



IN-APP SEASON TICKETS

STEP-BY-STEP GUIDE

This guide has been updated on August 13, 2021. We will endeavour to provide updates on the app when new versions become available.

I. DOWNLOAD THE APP.

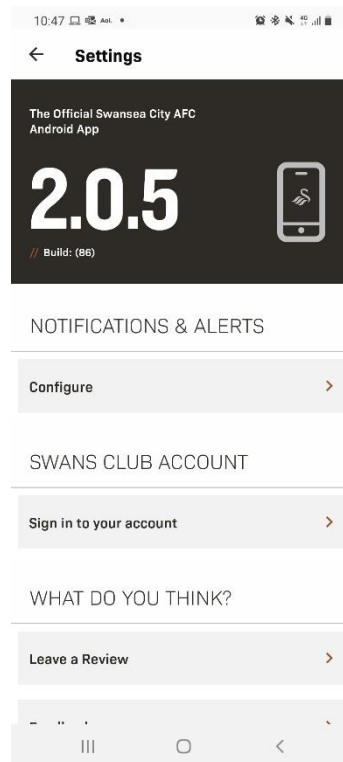
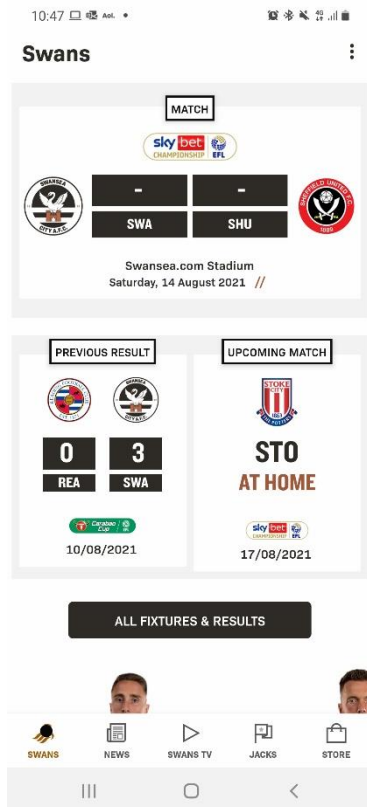
Supporters will need to download the Official Swans App (Android App Link [HERE](#) ; IOS App Link [HERE](#)).

Fans who already have the app must ensure they have the latest version.

To do this, click on the three dots in the top right hand corner of the app and click 'Settings'.

The latest version of the app is below, for Apple and Android:

- **Apple** – 2.0.4 – Build 106
- **Android** – 2.0.5 - Build 86





2. CHECK YOUR DETAILS

Before logging in, season ticket holders will need to use their Swans Club Account and make sure it is currently linked to their correct Season ticket account number. To check this, go to your “Link My Account” page of your profile on www.swanseaclub.com. The number you need to be linked to needs to be the same as the number on the bottom left corner of your season card.

If you do not know what your season ticket number is or have any issues setting up your account or logging in, email accountquery@swanseaclub.com.

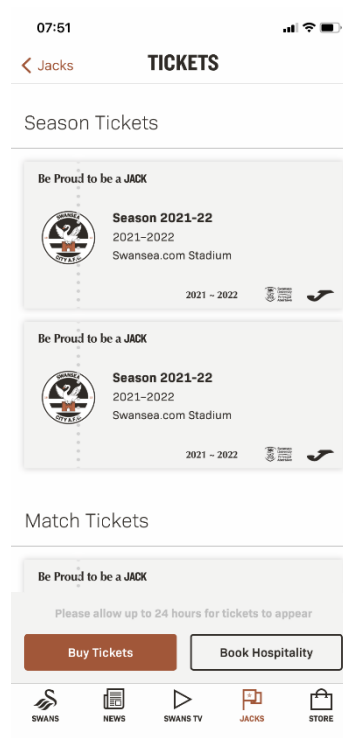
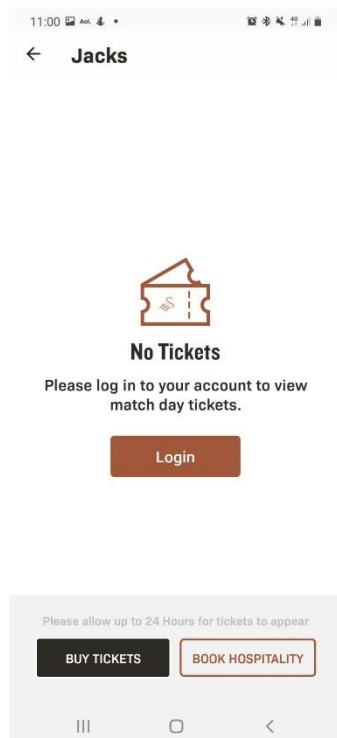
If you haven't already created your new account, create yours [here](#).

3. GO TO THE “TICKETS” TAB ON THE SCROLL MENU.

On the Swans App click on the ‘Jacks’ tab and select ‘view your matchday tickets’.

Log in to your Swans Club Account and if you have completed the above, your ticket will appear here.

You can click into the ticket(s) as needed to view the barcode.



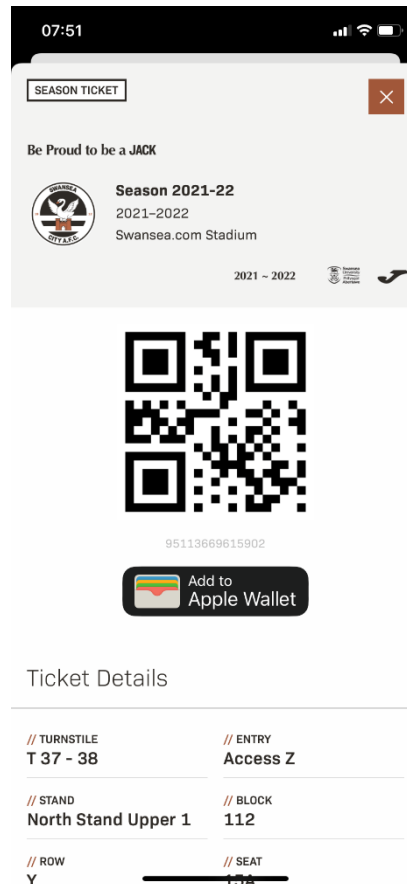


4. CHECK THE TICKET IS IN YOUR APP BEFORE ARRIVING AT THE TURNSTILES.

When your ticket is present in the app it will look like the below image.

You must check the barcode looks like the below and if it does not, please un-install and re-install the app and repeat the process again.

If you have an iOS device, you can add your ticket(s) to your Apple wallet.



5. PRESENT YOUR MOBILE DEVICE TO TURNSTILE SCANNER

When you arrive at the Swansea.com Stadium and are ready to scan your season ticket.

STILL NEED HELP?

If you are experiencing any problems with the setting up of your account, please send us an email at accountquery@swanseacity.com or give the Ticket Office a call on 01792 616400. For full FAQs, please visit our website www.swanseacity.com.