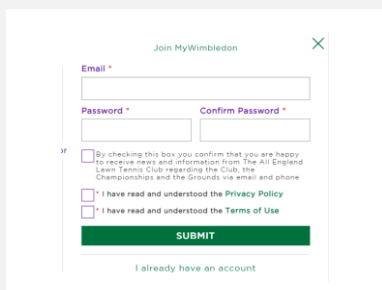




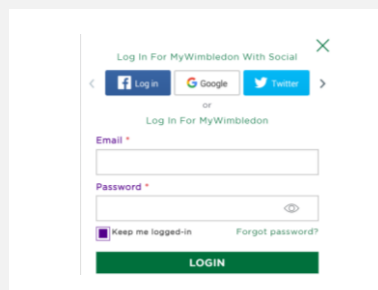
# MOBILE DEBENTURE TICKETS - GLOSSARY

## Online Account: *my*WIMBLEDON

- You and your guests will need a Wimbledon account
- We recommend that you invite your guests to create their *my*WIMBLEDON account in advance of you transferring tickets to them
- Remember your log in details as you will need them to log in to the website and the app



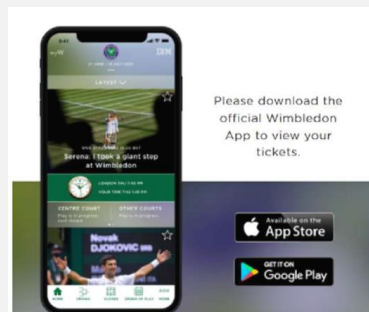
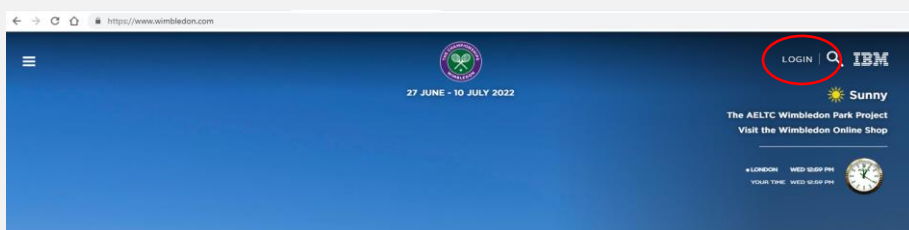
Joining Screen



Log in Screen

## Website: WIMBLEDON.COM

- Join or log in to your Wimbledon online account, *my*WIMBLEDON, via the website
- You can manage your tickets on the website



## Official Mobile App: Wimbledon 2022

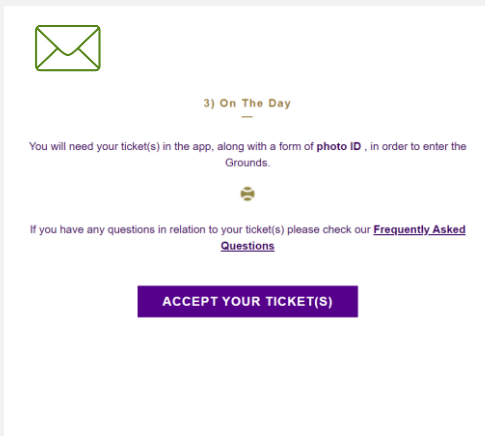
- The app displays your tickets
- You will need to log in to your *my*WIMBLEDON account on the app
- You can manage your tickets via the app
- Use the app to gain entry into the Grounds, along with photo ID
- Make sure you have the 2022 version of the app installed on your device

# ACCEPTING YOUR DEBENTURE TICKETS

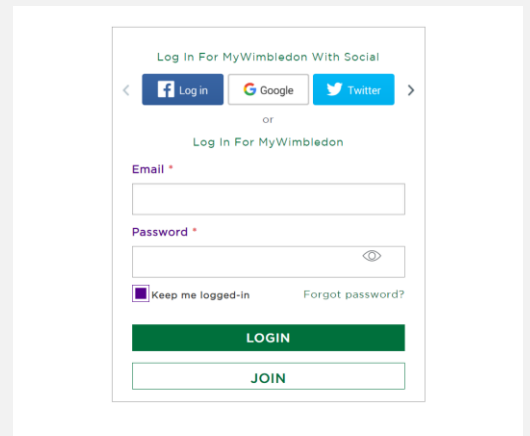
In the first instance, you will receive an email from the AELTC with the subject title: 'You have received tickets for The Championships 2022.'

The email will be sent from 'noreply@wimbledon.tickets'

1



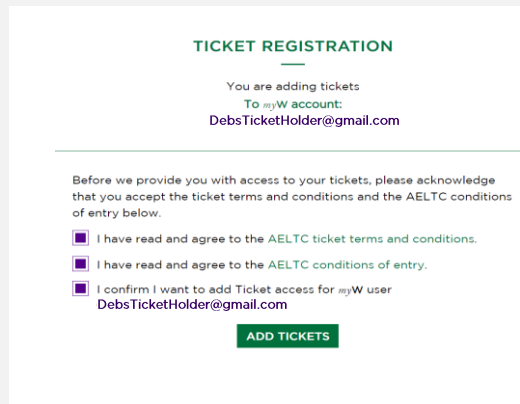
2



Click on the link in the email from noreply@wimbledon.tickets (check your junk folder)

Log in to myWIMBLEDON via Wimbledon.com

3



Accept the Ticket T&Cs and Conditions of Entry and click 'ADD TICKETS'

Note: During Step 3, if you receive the below message, you're using an incorrect myWIMBLEDON login.

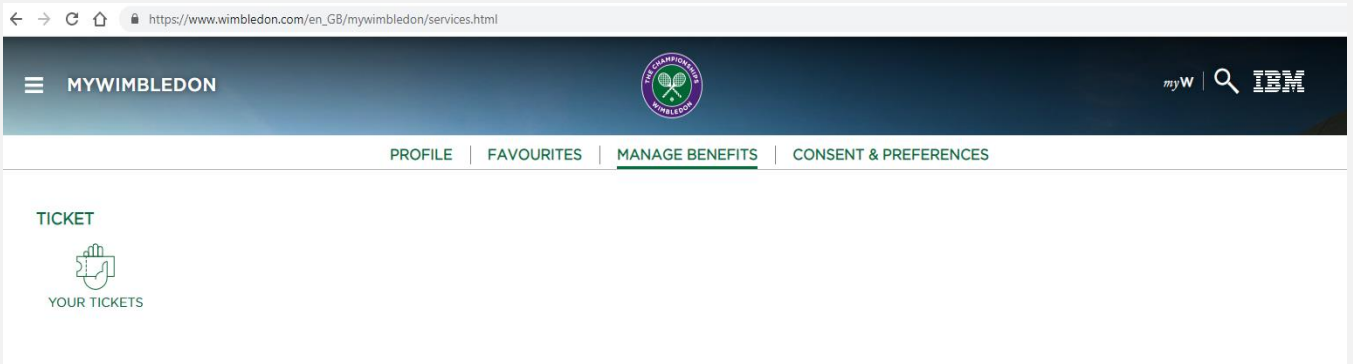


# MANAGING YOUR DEBENTURE TICKETS ON WIMBLEDON.COM

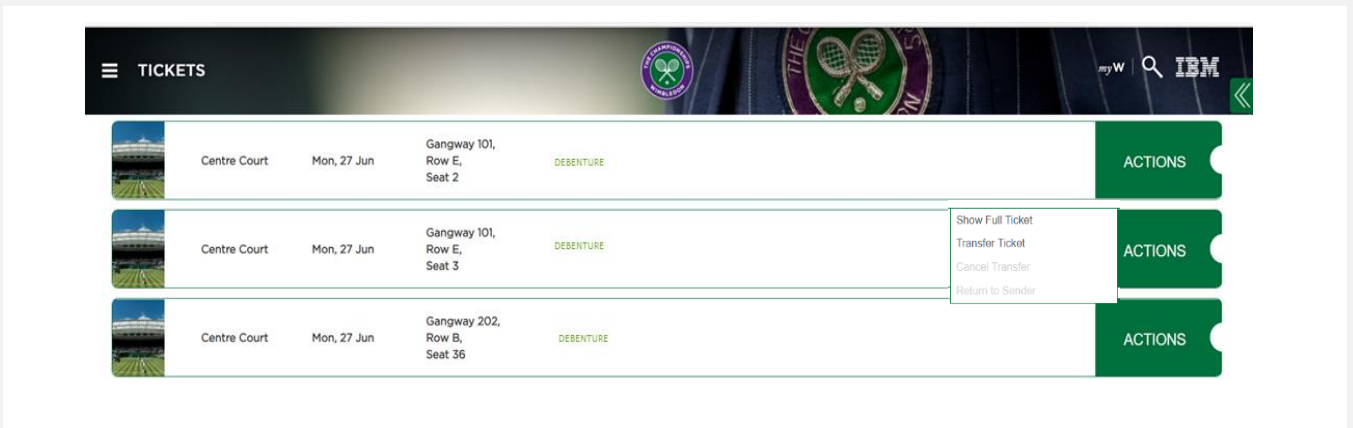
Tickets can be managed on the wimbledon.com website.

Access the ticket management page by clicking the 'YOUR TICKETS' icon in the 'MANAGE BENEFITS' tab within your *myWIMBLEDON* profile.

**Note:** You will only be able to view the 'YOUR TICKETS' icon once you have completed steps 1 - 3 (see page 2 of this document).



Once you have accessed the ticket management page, clicking on an individual ticket will bring up the available ticket actions. See page 5 for information on the actions.

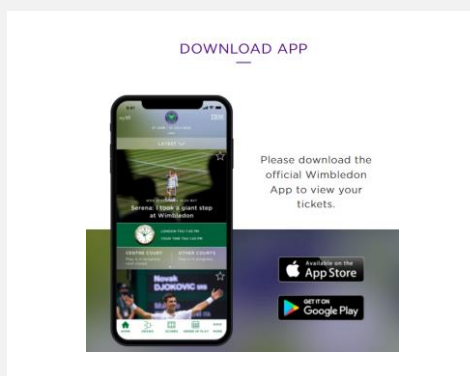


**Note:** the full ticket can only be displayed on the Official Wimbledon App.

# ACCESSING YOUR DEBENTURE TICKETS ON THE APP TO GAIN ENTRY INTO THE CHAMPIONSHIPS

Once you have completed steps 1-3 you will be able to view your tickets in the Wimbledon app.

4



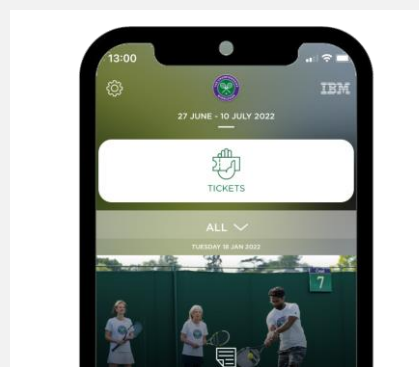
Download the 2022 Official Wimbledon App

5



Log in to the app using your myWIMBLEDON email login

6



Click on 'TICKETS' to view your tickets

## OPERATING SYSTEM REQUIREMENTS

The Official Wimbledon App for 2022 requires:

iOS: Version 14 & 15 software, meaning that it will only work on devices from iPhone 6S and later.

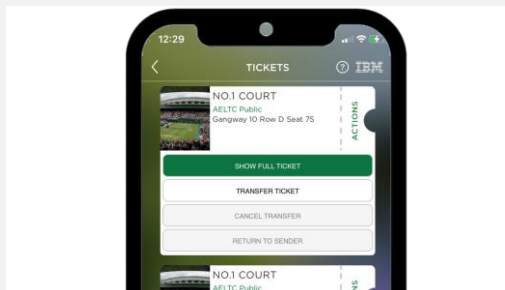
**Note:** devices running iOS13 will need to upgrade even if they are a 6S or later.

Android Version 5.0 and above.

# MANAGING YOUR DEBENTURE TICKETS ON THE APP

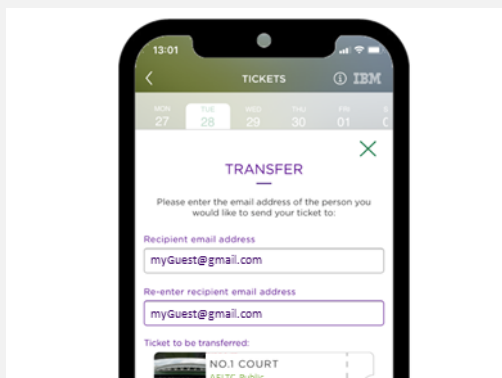
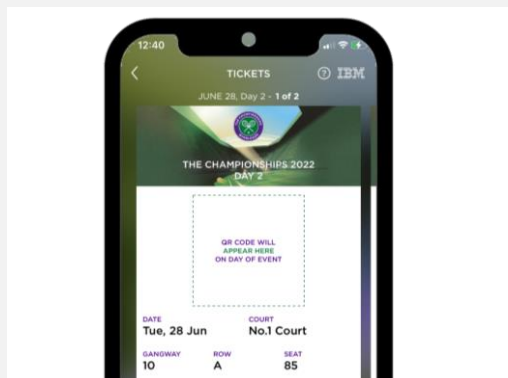
In order to manage your tickets easily and efficiently, we recommend having your recipients' email addresses to hand.  
Your recipients will need to download the app and join or log in to *myWIMBLEDON*

Click on an individual ticket to display the ticket actions



## SHOW FULL TICKET

## TRANSFER TICKET

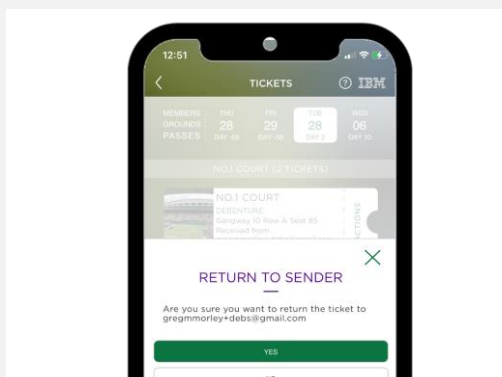
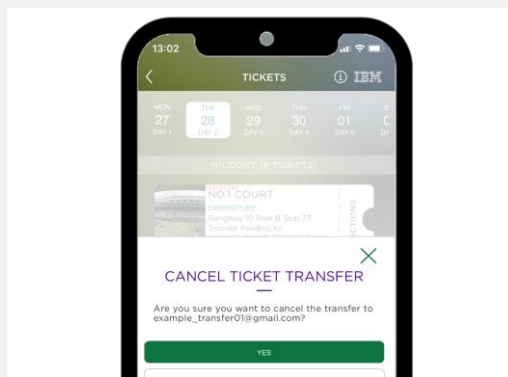


Displays your full ticket  
**Note:** Your QR code will appear at 7am on the day

Send your ticket to someone else's *myWIMBLEDON* account using their email address

## CANCEL TRANSFER

## RETURN TO SENDER



Enables you to cancel a pending transfer before it is accepted by the recipient

Can be used by the recipient, after it has been accepted, to return a ticket to the person who sent it to them

Once a transferred ticket has been accepted, it will be removed from your account and appear in your recipient's account.

## ADDITIONAL NOTES

Function	Wimbledon website	Wimbledon app
Manage tickets	YES	YES
Display tickets for entry to the Grounds	NO	YES

### VIEWING TICKETS

It may take up to 5 minutes for tickets to appear in your account after accepting them.

### TRANSFER LIMITS

Tickets can be transferred up until they are scanned into the Grounds.

### MULTIPLE TICKETS ON ONE PHONE

If you are attending with guests who do not have a phone or a compatible phone, tickets can be displayed on the same device to gain access to the Grounds.

In this scenario, for ease of moving around the Grounds, you may wish to visit the Debenture Information Point, beside the Fred Perry Statue, to request paper tickets for your guests on the day.

### TICKET RESOLUTION POINT

If you encounter any issues accessing your mobile tickets upon arrival at the Grounds, please head to the Ticket Resolution Point at Gate 3.