

Contactless tickets

You can now add your Member Card, Season Ticket or Individual Ticket to your phone.



EASY TO USE



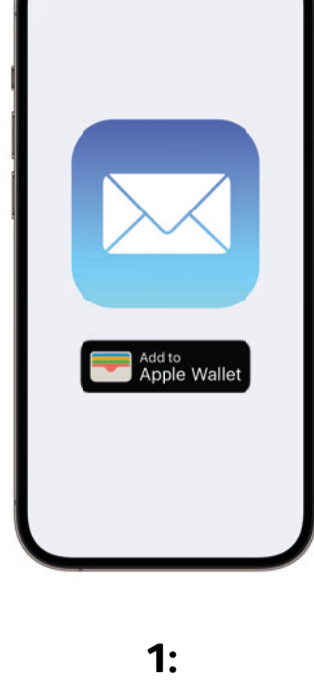
ALWAYS WITH YOU



ALWAYS UP TO DATE

How to add to your iPhone:

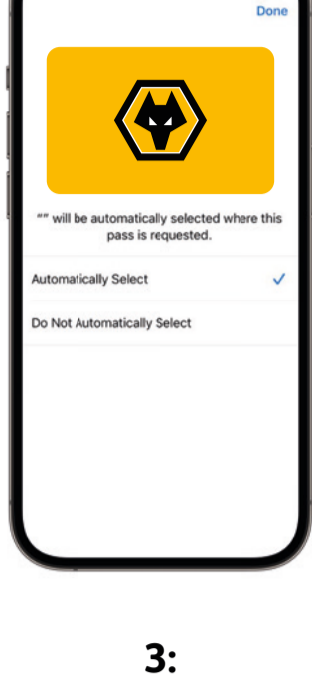
If you have an iPhone you can now download your Member Card/ Season Ticket or Individual Ticket to your phone and use it to access the stadium. Click the Add to Apple Wallet button above and press Add or Next when prompted.



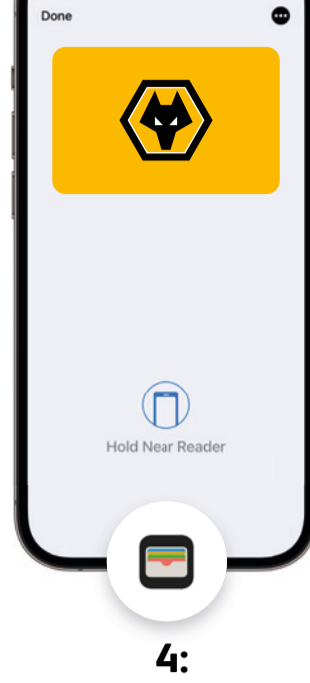
1:
Add to phone



2:
Check info



3:
Set up selection



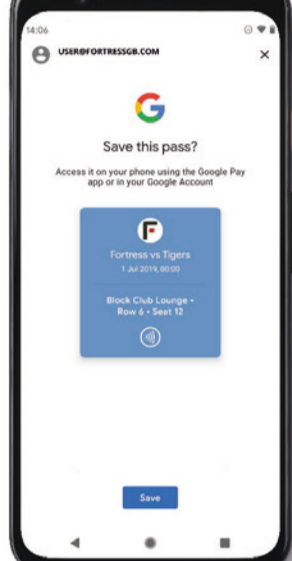
4:
Confirm pass has been added to your wallet

How to add to your Android phone:

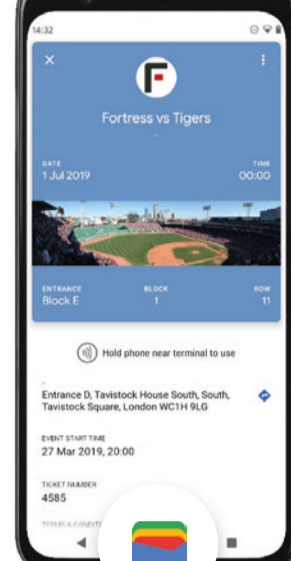
If you have an Android/Google phone, click the Add to Google Wallet button above and press Save when prompted. The Member Card/ Season Ticket or Individual Ticket will then be added to your Wallet ready to use on matchday.



1:
Add to phone



2:
Check info

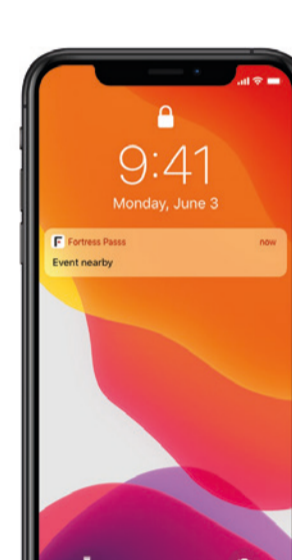


3:
Access wallet

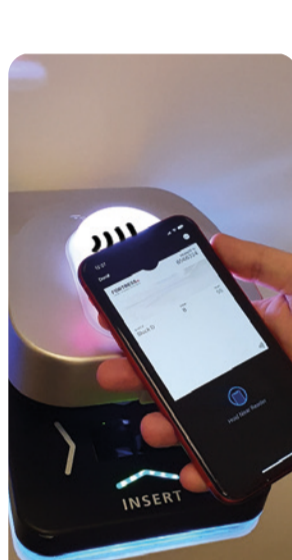
How to use:

To access your Member Card/Season Ticket click on the near by notification or access it directly from the phone wallet application.

Present your Member Card/ Season Ticket or Individual Ticket by tapping on the reader with the contactless symbol.



1:
Access wallet



2:
Tap the reader



3:
Enjoy the game!

Further information:

WHAT IS A MOBILE CONTACTLESS TICKET?

A mobile (contactless) ticket is a digital pass that can be stored within the wallet app on your smart phone or smart watch and be used to enter Molineux by holding your device to the reader at the gate.

WHAT DEVICES ARE SUPPORTED?

All iPhones with Face ID and all Touch ID devices from iPhones 8 and above, running the latest software version. Please click here for further details on Apple devices. For android devices, click here.

Android devices with NFC capability and running the latest version of Android
Apple Watch series 4 and later

WHY MOBILE TICKETS?

Mobile tickets are the safest, most convenient, and flexible way to receive your match ticket while increasing protection against fraud. Mobile tickets provide:

1. Quick and easy entry to Molineux using your mobile phone or smart device
2. Reduced risk of lost, stolen, counterfeit or forgotten tickets
3. An easy way to go green by printing less paper

HOW DO I ADD MY TICKET/SEASON CARD TO APPLE WALLET AND GOOGLE WALLET?

1. Please make sure your device is updated to the latest software version
2. Tap on either the Google Wallet "Add to Google Wallet" button or the Apple "Add to Apple Wallet" button on the device you want to load the ticket to.
3. Follow the on-screen instructions on your phone to add your ticket.
4. You can view your added tickets/season card in the Apple Wallet or Google Wallet app.
5. Please make sure that notification & updates are enabled to make sure that your passes will work and are always refreshed with the latest seat & game information. To check this simply tap the 3 dots on the right hand corner of a pass and make sure all toggles are 'on'.
6. For Google, please make sure that you are using the same Google account on your email, chrome browser and Google Wallet to make sure you pass is added to the right account.

Each ticket/season card can only be sent to one phone, so make sure you open the link on the correct device you plan on using. You can add multiple tickets /season cards if someone in your party does not have Apple Wallet or Google Wallet or a smartphone.

HOW DO I DOWNLOAD MY MOBILE TICKET ON MY APPLE WATCH?

Once a ticket has been downloaded onto your iPhone it will automatically be added to your linked Apple Watch and can be accessed via the wallet app

MY CHILD DOES NOT HAVE A SMARTPHONE

If your child does not have a mobile device with an NFC chip, we would recommend loading their ticket to your phone.

When accessing your tickets on your mobile device, you will be able to swipe left and right between different tickets to find the correct one to scan. When approaching the turnstile please have the child's ticket ready first. Scan that ticket and let them go through the turnstile before scanning and entering on your own ticket.

HOW DO I USE MY MOBILE TICKET?

Please charge your phone and have it updated to the latest software version before arriving at the stadium.

For supporters with an iPhone

Make sure that you have set up either a passcode, FaceID or Touch ID on your device as one of these is needed to use your mobile ticket.

1. Before arriving to the turnstiles open the ticket by either tapping on the notification on your lock screen or selecting it directly in the Wallet app.
2. Once at the turnstile, hold the top of your iPhone to the ticket scanner. Please do not put your phone inside the scanner as this will not grant you access.

If you have multiple tickets stored on your iPhone, simply scan the first one, pull the device away from the reader and swipe to the next ticket and once again tap on the reader.

For Supporters with an Android phone

Please make sure NFC is switched on and that Google Wallet is your default payment application. You will be prompted to do this once you open the Google Wallet application.

o For Samsung phones - Navigate to and open Settings. Tap Connections, and then tap NFC and payment again. Tap the switch to turn on the NFC feature on your phone, and then tap Tap and pay choosing Google Wallet as your default.

1. Before arriving to the turnstiles open the ticket by either tapping on the notification on your lock screen or selecting it directly in the Google Wallet app.
2. Once at the turnstile, hold the middle of your phone to the ticket scanner. Please do not put your phone inside the scanner as this will not grant you access.

If you have multiple tickets stored on your phone, simply scan the first one, pull the device away from the reader and swipe to the next ticket and once again tap on the reader.

WHY IS THERE NO BARCODE ON THE MOBILE TICKET?

Our mobile tickets utilize NFC functionality (near field connectivity), this means your mobile ticket is activated using the chip in your phone to validate each ticket rather than an image of a barcode.

Utilizing this functionality will offer more security and prevent the sharing of counterfeit mobile ticket images where a barcode is shared through other digital channels.

CAN I SEND A SCREENSHOT OF A TICKET TO SOMEONE?

Our mobile tickets utilize NFC functionality (near field connectivity), this means your mobile ticket is activated using the chip in your phone to validate each ticket rather than an image of a barcode.

Due to these safeguards, screenshots are not accepted as a valid form of entry into the stadium and will not scan on the turnstiles.

CAN I FORWARD A MOBILE TICKET?

No sharing available within Wallet.

WHAT HAPPENS IF I CANCEL MY TICKET (SINGLE GAME)?

Your mobile ticket will be updated accordingly, and you will no longer be able to tap for entry. For Apple devices the mobile ticket will update to show as EXPIRED in the expired passes section, for Google devices it will appear in your EXPIRED Passes section in your wallet.

WHAT HAPPENS IF I CANCEL MY TICKET (MEMBER CARD)?

Your mobile ticket will be updated accordingly, and you will no longer be able to tap for entry for the game that was cancelled. Your Member/season card will be valid for the next game you purchase and will automatically activate with the relevant seat and game information.

I STORE MY PAYMENT CARDS/ SEASON CARD INSIDE MY PHONE CASE, IS THIS A PROBLEM?

Yes, this will cause a 'card clash' and therefore you should keep your phone case free from any payment or season cards, the case itself won't be an issue.

HOW CAN I VIEW ALL MY MOBILE TICKETS?

All mobile tickets that you have added to your wallet can be viewed by opening the Apple Wallet on your iPhone or Apple Watch. On an android device, open your Google Wallet app to view your mobile tickets.

I CAN'T FIND APPLE WALLET ON MY IPHONE

Please go to the App Store and download Apple Wallet from there.

MY PASS IS SHOWING UP IN THE EXPIRED SECTION OF WALLET

Unless the pass itself has expired text on it, it will still be valid. To bring it back to the main wallet section simply:

- 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'

MY DIGITAL PASS HAS NOT UPDATED WITH THE UPCOMING FIXTURE

Please make sure that you have a data connection or are on WIFI for your pass to update. On an Apple device, check that your pass is enabled for updates by tapping the 3 dots in the top right corner on your pass and making sure the 'Automatic Updates' and 'Allow notifications' toggles are turned on. In this screen you are also able to perform a 'pull down' gesture to update the passes manually.