

Digital NFC Season Tickets

at Sheffield Wednesday FC





Information guide

All Season Ticket holders who chose the digital season ticket delivery method or didn't select any method were sent an email with their link to download their Digital Season Pass on Wednesday 7th August. Supporters who were expecting an email and have not yet received are advised to check their junk mail to see if it has slipped into there.

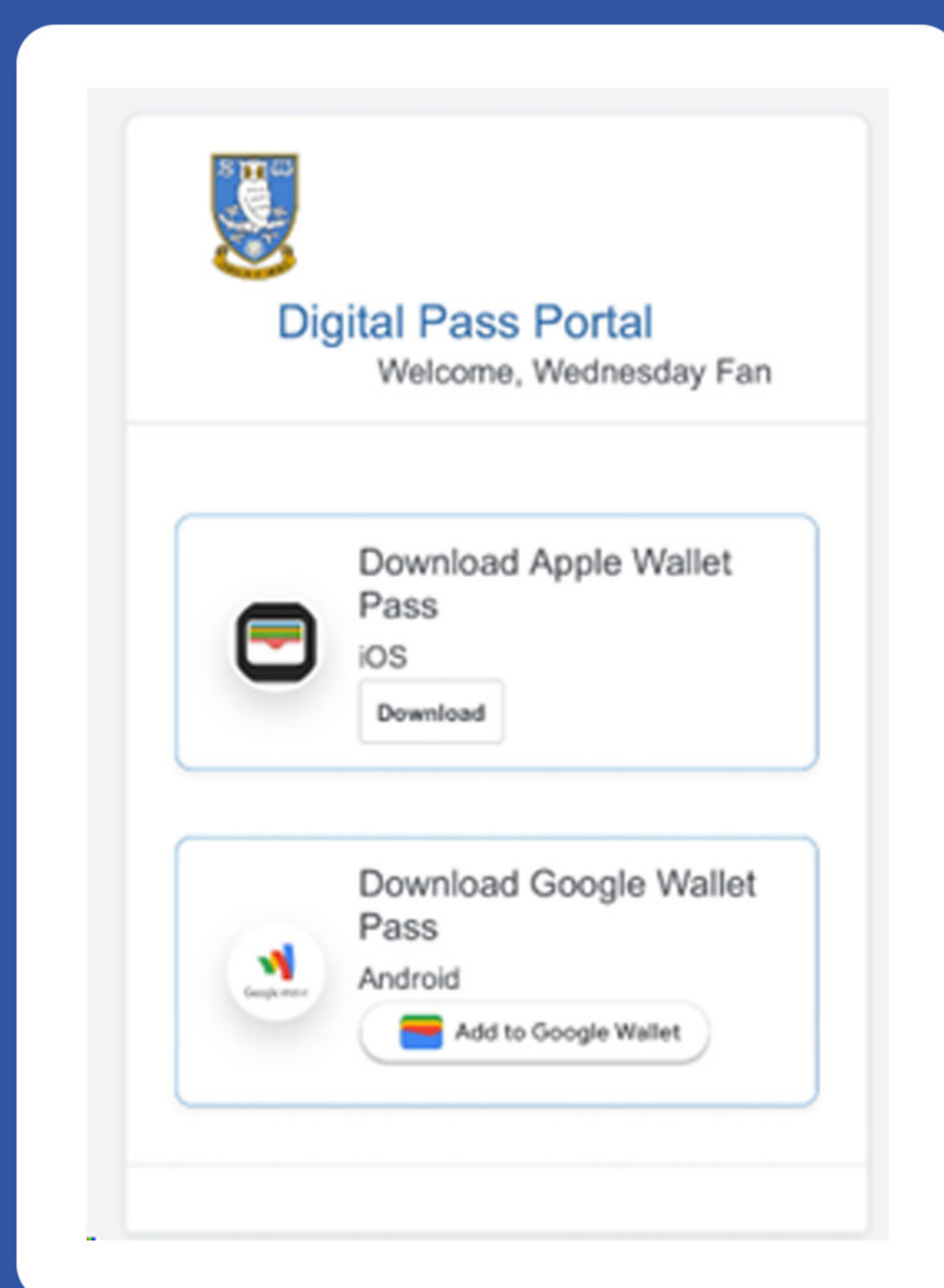
Here's how you add your ticket to your desired Mobile Wallet:

Direct from the email

Next to the seat details click on the add to Google Wallet/Apple Wallet icon which is circled below

Support ID	Season Ticket	Stand	Area	Row	Seat	Price Type	Download Link
50222	Season Ticket 2024/2025	South Stand	Block FF	LL	14	Adult	 

This will then take you the TeamPass page and will give you the option to either download to Google Wallet or Apple Wallet



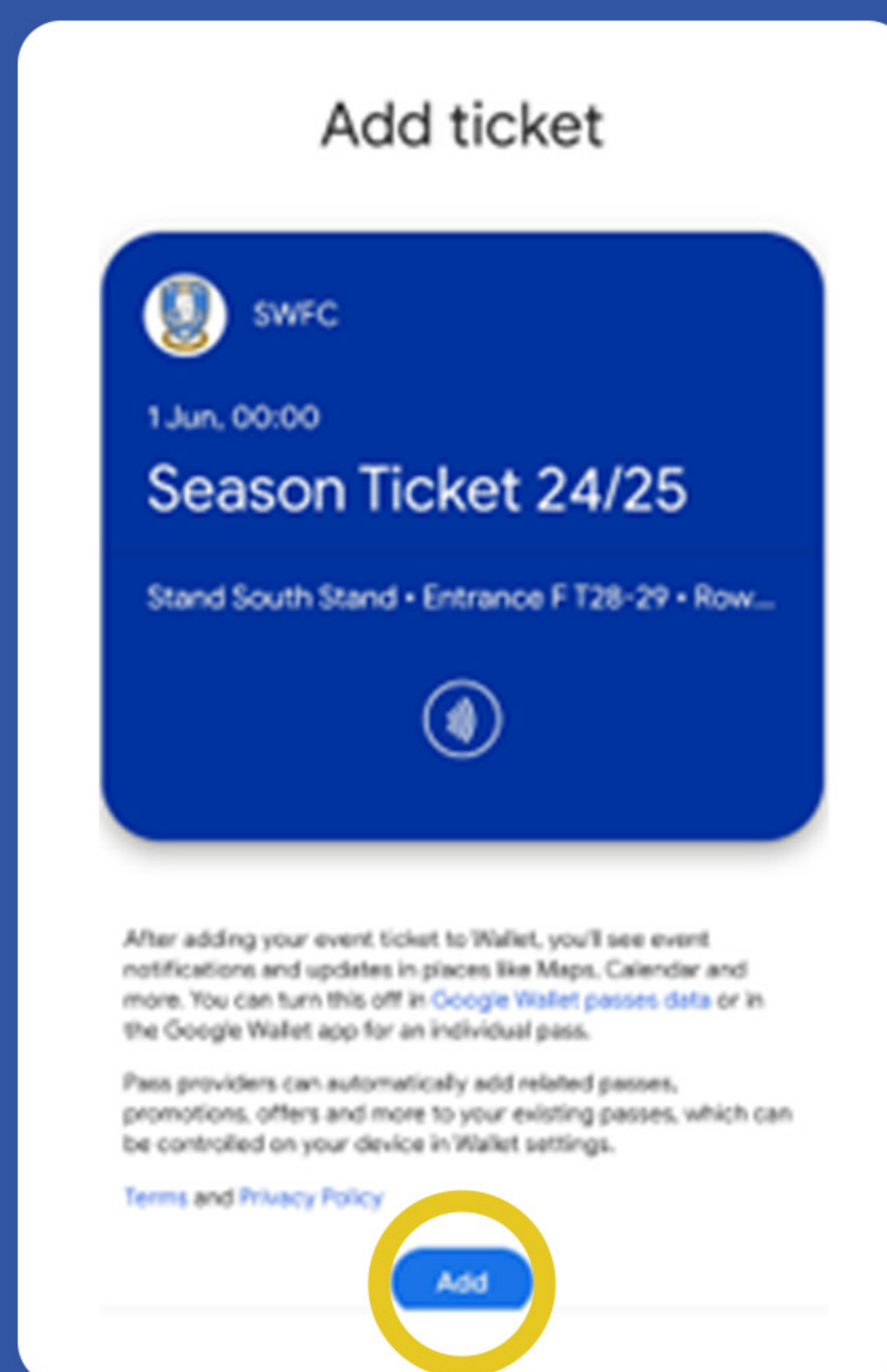
Click the relevant download button above and wait a couple of seconds for your pass to be generated.

Once your pass is downloaded it will look like the following:

Apple Wallet



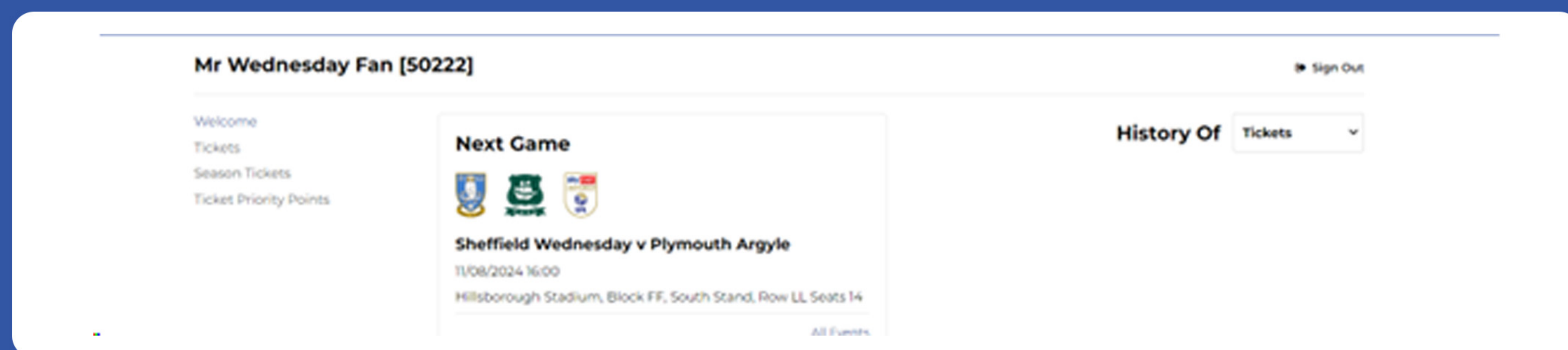
Google Wallet



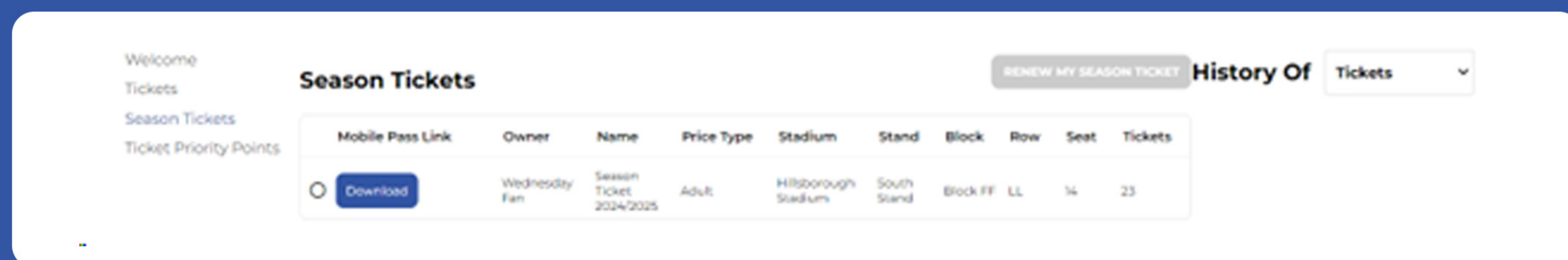
Click 'Add' on this screen and the digital ticket will go in your respective wallet and is ready to use at the next match day.

Download from your Online Ticket Account

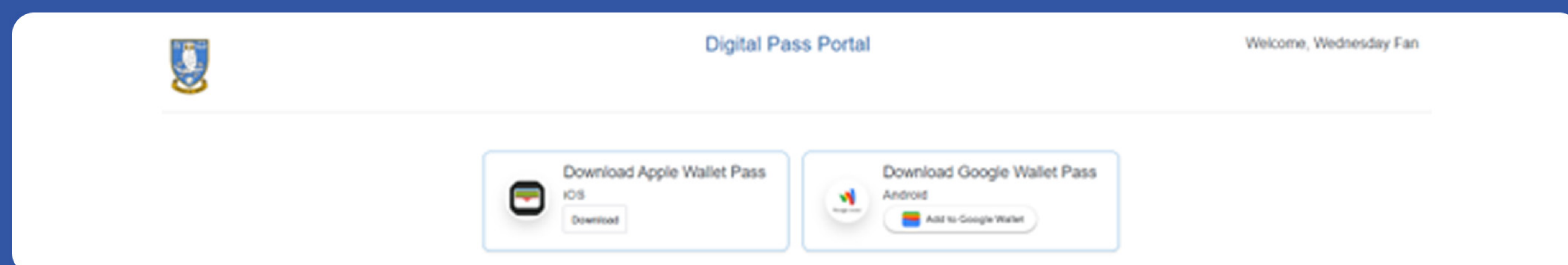
Simply log in to your online account, and click your name and ID number at the top right of the screen.



Click the Season Ticket tab on the left which will then bring up the screen below:



Click the download button and it will take you to the TeamPass page:



Then follow the instructions above to add to your mobile Wallet.

Download your pass as soon as possible

Download the pass as soon possible at home to ensure that you can add in to the Wallet without any issues. Once in your digital Wallet it will remain in there.

When you arrive at Hillsborough on matchdays

Firstly, before you leave please ensure you have another battery on your phone. When you get to the Stadium open your Apple or Google Wallet and select your digital season pass, traditionally bank cards are shown first so you may need to scroll to find your Season Ticket.

To gain access using the NFC technology simply hold the back of your phone close the NFC reader (no need to hold it against) and once the ticket is approved you will be allowed entry.

Portable turnstile scanners

For busier games when more turnstiles are opened these use handheld scanners to allow you entry. If you enter a turnstile with a handheld device, you will need to enter by scanning the QR code which can be found on the pass details of your pass. To access the QR code please see as follows:

Apple Wallet: Click on the three dots button (...) in the top right corner.

Google Wallet: Click on the Details button at the bottom of the digital ticket.

If other members of your group don't have phones

If you have selected a digital ticket for others in your friends and family but they don't have a phone, you can still store more than one ticket in your chosen wallet. At the turnstiles hold your first ticket to the reader and once accepted swipe across to your next ticket and hold against the reader and so on.

It is best practice to ensure that your scan a child's ticket first to ensure no issues with entry on that ticket.

Additional ticket information

Digital Passes only show a select number of fields, if you wish to check further details on your pass such as ID number / Price Class this can be found in the pass details which can be found here:

Apple Wallet: Click on the three dots button (...) in the top right corner.

Google Wallet: Click on the Details button at the bottom of the digital ticket.

Top tips

- Make sure you download your pass to your relevant wallet ASAP
- Don't forget to ensure you have enough charge on your phone before you leave for Hillsborough
- Sometimes payment cards show first in the wallet, scroll down to find your digital season ticket
- Avoid putting your device on the reader – hold it close to the reader like you would if you were using your digital wallet to purchase items elsewhere
- Please ensure your phone case is suitable to use with NFC scanning and that no other cards could be interfering when scanning.
- Download to your wallet any friends and family who don't have a smartphone
- If you need to use the QR Code, you will find it on the pass details
- Please arrive early to ensure easier access in to the Stadium