

**FAQs for new WIFI & APP
As at 15 Nov 2018**

Q) How do I access Gloucester Rugby's state of the art free WiFi?

A) You must have first downloaded and installed the latest version of the 'Gloucester Rugby App'. This is available from the appropriate app store for your mobile device. The App should then be launched whilst at Kingsholm to provide the user with instant access to state of the art free WiFi.

Q) How do I get the Gloucester Rugby App?

A) You can download the 'Gloucester Rugby App' free of charge from either the Apple App Store for iOS devices, or the Google Play Store for Android devices.

Q) Can I download the App whilst at Kingsholm?

A) We recommend the App is downloaded prior to arrival at Kingsholm, however this is not essential.

If the user needs to download the app whilst at Kingsholm, Gloucester Rugby have provided a complimentary gateway service to enable this free of charge and negate the user having to use their phone's data plan.

Simply go to your WiFi settings and choose "App Download". Once you have done so you will be greeted by a welcome screen that provides direction to the app store whereby the App can be rapidly downloaded and automatically installed on your device.

Q) What if I have already downloaded and installed the App prior to coming to Kingsholm?

A) This is the preferred option, in which case you simply open the Gloucester Rugby App upon entry to Kingsholm Stadium.

Once you open the App, you will be offered the option to click Connect. This will automatically log the user on to state of the art WiFi.

If for any reason the user bypasses the Connect button, then once inside the App simply click on 'Venue' at the bottom of the screen and you will be presented with an option to 'Get High-Speed WI-FI at Kingsholm'. This will then offer you the option once more to Connect.

Q) I am logged on to 'App Download' WiFi, but I can't do very much.

A) 'App Download' WiFi is only provided to enable a user to access the app store and download the Gloucester Rugby App quickly and free of charge without the need to use their own data plan. Once you have the App and have launched it, you will be switched to 'Kingsholm Wi-Fi' free of charge whereby you will have full connectivity to state of the art WiFi.

Q) If I am connected to "Kingsholm Wi-Fi", will I be charged for using it?

A) No. The WiFi is complimentary and free to use by the fans whilst at Kingsholm. It is important to use the Gloucester Rugby App to connect to the Kingsholm Wi-Fi, otherwise you will not enjoy the speeds and flexibility the new state of the art WiFi offers.

Q) Must I be connected to 'Kingsholm Wi-Fi' to experience state of the art connectivity?

A) Yes. You will only experience our new state of the art WiFi by using the app to connect to "Kingsholm Wi-Fi".

You will not be able to join the free of charge Kingsholm Wi-Fi without using the app to Connect.

Q) Why do I need the 'Gloucester Rugby App' to get WiFi connectivity?

A) The main purpose of the WiFi is to help enhance the fan experience. The Gloucester Rugby App is the way we will make things easier, give you new and exclusive content, and help you enjoy your match day more.

Q) Why are some sites blocked on the WiFi?

A) We want you to enjoy the match, socialise and use the Gloucester Rugby App. To protect that experience for everyone, we have made sure that the Gloucester Rugby app is a priority for connectivity, as well as making sure there are some websites and streaming sites that aren't suitable for being used at Kingsholm. This is standard practice for most public WiFi systems to adequately safeguard its users.

Q) The Gloucester Rugby App previously worked when I was at Kingsholm (prior to 14 November 2018) but it doesn't appear to work now?

A) Make sure you have updated the Gloucester Rugby App from the App Store or Google Play as some technical changes have taken place and the App will not work if you do not update.

Q) What is Click & Collect?

A) It allows you to pre-order food and drinks and beat the queues*. Use SwipeStation to get an order receipt before you collect your drinks in the Fast Lane - beating queues and saving you from using cash.

*SwipeStation is currently available in the Shogun Bar and Lions Den.

Q) How do I do Click & Collect?

A) Go to the "Order" part of the Gloucester Rugby App, choose "Click & Collect" and download the SwipeStation app. If this is your first time using the app, an account will need to be set up.

Then, order your food and drinks and proceed to a SwipeStation unit in the Shogun Bar or Lion's Den - place your phone under the machine to scan the QR Code you will receive and collect your ticket that will be automatically printed out. Go to the Fast Lane and collect and enjoy your order.

Q) Why do I need two apps?

A) We are working on integrating SwipeStation into the Gloucester Rugby App so you won't need to have both apps. However, the benefit of the separate SwipeStation app is that you can also use SwipeStation facilities if you visit other stadiums.

Q) Do I need to set up a profile?

A) There will be some features in the future where we will need you to set up a profile. This will help you set up a payment account and make sure you are the right age. This is all coming soon.