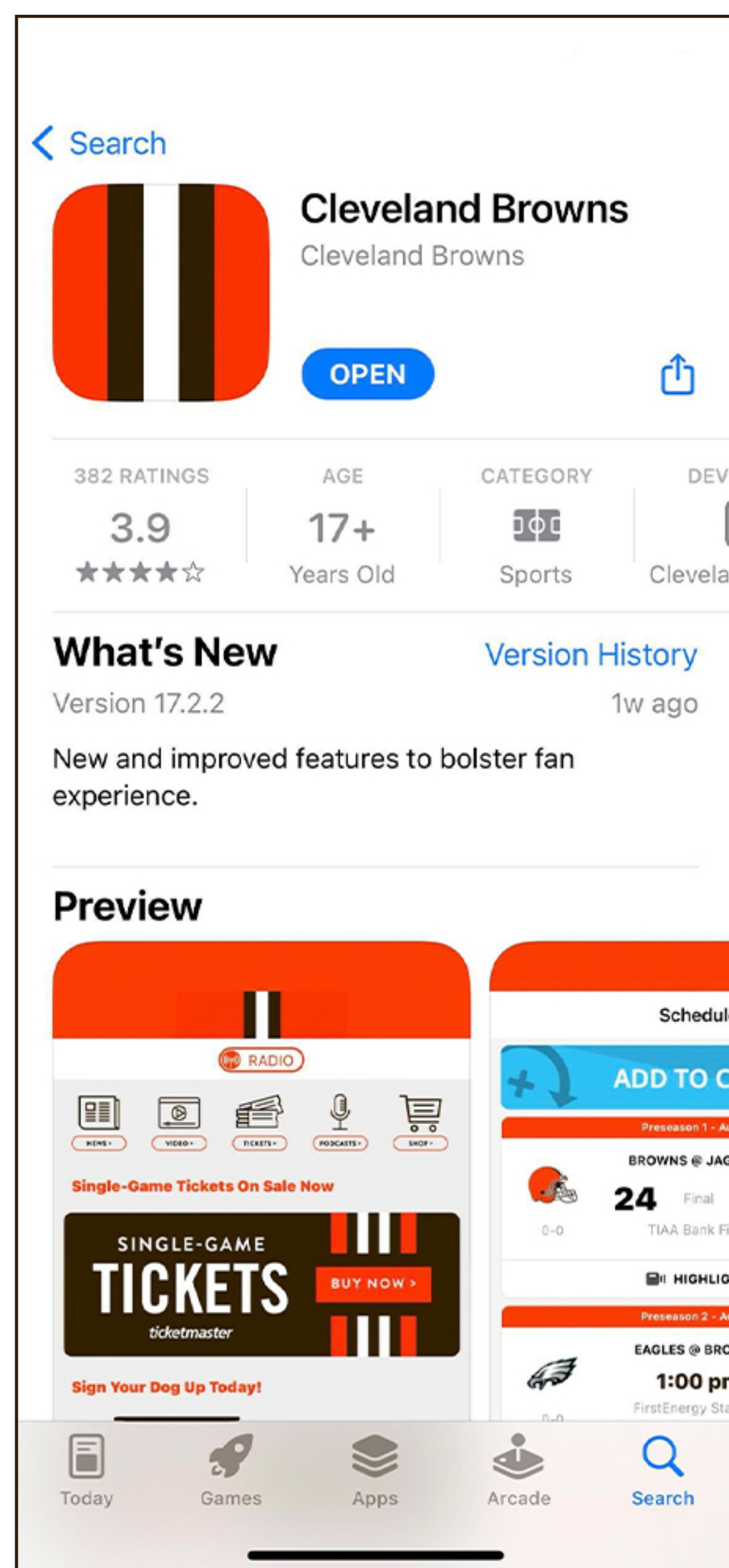


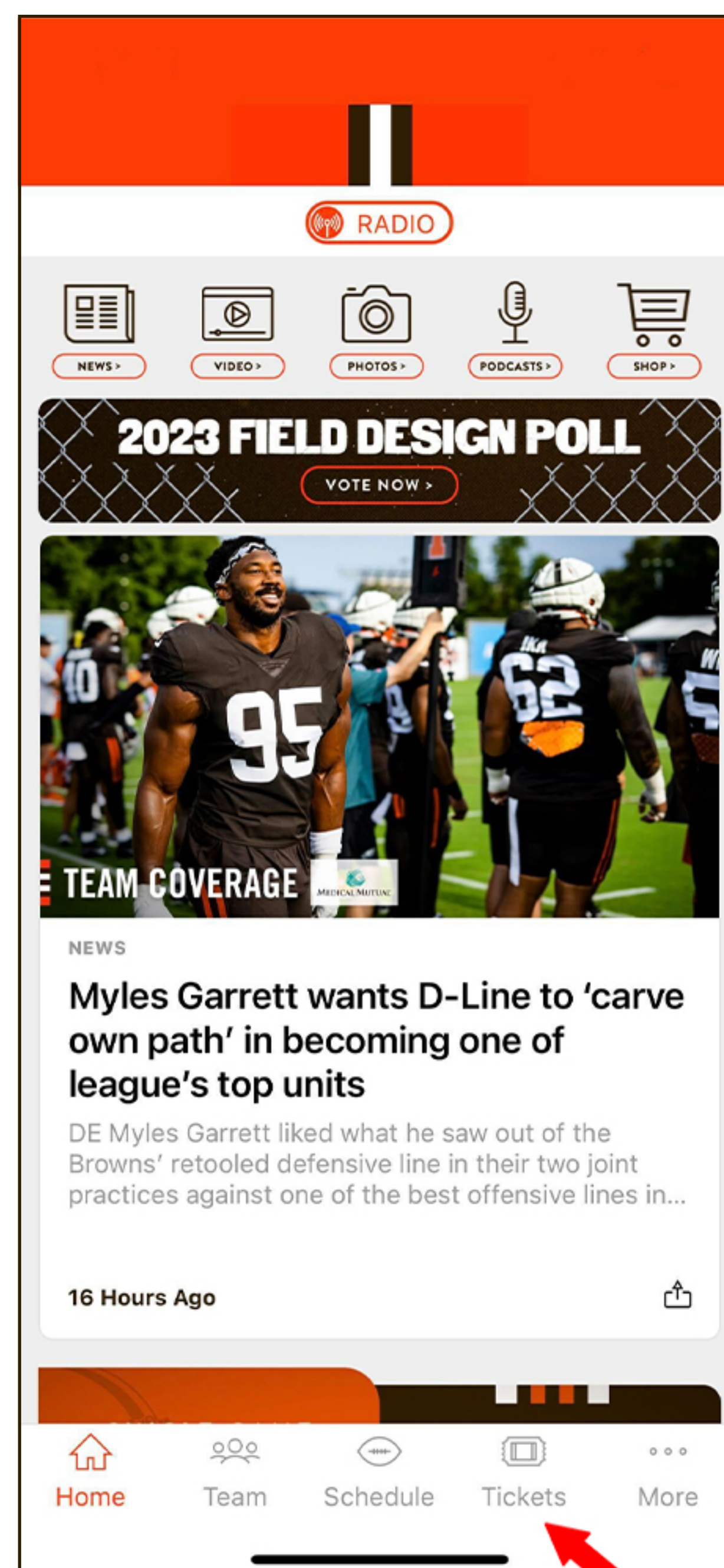
HOW TO USE MOBILE TICKETS

IPHONE USERS



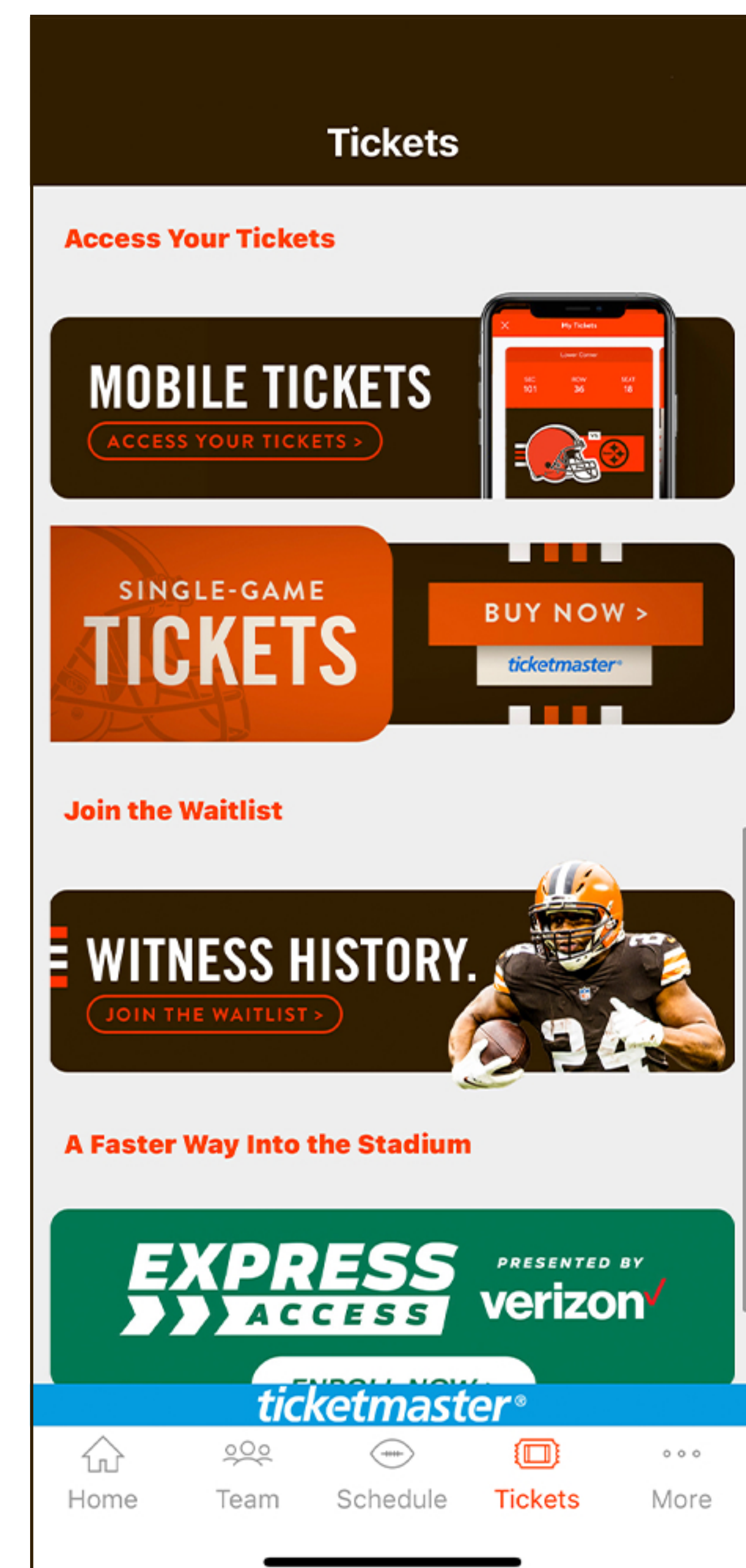
1

Download the latest version of the Cleveland Browns app from the App Store



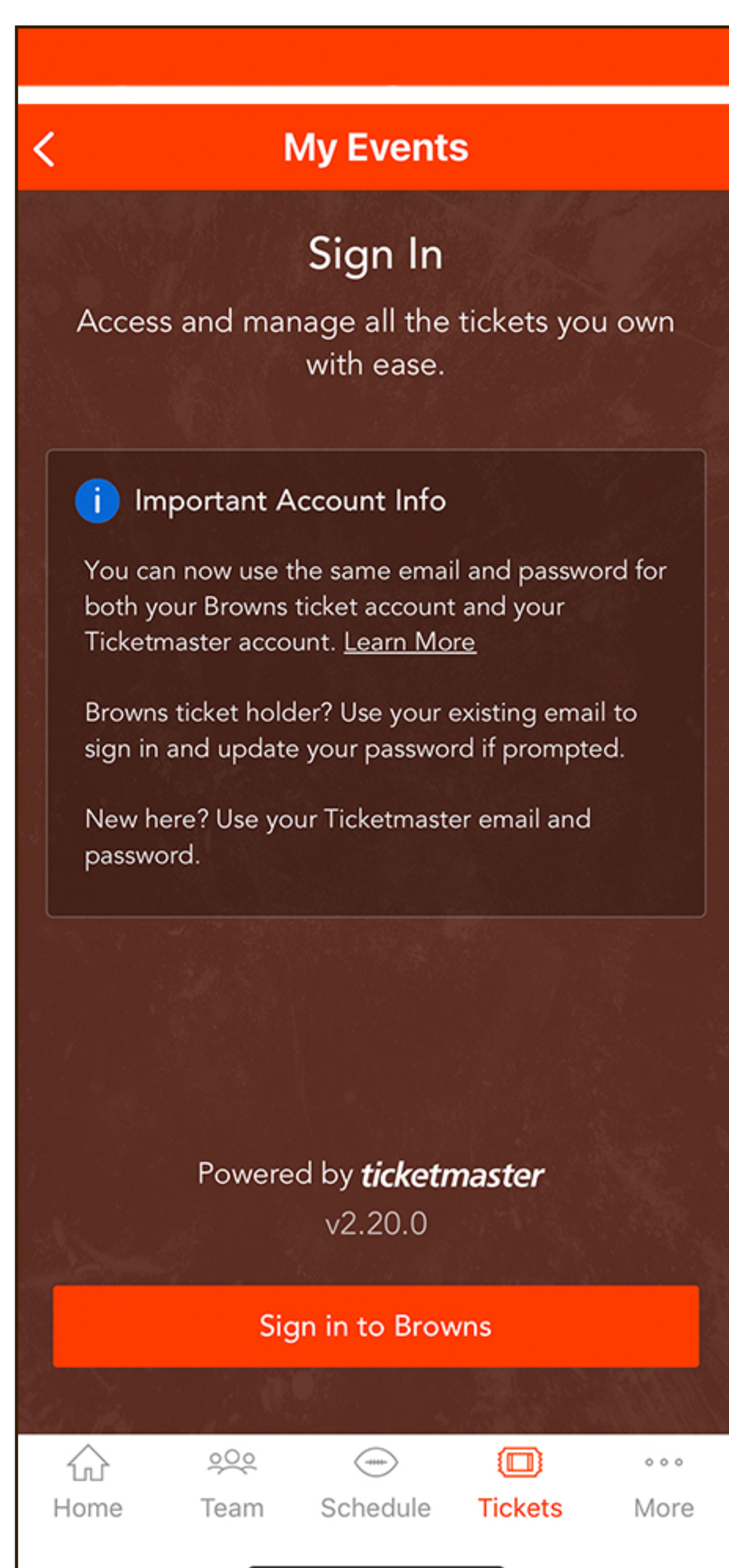
2

Open the app and select "Tickets" from the navigation menu



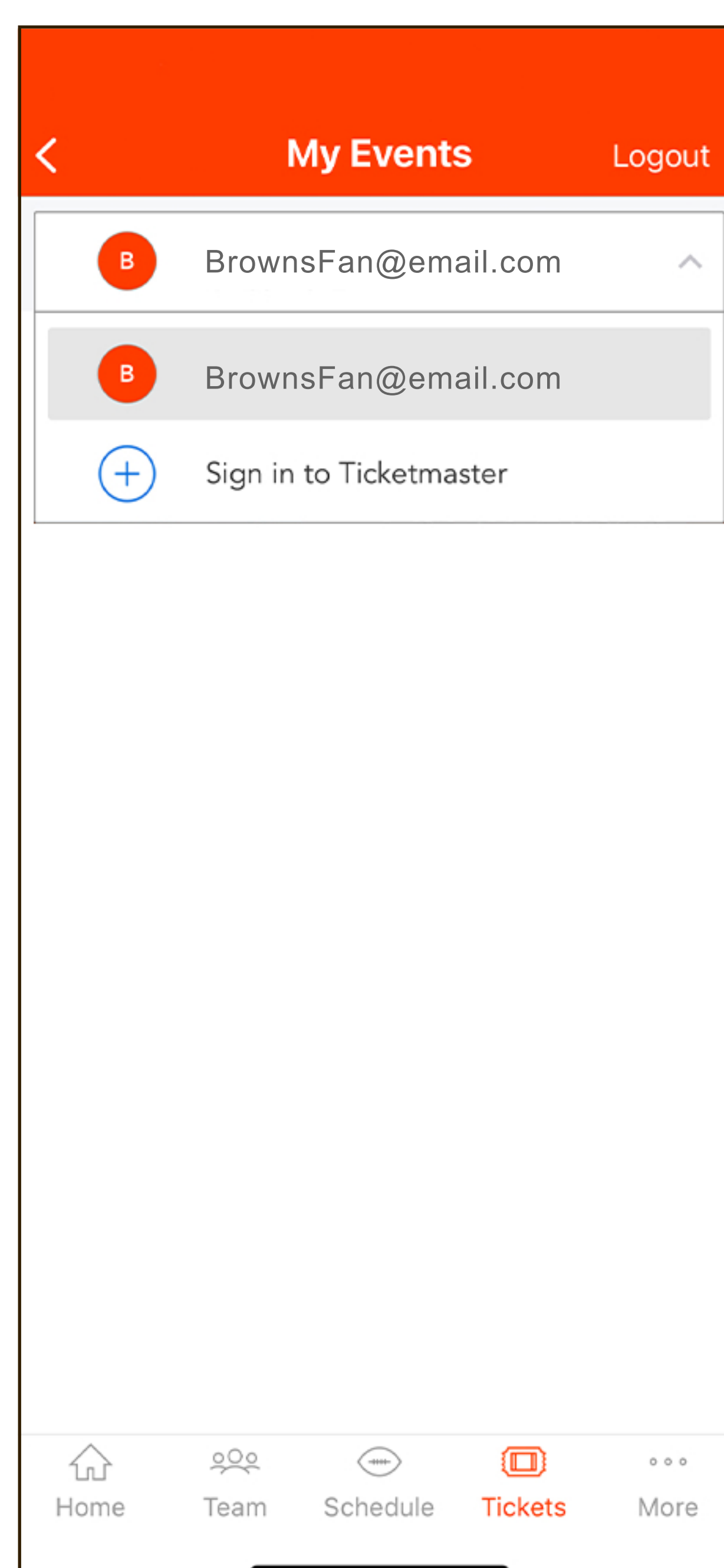
3

Select "Mobile Tickets"



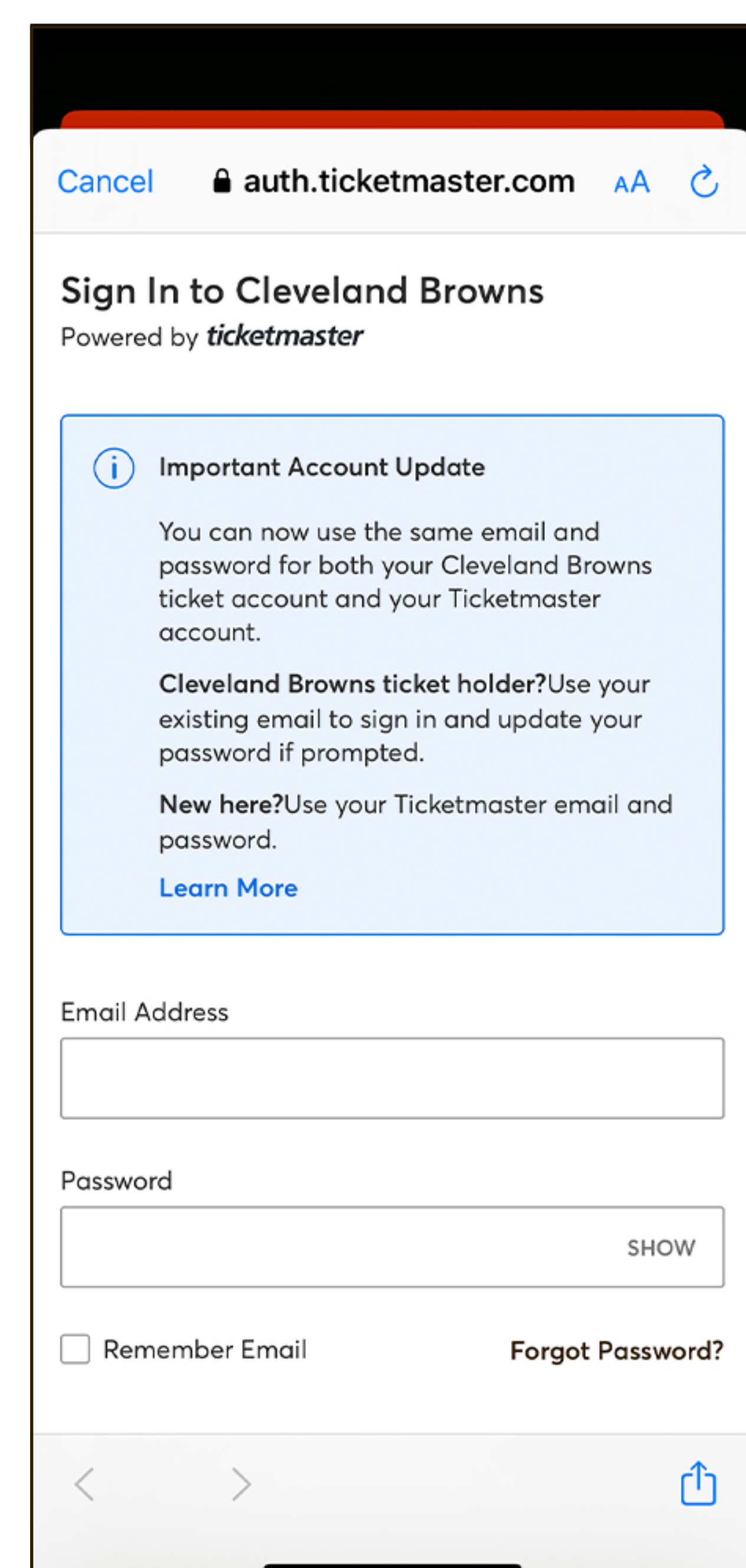
4a

Sign in with your Browns Account Manager credentials



4b

Link your Browns and Ticketmaster accounts

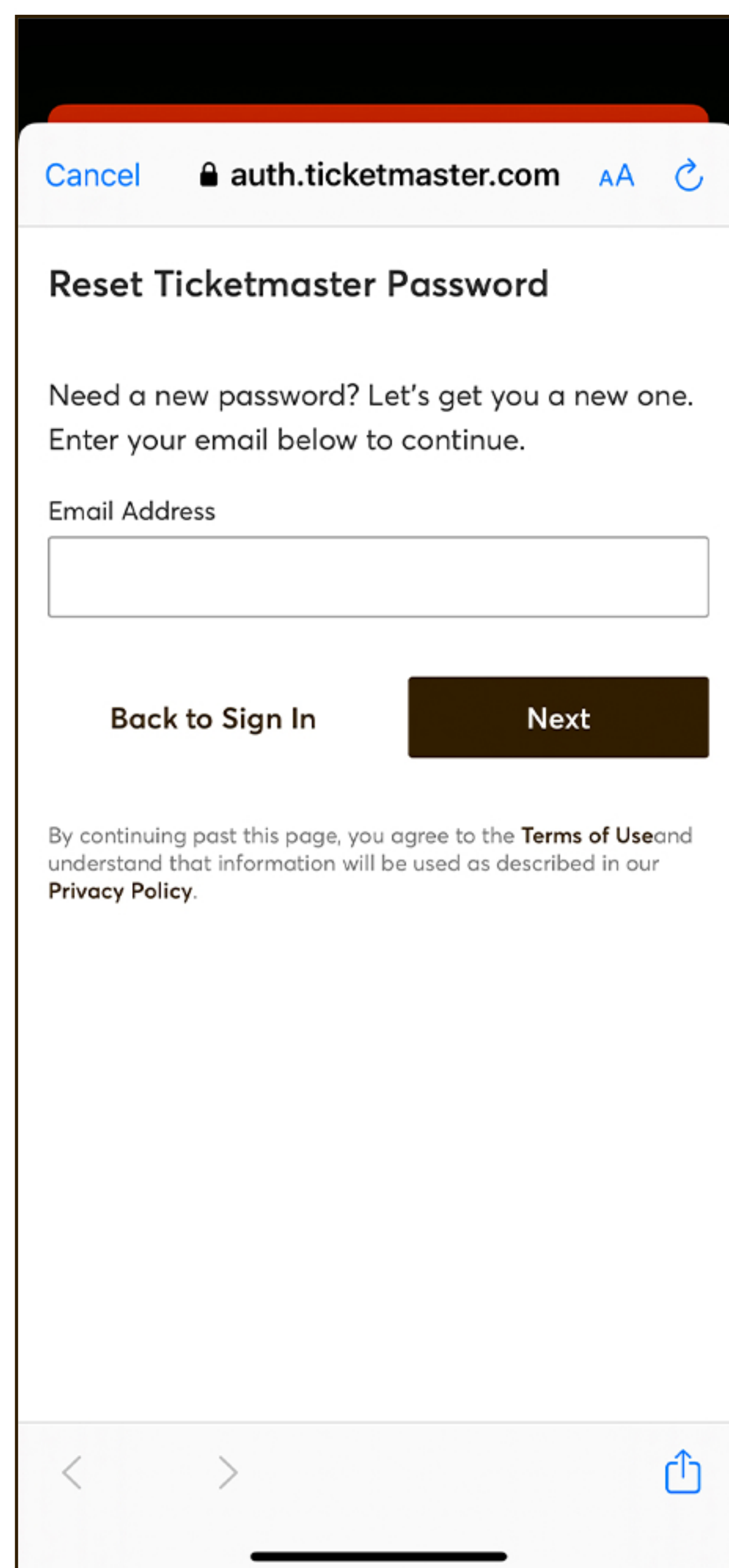


5a

If prompted, update your password by selecting the link and entering your email address

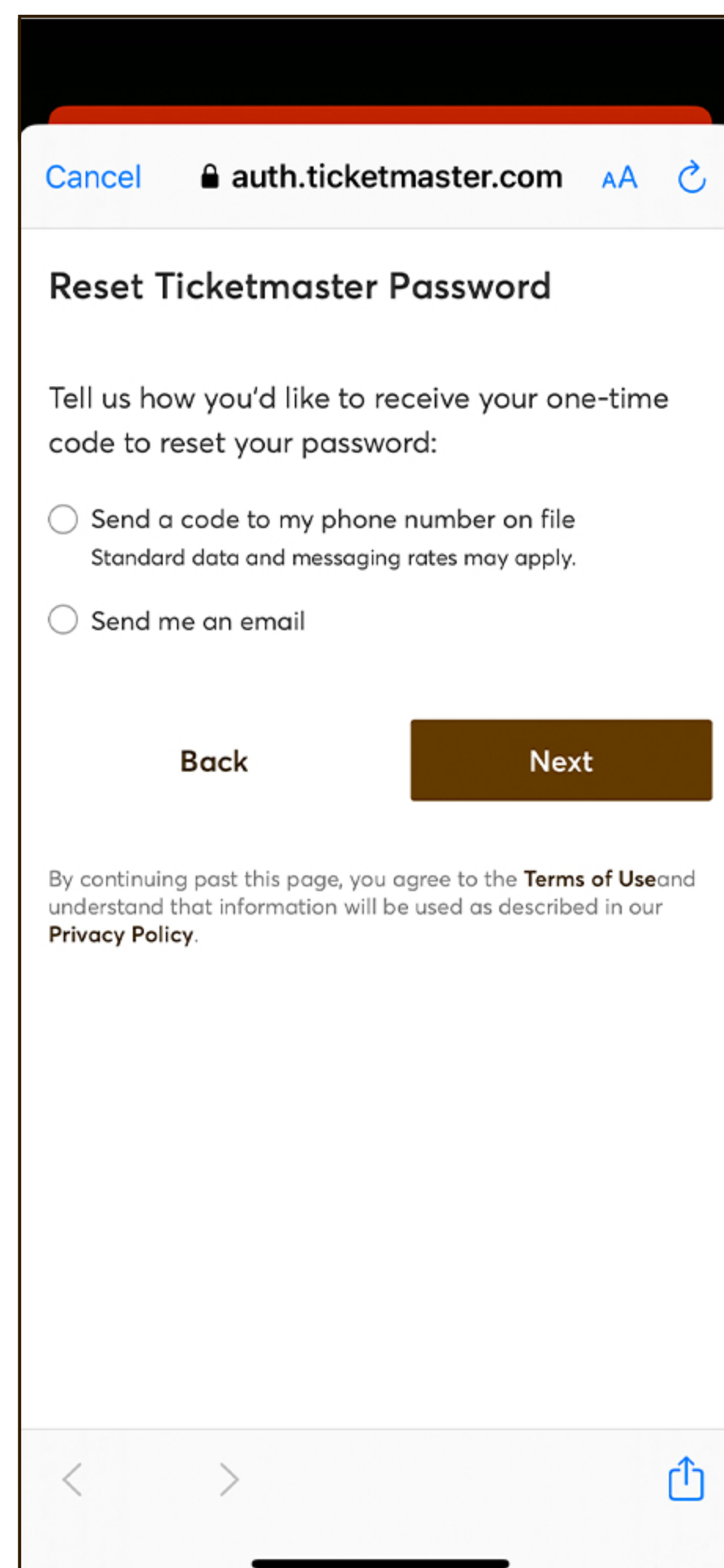
HOW TO USE MOBILE TICKETS

IPHONE USERS



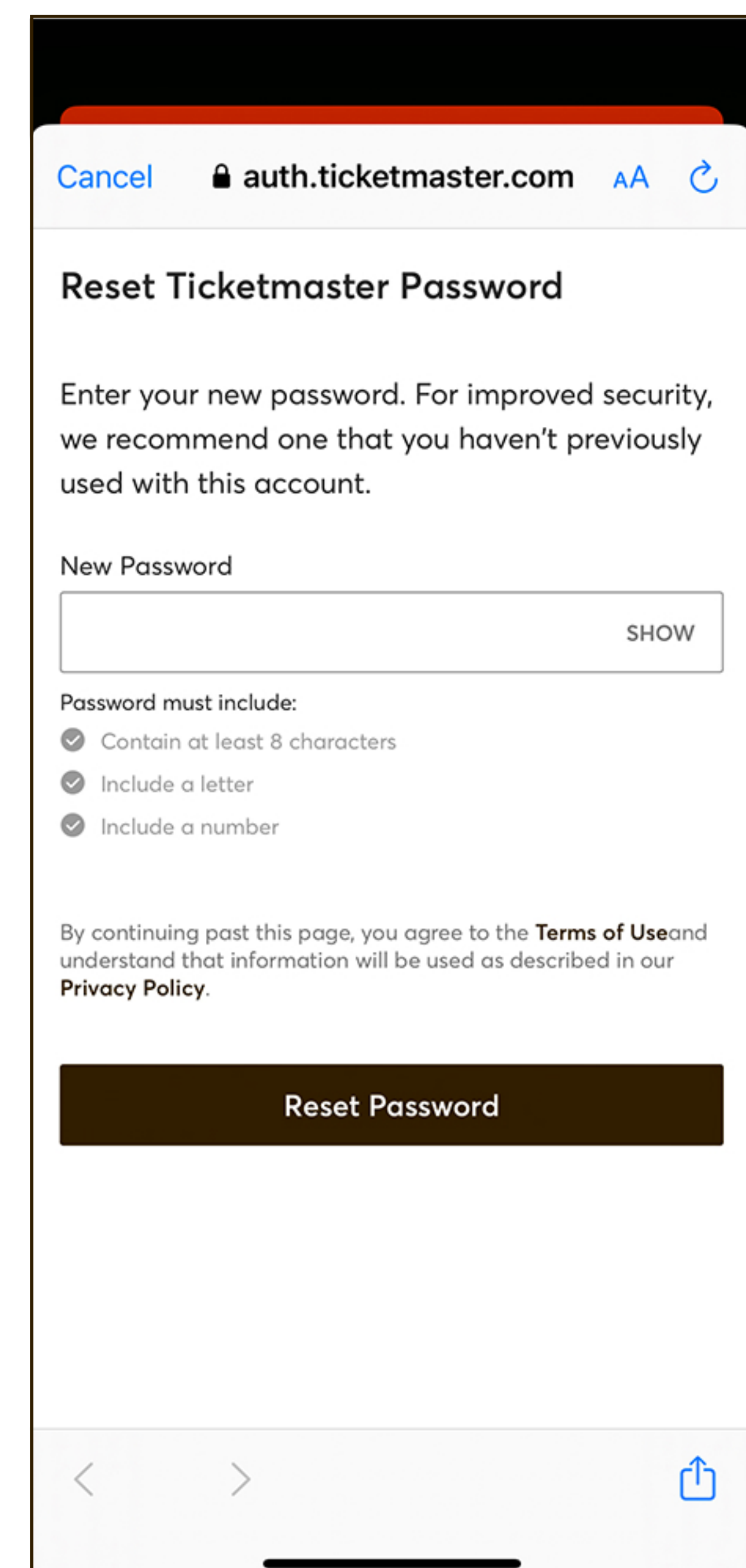
5b

Enter your Account Manager email address to request a new password



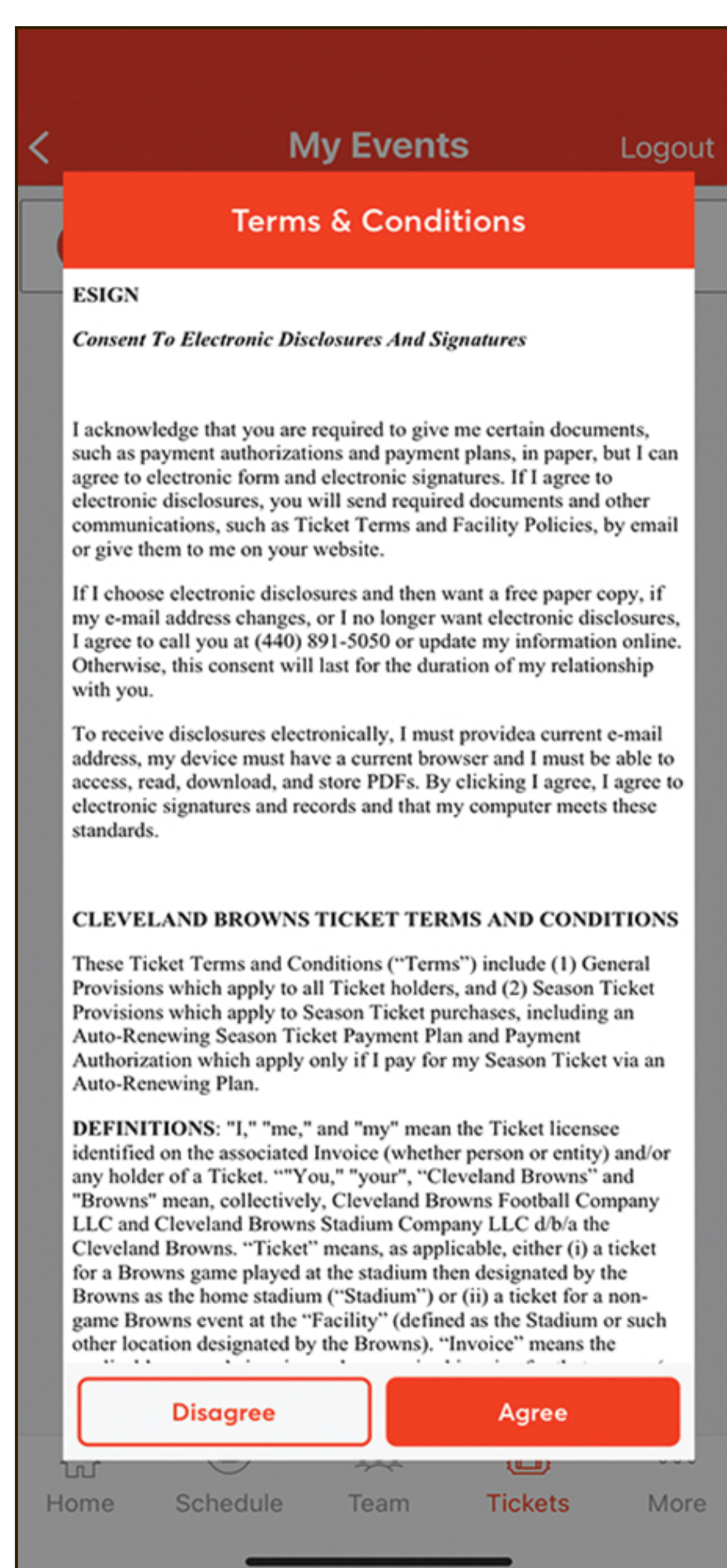
5c

Choose to receive a verification code by text or email, then enter the code.



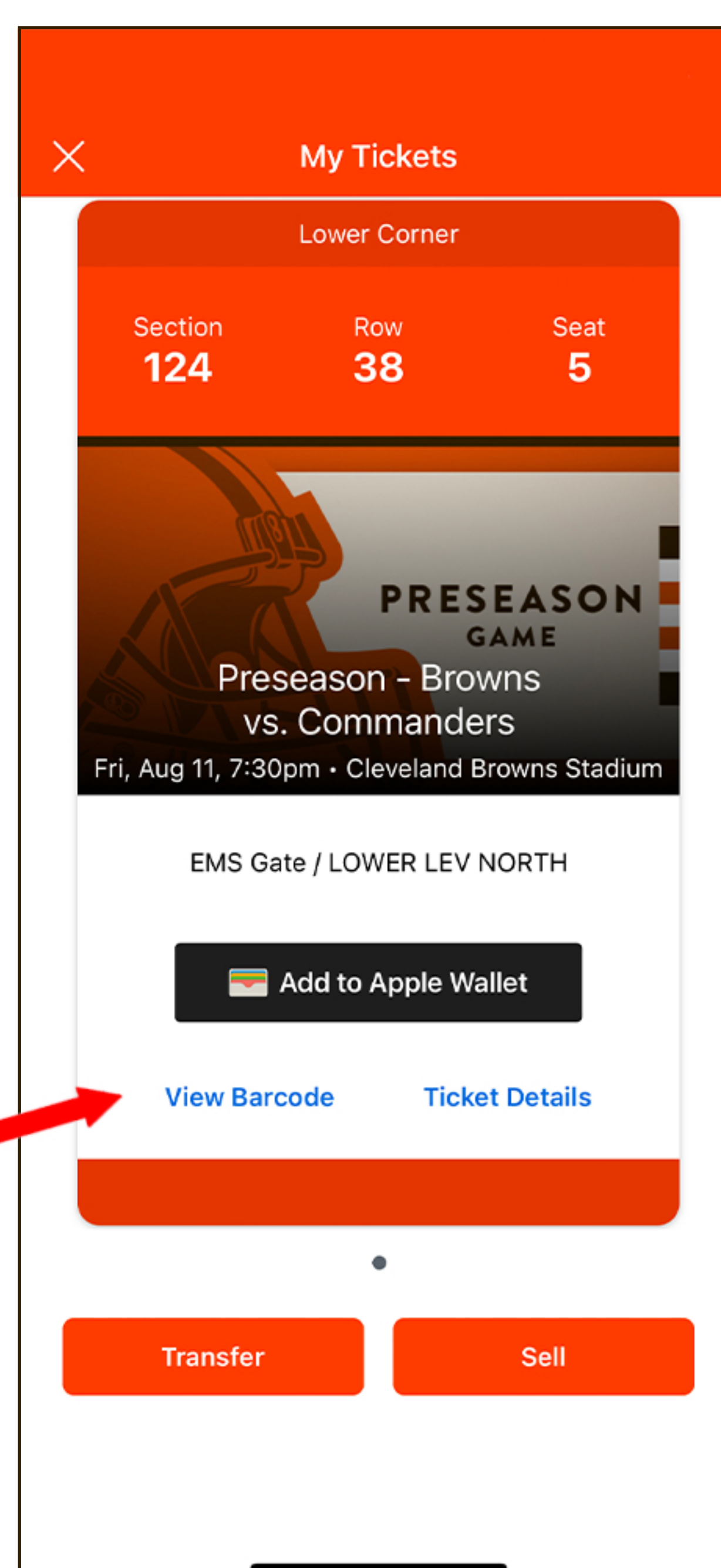
5d

Enter a new password



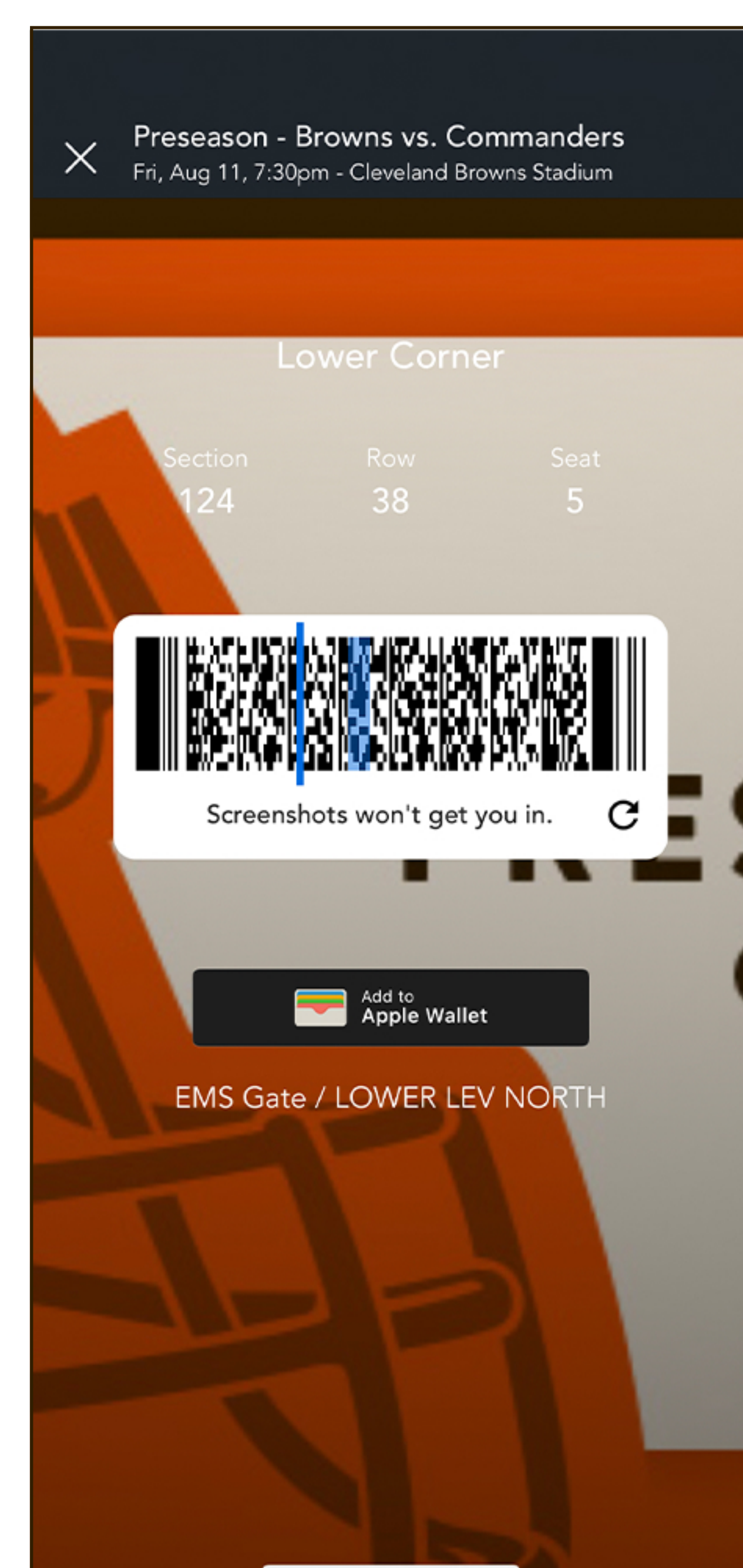
6

Review and accept the updated Ticket Back Terms prior to each event



7

Select "View Barcode"; iOS users can tap "Add to Apple Wallet" prior to arrival

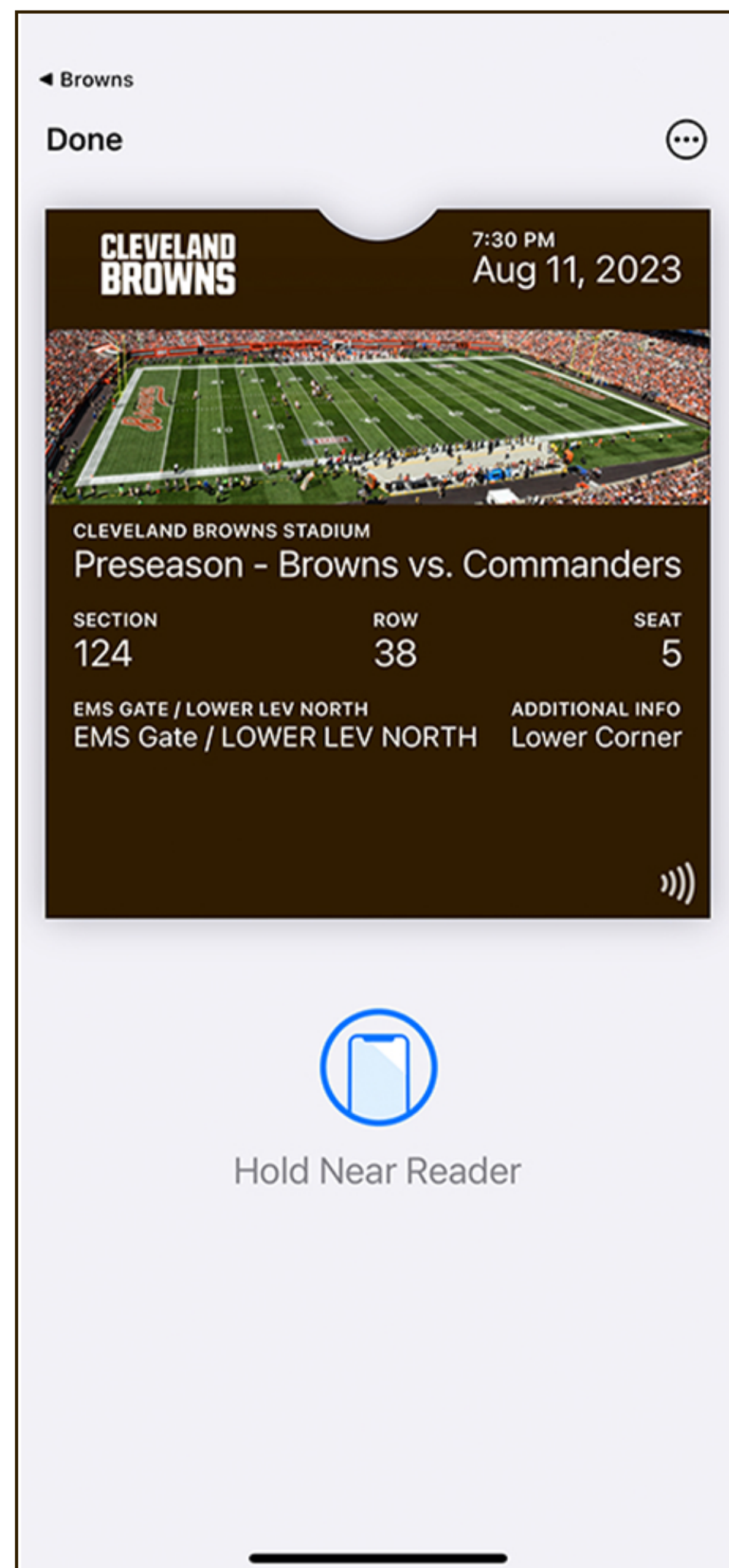


8a

At the event, display your barcode at the gate

HOW TO USE MOBILE TICKETS

IPHONE USERS



8b

At the event, open your Apple Wallet and display your mobile ticket at the gate

How to Enable Passcode

*Note: Apple requires your phone to be protected with a passcode, touchID or facelD in order to use Apple Wallet

1

On iPhone X and later, go to Settings > FaceID & Passcode. On earlier iPhone models, go to Settings > Touch ID & Passcode

2

Tap "Turn Passcode On"

3

Enter a six-digit passcode

4

View your tickets in Apple Wallet. The animated blue "Hold Near Reader" icon (see step 8b) means that your mobile tickets are ready for tap and go entry at the gate

