

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.

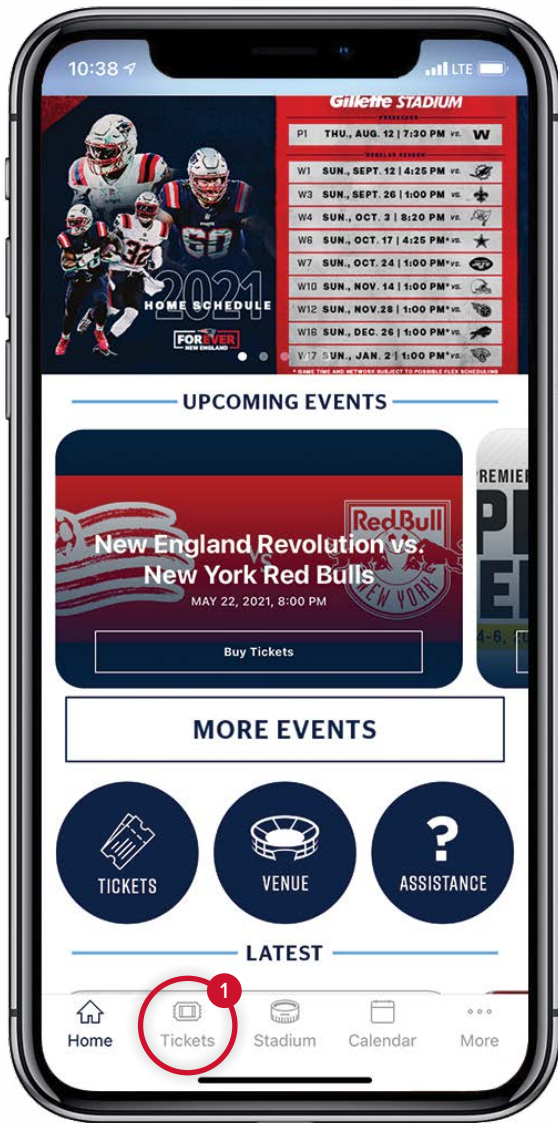
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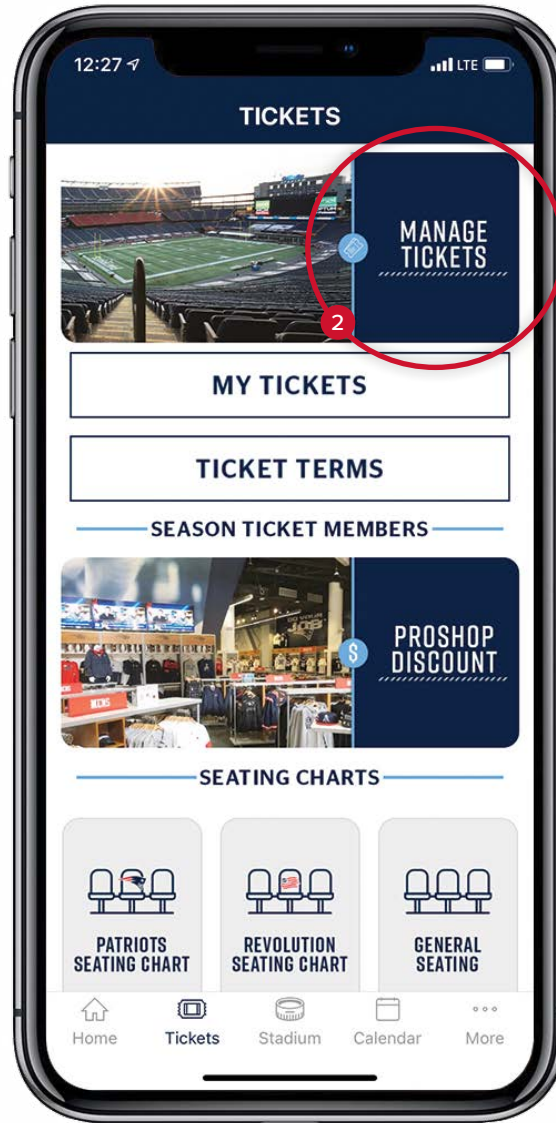
# LOG IN TO YOUR ACCOUNT

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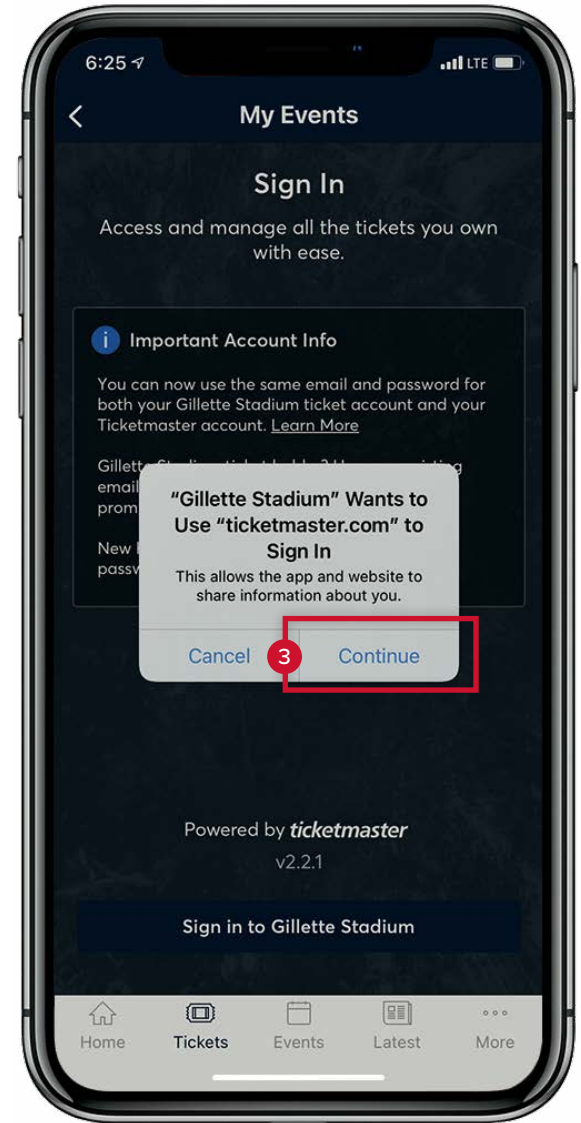
# LOG IN TO YOUR ACCOUNT



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



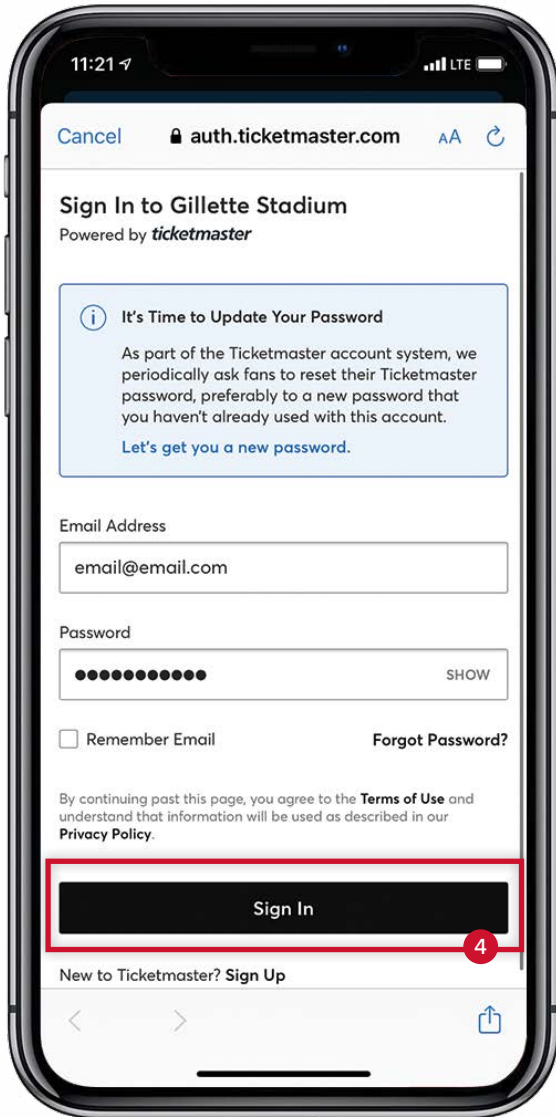
2 Then, select MANAGE TICKETS



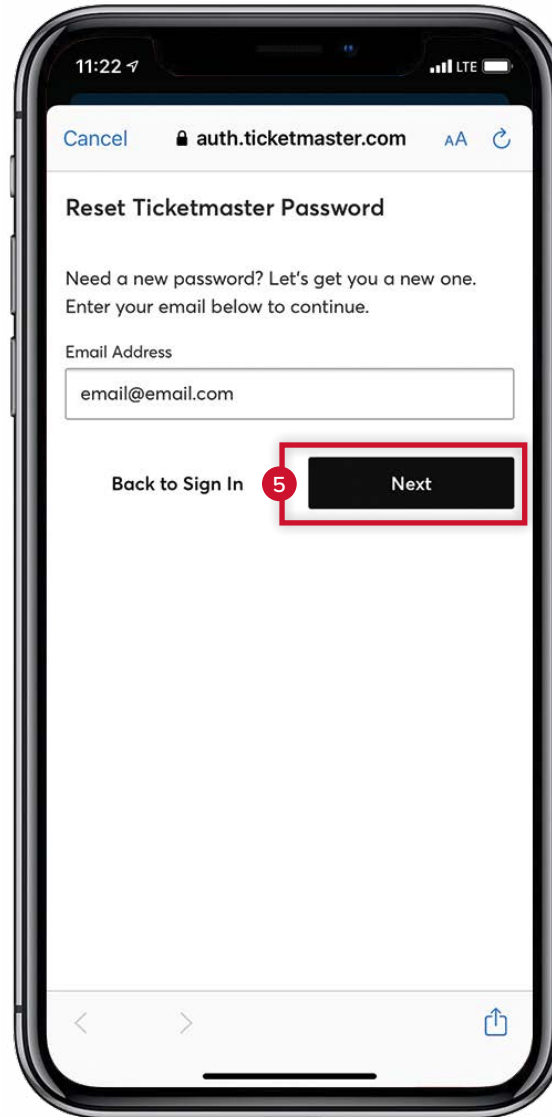
3 Tap CONTINUE

# LOG IN TO YOUR ACCOUNT

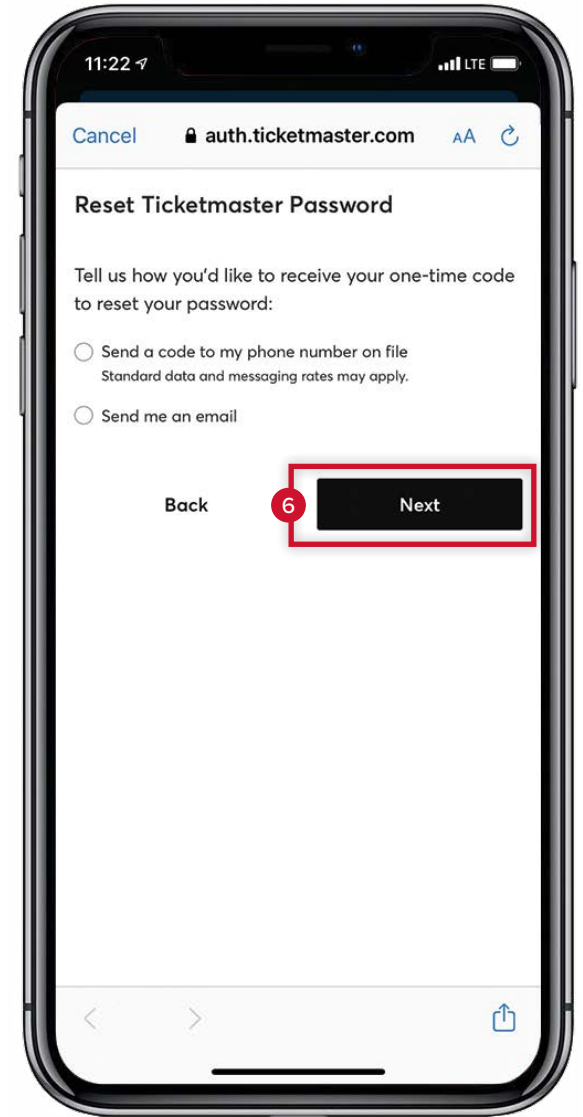
**IMPORTANT:** Initially, you may need to change your password. Doing so will keep your information safer while making it even easier for you to log in moving forward.



④ Enter your account credentials and tap SIGN IN



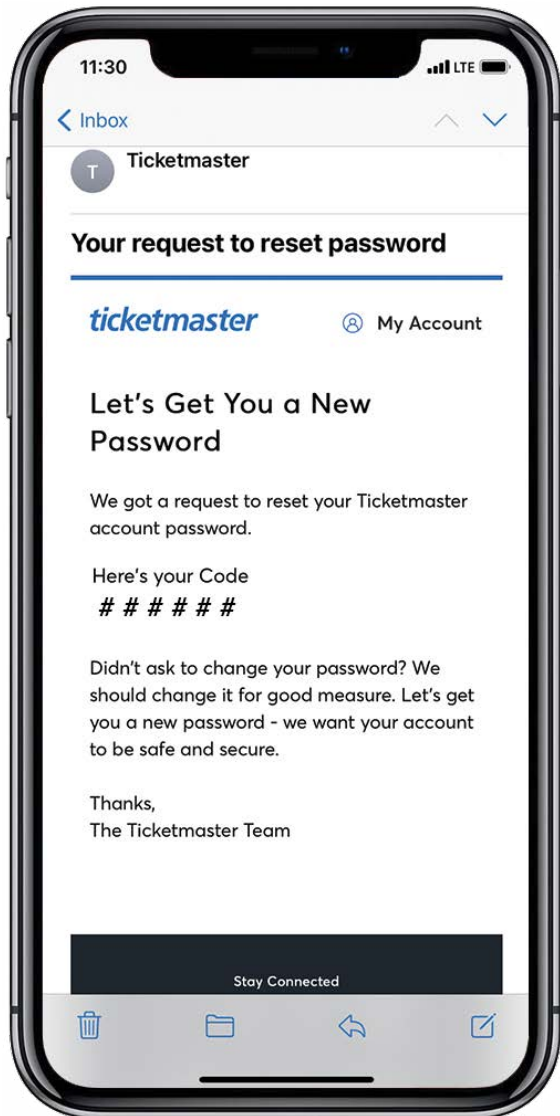
⑤ You may be prompted to reset your password. This is done to ensure your account is secure. Enter the email address associated with your account and tap NEXT.



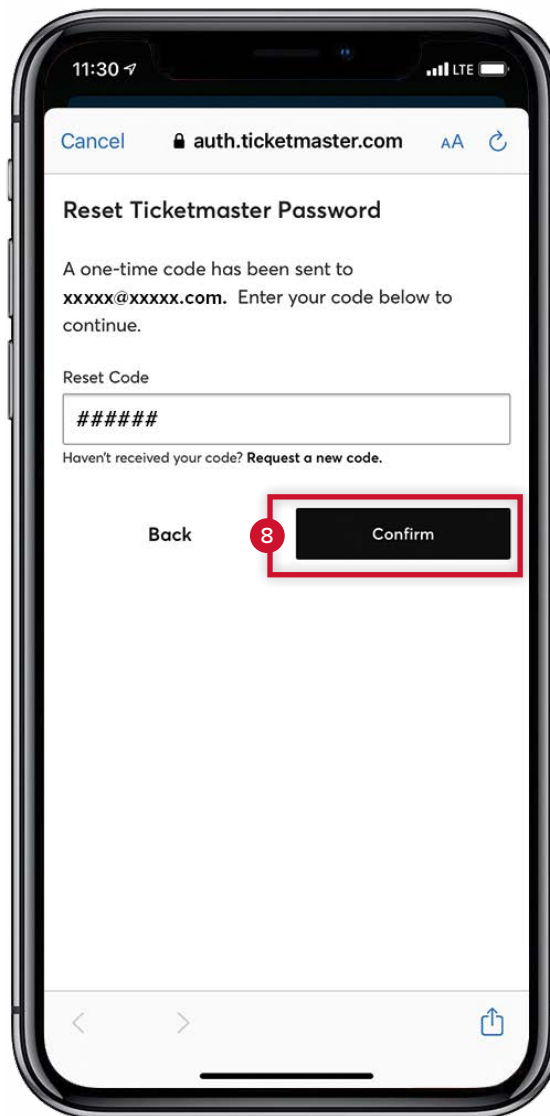
⑥ Tap NEXT after selecting one of the options listed above.



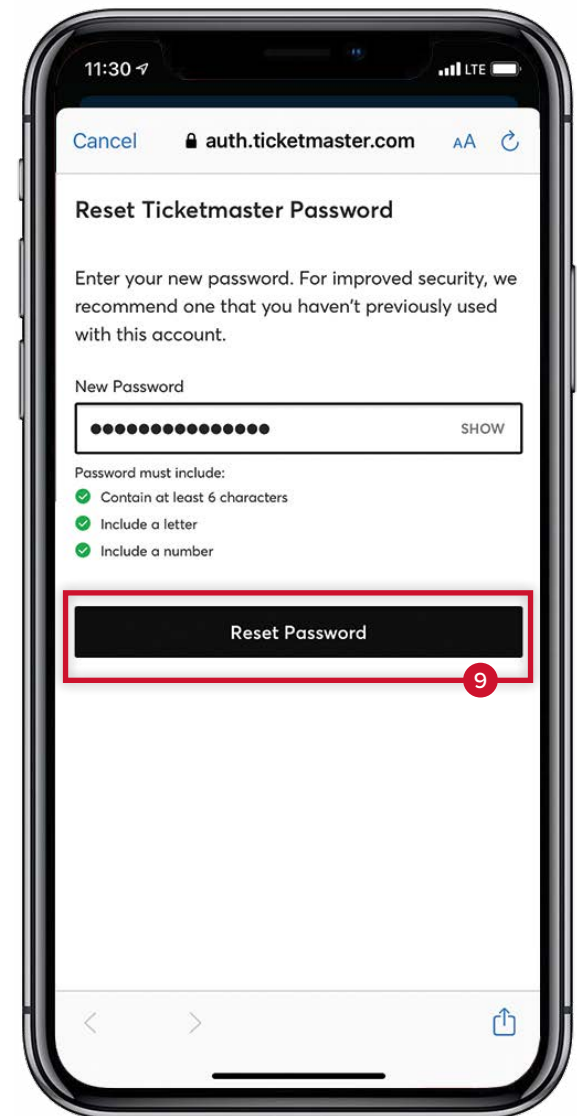
# LOG IN TO YOUR ACCOUNT



7 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.

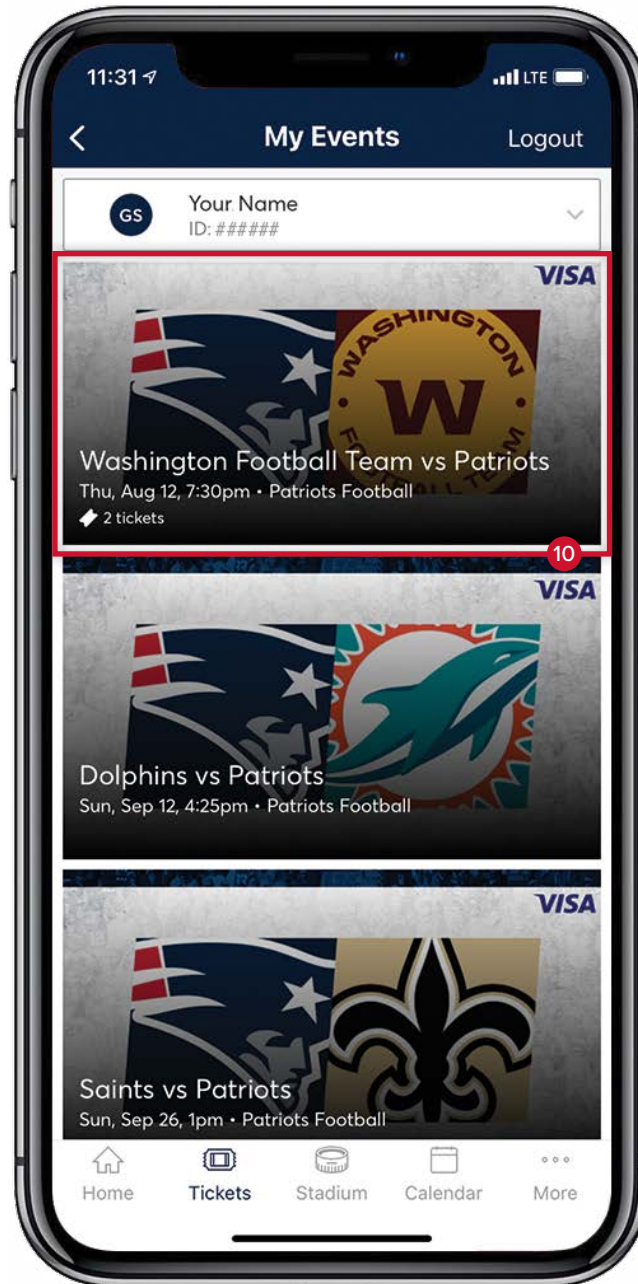


8 Enter the one-time code and tap CONFIRM.



9 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.

# LOG IN TO YOUR ACCOUNT



10

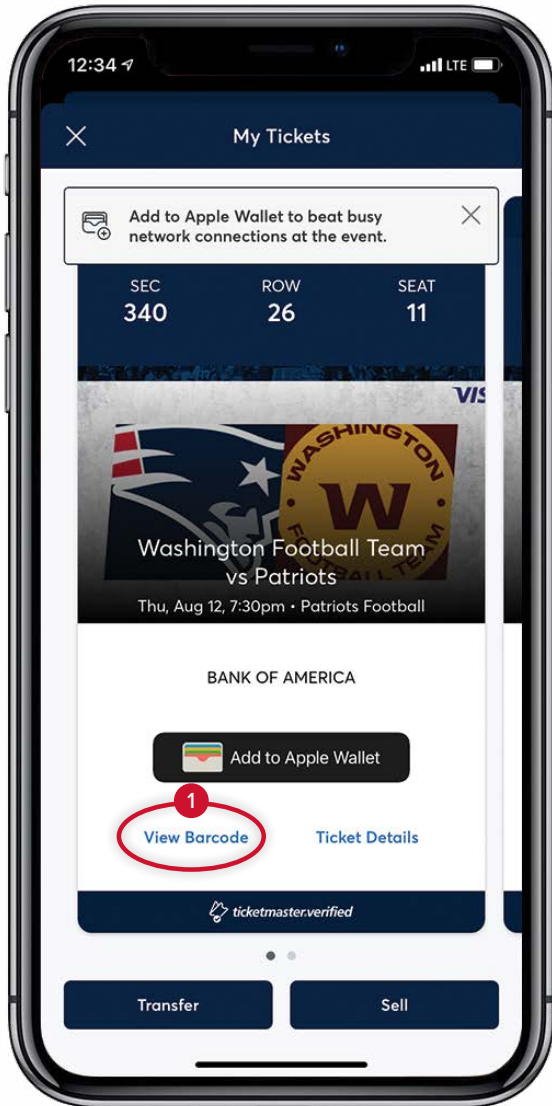
Once you have logged into your account, you will see a listing of the upcoming game(s) or event(s). Tap on the icon for the game/event you are attending.



# VIEW YOUR TICKETS

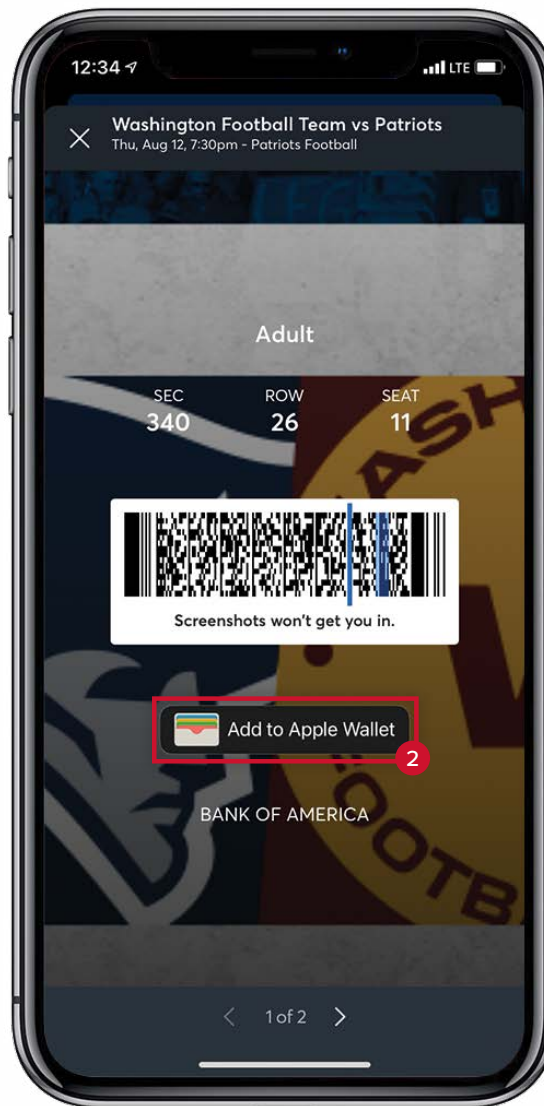
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## VIEW YOUR TICKETS



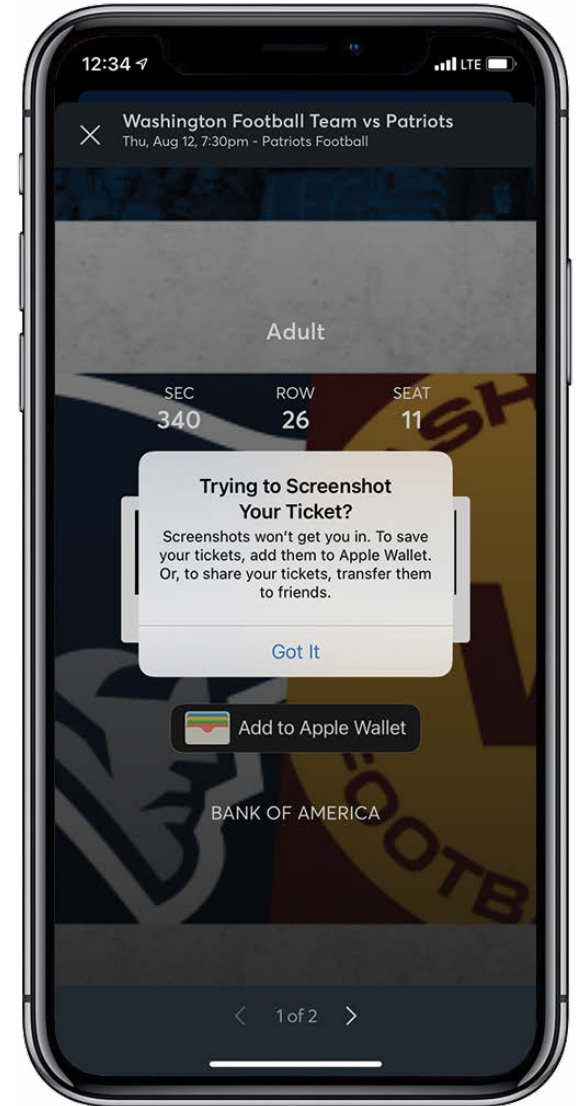
1

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 before 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.



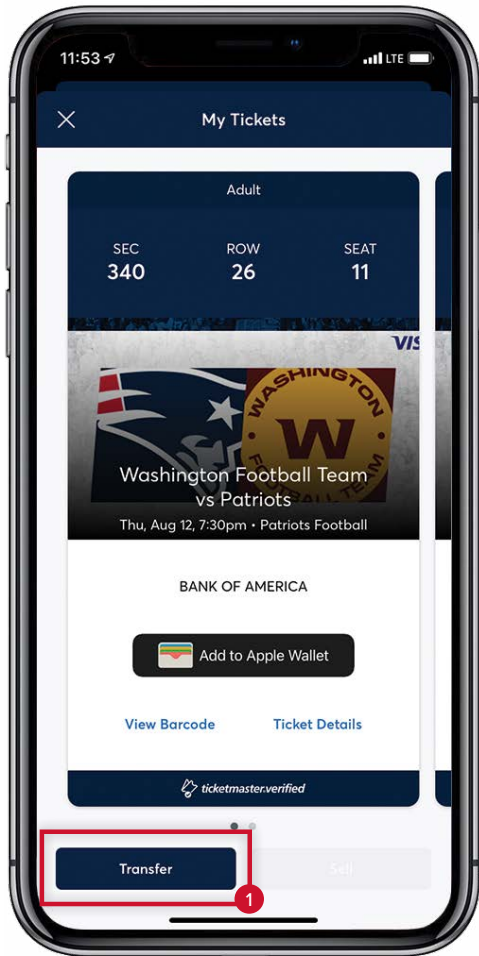
3

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

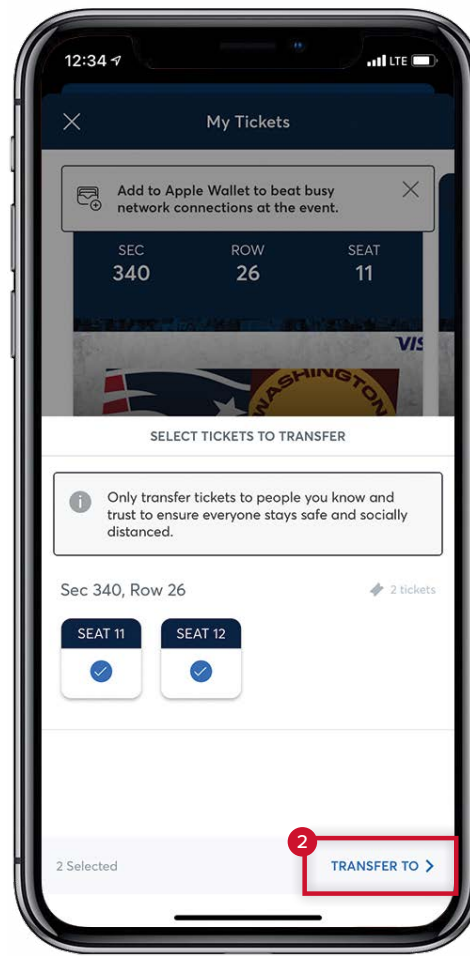
# TRANSFER TICKETS

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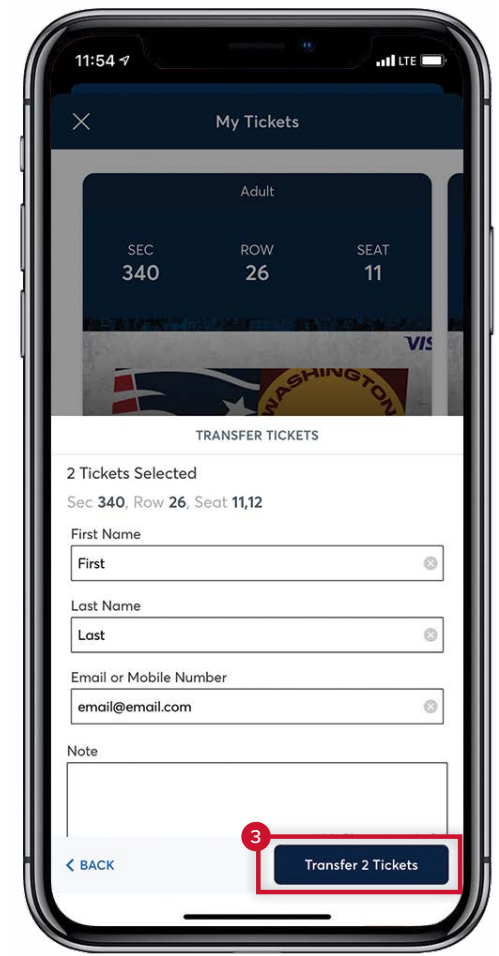
# TRANSFER TICKETS



① To transfer a ticket(s) to a game or event, tap TRANSFER



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.

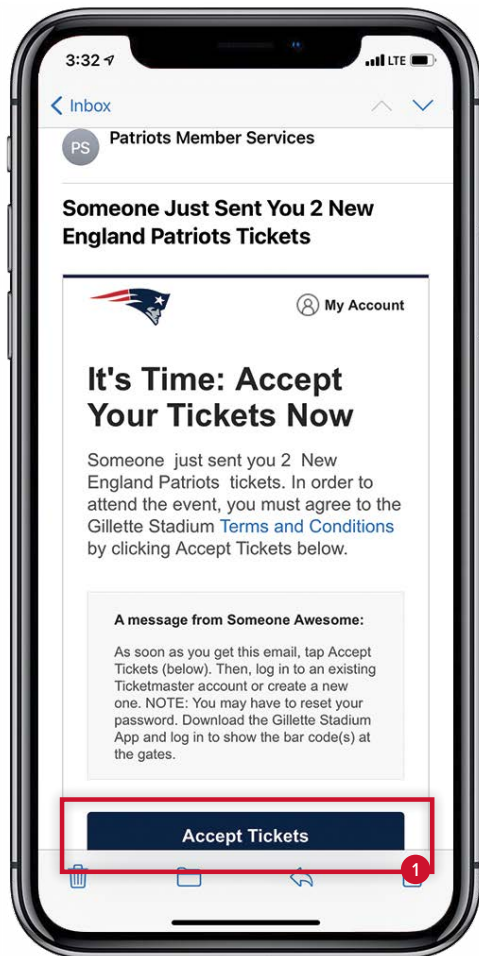
***As a reminder, screenshots of barcode(s) will not be accepted at the stadium gates. Please be sure to follow the steps outlined above to successfully transfer tickets.***

# ACCEPT TICKET TRANSFERS

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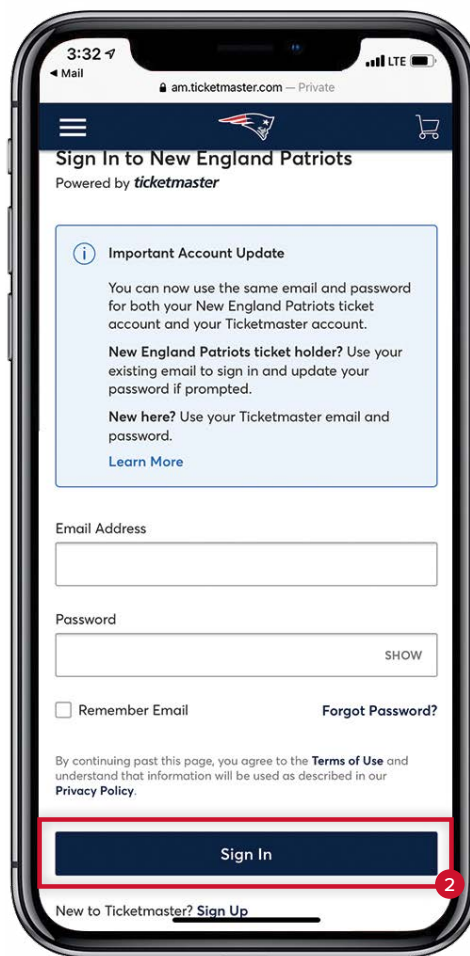


# ACCEPT TICKET TRANSFERS



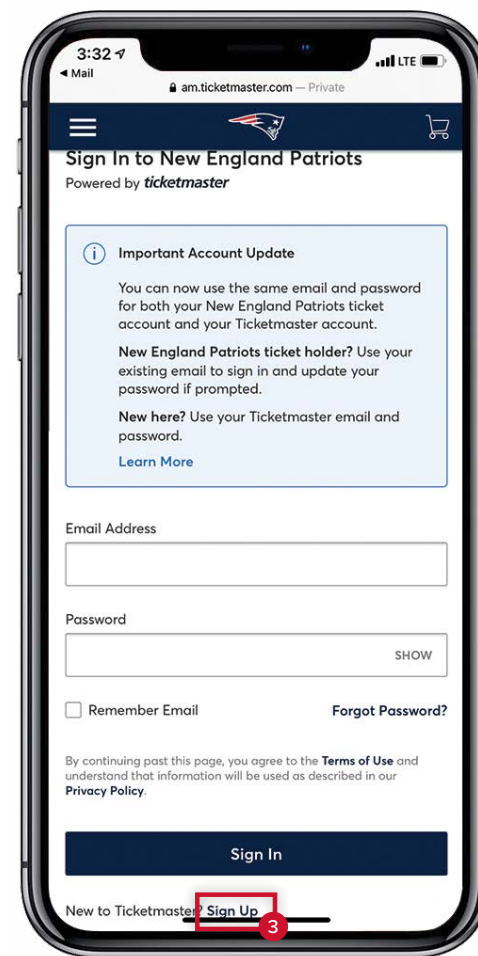
1

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



2

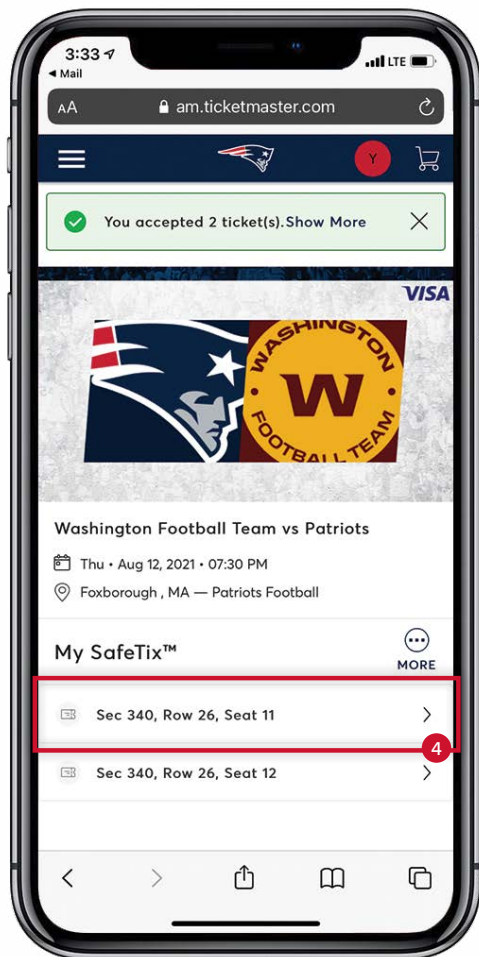
Sign in to your Ticketmaster Account. **NOTE:** You will be prompted to change your password if you have not logged into your account within the past ninety (90) days.



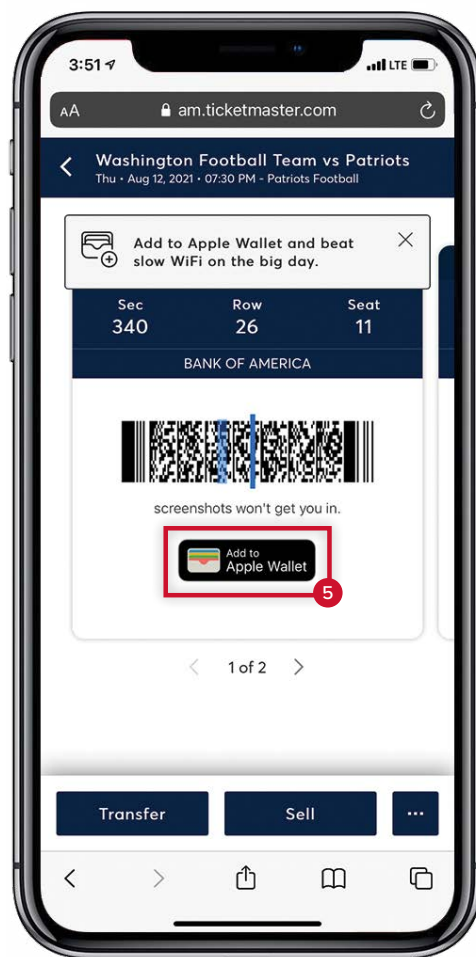
3

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

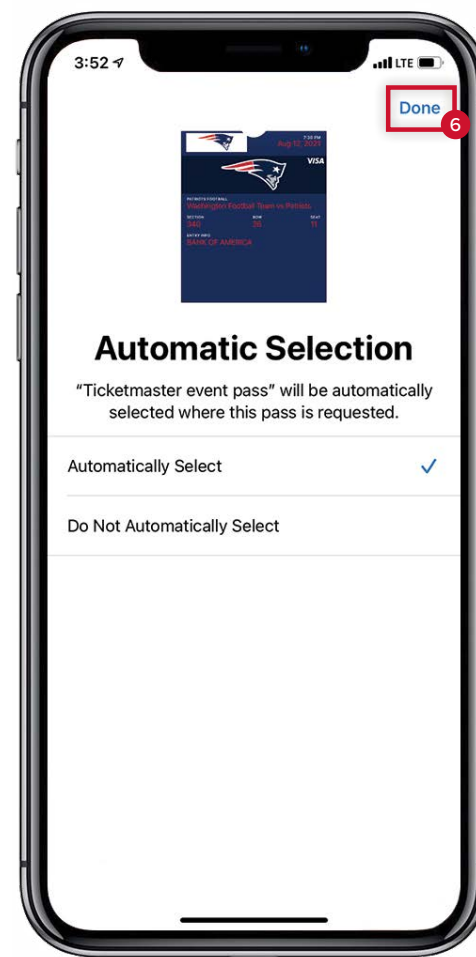
# ACCEPT TICKET TRANSFERS



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

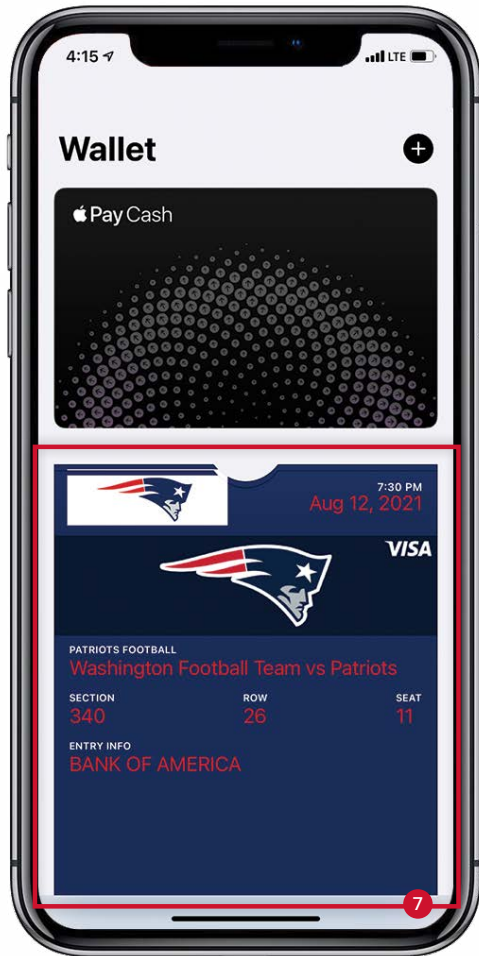


5 Adding a ticket(s) to your Apple Wallet is strongly recommended. By adding your ticket(s) to your Wallet, you will not need to worry about securing a reliable Internet connection at the stadium gates.



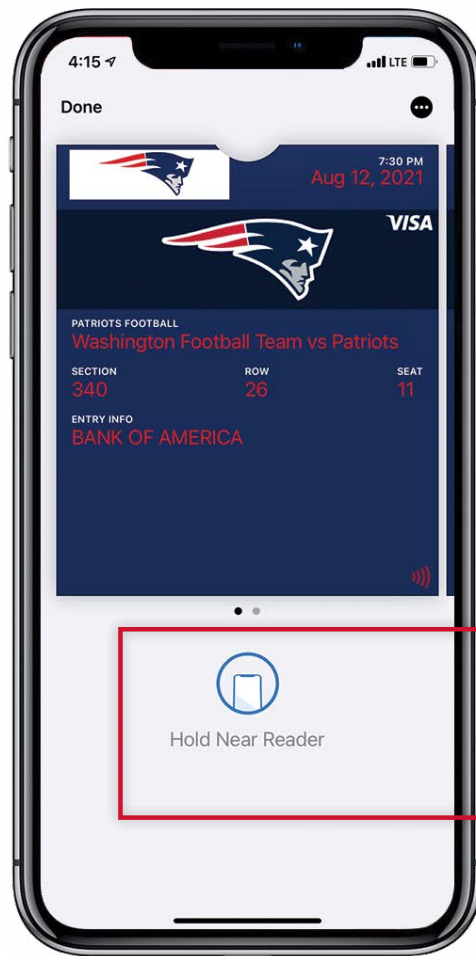
6 Tap **DONE**.

# ACCEPT TICKET TRANSFERS



7

Tap the image to scan a ticket(s).



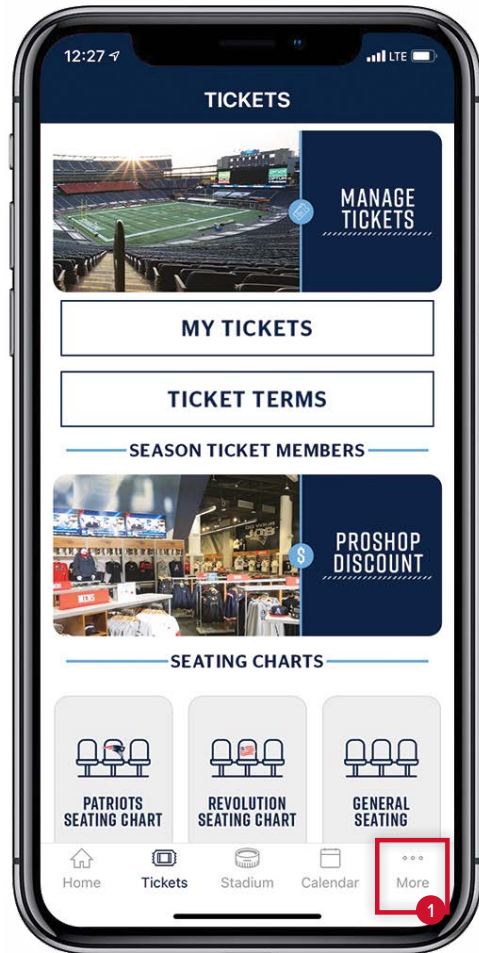
8

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**

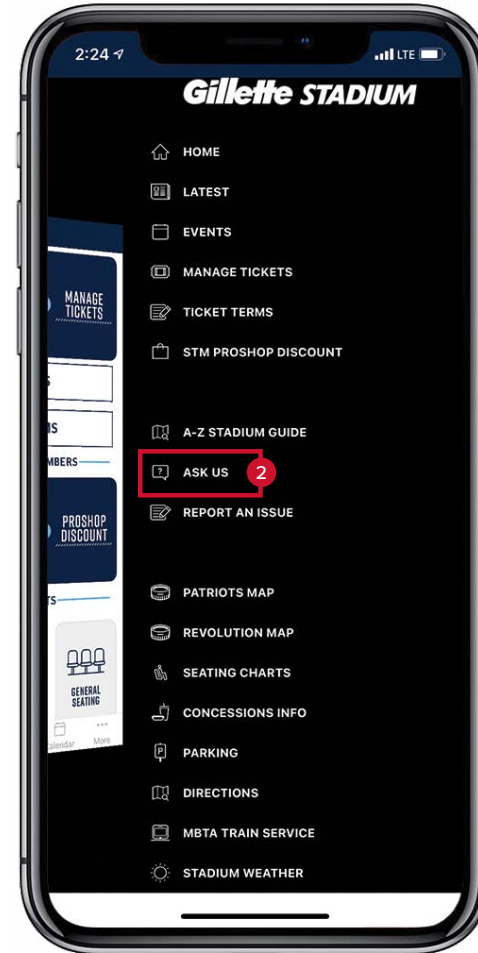
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# GUEST ASSISTANCE CHAT



1

From the Gillette Stadium App home screen, tap MORE

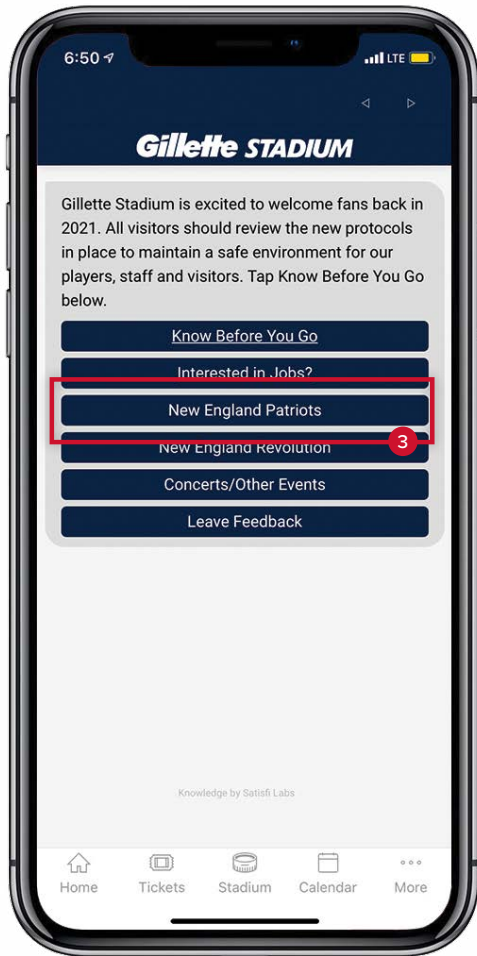


2

Then, select ASK US

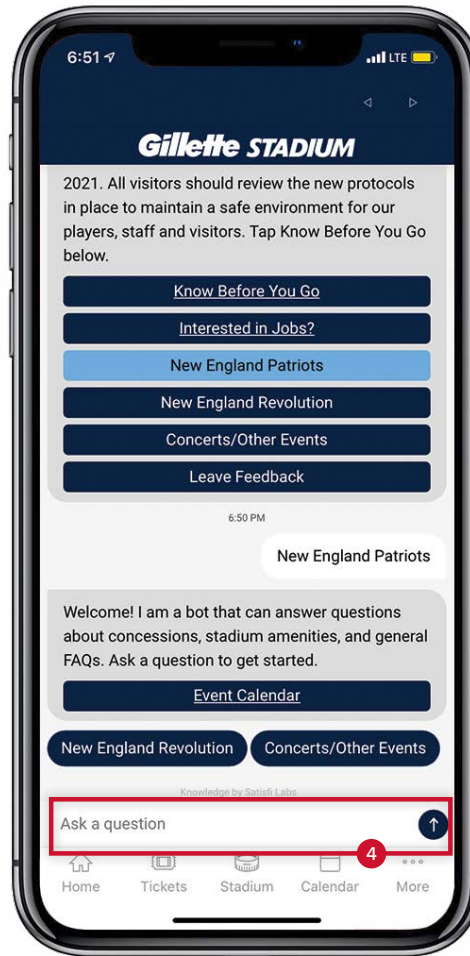


# GUEST ASSISTANCE CHAT



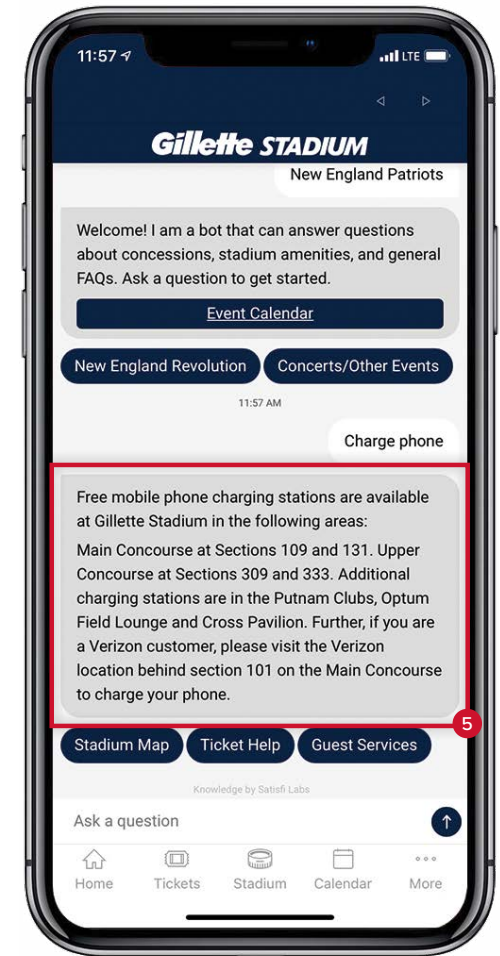
3

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



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.



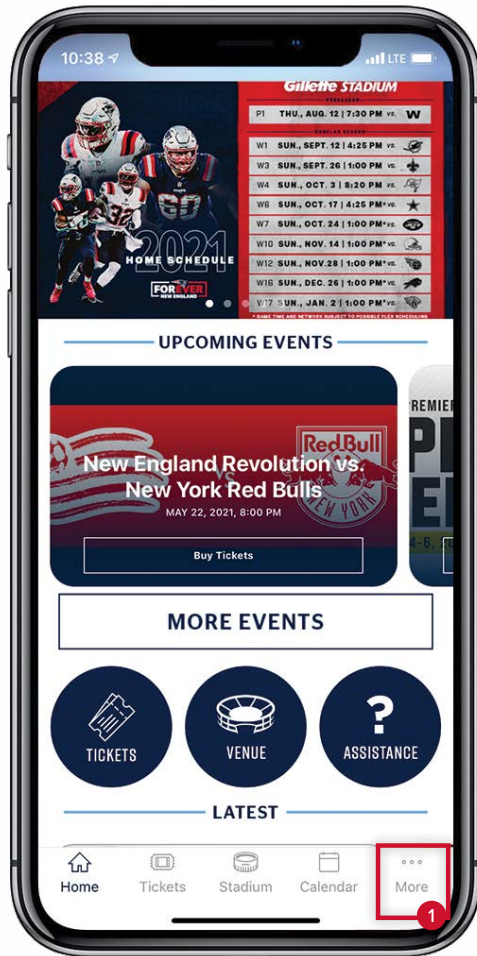
5

The Guest Assistance chat bot will return an answer.

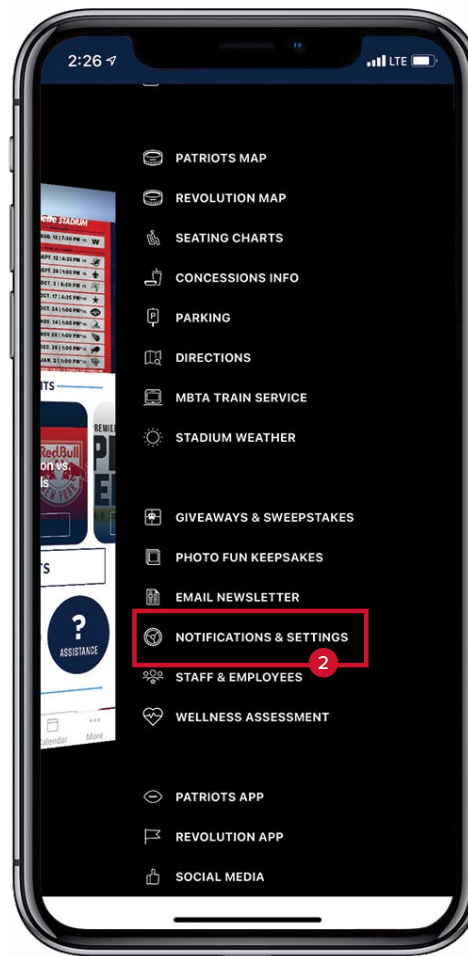
# **PUSH NOTIFICATIONS**

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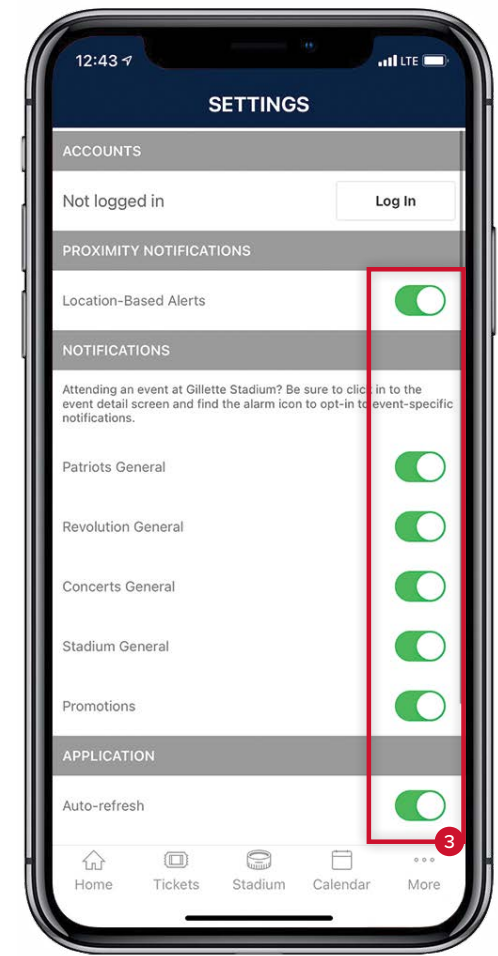
# PUSH NOTIFICATIONS



1  
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](mailto:tickets@patriots.com)