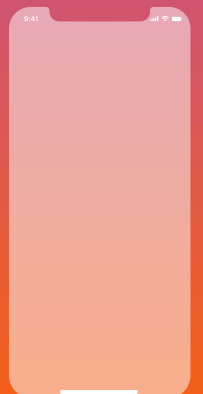




**ONE
HOTSPUR**
OFFICIAL MEMBERSHIP

ONE HOTSPUR *MEMBERS*

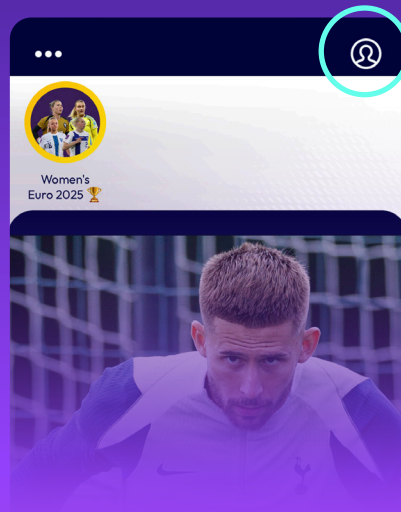
DIGITAL TICKETING • IPHONE USER GUIDE





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 APPLE WALLET

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.

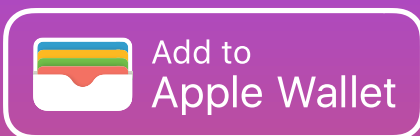
If you have either upgraded to a One Hotspur+ membership or changed age category, please refer to the 'New One Hotspur Member' section below.

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

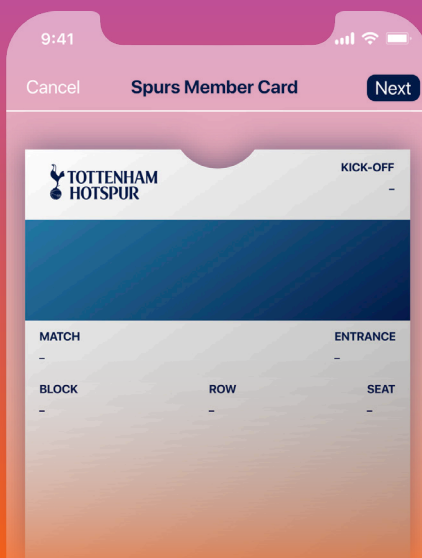
NEW ONE HOTSPUR MEMBER?

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

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



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



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

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

Your pass will now appear in your wallet with default settings applied. You do not need to change anything. To proceed, **click Done**.





TO ACCESS YOUR PASS ON A MATCHDAY

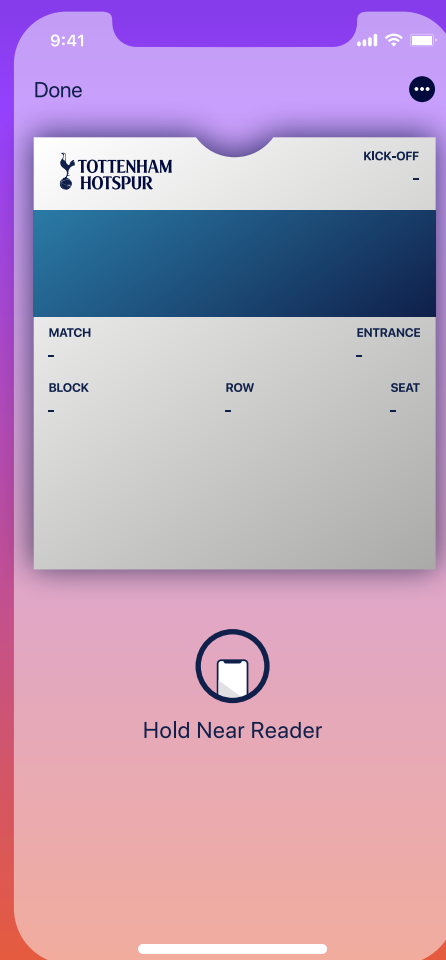
To access your ticket on a matchday, open the Apple Wallet application.



HOW TO VIEW YOUR PASS INFORMATION

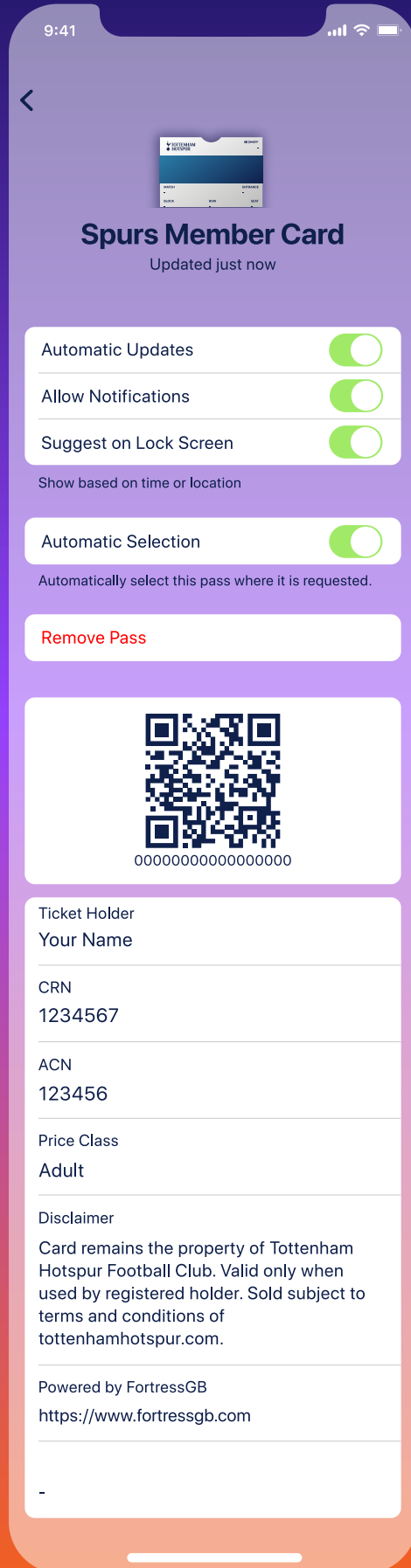
Your ticket will appear as shown below in your Apple Wallet.

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





FURTHER DIGITAL ONE HOTSPUR PASS INFORMATION



1. Automatic Updates

Keeping this switched on will ensure that your pass receives live updates from THFC and is updated correctly after each match.

2. Allow Notifications

Keep this switched on to receive notifications related to your digital 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 switched on so that your digital pass is automatically selected when you're at the stadium.

5. Remove Pass

Removes the Digital One Hotspur Pass from your Apple Wallet.

6. QR code

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

7. Ticket Holder

Digital One Hotspur Pass holder's name.

8. CRN

Your customer Reference Number.

9. (ACN) Access Control Number

This is a unique number associated with your pass and it will remain the same throughout the season.

10. Price Class

The price class of your Digital One Hotspur Pass





FAQs & TROUBLESHOOTING

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.

