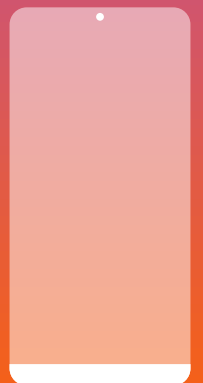




**ONE
HOTSPUR**
OFFICIAL MEMBERSHIP

ONE HOTSPUR *MEMBERS*

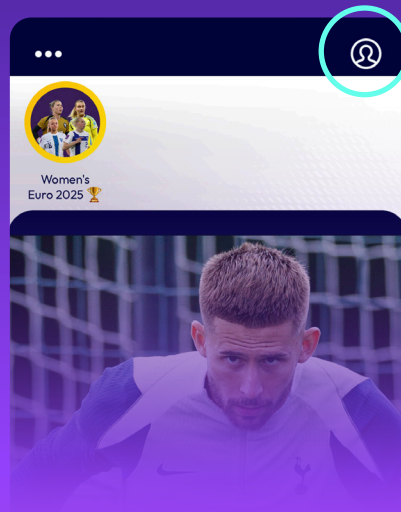
DIGITAL TICKETING • ANDROID USER GUIDE





ACCESSING YOUR DIGITAL PASS IN THE OFFICIAL SPURS APP

1. **Download the Official Spurs app** to your mobile device from either the App Store or Google Play.
2. Open the app and click the person icon in the top right-hand corner of the screen. When prompted, enter your Client Reference Number (CRN) or the email address associated with your One Hotspur membership and your password. Click 'Submit' to log in.



3. Once logged in, tap the **Tickets** button at the bottom of the screen. Your match ticket will appear no later than 48 hours before each fixture you have a ticket for, alongside other matchday content and information.



4. When you arrive at Tottenham Hotspur Stadium, have your digital ticket ready on the app and present it at the turnstiles for contactless entry.





DOWNLOADING YOUR DIGITAL ONE HOTSPUR PASS TO YOUR GOOGLE WALLET

EXISTING ONE HOTSPUR MEMEBER?

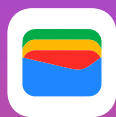
DO NOT delete the pass that is already downloaded to your mobile device, provided you have renewed your Membership and have not upgraded to a One Hotspur+ Membership or changed age category.

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

For further support, please refer to the FAQs at the end of this guide.

NEW ONE HOTSPUR MEMBER?

Proceed to the next steps to find out how to download your Digital One Hotspur Pass.



Ensure that **Google Wallet** is downloaded to your device before downloading your pass.

You should have received a link to download your pass via email from **noreply@tickets.tottenhamhotspur.com**.

Open the email on your Android device and click the '**Add to Google Wallet**' button.

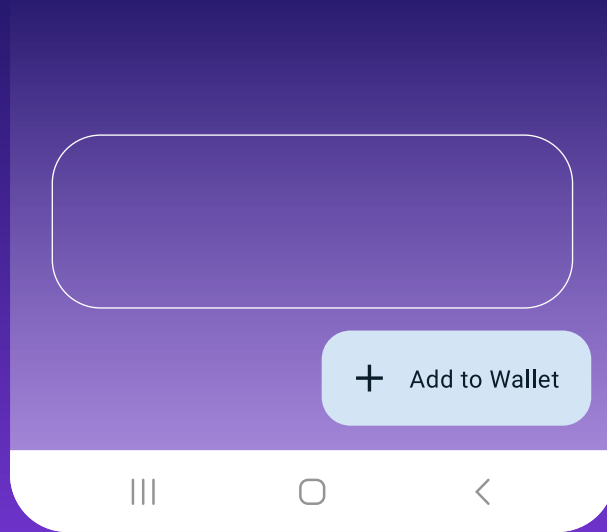


Add to Google Wallet





After clicking, a pop-up with the pass will appear.



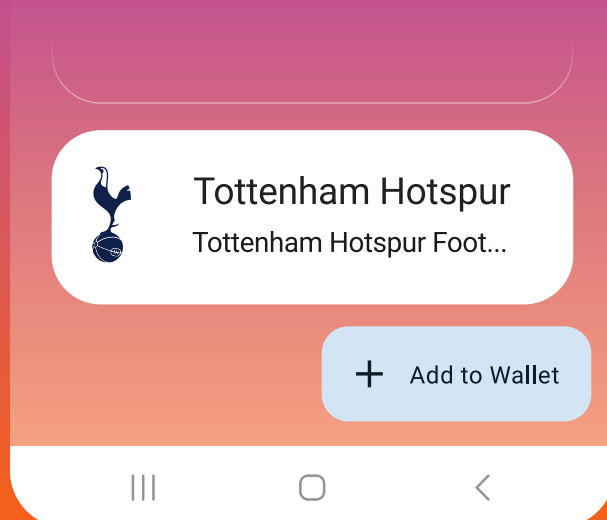
To add the pass to your Google Wallet, click **'Add to Wallet'**.

The pass has now been saved to your Google Wallet. Once clicked, your Digital One Hotspur Pass should pop up on screen.

TO ACCESS YOUR PASS ON A MATCHDAY



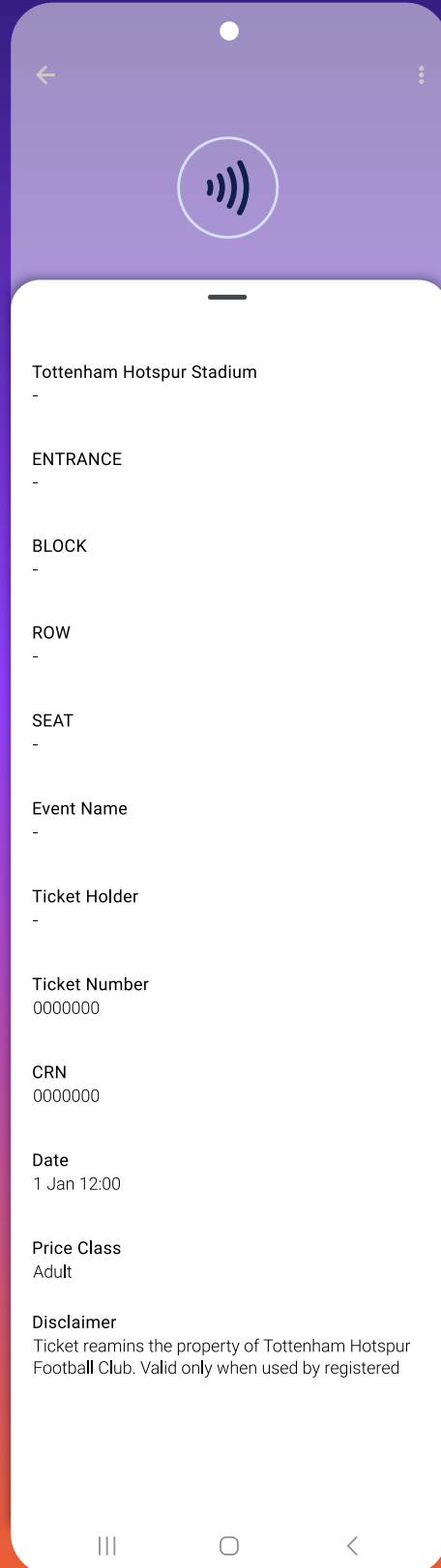
To access your Digital One Hotspur Pass on a matchday, open the Google Wallet application, and click on the THFC icon.





HOW TO SEE YOUR PASS INFORMATION

The front of your pass will display its entrance and seat information. To see more information related to the pass, click **Details**.



1. Event Name

This is the name of the next fixture.

2. Ticket Holder

The name of the One Hotspur Pass holder.

3. Ticket Number

This is your One Hotspur Member Number (for Ticket Office use only).

4. Client Reference Number

Your Customer Reference Number.

5. Date

The date and time of the next fixture.

6. Price Class

The price class of the One Hotspur Pass.

If your pass is not successfully scanned at the stadium, you can use your QR code instead to gain entry.

To display the QR code, click **Show Code**.





FAQs & TROUBLESHOOTING

Please note, some Android devices may also need their default browser setting changed to 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 need to set Google Wallet as their default payment app.

To do so:

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



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