



ticketmaster

Digital Membership Guide for iPhone Users



Downloading your Digital Membership

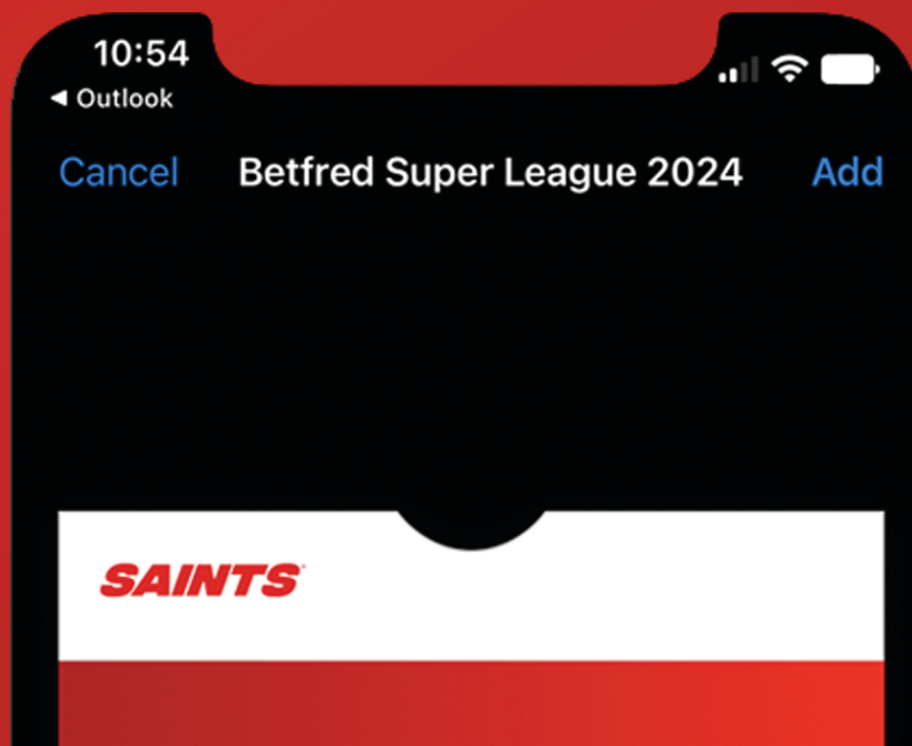
All 2024 Members will have been sent an email containing your 2024 Membership Digital Pass from

noreply@ticketmaster.com

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



Your 2024 Membership will now appear on screen. To add to your wallet you will need to click “add” in the top right corner.



Accessing your 2024 Membership On Matchday

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



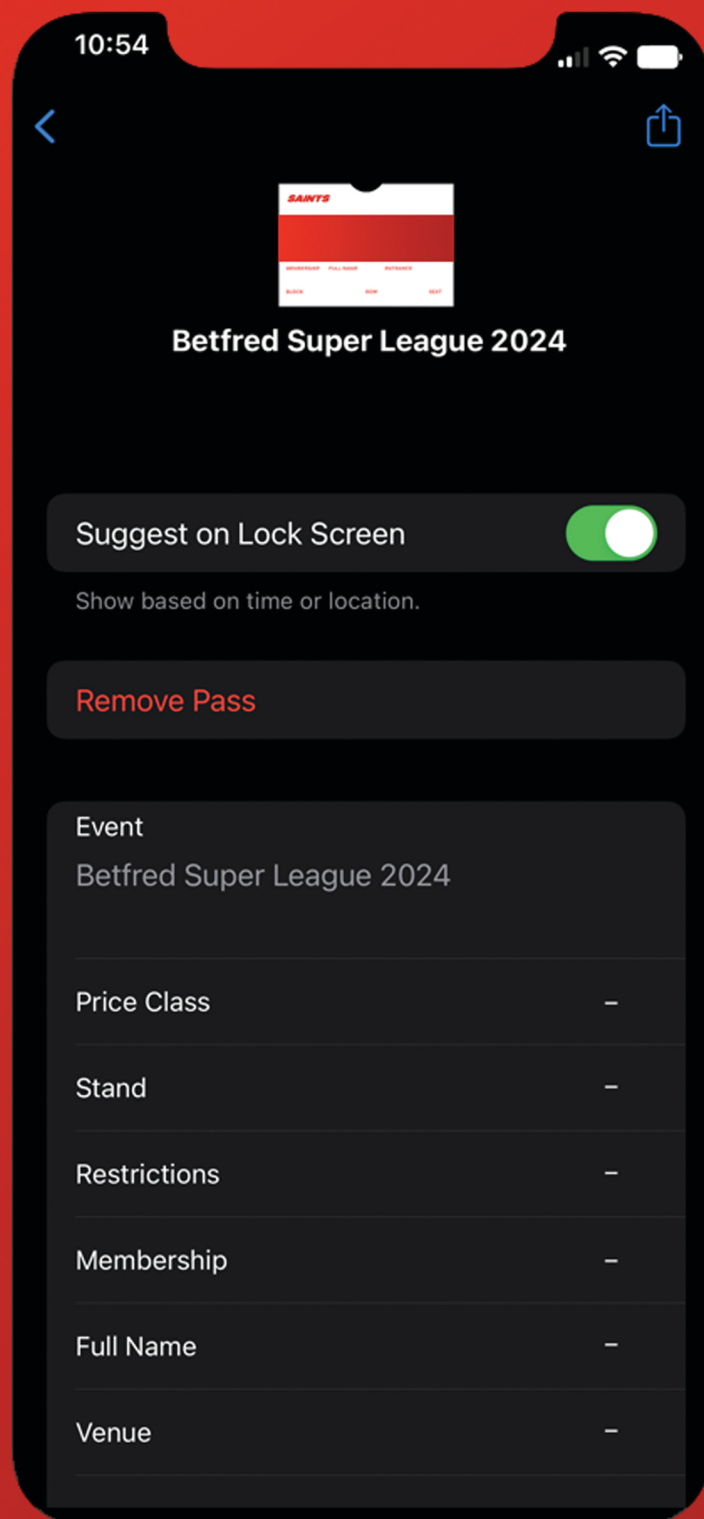
Once opened you will be able to present this at your relevant entrance to gain entry to the Totally Wicked Stadium.

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. Event

This will show the event your Membership is for.

2. Price Class

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

3. Stand

This will be your stand. West Stand, South Stand or North Stand.

4. Restrictions

Will only be in use if you have a hospitality membership.

5. Membership

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

6. Full Name

Your Full Name will appear in this row.

7. Venue

This will show up as the Totally Wicked Stadium

FAQS

I am having issues downloading my Membership

- Ensure you are tapping on 'Apple Wallet' rather than 'G Pay/Wallet' when trying to download it.
- Check your Membership has not already downloaded - please click on Apple Wallet to view your passes.
- 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'.
- 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.

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 iPhones are compatible with Digital Memberships.

All Face ID iPhones are supported, as are all Touch ID iPhones with the exception of the iPhone 5s.

My Digital Membership is showing as expired.

Even if your pass is showing as expired in your Apple 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.