

NFC MOBILE TICKET ACCESS FOR ANDROID/GOOGLE

This guide explains how to add and use your ticket on ANDROID/GOOGLE phones. If you are using an iPhone please [click here](#).

As part of fans returning to stadiums, we will be introducing NFC Mobile Ticket Access for stadium and car park entry. Your smart phone has NFC technology built within it that stores your ticket in the form of an NFC pass using either Apple Wallet or Google Pay depending on the phone you have.

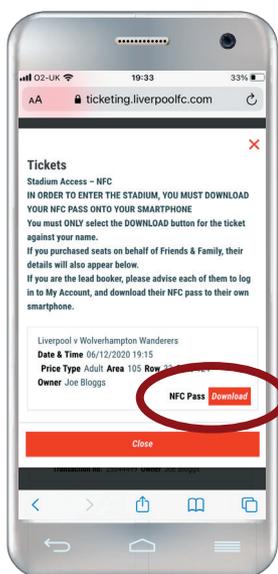


HOW TO ADD YOUR NFC TICKET PASS TO YOUR ANDROID

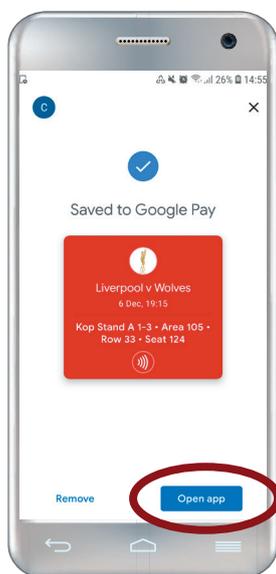
All tickets and car park passes must be downloaded to a smartphone. Fans will not gain entry using photographs or screenshots of NFC passes.

Once you have purchased your ticket, you will need to go into the My Account area of the Ticketing System on your Android/Google phone by [clicking here](#). You can then select your ticket and click the Download NFC Pass button.

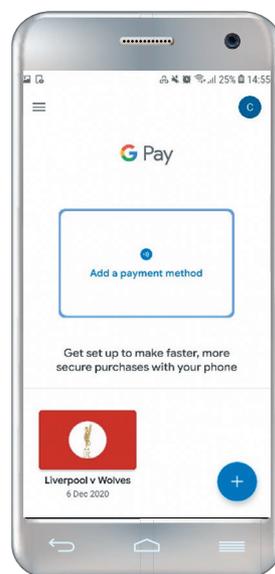
You can now follow the steps below to download the ticket to your phone:



STEP 1
DOWNLOAD PASS



STEP 2
CLICK OPEN APP



STEP 3
PASS IS ADDED TO GOOGLE PAY



STEP 4
CLICK ON THE PASS TO OPEN IT

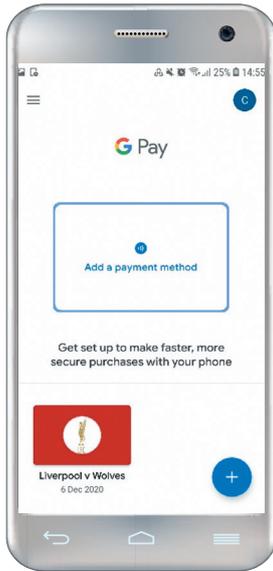
There are many different versions of Android/Google phones and NFC may work slightly differently. Please refer to the user guide of your device to enable NFC. The tips below may also help:

- Make sure your default payment method on your phone is Google Pay. You can check this in the settings on your phone.
- Make sure NFC is enabled on your phone. You can do this in Google Pay, or alternatively in the settings on your phone

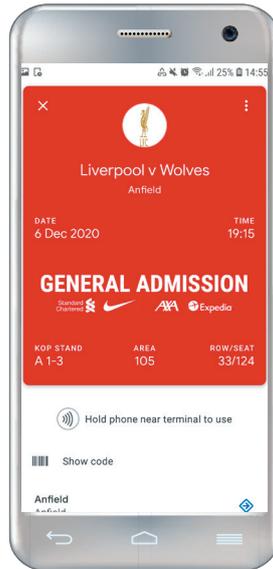
USING YOUR TICKET ON MATCHDAY

When you arrive at Anfield, a notification will pop-up on your phone. You can click that to access your ticket. Alternatively, you can click the Google Pay icon on your phone.

As you approach the turnstile, open the ticket on your phone and then tap it on the contactless  symbol on the turnstile reader. Please make sure your phone isn't locked when you hold it against the reader, if you have any problems you may just need unlock your phone and try again. Alternatively, please ask the nearest steward or Fan Support who will be happy to help.



STEP 1
OPEN GOOGLE PAY
AND CLICK THE TICKET

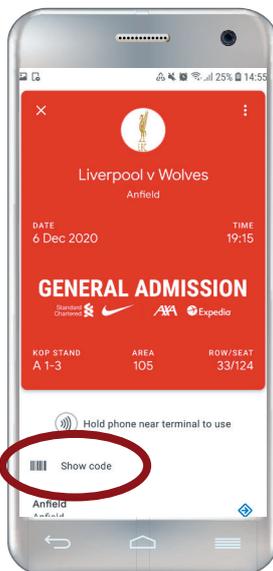


STEP 2
TICKET WILL BE
DISPLAYED



STEP 3
TAP THE READER

IF YOU HAVE ANY PROBLEMS WITH NFC, YOU CAN CLICK SHOW CODE
ON YOUR PASS TO USE THE BARCODE



STEP 1
CLICK SHOW
CODE



STEP 2
THE BARCODE WILL
NOW APPEAR



STEP 3
INSERT THE BARCODE
INTO THE READER

FAQs

1. WHAT IS AN NFC PASS?

An NFC Pass (Near Field Communication) is a digital ticket that can be stored on your iPhone. As part of reducing touch points at Anfield, all fans will be required to use an NFC pass to access the stadium.

2. CAN I FORWARD AN NFC PASS ON?

No, NFC passes cannot be sent on. The ticket owner must download the ticket to their device. The name of the fan will be stored on the Ticket and must match the photo ID provided to the stewards when accessing Anfield

3. CAN I HAVE MULTIPLE TICKETS ON 1 PHONE?

We recommend all fans download their ticket to their own phone. If one of your F&F members within your booking does not have a smartphone, you can download their ticket from your MyAccount. This will mean you both having to arrive at the turnstile together and use the one phone but two unique passes to gain entry – one for each of you. As you arrive at the turnstile, the owner of the phone should scan the first fan in, then swipe their own ticket to scan themselves in.

4. CAN I STILL USE MY SEASON TICKET OR MEMBERS CARD TO ACCESS ANFIELD?

No, for reduced capacity games, Season Ticket and Members cards will not be activated.

5. WHAT HAPPENS IF I RUN OUT OF BATTERY, FORGET OR LOSE MY PHONE?

You will need to go to the Ticket Office and our Ticketing Services team will help.

If you have any problems, please contact us at contactus@liverpoolfc.com including your phone number.