

## Digital Tickets / Season / Memberships Troubleshooting Guide

Ticketmaster sport uses integrated apps on Google Android and Apple iOS devices Google Pay/Wallet and Apple Pay respectively. This means that no additional app is required to be downloaded by supporters to have a digital match ticket, season, or membership card.

In some instances, users may experience issues when downloading this from the email that has been sent. The following are some Troubleshooting tips to try:

### Contents

General FAQ's.....	2
My pass is showing as expired .....	2
I have deleted my Tickets / Season Cards / Membership.....	2
My digital pass has not updated with the upcoming fixture .....	2
Downloading Tickets / Pass .....	3
I am having issues downloading my pass/ticket - troubleshooting tips .....	3
Advanced Android Download Issues.....	5

## General FAQ's

### My pass is showing as expired

Even if your pass is showing as expired in your phone's wallet, please be assured that it will still be valid for use. You can attempt to move your pass into your phone wallet by following the below steps:

#### *iOS / iPhone*

- Open your Apple Wallet (or Apple Pay) app
- Tap on "View Expired Passes" (you might need to scroll down if you have lots of passes in your wallet)
- Select the relevant pass, and then select 'Unhide'
- Now go back to the main Apple Wallet screen
- Your pass should reappear

#### *Android/Google*

- Open your Google Pay/Wallet app
- Tap on the "Expired Passes" text
- Select the relevant pass, and then select 'Unhide'
- Now go back to the main Google Pay/Wallet screen
- Your pass should reappear

### I have deleted my Tickets / Season Cards / Membership

Tickets / Season Cards / Membership emails are only sent once so please do not delete your pass from your mobile device.

If you delete it inadvertently, please try to locate the original email you were sent containing the link to download it. It will have been sent from [noreply@ticketmaster.co.uk](mailto:noreply@ticketmaster.co.uk) OR from your relevant Ticket Office. You should find that you are still able to download it using the original email link.

### My digital pass has not updated with the upcoming fixture

If your pass has not updated with details of an upcoming fixture you are due to attend, please ensure that it has not already been issued to you another way like a match ticket or download.

#### *Apple/iPhone Users:*

You can try manually updating your pass by following these steps:

- Navigate to your pass in your Apple Wallet
- Tap on the 3 dots
- Turn off "Automatic Updates", wait a moment, then turn it back on
- Wait for the pass to say "updated just now"
- Once the spinning wheel has disappeared, tap on the back arrow in the top left-hand corner to return to the main pass.
- The next fixture should now be displayed
- If you have recently updated your phone and your pass has been removed, then scroll down and click "Edit Passes" to unhide the pass.

### *Android Users*

Check you don't have multiple tickets attached to your pass by tapping on the pass and swiping left to right on the last fixture.

Alternatively, we recommend you power your device off and on again.

## Downloading Tickets / Pass

### *I am having issues downloading my pass/ticket - troubleshooting tips*

For anyone experiencing issues downloading their pass or ticket, please try the following useful tips:

#### *Apple Users*

- Ensure you are tapping on 'Apple Wallet' rather than 'G Pay/Wallet' when trying to download it
- Check your pass or ticket has not already downloaded - please click on Apple Wallet to view your.
- Ensure your phone is receiving Mobile Data for your digital pass or ticket to update correctly.
- Check your Safari settings and make sure you have "Block cookies" and "Block Pop-ups" turned off. Downloads should be set to 'On My iPhone' rather than 'iCloud Drive'.
- Check your settings and, if you are using Android, ensure you have no pop-up blockers enabled.
- Only open the email in your phone's native mail app. If you are using an alternative mail provider such as Yahoo, AOL or accessing it via the Outlook mail app, please forward the email to your address that utilises your phone's native mail app.
- If you are using a work phone, you may be blocked from opening certain links and attachments - please forward the email with your digital ticket to your personal phone
- You may also need to switch your phone off and on again to pick up any updates

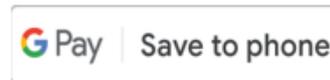
Android devices can be very varied in make, software, age and memory availability. Many issues with downloading are due to device software and age/memory of the device. Not all devices can be supported but the following is a list of things to try.

- In the Event delivery email (season, membership or ticket) Ensure you are tapping on 'G Pay/Wallet' not 'Apple Wallet' when trying to download it. See an example image below.

**2022/23 Junior Ticketmaster Member**

£20.00

Mr C White



- Google Pay/Wallet should be automatically installed on all Android devices. However Check that you have G Pay/Wallet already added to your device. However please ensure you have an updated Google Pay/Wallet device. <https://tinyurl.com/2m9s5m7v>
- Ensure your Google Play Services are updates (see section below)
- Check your pass or ticket has not already downloaded - please click on 'G Pay/Wallet' to view your pass.
- Set your default browser to Google Chrome (Settings > Apps > Chrome > Browser App > tick Chrome)
- Update Google Chrome (Open Google Play > Search for Google Chrome > Click Update)
- Samsung users may need to set Google Pay/Wallet to default (Settings > Apps > Google Pay/Wallet > tap Set As Default > tap 'Open Supported Links' > tap 'In This App')
- Ensure your phone is receiving Mobile Data for your digital pass or ticket to update correctly.
- Check your settings and ensure you have no pop-up blockers enabled.
- Only open the email in your phone's native mail app. If you are using an alternative mail provider such as Yahoo, AOL or accessing it via the Outlook mail app, please forward the email to your address that utilises your phone's native mail app.
- If you are using a work phone, you may be blocked from opening certain links and attachments - please forward the email with your digital ticket to your personal phone

After every step above please switch your phone off and on again to pick up any updates

## Advanced Android Download Issues

The following is a list of steps to take if the above steps do not work. Please note some steps below will involve deleting Data which may not be able to be undone. All steps may vary depending on device. In Settings Menu try searching for Key Phrases to find some settings.

- Force a restart of Google Pay/Wallet App - Settings > Apps > Google Pay/Wallet > Force Stop > Confirm that you want to close the app.
- Check the Permissions are setup correctly on the Google Pay/Wallet app to download services - Settings > Apps > Google Pay/Wallet > Force Stop > Confirm that you want to close the app > Select Permissions > Inside of permissions ensure that the following is "ALLOWED":
  - Contacts
  - Location
  - Microphone
  - Phone
  - SMS
  - Storage
- Clear Google Pay/Wallet temporary Cache memory - Settings > Apps > Google Pay/Wallet > Storage > Clear Cache
- Reset Access Point names – Settings > WiFi & Network > (Mobile) Network > Access Point Names > Click the 3 dots in the top right corner > Reset to Default



### Google Play Services Issues:

Google Play Services is the App that allows you to update and manage Apps on your Google device. This is regularly updated and needs to be updated itself to get you access to the latest Apps and Software versions.

- Step 1: Make sure Google Play Services is up to date
- On your Android phone or tablet, open the Settings app .
- Tap **Apps & notifications** > **See all apps**.
- Scroll down and tap **Google Play Services**.
- Scroll down and tap App Details.
- Tap **Update** or **Install**. If you don't see these options, follow the steps in Step 2 and Step 3.
- Step 2: Clear cache & data from Google Play Services
- **Important:** When you clear Google Play Services data or storage, it may delete some information saved to your device, including transit cards, COVID cards, and virtual payment cards saved to Google Pay/Wallet.
- On your Android phone or tablet, open the Settings app .
- Tap **Apps** > **See all apps**.
- Scroll down to "Google Play Services."
- Tap **Google Play Services**.
- Tap **Storage** > **Clear Cache**.
- Tap **Manage Space** > **Clear all Data**.
- Step 3: Clear the cache & data of the Play Store
- This gives the app a fresh start and can help fix issues.
- On your Android phone or tablet, open the Settings app .

- Tap **Apps & notifications** > **See all apps**.
- Scroll down and tap **Google Play Store** .
- Tap **Storage** > **Clear Cache**.
- Tap **Clear data**.
- Re-open the Play Store, and try your download again.