



ticketmaster

Digital Membership Guide for Android Users



Downloading your Digital Membership

All 2024 Members will have been sent an email containing your 2024 Membership Digital Pass from

noreply@ticketmaster.com

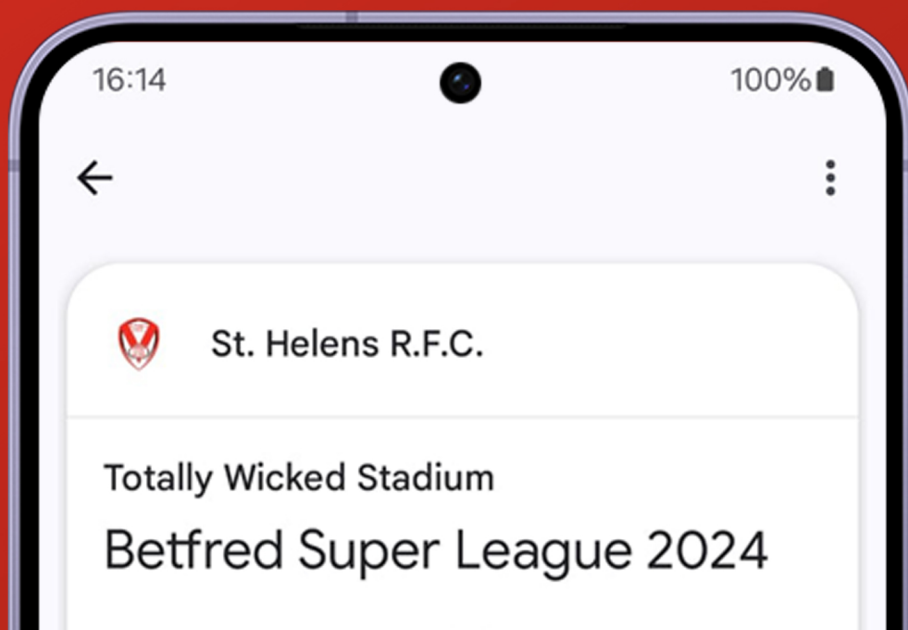
Once you open the email you will need to click the “Add to Google Wallet” Button.



Add to
Google Wallet

A prompt to ‘Complete action using’ may appear dependant on the device settings.

Note: Download and installation of Google Pay will be required on devices where it is not pre-installed.



Accessing your 2024 Membership On Matchday

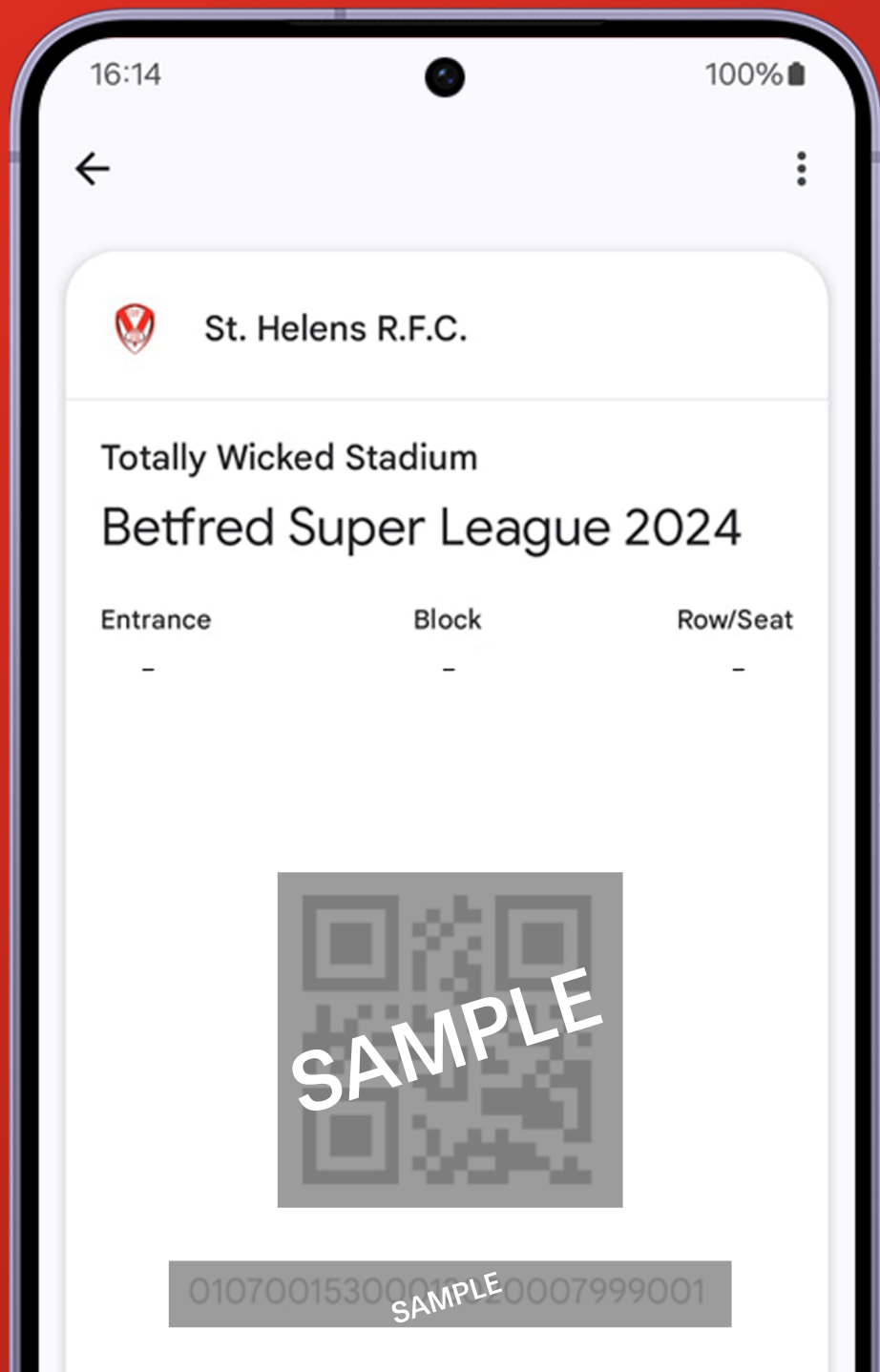
To access your 2024 Digital Membership on matchday you will need to open your **Google Wallet**



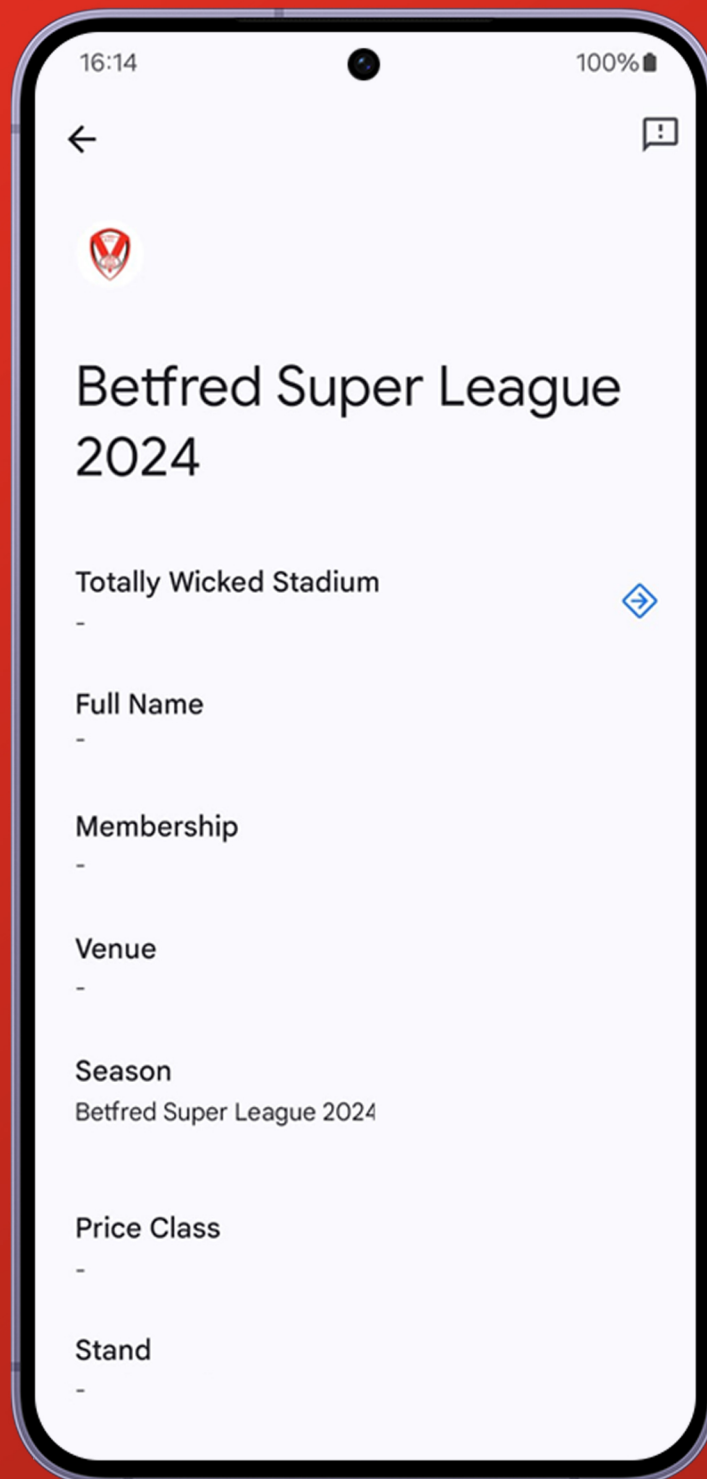
Once opened you will be able to present this at your relevant entrance to gain entry to the Totally Wicked Stadium.

Below is the information that will be displayed on your 2024 Digital Membership.

The important information will be Entrance, Block, Row and Seat.



Checking your 2024 Membership Information



1.

2.

3.

4.

5.

6.

7.

1. Stadium Name

This will show the stadium name.

2. Price Class

Your full name will appear in this row.

3. Membership

A shortened version of your Membership Number.
You will need this to log into your online account.

4. Venue

This will show up as the Totally Wicked Stadium.

5. Season

This will show what season your membership is valid for.

6. Price Class

This is your class of ticket e.g. Adult, 65+, 12 and Under...

7. Stand

This will show what stand your membership is in.

FAQS

I am having issues downloading my Membership

- In the Event delivery email (season, membership or ticket) Ensure you are tapping on 'Google Pay/Wallet' not 'Apple Wallet' when trying to download it.
- Google Pay/Wallet should be automatically installed on all Android devices. However Check that you have G Pay/Wallet already added to your device.
- 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.

FAQS

What if I dont use a smartphone.

If you do not use a smartphone you will be able to use your 2024 Membership to gain entry for the 2024 Season.

What Android Phones are compatible with Digital Memberships.

Any Android device on version 9.0 or higher.

My Digital Membership is showing as expired.

Even if your pass is showing as expired in your Google Wallet, please be assured that it will still be valid for use.

You may be able to restore it by tapping on the ticket and selecting 'Unhide'.

General Queries

For any other queries please contact us at ticket.office@saintsrlfc.com or over the phone on 01744 455052.