



# MANAGING YOUR TICKETS IN THE OFFICIAL WIMBLEDON APP

## 2023 GUEST GUIDE



### OPERATING SYSTEM REQUIREMENTS

The Official Wimbledon App for 2023 requires:  
iOS: Version 15 & 16 software, meaning that it will  
only work on devices from iPhone 6S and later.

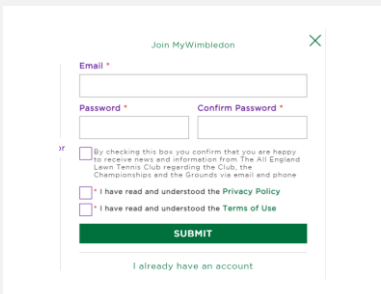
NOTE devices running iOS14 will need to upgrade  
even if they are a 6S or later

Android Version 5.0 and above.

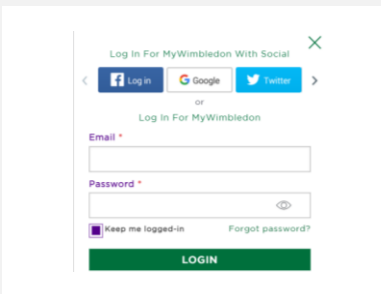
# MOBILE DEBENTURE TICKETS - GLOSSARY

## 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



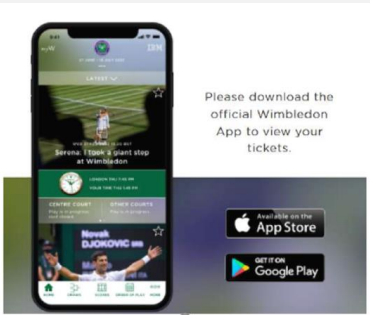
Joining Screen



Log in Screen

## Website: WIMBLEDON.COM

- Join or log in to your Wimbledon online account, *my*WIMBLEDON, via the website



## Official Mobile App: Wimbledon 2023

- 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 2023 version of the app installed on your device
- **Note:** Your QR code will appear on your ticket in the app at 7am on the day.
- Tickets can be transferred up until they are scanned into the Grounds.



# ACCEPTING YOUR TICKETS

1

03

On the day of your visit, please ensure you have access to your tickets on your app and bring a form of photo ID to guarantee entry to the Grounds.

ACCEPT YOUR  
TICKET(S)

Once you have logged in and accepted your ticket(s) for the first time, any further tickets that you may receive will automatically be added to your account.

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

2

Log in to myWIMBLEDON via Wimbledon.com

3

## TICKET REGISTRATION

You are adding tickets  
To myW account:  
TicketHolder@gmail.com

Before we provide you with access to your tickets, please acknowledge that you accept the ticket terms and conditions and the AELTC conditions of entry below.

- ☐ I have read and agree to the AELTC ticket terms and conditions.
- ☐ I have read and agree to the AELTC conditions of entry.
- ☐ I confirm I want to add Ticket access for myW user TicketHolder@gmail.com

ADD TICKETS

Accept the Ticket Terms and Conditions, Conditions of Entry and click 'ADD TICKETS'

4

## DOWNLOAD APP



Please download the official Wimbledon App to view your tickets.

Download the Official Wimbledon 2023 App

5

Log in to the App using your myWIMBLEDON email login

6



Click on 'TICKETS' to view your tickets



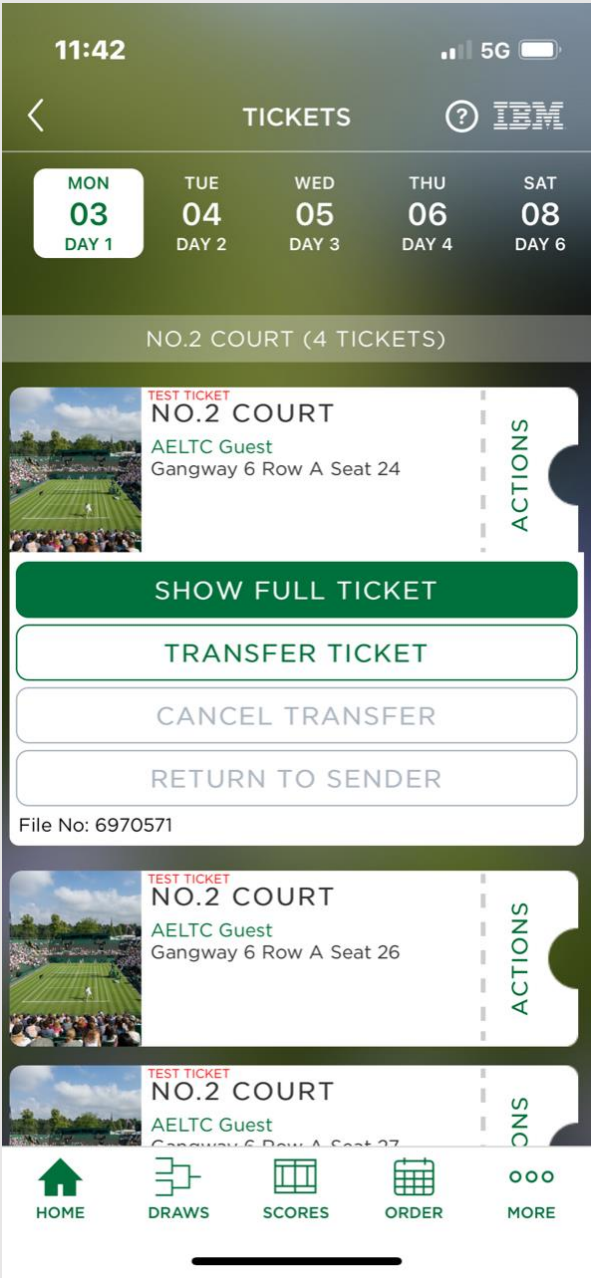


# TRANSFERRING YOUR TICKETS (APP)

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

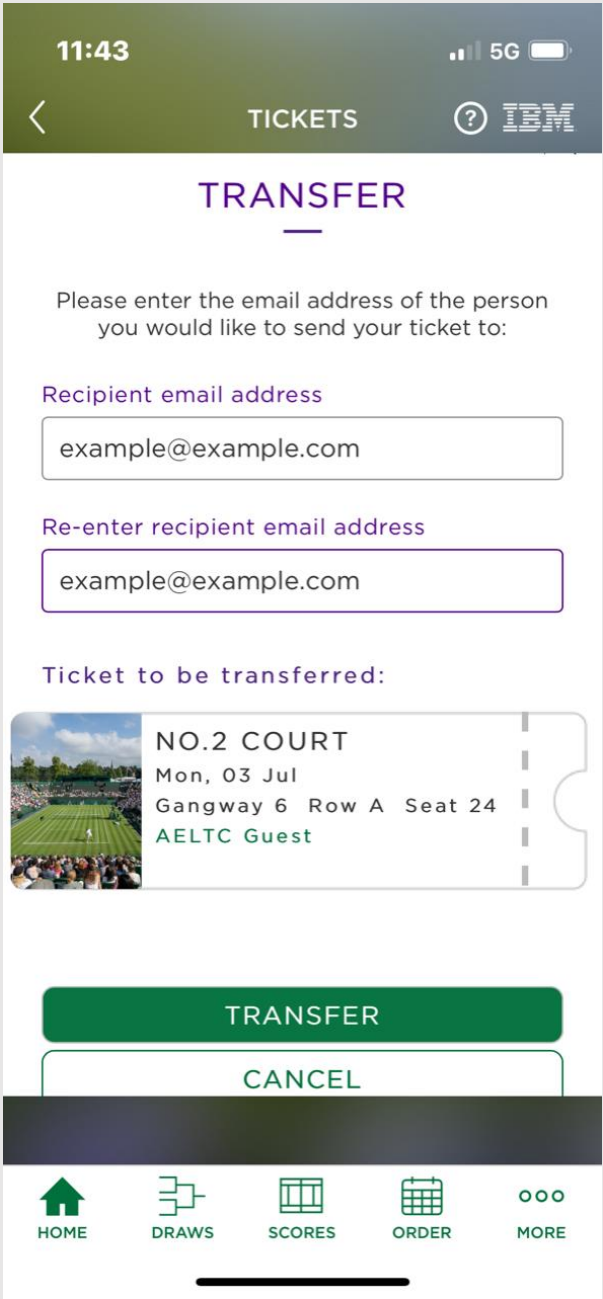
Once a transferred ticket has been accepted, it will still be visible in the Wimbledon App but will be greyed out.

1



Once you've clicked on 'TICKETS' use the calendar to select which day you want to view. Click 'ACTIONS' on the ticket you would like to transfer and then select 'TRANSFER TICKET'.

2



Enter the email address of the ticket recipient. Click the green 'TRANSFER' button at the bottom of the page - the transfer of tickets will show as pending until the recipient accepts the tickets.

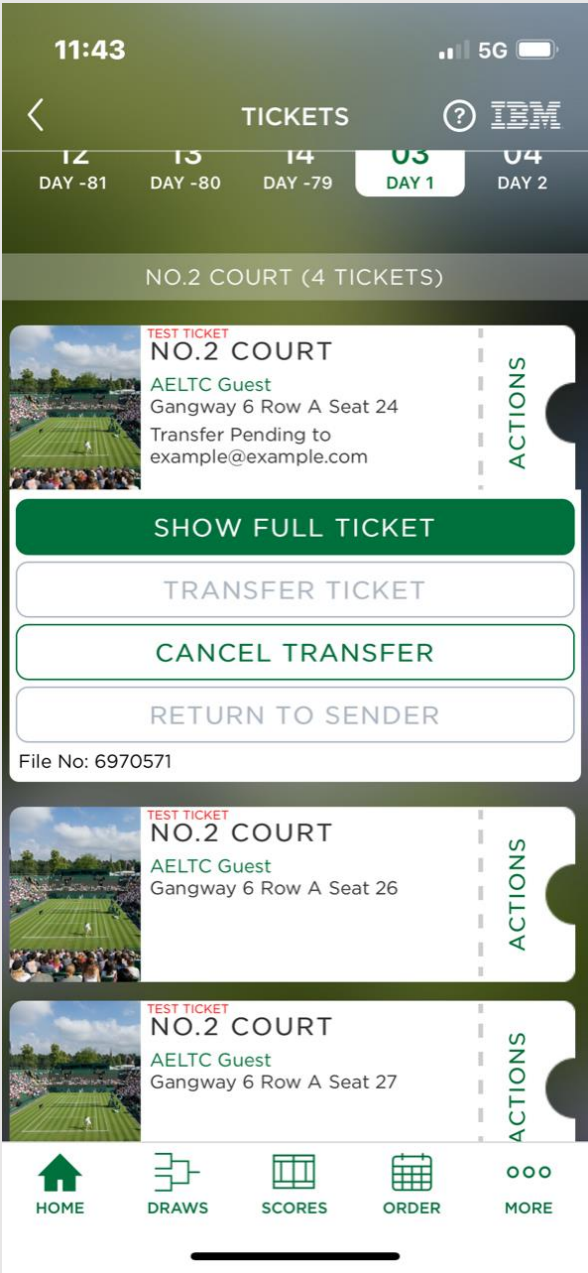
**Note:** You can only transfer one ticket at a time in the Wimbledon App



# CANCELLING TRANSFER OF TICKETS (APP)

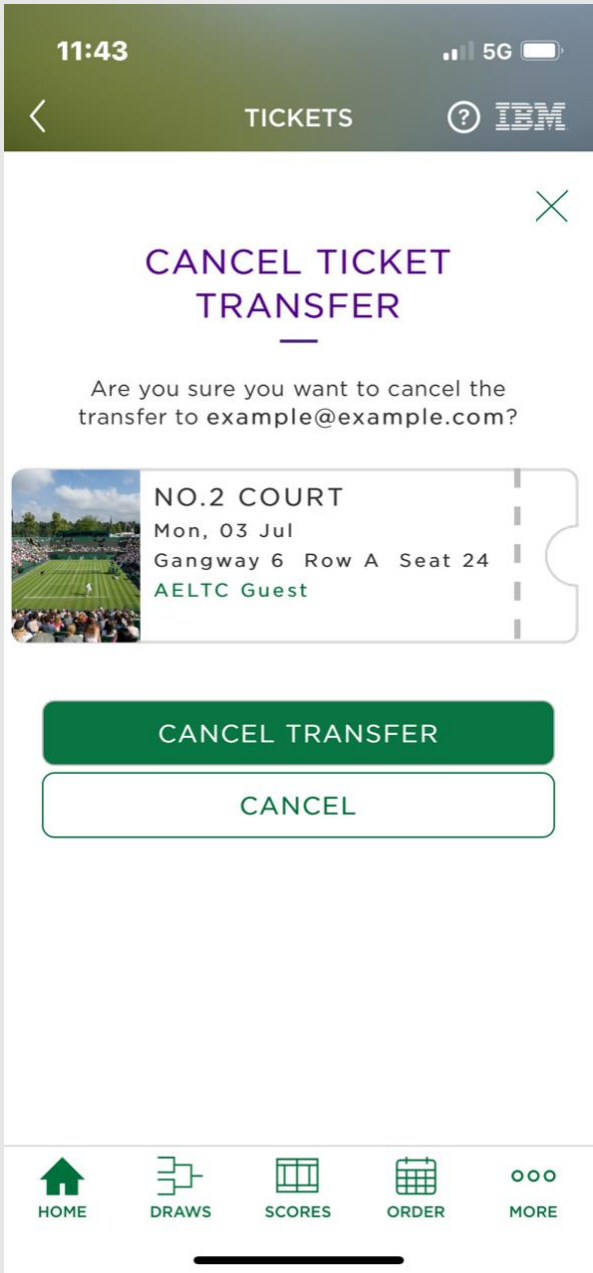
Enables you to cancel a pending transfer before it is accepted by the recipient

1



To cancel the transfer of tickets, select the 'CANCEL TRANSFER' button within ticket actions.

2



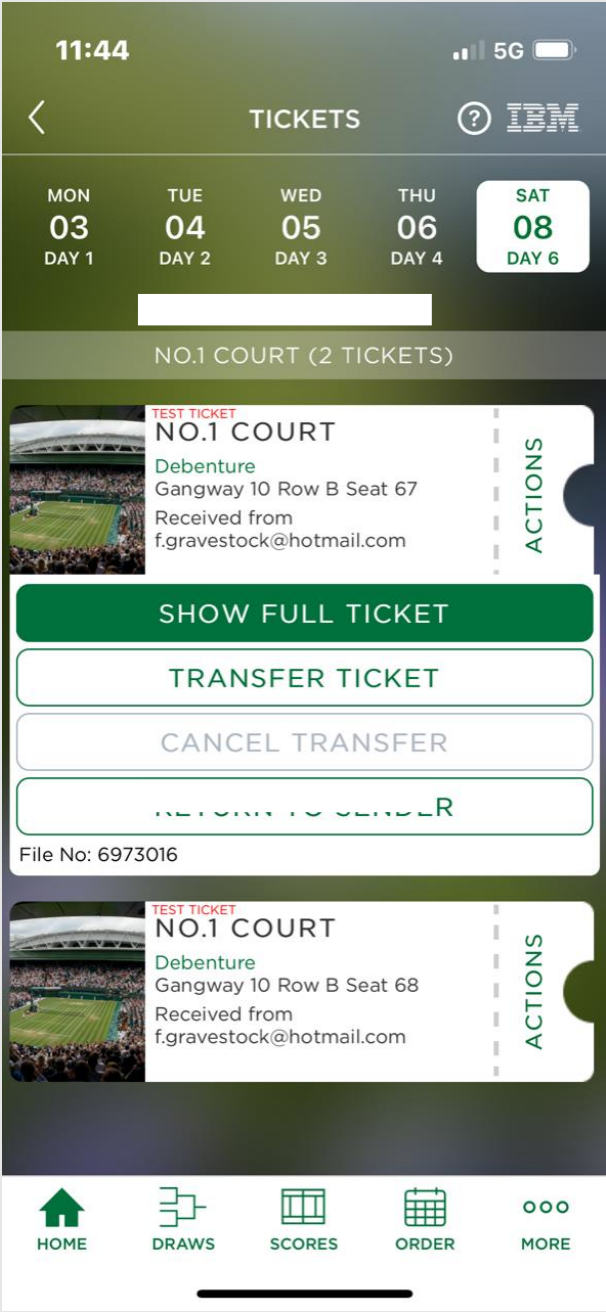
You should be taken to a new confirmation page. Clicking the 'CANCEL TRANSFER' button at the bottom of the page will ensure the tickets are returned to your wallet.



# RETURNING TICKETS TO SENDER (APP)

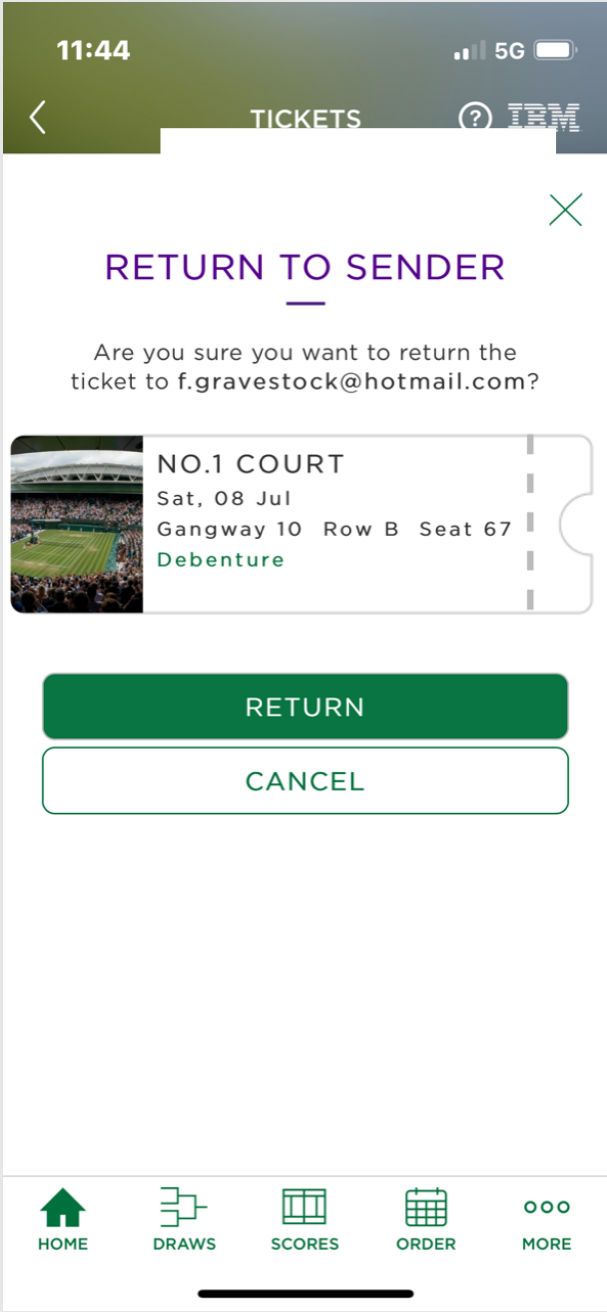
Can be used by the recipient, after the ticket has been accepted, to return it to the person who sent it to them

1



Select the tickets you want to return and click on the green 'RETURN TO SENDER' button at the bottom.

2



To finish the process, click the 'RETURN' button at the bottom of the page. The recipient will then get an email notification and accept the returned tickets back to their wallet.