



WASPS

**DIGITAL
MATCH
TICKET**

GUIDE

This guide is to help you better understand and troubleshoot your Digital Match Ticket, to ensure you are

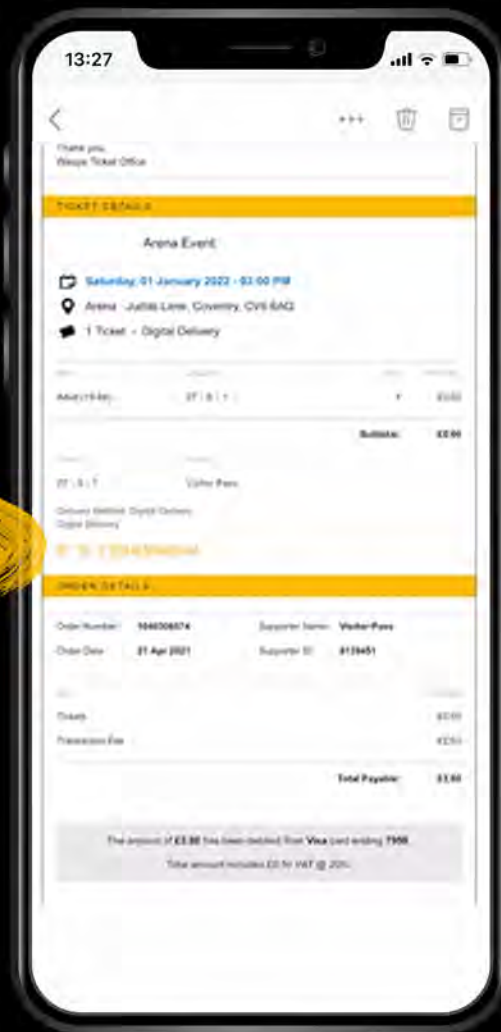
**MATCH
READY**

DELIVERY

Each Digital Match Ticket will be delivered, via email, to the registered email address of the supporter. Multiple tickets can be downloaded to a single mobile device. Once downloaded to the device, the ticket will automatically be ready to use for the match you are permitted to attend.

DOWNLOADING

To add your pass to your Apple Wallet or Google Pay (depending on your phone's operating system), open the confirmation email on the mobile device you wish to download your Digital Match Ticket to and click **"Ticket Download"**.



Follow the instructions on your phone to add your ticket(s). You can add more than one ticket to the same device.



STORAGE

IPHONE

For iPhone users click “**Next**” when you see the digital pass. The screen will then show with Automatic Selection already ticked - please **DO NOT** change this selection. Please click “**Done**” - the digital pass has now been added to your mobile device.

ANDROID

For Android device users, you will be prompted to set Google Pay as your default payment option. Please note that Google Pay **MUST** be the default payment option for your ticket to scan at the turnstile. You may also need to turn on “**NFC**”.

IPHONE



ANDROID



Your ticket will now be stored on your device. The front of the pass will show the kick-off date and time, match, entrance (turnstile), and seat information.

DISPLAYING YOUR PASS

When you arrive at Coventry Building Society Arena, just before reaching the turnstiles, open Apple Wallet or Google Pay on your device to find your ticket. You can also click directly on the notification for your pass which should appear on your lock screen.



Your bank card or other tickets and passes may appear first, so you might need to scroll down/across or choose the passes tab to find your ticket.



Please remember to fully charge your device before arriving at the arena.

USING YOUR PASS

Locate the correct entrance (turnstile) stated on your ticket.

If you have multiple tickets, you can swipe left and right between each ticket.

At the turnstile your phone should be held, screen up, over the contactless reader. You may have to try different parts of your handset until the contactless chip is detected and the turnstile activated to allow you to enter.

Please note, each ticket will only work once on the turnstile. When entering with children, please scan their ticket first and allow them to enter the arena before you scan your ticket.

If you require any assistance on the day, please speak to the nearest steward.



Please ensure you have no bank or other contactless cards at the back of your phone. This includes cards placed in cases.





#COYW

