

2022

## GILLETTE Stadium app

#### TUTORIAL



#### DOWNLOAD THE GILLETTE STADIUM APP





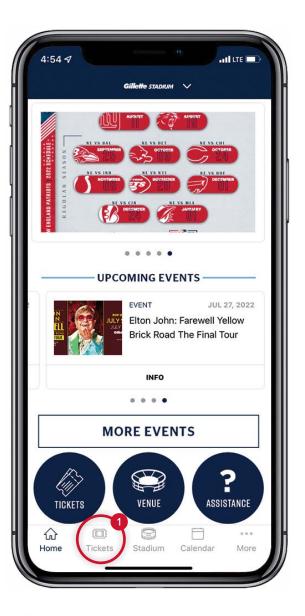
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Click the appropriate chapter title if you are looking to accomplish a specific action.

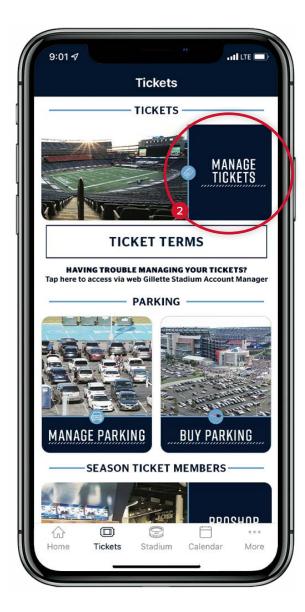
#### **CHAPTER**

PAGE

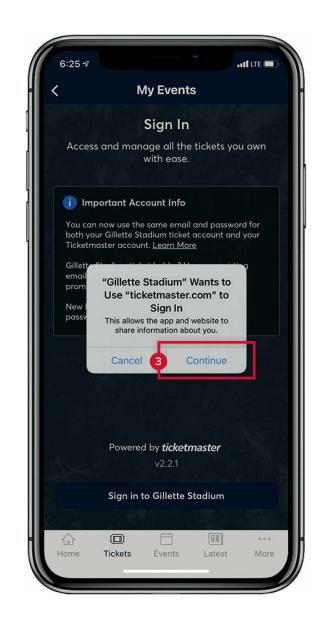
## LOG IN TO YOUR ACCOUNT TUTORIAL



1) To access mobile tickets, select TICKETS from the Gillette Stadium App home screen



2 Then, select MOBILE TICKETS





**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.

ncel 🔒 auth.ticketmaster.com 🗚 🖒	Cancel	Cancel auth.ticketmaster.com
gn In to Gillette Stadium <sup>vered</sup> by <i>ticketmaster</i>	Reset Ticketmaster Password	Reset Ticketmaster Password
i) It's Time to Update Your Password	Need a new password? Let's get you a new one. Enter your email below to continue.	Tell us how you'd like to receive your one-time co to reset your password:
As part of the Ticketmaster account system, we periodically ask fans to reset their Ticketmaster password, preferably to a new password that	Email Address email@email.com	Send a code to my phone number on file Standard data and messaging rates may apply.
you haven't already used with this account. Let's get you a new password.		Send me an email
bil Address	Back to Sign In 5 Next	Back 6 Next
mail@email.com		
sword		
SHOW		
Remember Email Forgot Password?		
ontinuing past this page, you agree to the <b>Terms of Use</b> and irstand that information will be used as described in our iccy <b>Policy</b> .		
Sign In		
to Ticketmaster? Sign Up		
> <u> </u>	$\langle \rangle$	$\langle \rangle$

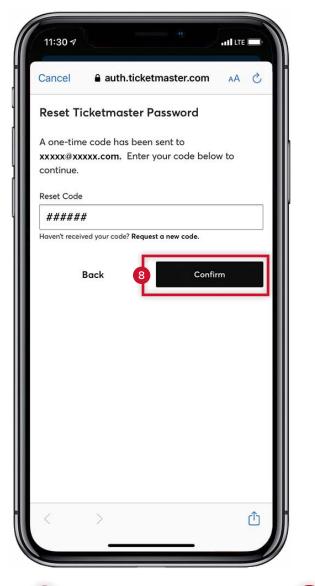
address associated with your account and tap NEXT.

SIGN IN

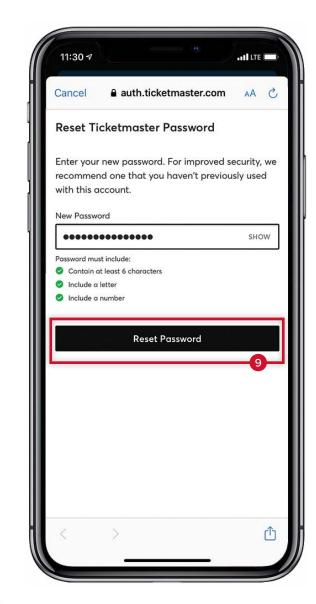
above.



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.



8 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.

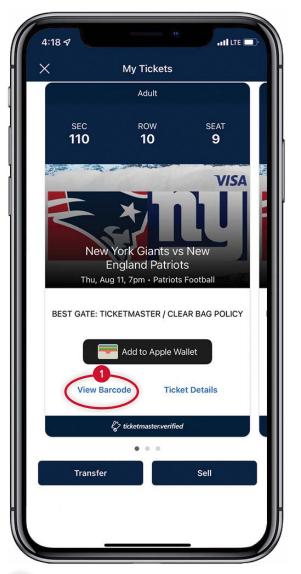


#### 10

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

#### VIEW YOUR TICKETS



#### 

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 <u>before</u> entering the security queue at the stadium gates for a more efficient ingress.



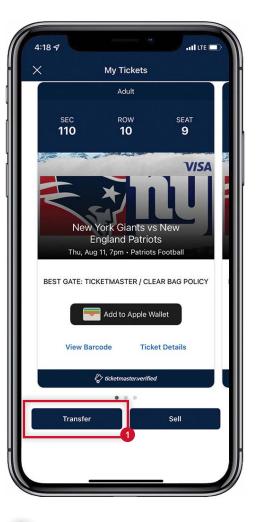
#### 2

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.



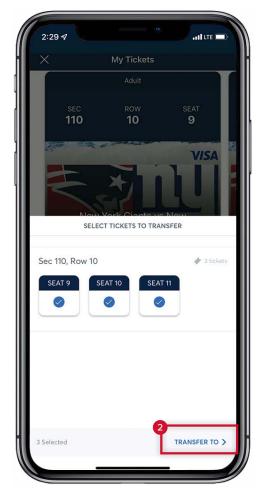
**IMPORTANT:** Screenshots of barcodes will not be accepted at stadium gates. You must log in to your account to scan your tickets.

# TRANSFER TICKETS



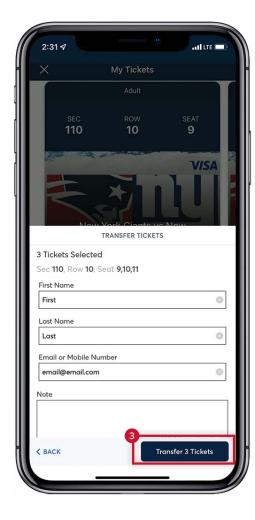
## To transfer a ticket(s) to a game or event, tap TRANSFER

#### TRANSFER TICKETS



#### 2

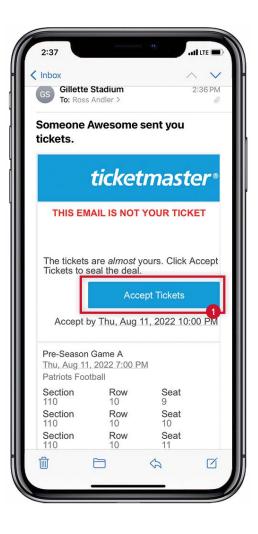
Select the ticket(s) you would like to transfer. Then, tap TRANSFER TO

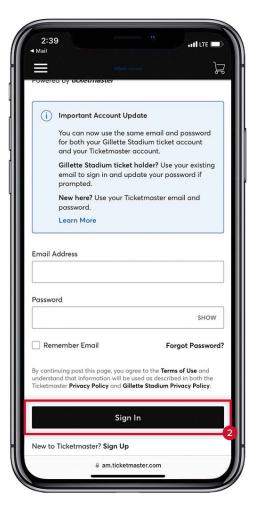


3

Manually enter the contact information for the intended recipient or choose from your phone's address book.

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.



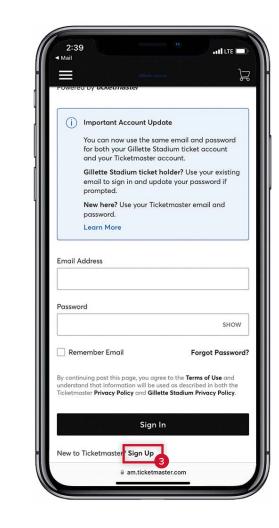


#### 1

If someone has sent you a ticket transfer offer via email, open the email from Patriots Member Services and tap ACCEPT TICKETS

#### 2

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.



#### 3

If you do not have an account, tap SIGN UP at the bottom of the email under the SIGN IN button.







4

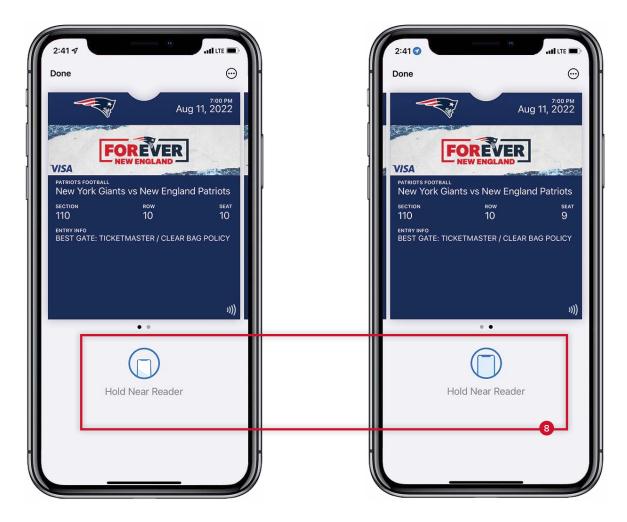
Tap the line with the seat location to display the bar code.

#### 5

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. 6

Tap **NEXT**.





7

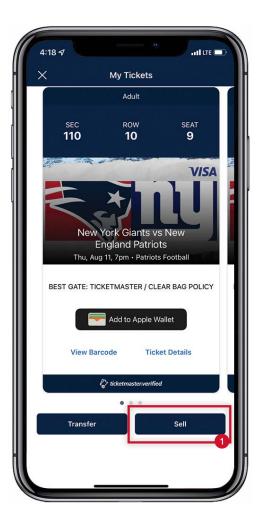
Tap the image to scan a ticket(s).

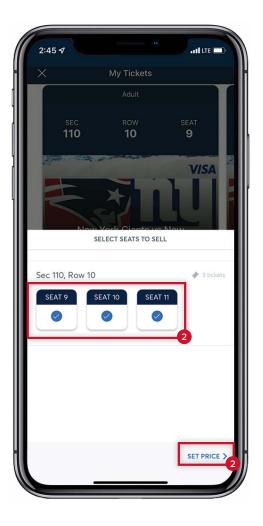
#### 8

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.

## **SELL TICKETS** TUTORIAL

#### SELL TICKETS



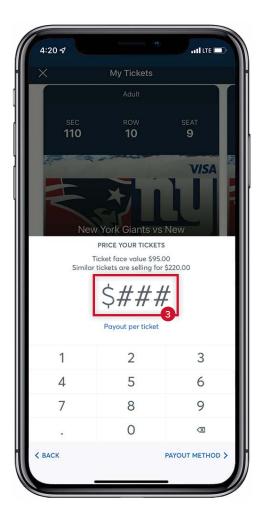




To sell tickets to a given game, tap SELL.



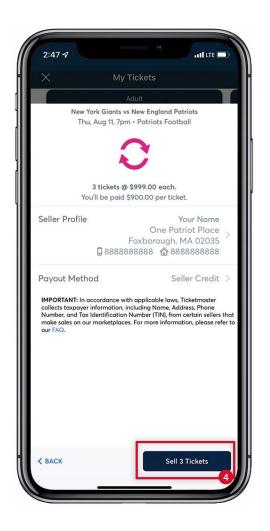
Select the ticket(s) you want to try to sell.



3

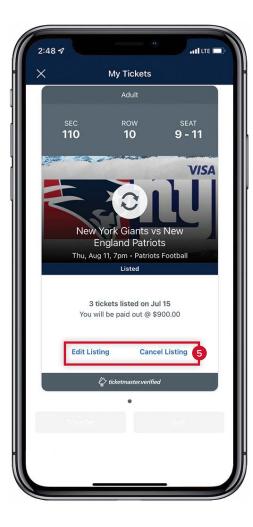
Enter your asking price.

#### SELL TICKETS



#### 4

First time users will be prompted to enter payment information. Once complete, tap SELL # TICKET(S) and your ticket(s) will be posted for sale on the NFL Ticket Exchange.

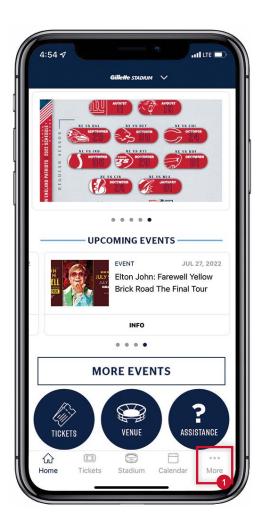


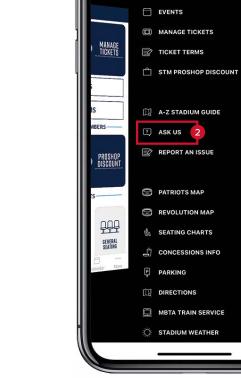
#### 5

If you wish to change the posting price or cancel the ticket posting, select the game once more and select the appropriate action.

### **GUEST ASSISTANCE CHAT** TUTORIAL

#### GUEST ASSISTANCE CHAT





2:24 1

HOME

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Gillette STADIUM

#### (1)

From the Gillette Stadium App home screen, tap MORE

#### 2

Then, select ASK US

#### GUEST ASSISTANCE CHAT

6:50 🕫				III LTE 💷
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	Gille	tte sta	DIUM	
2021. Al in place	ll visitors sh to maintair	iould review i a safe envi	elcome fans the new pro ronment for Know Before	tocols our
	<u>Kno</u>	w Before Yo	ou Go	
	Inte	erested in J	obs?	_
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ĺ.	New	ngland Kev	olution	-3-
	Conc	erts/Other I	Events	
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لک Home	(D) Tickets	Stadium	Calendar	• • • More

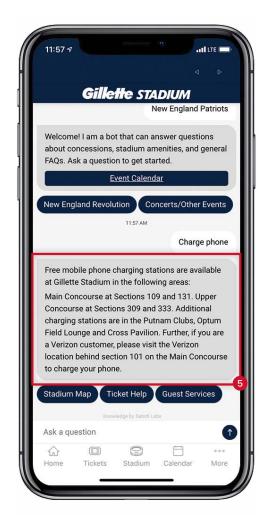
#### 3

If you are at a Patriots game, select NEW ENGLAND PATRIOTS

	6:51 7	
	Gillette STADIUM	
1	2021. All visitors should review the new protocols n place to maintain a safe environment for our players, staff and visitors. Tap Know Before You Go pelow.	
(	Know Before You Go	
(	Interested in Jobs?	
[	New England Patriots	
(	New England Revolution	
(	Concerts/Other Events	
	Leave Feedback	
	6:50 PM	
	New England Patriot	s
	Welcome! I am a bot that can answer questions about concessions, stadium amenities, and genera FAQs. Ask a question to get started.	ı
	Event Calendar	
	New England Revolution Concerts/Other Events	
	Knowledge by Satisfi Labs	
F	Ask a question	U
	Gome Tickets Stadium Calendar More	
1		

#### 4

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.



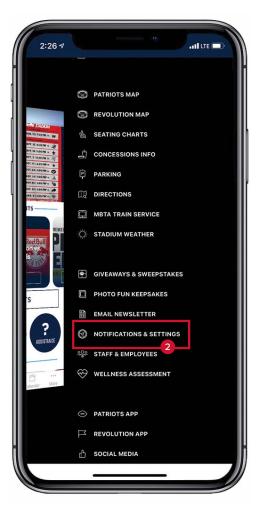
#### 5

The Guest Assistance chat bot will return an answer.

## **PUSH NOTIFICATIONS** TUTORIAL

#### PUSH NOTIFICATIONS

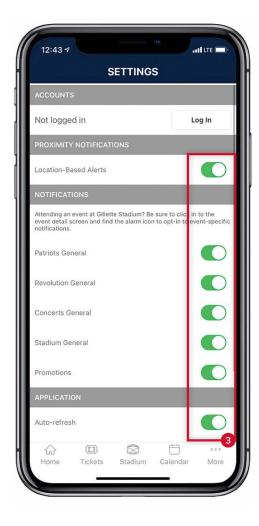




From the Gillette Stadium App home screen, tap MORE

#### 2

Then, select NOTIFICATIONS & SETTINGS



3

Finally, set your notification preferences

# THANK YOU

Questions about mobile ticketing? Email tickets@patriots.com