

## Online Ticket Guide

Information and a step by step guide on how to activate an account for an online user

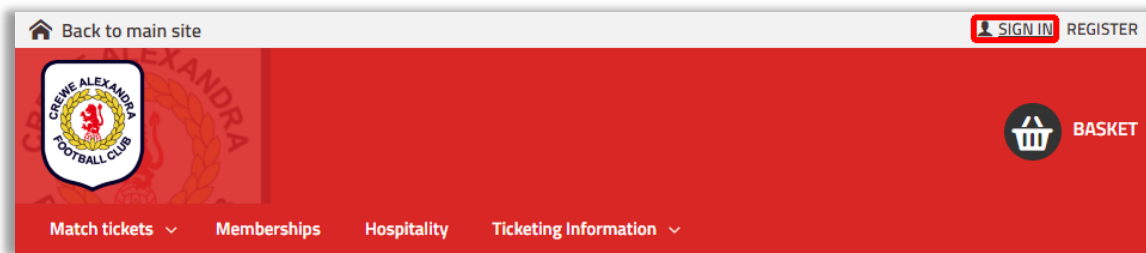
### Step One

Have your existing Crewe Alex supporter number to hand and navigate to

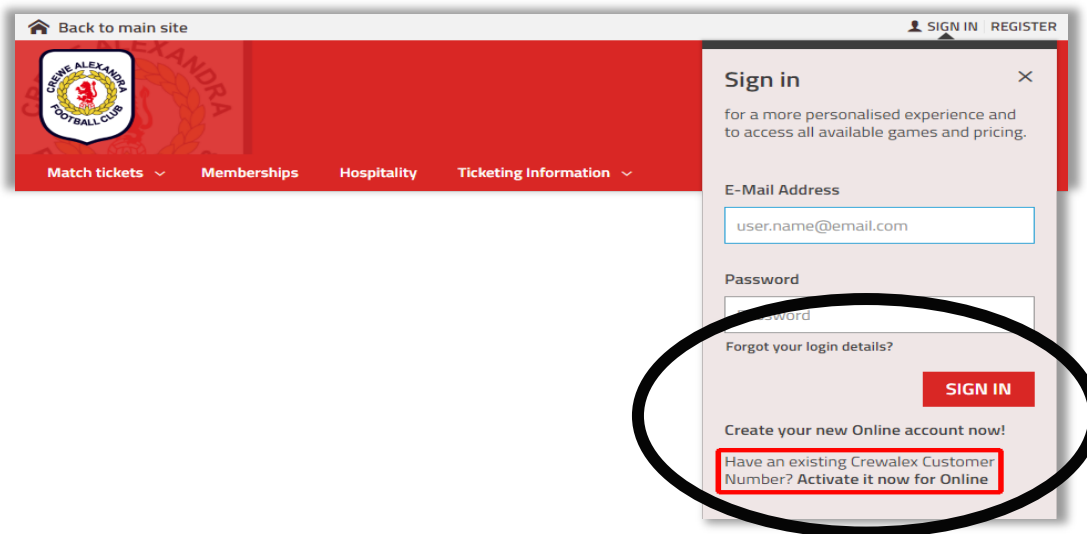
[www.eticketing.co.uk/crewealex/](http://www.eticketing.co.uk/crewealex/)

### Step Two – Account Activation

To be able to purchase your match ticket you will need to have an activated account. On the homepage in select **Sign In** in the top right corner of the home page.



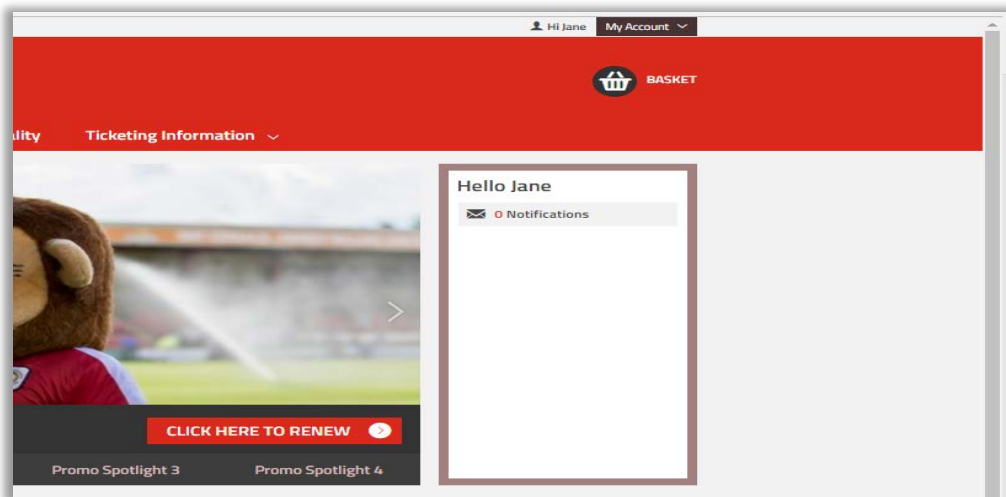
Once the sign in menu drops down at the bottom click **Activate it now for Online**



This will load the registration page and will pre-fill with the details that we currently have on the system for you. Complete your personal details along with your chosen password which must be between 8 and 32 characters long and contain a combination of letters (including one capital letter) and numbers. Please ensure that the address and your email address you enter is the one where you would like any tickets to be sent/received.

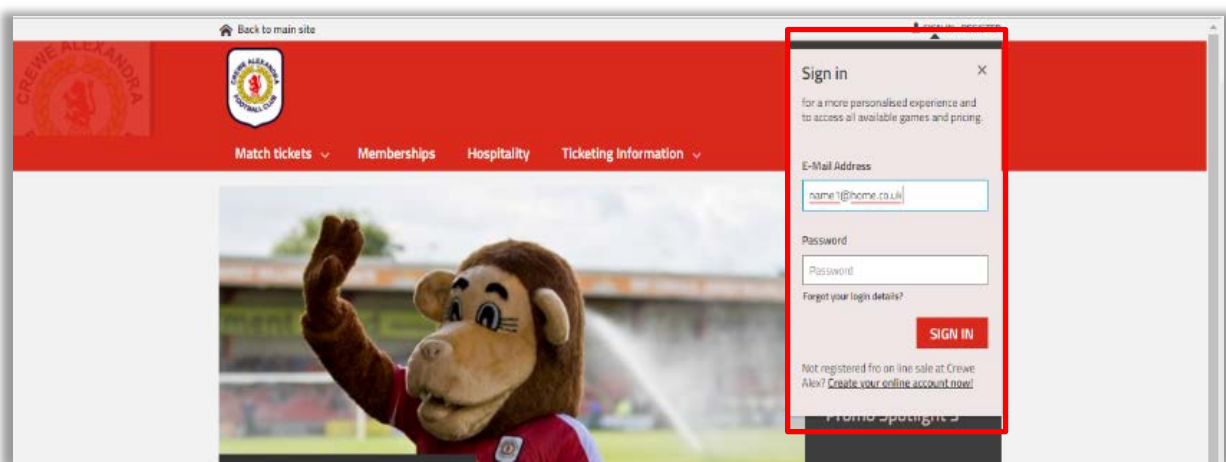
Anything marked \* is mandatory and the asterisk indicates that the information must be completed. Clicking **Complete Registration** will save your details and complete your registration.

Once your account has been activated you will return to the homepage where greetings panel will appear which will display your personal notifications



### Step Three – Account Management

To manage your account, sign in by clicking **Sign In** from the menu at the top of the screen. You will need to enter your email address and chosen password and click **Sign In** to proceed.



From **My Account** you can edit your personal information and view past purchases and add people to your on-line network

### Step Four – My Network

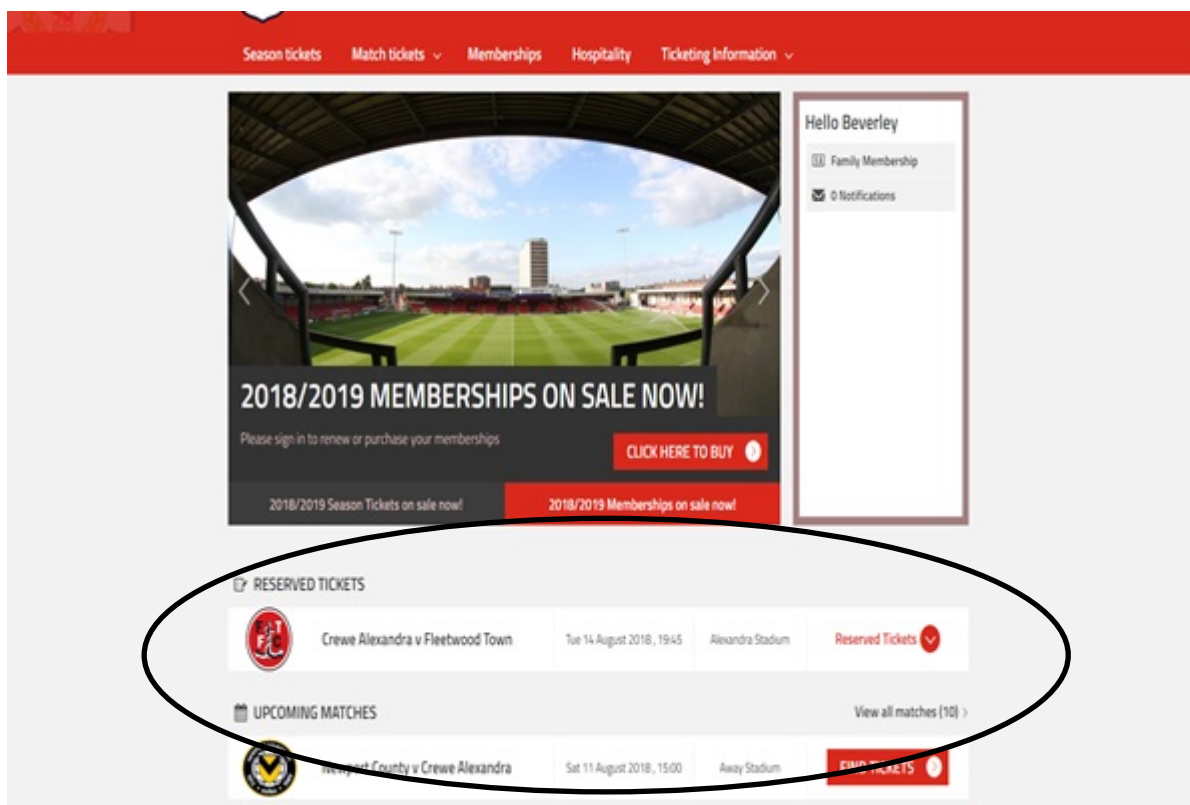
If you are purchasing tickets on behalf of someone else, you will need to add them to **My Network**. This is a multi-step process and will require the other person you are purchasing on behalf of to allow you to do so.

1. From **My Account** select **Network** from the menu. The number of people already in your network will be displayed in brackets.
2. Click **ADD MEMBERS**. This will give you the option to register a new supporter to add to your network or search for someone already registered by either email or Client Reference number and surname.

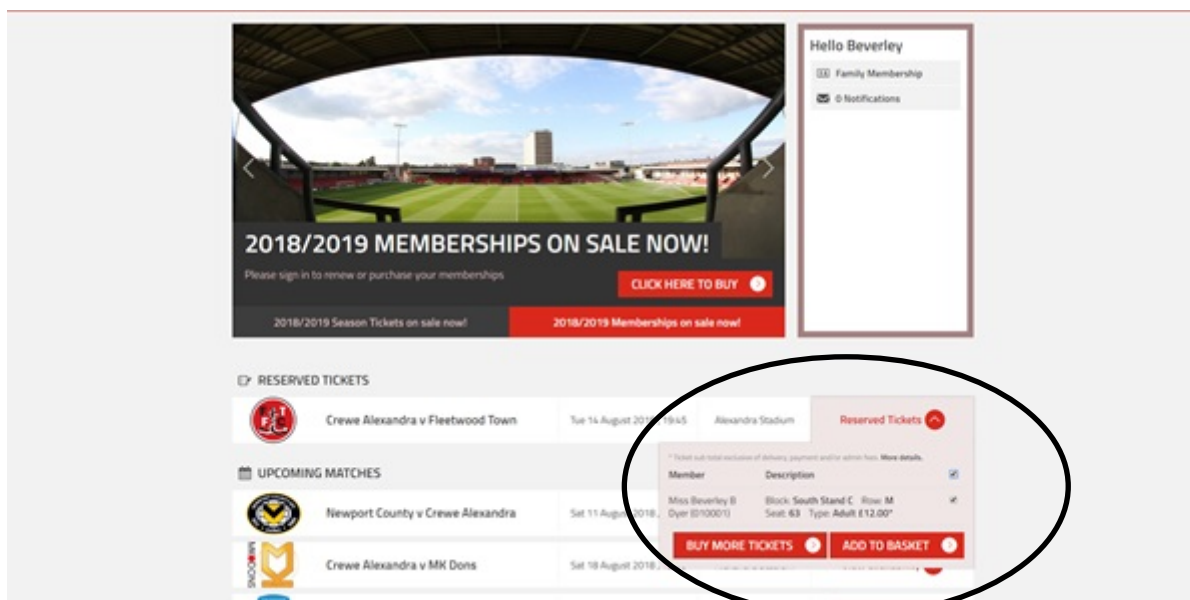
Once you have clicked **Add Member** to include them in your network, they will receive an email. They will need to accept this before you can purchase on their behalf. Once they have accepted they will now appear as part of your current network and you will now see them appear in the basket as people you can assign to seats.

## Step 5 – Purchasing Reserved Season Ticket Seats for Cup games

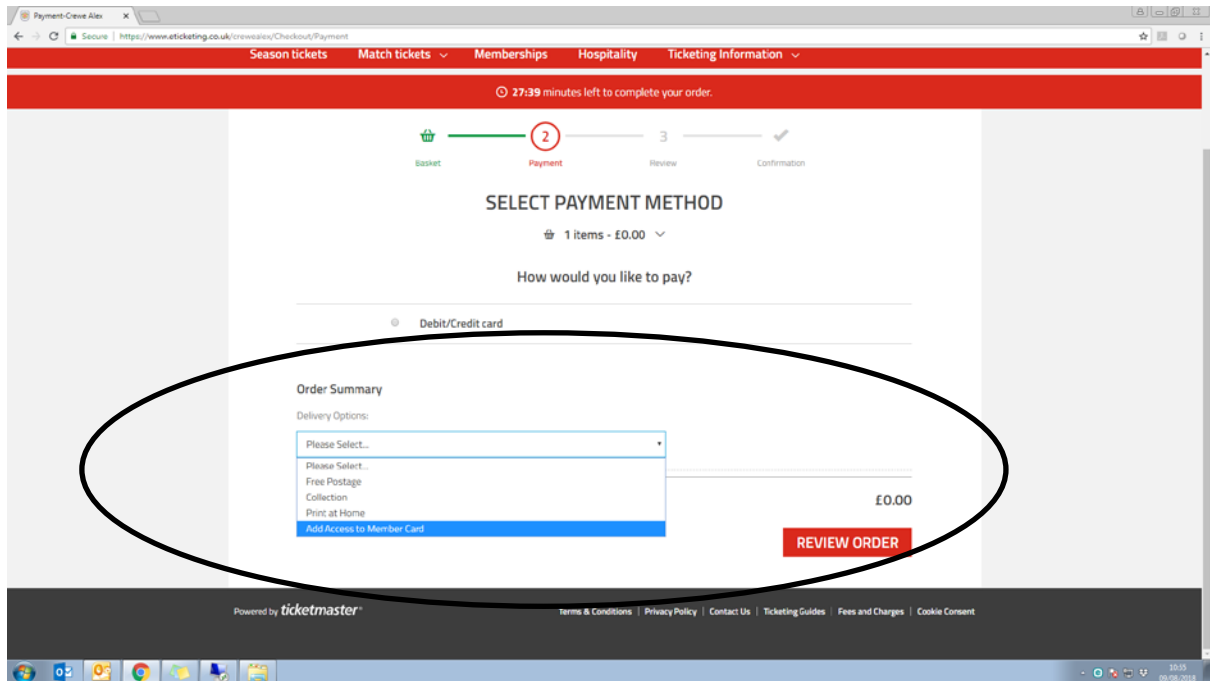
To purchase your season ticket seats, when you log in, the reserved tickets will now appear



Tick the seats you wish to purchase and add to basket



Then choose the add access to members card as the delivery option



Your season ticket seat will then be added to your card and you can just show your season ticket at the turnstile.