



ABU DHABI GP APP FREQUENTLY ASKED QUESTIONS

HOW DO I DOWNLOAD THE APP?

Download links on the [Apple Store](#) & [Google Play Store](#)

WHY IS THE APP NOT OPENING?

If the app is not opening, please check the following:

- Ensure you have downloaded the correct Abu Dhabi GP app
- Check your application version and your network connectivity or data restrictions
- Check you have sufficient memory (at least 1GB) in order to operate the app

WHY ISN'T THE APP SHOWING INFORMATION?

If the app is not showing information, try the following:

- Connect to Wi-Fi to access the latest updates.
- Ensure you are logged in with same email ID used to purchase or receive #AbuDhabiGP Tickets.

WHAT IF I DID NOT RECEIVE AN ONE TIME PASSWORD (OTP)?

If you haven't received an OTP:

- The OTP is sent to the registered email you entered on log in
- If you don't receive an OTP, please mark noreply@abudhabigp.com as safe on your email or by IT if using your corporate email account
- If you still do not receive an OTP, please contact 800927 or +97124979000

WHY IS MY ONE TIME PASSWORD (OTP) NOT WORKING?

If your OTP isn't working:

- You cannot copy and paste the OTP, please ensure that you correctly type the OTP that is received on your email ID.
- Ensure you are using the latest OTP as the OTP is sent to you at the time of log in

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**If you have any questions about the Abu Dhabi GP app,
please call 800 927 or +97124979000**