You should have received your download link in an email from [noreply@tickets.tottenhamhotspur.com](mailto:noreply@tickets.tottenhamhotspur.com)



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



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

To add the pass to your Apple Wallet, click **Add**.

The screen will appear with default settings selected. **You do not need to change anything.** To proceed, click **Done**.





## TO ACCESS YOUR PASS ON A MATCHDAY

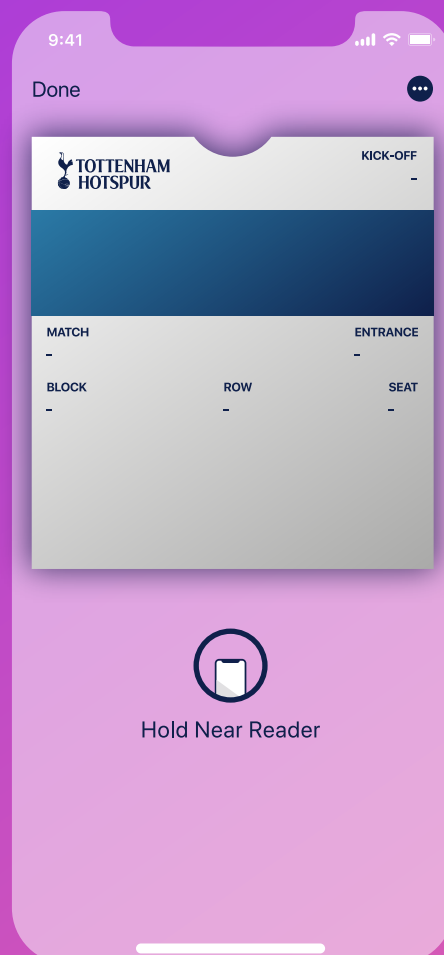
To access your ticket on a matchday, open the Apple Wallet application.



## HOW TO VIEW YOUR PASS INFORMATION

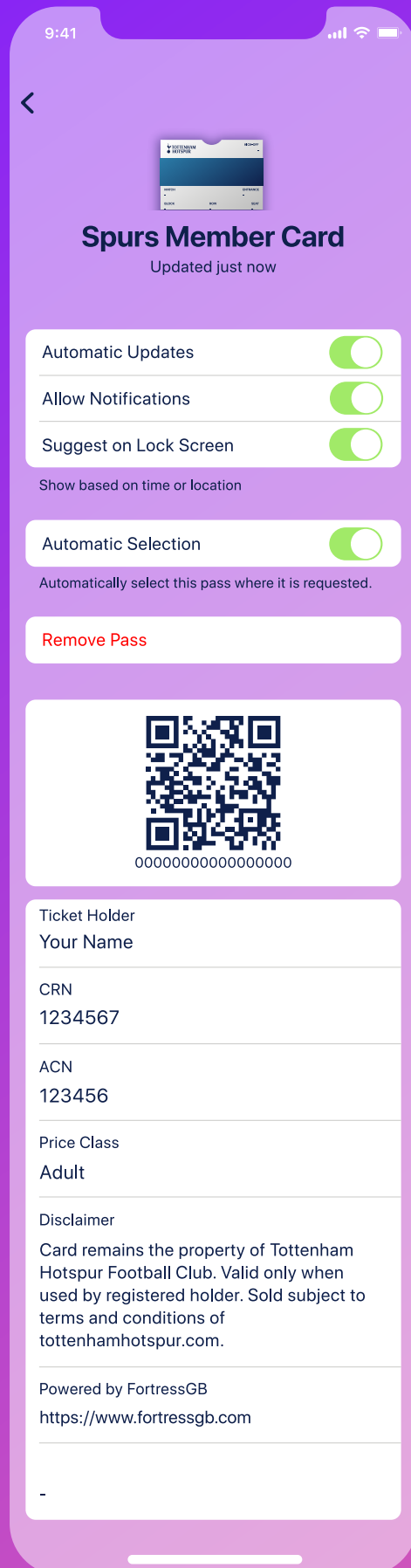
In your Apple Wallet, your ticket will be displayed as shown below.

To view further information about your ticket, click the **3 dots** in the top right corner.





# FURTHER DIGITAL SEASON PASS INFORMATION



## 1. Automatic Updates

This allows the Digital One Hotspur Pass to receive live updates from THFC. This must be left on to ensure your ticket can be updated correctly before each match.

## 2. Allow Notifications

This must be left on to receive notifications related to the Digital One Hotspur Pass.

## 3. Suggest on Lock Screen

This will allow the Digital One Hotspur Pass to show on your phone on the day of the game or when near the stadium.

## 4. Automatic Selection

Keep this setting on. The Digital One Hotspur Pass is then automatically selected when at the stadium.

## 5. Remove Pass

Removes the Digital One Hotspur Pass from Apple Wallet.

## 6. QR code

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

## 7. Ticket Holder

The name of the Digital One Hotspur Pass holder

## 8. CRN

Customer Reference Number

## 9. (ACN) Access Control Number

The unique number associated with your pass and will not change for the Season

## 10. Price Class

The price class of the Digital One Hotspur Pass





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

