AT&T PEBBLE BEACH PRO-AM

MOBILE WALLET TROUBLESHOOTING

- Ticketmaster does not permit the use of identity blocking VPNs. The VPN must be disabled. If you are using a company mobile phone with a company VPN installed, please speak to your IT department to resolve. It's beyond our scope to troubleshoot individual phones.

- If you are logged in to your ticket account on your iPhone and can view your tickets, *but don't see the Add to Apple Wallet link,* try the following troubleshooting tips in the order below:

    o Turn your phone sideways. This helps most of the time (but not always)

    o Check your phone's font size setting – it needs to be NO HIGHER than 100%

    o Ensure your phone's browser settings have JavaScript enabled

    o If experiencing problems while using the Safari browser, switch to Google Chrome instead

- 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.

- Ensure your phone is updated to the most current software version.