



DIGITAL TICKET DOWNLOAD GUIDE AND FAQ'S

APPLE DEVICE USERS

BLUEBIRDS BLUE



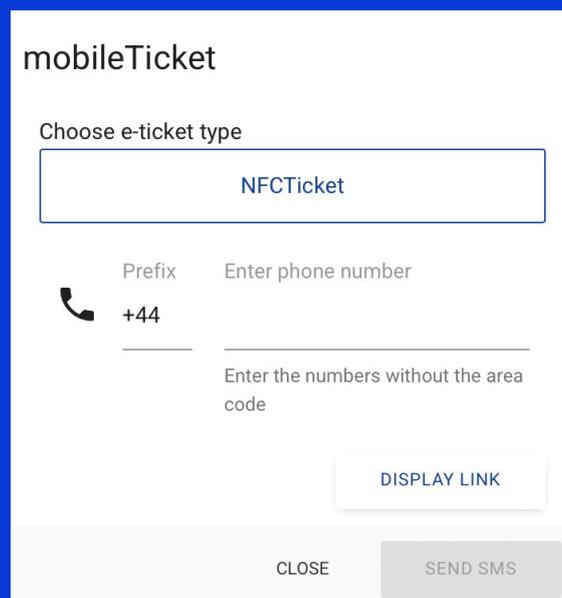
HOW TO ADD YOUR DIGITAL SEASON TICKET TO YOUR PHONE?

Head to tickets.cardiffcityfc.co.uk and log into your **Bluebirds Club Account**.

Once you have logged in from your device, click the '**Account**' button in the bottom right hand corner of your screen to head to your '**My Account**' menu.

Scroll down to the '**Season Ticket Packages**' subheading. Any active Season Tickets under your fan id will be displayed here. Click the arrow in the bottom right corner of your active Season Ticket to view your package information.

Scroll down to the buttons on the next page, click the '**SEND SMS**' button and a pop up will appear.



The screenshot shows a white pop-up window titled "mobileTicket". At the top, it says "Choose e-ticket type" with a dropdown menu currently set to "NFCTicket". Below this is a form for entering a phone number. It has a "Prefix" field with a telephone icon and the value "+44", and an "Enter phone number" field. Below the phone number field is a label "Enter the numbers without the area code". At the bottom right of the form is a button labeled "DISPLAY LINK". At the very bottom of the pop-up are two buttons: "CLOSE" and "SEND SMS".

Click the '**Display Link**' button to display your clickable download link. Pressing this link and following the on-screen instructions download your Season Ticket directly to your devices wallet.

Alternatively, you can enter a telephone number and click the '**SEND SMS**' button to send the download link to your device via text message. Simply click the link on your text message and follow the on-screen instructions to add your Digital Season Ticket to your devices wallet.

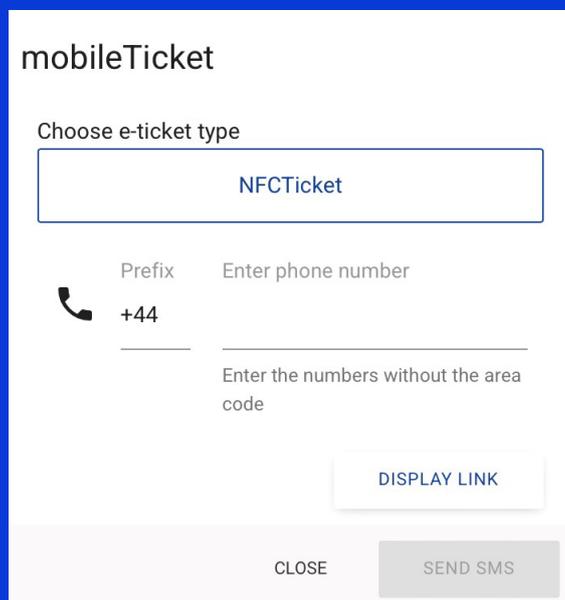
HOW TO ADD YOUR DIGITAL MATCH TICKET TO YOUR PHONE?

If you have purchased your Digital Match Tickets online, you will receive a confirmation email with download links to your individual tickets included. Simply click the '**Add to Apple Wallet**' button and follow the on-screen instructions to add your individual tickets to your devices wallet.

Alternatively, head to tickets.cardiffcityfc.co.uk and log into your **Bluebirds Club Account**.

Once you have logged in from your device, click the '**Account**' button in the bottom right hand corner of your screen to head to your '**My Account**' menu.

Scroll down to the '**Tickets**' subheading. Any active match tickets under your fan id will be displayed here. Click the arrow in the bottom right corner of your ticket to view your ticket information.



The screenshot shows a mobile interface titled "mobileTicket". It features a section "Choose e-ticket type" with a button labeled "NFC". Below this is a form for entering a phone number, with a "Prefix" field containing "+44" and an "Enter phone number" field. A "DISPLAY LINK" button is positioned to the right of the phone number input. At the bottom of the form are two buttons: "CLOSE" and "SEND SMS".

Click the display link button to display your clickable download link. Press this link and follow the on-screen instructions download your match ticket directly to your devices wallet.

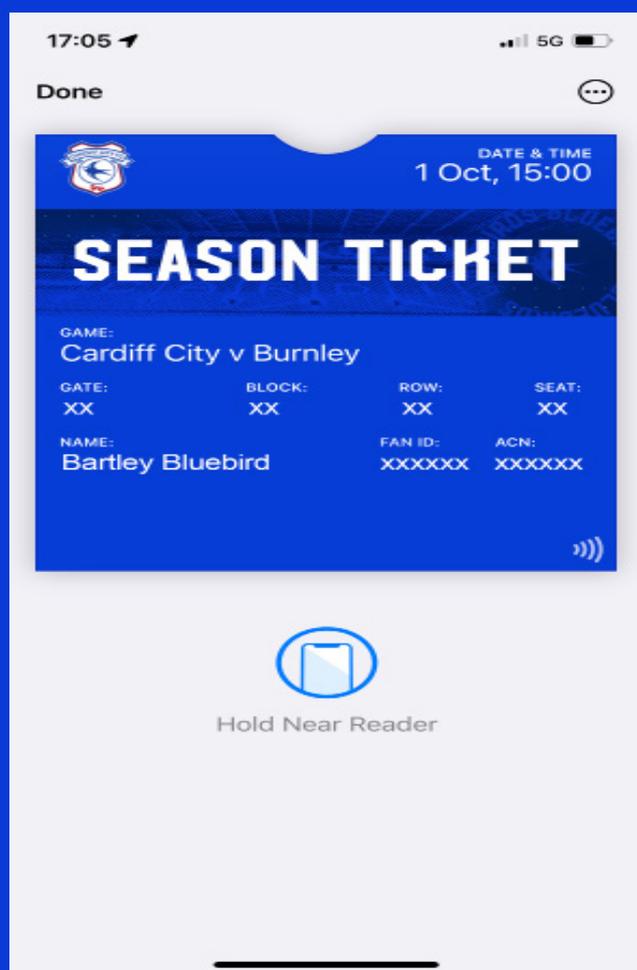
Alternatively, you can enter a telephone number and click the '**SEND SMS**' button to send the download link to your device via text message. Simply click the link on your text message and follow the on-screen instructions to add your Digital Season Ticket to your devices wallet.

HOW USE YOUR DIGITAL TICKET TO GAIN ENTRY:

To access your Season Ticket/match ticket, click on the near by notification that appears when you are in the vicinity of Cardiff City Stadium or access it directly from the phone wallet application. To access your contactless tickets without a notification, open your Apple Wallet and scroll to find the correct ticket.

Present your Digital Ticket by tapping the back of your device on the reader with the contactless symbol. If you have multiple contactless tickets, you can swipe left or right to access them one at a time and present to the reader for access.

Please see an image below of a Digital Ticket example along with an image with further instruction of where to place your device to gain entry:



Digital Season Tickets will automatically update to the next fixture once the previous fixture has passed.

Digital Match Tickets are individual to each fixture and will need to be downloaded after every purchase.

FAQ'S

WHAT IS A CONTACTLESS DIGITAL TICKET?

Our Digital Tickets are all contactless and can be stored within the wallet application on your iPhone and Apple Watch. These can be used to enter Cardiff City Stadium by holding your device to the reader at the gate.

WHY USE A CONTACTLESS TICKET?

Contactless tickets on iPhone and Apple Watch are easy to use and more secure than normal tickets. Eliminating the need to physically search pockets or wallets, supporters no longer have to worry about losing their paper ticket or Season Ticket.

WHAT DEVICES ARE SUPPORTED?

All iPhone models with **Face ID**. All iPhone devices with **Touch ID** except the iPhone 5s. Please see <https://support.apple.com/en-gb/HT208531> for further details.

HOW DO I ADD MY CONTACTLESS DIGITAL MATCH TICKET TO MY APPLE WALLET?

Once you have completed the checkout process online, you will receive an email confirming your booking which includes download links to add the contactless Digital Tickets from your booking to your **Apple Wallet**.

Alternatively, you can download your Digital Match Ticket via your online ticketing account. Please see the '**How To Add your Digital match Ticket to your phone?**' page above for more information.

ONCE YOU HAVE RECEIVED YOUR CONFIRMATION EMAIL:

- 1 Open your confirmation email on your phone.
- 2 Tap the 'Add to Apple Wallet' icon next to your selected ticket.
- 3 Click the 'Next' button and follow the instructions to add the digital pass to your wallet.

HOW DO I ADD MY CONTACTLESS DIGITAL SEASON TICKET TO MY APPLE WALLET?

You can download your Digital Season Ticket via your online ticketing account. Please see the 'How To Add your Digital Season Ticket to your phone?' page above for more information on how to do this.

ONCE YOU HAVE RECEIVED YOUR SMS DOWNLOAD LINK:

- 1 Open the text message on your phone.
- 2 Tap the ticket download link.
- 3 Click the 'Next' button and follow the instructions to add the digital season pass to your wallet.

You can add multiple season tickets if someone in your party does not have Apple Wallet, Google Pay or a smartphone.

If you have multiple contactless tickets stored on one device, you can swipe left or right to access them one at a time and present to the reader for access.

FOR THE BEST EXPERIENCE, PLEASE ENSURE THAT YOU ENABLE AUTOMATIC UPDATES AND NOTIFICATIONS FOR THIS TICKET IN APPLE WALLET.

- 1** Open the 'Apple wallet' application.
- 2** Select your ticket.
- 3** Tap the 3 dots on the top right of the screen to access the back of pass.
- 4** Ensure that you allow automatic updates, allow notifications and suggest on lock screen.

CAN I HAVE MULTIPLE TICKETS ON A SINGLE IPHONE OR APPLE WATCH?

Yes, multiple contactless tickets can be downloaded to a single iPhone or Apple Watch, once selected you can swipe left and right to view all tickets.

CAN I FORWARD A DIGITAL MATCH TICKET?

Yes. Forwarding your confirmation email will allow the recipients to download tickets from your completed transaction to their **Apple Wallet**. Please ensure that you advise the recipients to download the correct tickets if you use this method.

Alternatively, you can forward a purchased ticket to another supporter via sms from your online ticketing account. Please see the page titled '**How to add your Digital Match Ticket to your phone?**' for more information on how to do this.

HOW CAN I VIEW ALL MY DIGITAL TICKETS?

All digital tickets that you have added can be viewed by opening the **Apple Wallet** application on your iPhone or Apple Watch.

HOW DO I FIND MY TICKET IF THE NOTIFICATION DOES NOT AUTOMATICALLY APPEAR ON MY IPHONE?

Go to your **Apple Wallet** application, here you can find and select your ticket.

I HAVE NOT RECEIVED A NOTIFICATION ON MY IPHONE LOCK SCREEN?

The lock screen notification is based on your proximity to the venue and if **Location Services** are disabled, the notification will not be displayed.

TO ENABLE LOCATION SERVICES:

- 1** On your device select settings, select privacy, and then select location Service.
- 2** Enable location services if they have not been enabled.
- 3** Scroll down and ensure that the 'Apple Wallet' app has "While using the app" option selected.

I HAVE BEEN ASKED TO ENTER MY PASSCODE WHEN PRESENTING MY IPHONE TO THE READER?

In your device settings. Head to 'Face ID & Passcode', check that the 'Wallet and Apple Pay' slider is enabled. On iOS 11 or older authentication is required when presenting your ticket.

CAN I DELETE MY DIGITAL TICKET FROM MY APPLE WALLET?

TO REMOVE YOUR DIGITAL TICKET:

- 1 Head to your 'Apple Wallet' and scroll to your selected ticket.
- 2 Click the three dots in the top right corner of your screen.
- 3 Click the 'Remove Pass' button.

Additional information on the 'Apple Wallet' can be found <https://support.apple.com/en-gb/HT204003>

WHAT HAPPENS WHEN I CANCEL MY TICKET?

When tickets are cancelled, your contactless ticket will be updated in Apple Wallet and greyed out and you will no longer be able to tap for entry.

Please note that in some cases Cardiff City FC may be required to cancel all tickets generated as part of an order, in these cases a new contactless ticket will be generated for any tickets that have not been cancelled.

CAN I STILL USE MY SEASON TICKET CARD IF I HAVE DOWNLOADED A DIGITAL SEASON TICKET?

Yes. However, if your Digital Season Ticket is used for an event then your Season Ticket card will no longer work to gain entry for that event. If your Season Ticket card is scanned first, your Digital Season Ticket will no longer work to gain entry for that event. Whichever method is used first will be granted access via the turnstiles.

I CANT MAKE A GAME INCLUDED IN MY SEASON TICKET PACKAGE. CAN I PASS MY DIGITAL SEASON TICKET ONTO A FRIEND?

In this situation, you can contact the Ticket Office to pull the individual match ticket from your Season Ticket package. This can be converted into a Digital Match Ticket and sent via sms to your friends telephone number for a small fee.

WHO CAN I CONTACT IF I HAVE ANY QUESTIONS?

If you have any queries regarding Digital Tickets for Cardiff City FC Events, please contact the Ticket Office on **0 33 33 11 1920** or via email at tickets@cardiffcityfc.co.uk

Our Commercial Department can be contacted on **0 33 33 11 1921** or via email at sales@cardiffcityfc.co.uk

