

2022

GILLETTE Stadium app

illette

STADIUM

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

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GILLETTE STADIUM APP | QUICK GUIDE

LOG IN TO YOUR ACCOUNT TUTORIAL



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



2 Then, select MANAGE 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 🔒 auth.ticketmaster.com 🗚 💍	Cancel auth.ticketmaster.com
gn In to Gillette Stadium ^{vered} 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
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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



1

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



TRANSFER TICKETS



2

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



3

The intended recipient must open the link included in the email or text they receive to accept the transfer.

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.

To transfer a ticket(s) to a game

or event, tap TRANSFER





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.







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 **DONE**.





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

GUEST ASSISTANCE CHAT



From the Gillette Stadium App home screen, tap MORE



2

Then, select ASK US

GUEST ASSISTANCE CHAT

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3

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

Concerts/Other	
Concerts (01)	STADIUM view the new protocols environment for our Fap Know Before You Go in Jobs? d Patriots Revolution her Events
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New England Revolution	Solicerts/other Events
Knowledge by Sa	itisfi Labs
Ask a question	
Home Tickets Stadi	um Calendar More
indicate otada	

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