

# 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

1. To be able to purchase your season/match tickets, 1st time visitors should select **Sign In** in the top right corner of the home page.
2. Once the sign in menu drops down at the bottom click **Activate it now for Online**
3. 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.
4. Please ensure that the address and your email address you enter is the one where you would like any tickets to be sent/received.
5. Anything marked \* is mandatory and the asterisk indicates that the information must be completed.
6. Clicking **Complete Registration** will save your details and complete your registration.

Once your account has been activated you will return to the homepage where a 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 customer number and surname and click **Sign In** to proceed.

From **My Account** you can edit your personal information, 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 Five – Renew your Season Ticket

1. Once signed in, your existing season ticket season will be shown in your notifications,
2. Click on this and your seats will be added to your basket.
3. To purchase new season tickets, click on the interactive seating map, choose your seats, and price categories.

### **Step Six – Basket/Assigning tickets to family and friends**

1. Check the price, number of tickets, concessions and seat locations are correct
2. If you need to reassign the ticket for a different supporter, click the reassign link to the left of the ticket or membership.
3. If the supporters you wish to purchase for are already in your network assign them to the relevant seat – you can search your network, by supporters customer or name (forename and/or surname) using the search bar.
4. If the supporter you wish to assign the tickets to isn't currently in your network click, 'search outside your network' – you will need to know the supporters customer and surname or email address to add them to your network.
5. Once you are happy with the items in your basket click 'proceed to checkout'

### **Step Seven – Checkout/Confirming your tickets**

1. If you wish to view your order summary click on the 'Click to view your order summary button'
2. Before you pay for your order you will need to select a delivery option.
3. Postage/Collection – All new season ticket holders, tickets will be posted to the registered address.
4. All supporters will receive a new season card for the 2020/21 season.
5. Digital Tickets - Season tickets will now be available to purchase digitally and stored on a mobile device via Google Pay or Apple Wallet to simply have the digital ticket scanned on the turnstile without the need for a season card. (New supporters will also have a season card posted to the registered address)
6. Complete payment and click review order.
7. If you wish to purchase your tickets please read the terms and conditions by following the link and then ticking the box to confirm you that you agree to abide by the terms and conditions in place.
8. Click 'Complete purchase'
9. You will then be taken to a confirmation screen giving you details of your order including the booking reference.

Please contact the ticket office on 01270 252610 or email [tickets@crewealex.net](mailto:tickets@crewealex.net) if you require any further help or information.