

ROCKET

Mortgage Classic

June 25 - 30, 2024

DETROIT GOLF CLUB



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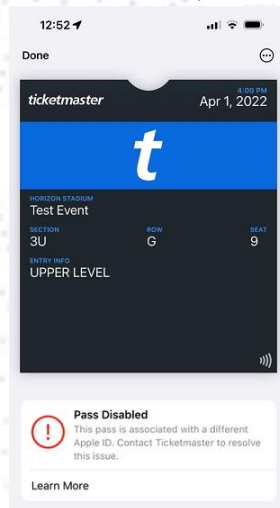


Mobile Wallet Tips and Tricks

- ❏ Ticketmaster does not allow for the use of identity blocking VPNs. The VPN must be disabled in order to access your mobile tickets. If you are using a company mobile phone with a company VPN installed, please speak to your IT department to resolve this issue.
- ❏ For Android users, Google Wallet has replaced the older Google Pay app. Newer Androids often have Google Wallet pre-installed. For older phones, you may need to install the Google Wallet app, or update from the older Google Pay app if that is already installed on your phone.

- 🔊 If you are logged in to your Rocket Mortgage Classic account on your iPhone and can view your rotating ticket barcodes, but don't see the Add to Apple Wallet link, try the following troubleshooting tips in the order below:
- ❖ Turn your phone horizontal. This helps most of the time.
 - ❖ Check your phone's font size setting – it needs to be NO HIGHER than 100%.
 - ❖ Ensure your phone's browser settings have JavaScript enabled.
 - ❖ If you are experiencing problems while using the Safari browser, switch to Google Chrome instead.
 - ❖ Try opening a private/ incognito browser.

- 🔊 If you're seeing "Pass Disabled" when trying to access your Ticketmaster tickets in your Apple Wallet, it may be for one of the following reasons:



- ❖ You may have purchased a ticket from a third-party platform that wasn't transferred correctly.
- ❖ You may not be using the latest version of iOS 16.4 and the latest version of the Ticketmaster app.
- ❖ Your phone may not support the latest iOS which is required to add tickets to your wallet.
- ❖ You may be attempting to add tickets that are already in someone else's wallet. Any tickets purchased from an individual Ticketmaster account can only be linked to one Apple ID. If you need to send another fan a ticket, visit the FAQ [How do I transfer tickets?](#) to learn how.

Follow these steps to re-add them:

1. Head to the Ticketmaster app to find your ticket.
2. Ensure you've upgraded your phone to iOS 16.4 or above, you're using [the latest version of our app](#) and that any ticket within the Ticketmaster account hasn't been downloaded to another fan's Apple Wallet.
3. Once you're on the latest version of each, press the **add-to-wallet** button.
4. Verify your Apple ID, and you'll be ready to go!

You can also use the rotating barcode from your My Account to get into your event. If you can't view your ticket in your Ticketmaster app or view the rotating entry token, please contact the seller you purchased your ticket from.