



# NFC MOBILE TICKETING GUIDE

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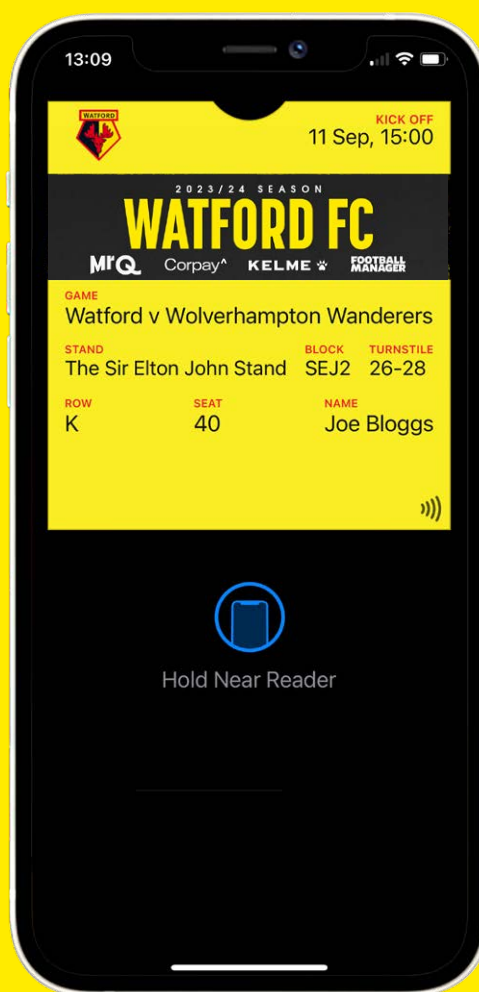
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# NFC MOBILE TICKETING

Watford FC fans can now use Apple Wallet or Google pay to store their NFC (Near-Field Communication) match tickets. This will allow you to enter the stadium using your smartphone. With the launch of a new ticket partner, SeatGeek, and the move to digital tickets, we understand supporters may have more questions than usual on

accessing the ground, so we have produced the following guide which answer some of the most regular queries we've received. Please take the time to read the information on downloading and using your ticket to help make sure your entry into Vicarage Road is as quick and easy as possible.



Please note, tickets will be added to your Apple Wallet or Google Wallet app. **Tickets cannot be downloaded via the Watford FC app.**



# NFC Mobile Ticketing Guide

## DOWNLOADING YOUR TICKETS

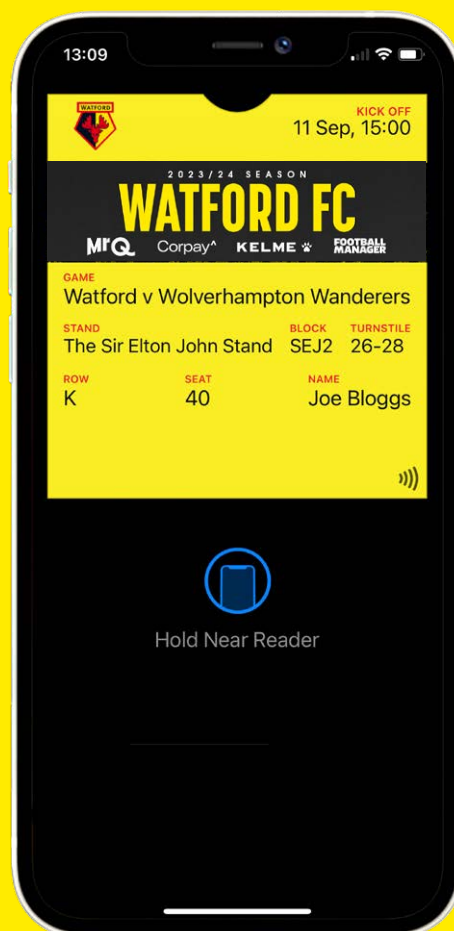
### iPhone

#### iPhone Instructions

Make sure you use the device you will be bringing to the football when downloading your ticket. Tickets can only be downloaded once.

- From Safari, head to **tickets.watfordfc.com** and log in to your ticketing account using your **Fan ID** and **password**
- Once logged on to your account, select **'Season Tickets'** or **'Tickets'** from the drop-down menu which displays your name and Fan ID in the **top right-hand corner** of the screen.
- Select the relevant **check box** from the ticket column on the left and then select **'Download NFC Mobile Ticket'**
- On the screen that opens, click **'Next'** and then choose **'Automatically Select'** followed by **'Done'**.
- Your pass is now downloaded to your Apple Wallet. **Tap on the pass** to open it.

**Only the ticket relating to the logged-in fan account will be downloaded. Log in via each different Fan ID number if you wish to carry multiple tickets on your phone. If a strong relationship exists within the account, you will be able to download their tickets.**



Please note, tickets will be added to your Apple Wallet or Google Wallet app.  
**Tickets cannot be downloaded via the Watford FC app.**

# NFC Mobile Ticketing Guide

## DOWNLOADING YOUR TICKETS

### android

#### Android Instructions

Make sure you use the device you will be bringing to the football when downloading your ticket. Tickets can only be downloaded once.

- Ensure the **Google Wallet** app is **downloaded** to your device and is set as your **default payment** option.
- From the web browser on your device, head to **tickets.watfordfc.com** and log in to your ticketing account using your **Fan ID** and **password**
- Once logged on to your account, select '**Season Tickets**' or '**Tickets**' from the drop-down menu which displays your name and Fan ID in the **top right-hand corner** of the screen.
- Select the relevant **check box** from the ticket column on the left and then select '**Download NFC Mobile Ticket**'
- Your pass is now downloaded to Google Pay. **Tap on the pass** to open it.

**Only the ticket relating to the logged-in fan account will be downloaded. Log in via each different Fan ID number if you wish to carry multiple tickets on your phone. If a strong relationship exists within the account, you will be able to download their tickets.**



Please note, tickets will be added to your Apple Wallet or Google Wallet app. **Tickets cannot be downloaded via the Watford FC app.**

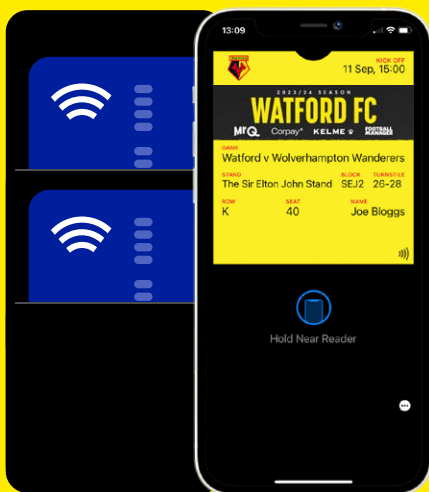
# SEASON TICKET & MATCH TICKET HOLDERS ENTERING THE STADIUM

Similar to using Apple or Google Pay, NFC passes only need to be held on the reader at each turnstile. If using the NFC pass, you won't need to place your smartphone into the ticket scanner.

**We would recommend only opening your pass as you reach the turnstile. Once it has been opened it will remain on the screen for approximately 90 seconds before the screen times out. If this happens, you will need to relaunch Apple Wallet or Google Pay to re-open your pass.**



**When scanning your ticket, please ensure you don't have any other payment cards near to your phone that may interfere at the turnstile.**



# ENTERING THE STADIUM USING A QR CODE

Season Ticket and Match Ticket Holders will have the option to launch a QR code from their ticket wallet. This can be scanned in the ticket readers at the turnstiles should you have any problems using the NFC pass.



For Apple users, the QR code can be found by selecting the three dots in the corner of the screen. If using this option, the QR code will have to be scanned by placing the smartphone into the ticket reader.

To launch the QR code on Google Pay, you will just need to select 'View Code' on the bottom of your pass. If using this option, the QR code will have to be scanned by placing the smartphone into the ticket reader.

