DOWNLOAD THE GILLETTE STADIUM APP

[Images of app store icons for Apple and Google Play]
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LOG IN TO YOUR ACCOUNT

TUTORIAL
To access mobile tickets, select TICKETS from the Gillette Stadium App home screen.

Then, select MOBILE TICKETS.

Tap CONTINUE.
LOG IN TO YOUR ACCOUNT

**IMPORTANT:** Initially, you may need to change your password. Doing so will keep your information safer while making it even easier for you to log in moving forward.

1. Enter your account credentials and tap **SIGN IN**
2. You may be prompted to reset your password. This is done to ensure your account is secure. Enter the email address associated with your account and tap **NEXT**.
3. Tap **NEXT** after selecting one of the options listed above.
If you requested to have a code sent to you via email, you will receive an email from customer_support@email.ticketmaster.com within a few minutes.

Enter the one-time code and tap CONFIRM.

Enter a new password which meets all of the requirements listed above. **NOTE:** You may not change the password to one you have used before. Please store your password somewhere secure.
Once you have logged into your account, you will see a listing of the upcoming game(s) or event(s). Tap on the icon for the game/event you are attending.
VIEW YOUR TICKETS

TUTORIAL
Once you have selected an upcoming game or event, tap VIEW BARCODE to render the bar code(s). Please be sure to tap VIEW BARCODE before entering the security queue at the stadium gates for a more efficient ingress.

iPhone users can add their ticket(s) to their Apple Wallet at this time. Tap Add to Apple Wallet and open your Wallet from your iPhone home screen. Those accessing tickets from their Wallet will not see a bar code(s). This is normal.

**IMPORTANT:** Screenshots of barcodes will not be accepted at stadium gates. You must log in to your account to scan your tickets.
TRANSFER TICKETS
TUTORIAL
To transfer a ticket(s) to a game or event, tap TRANSFER

Select the ticket(s) you would like to transfer. Then, tap TRANSFER TO

Select MANUALLY ENTER A RECIPIENT to enter your recipient’s contact details.

As a reminder, screenshots of barcode(s) will not be accepted at the stadium gates. Please be sure to follow the steps outlined above to successfully transfer tickets.
ACCEPT TICKET TRANSFERS

TUTORIAL
If someone has sent you a ticket transfer offer via email, open the email from Gillette Stadium and tap ACCEPT TICKETS.

Sign in to your Ticketmaster Account. **NOTE:** You will be prompted to change your password if you have not logged into your account within the past ninety (90) days.

If you do not have a Ticketmaster account, tap SIGN UP which is located under the SIGN IN button.
Tap the line with the seat location to display the bar code.

Adding a ticket(s) to your Apple Wallet is strongly recommended. By adding your ticket(s) to your Wallet, you will not need to worry about securing a reliable Internet connection at the stadium gates.

Tap the preferred option. If you plan to attend the event and enter the stadium with your guests, we recommend adding all of your tickets to your phone’s wallet.
Accept Ticket Transfers

7 Tap the image to scan a ticket(s).

8 Simply hold your phone in front of you. There will not be a bar code displayed; this is normal. Swipe to the left if you have added multiple tickets to your Wallet.
GUEST ASSISTANCE CHAT

TUTORIAL
From the Gillette Stadium App home screen, tap MORE

Then, select ASK US
Click the button that corresponds to your event (e.g. NEW ENGLAND PATRIOTS, CONCERTS/OTHER EVENTS)

Type a question(s) or enter keywords (i.e., Charge Phone, Gluten Free, etc.), then hit done on your phone keyboard and click the upward arrow to submit.

The Guest Assistance chat bot will return an answer.
PUSH NOTIFICATIONS

TUTORIAL
From the Gillette Stadium App home screen, tap MORE

Then, select NOTIFICATIONS & SETTINGS

Finally, set your notification preferences
Questions about mobile ticketing? Email tickets@patriots.com