



SUPPORTER GUIDE TO MOBILE TICKETS (NFC) - APPLE DEVICES

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STEP 01

MOBILE TICKETS (NFC)



Leicester City fans can now use Apple Wallet for their Match Tickets (Mobile Tickets).

This will allow supporters to enter the stadium using their smartphone*.

**Specific devices required*





With the launch of Mobile Tickets, we understand supporters may have more questions than usual on accessing the stadium, so we have produced the following guide which answers some of the most frequently asked questions.

Please take the time to read the information on downloading and using your Mobile Ticket to help make sure your entry into King Power Stadium is as quick and easy as possible.



APPLE DEVICES



All iPhones with Face ID (facial unlocking) are compatible with Mobile Tickets.



iPhones with Touch ID (fingerprint unlocking) are also compatible. iPhone 8 and above is recommended.



iPhones must be installed with the latest version of iOS to use your Mobile Ticket.



To check you have the most up-to-date operating system **CLICK HERE.**

STEP 02

DOWNLOADING YOUR TICKETS

Make sure you
use the device you
will be bringing
to the game
when downloading
your ticket.

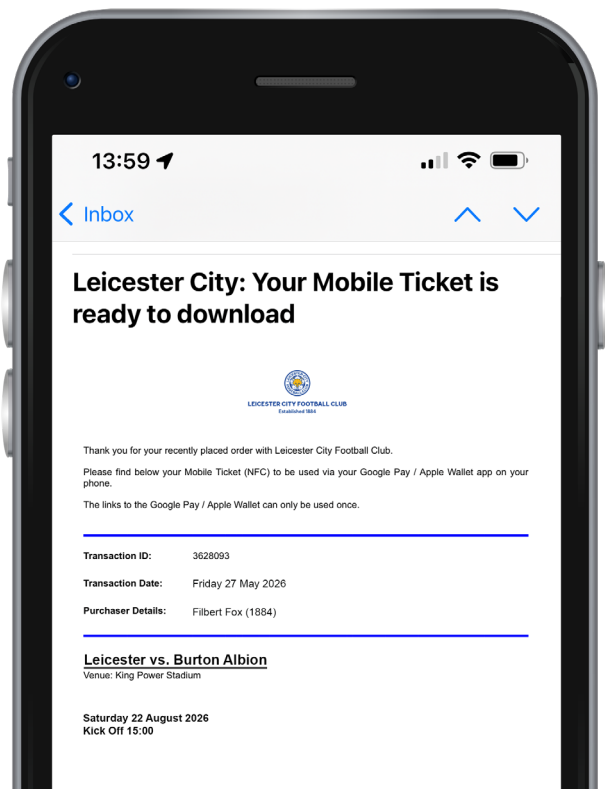
**Tickets can only be
downloaded once.**

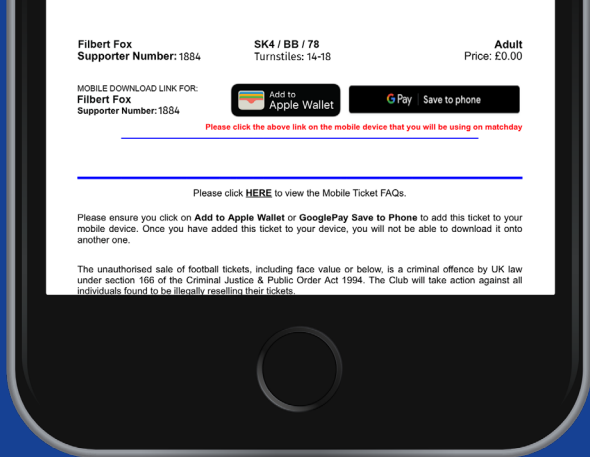
If you're downloading your Season Ticket or Match Ticket **for the first time**, follow the instructions below.

DOWNLOADING VIA EMAIL

1. Find and open your email from Leicester City Football Club (ticketsinfo@lcfc.co.uk) on your iPhone.

This will include links to download your ticket(s).

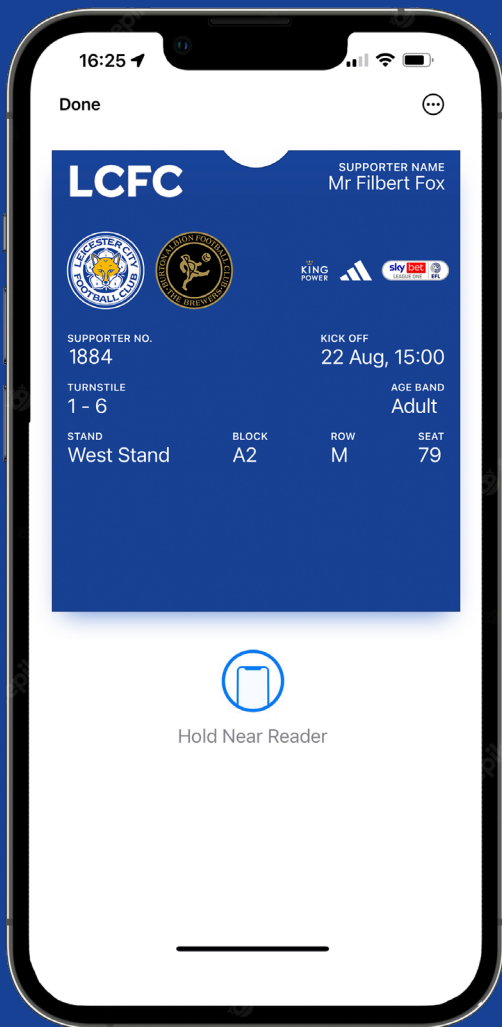




2. Scroll down to find the ticket that you wish to download and click on the Apple Wallet icon.



4. When the pass appears on your screen, tap **'Add'** in the top-right corner to save it to your wallet.



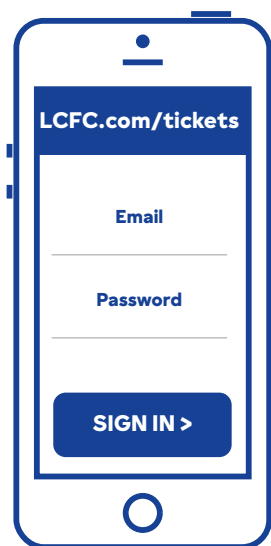
5. Once added, close the window and open your Google Wallet to confirm the pass has been successfully loaded.

If you purchase a Mobile Ticket for someone else, you will be asked to assign this Mobile Ticket to the supporter using it. If that person has a ticketing account with us that includes an email address, their Mobile Ticket will be emailed to them to download on their device.

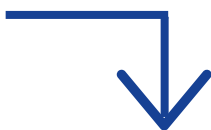
If their ticketing account does not include an email address, has the same email address as yours or they do not have a ticketing account with us at all*, you can have the Mobile Ticket sent to you to download on your own device, together with your own Mobile Ticket. In this scenario, the device owner would need to scan all other attendees into the stadium before doing the same with their own Mobile Ticket.

**Only applicable for games on general sale where no purchasing history is necessary.*

DOWNLOADING VIA LCFC.com/tickets



1. From Safari on your iPhone, head to **LCFC.com/tickets** and log in to your account using your email address and password.



2. Once logged on to your account, select '**Season Tickets**' or '**Tickets**' from the drop-down menu which displays your name and Supporter Number in the top right-hand corner of the screen.

3. Select the relevant check box from the ticket column on the left and then select

Download Mobile Ticket

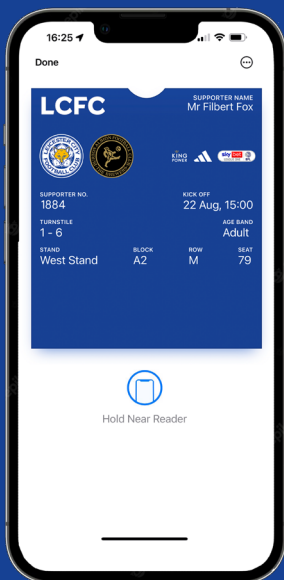


4. A new window will open, click **Next**

At this point, you get two options,
Automatically Select or
Do Not Automatically Select.

Then choose **Automatically Select** ,
effectively this means when it is event
day and they load up the wallet, it will
automatically be selected.

Followed by **Done**.



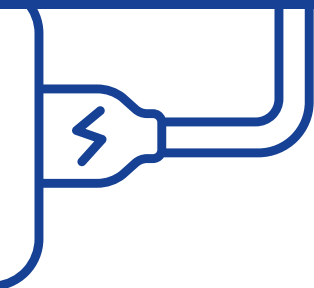
5. Your pass is now downloaded to your
Apple Wallet. **Tap on the pass to open it.**



If you are downloading multiple tickets to your own Apple Wallet but from different accounts, log in via each different account and **repeat the steps above.**

STEP 03

BEFORE YOU LEAVE FOR KING POWER STADIUM



CHARGING YOUR DEVICE

Ensure your mobile device that your Mobile Ticket(s) is downloaded on has adequate charge for the expected use before and to the point of arriving at the turnstile.

If your device loses charge, you will not be able to access your Mobile Ticket(s).

SEASON TICKET HOLDERS

After each home game, your Mobile Ticket for the following game will be pushed to your Apple Wallet. Once this is distributed, your Mobile Ticket will automatically update when your device next has a stable mobile data connection or is connected to WiFi.

Make sure you check your Mobile Ticket prior to leaving for King Power Stadium to ensure their Mobile Ticket is displaying the next game.

MATCH TICKET HOLDERS

Each time Fox Members purchase a Match Ticket, their Mobile Ticket will be emailed to the address associated with their account. If you have bought multiple Mobile Tickets for your group, each ticket will be sent to the individual account owner's email address to be downloaded **(see Step 2).**

Make sure you download and check your Mobile Ticket prior to leaving for King Power Stadium to ensure their Mobile Ticket is displaying.

STEP 04

ENTERING KING POWER STADIUM



Similar to using Apple or Google Pay, Mobile Tickets can be activated by fingerprint or Face ID and only need to be tapped onto the reader at each turnstile. If using the NFC pass, you won't need to place your smartphone into the ticket scanner - just hold it in front of the reader.

At The Turnstile

As you are approaching the turnstile, get your smartphone ready to use.



If you have multiple Mobile Tickets on your device, ensure all members of the group are prepared and ready to enter the turnstile.

The device owner *MUST* be the last of their group to enter and should ensure all members (especially children) are safely through the turnstile.

When you approach the stadium, a Mobile Ticket notification will automatically appear on your lock screen.

When you are next in-line at the turnstile,



click on the notification and unlock your phone to open your Apple Wallet app, then select your

**Season
Ticket**

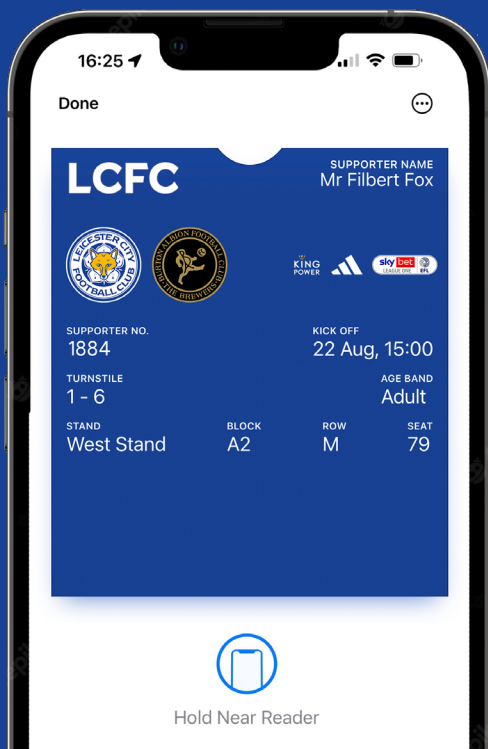
or

**Match
Ticket**

to display on screen, in preparation for scanning.

When you reach the reader
at the turnstile, tap your
device on top of the reader.

**If you have multiple
Mobile Tickets, tap the
first ticket, lift up and then
swipe left to the next one
and tap again, repeat for
all tickets.**



We recommend only opening your Match Ticket 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 to re-open your Mobile Ticket.



When scanning your Mobile Ticket, please ensure you do not have any other payment cards near to your phone that may interfere at the turnstile.

STEP 05

WHAT TO DO IF YOU HAVE AN ISSUE?

You forgot to download your ticket.

If you are at the turnstile, first, exit the area to ensure you are not blocking the turnstile for other supporters.

Next, find your Mobile Ticket email (sent from **ticketsinfo@lfc.co.uk**) and follow the respective download instructions for your device on **(see Step 2)**.

If you do not have access to mobile data, make your way to the Matchday Ticket Office, where a member of the team will be able to support you. You will need to provide photo ID for a physical match ticket to be issued.

Your smart phone has lost power.

If your smartphone has lost power and you are unable to recharge it, you will not be able to access your Wallet.

Make your way to the Matchday Ticket Office, where a member of the team will be able to support you. You will need to provide photo ID for a physical match ticket to be issued.

Your Mobile Ticket (NFC pass) is not scanning.

If you are experiencing any difficulties with entering the turnstile, exit and speak with the nearest Steward who will be able to assist you. If they are unable to admit you using your NFC pass, you will be directed to the Matchday Ticket Office, where a member of the team will be able to support you.

You have lost your smartphone.

If you have lost the smartphone holding your Mobile Ticket, go to the Matchday Ticket Office, where a member of the team will be able to support you. You will need to provide photo ID for a physical match ticket to be issued.

You have changed your phone and need to transfer your Mobile Ticket(s).

If you have upgraded/switched from an iPhone to another compatible iPhone, your Mobile Ticket(s) will not transfer over. You will need to contact the City Sales Centre at **ticketsinfo@lcfc.co.uk** or by phone on **0344 815 5000 (Option 1)**.

If you have upgraded/switched to a new smartphone but have not transferred your phone and accounts' data information using the same iCloud account, you will need to contact the City Sales Centre at **ticketsinfo@lcfc.co.uk**.

If you have upgraded/switched to a different operating system (e.g. Android to Apple or Apple to Android), you will need to contact the City Sales Centre at **ticketsinfo@lcfc.co.uk** or by phone on **0344 815 5000 (Option 1)**.

A member of your group is arriving at a different time to you.

You will not be able to forward the passes on or re-download them to another smartphone so if another person is expecting to be late, the person with the Mobile Ticket on their device must go to the Matchday Ticket Office, where a member of the team will be able to support you.

**Prior to a game, if you have
any queries or concerns
about Mobile Tickets,
contact the
City Sales Centre at
ticketsinfo@lcfc.co.uk**

**KING POWER**
STADIUM