



STEP UP...

18/19 SEASON TICKETS

HOW TO RENEW MY SEASON TICKET ONLINE...

Renewals

ACCESSING YOUR ACCOUNT

In order to access your account online, you will first need to visit www.brftickets.com

Once you have made it to our site, you will then need to log-in using your unique email address for your season ticket and password.

If you already had your email registered on our systems prior to us going on-sale with 18/19 Season Tickets, your log-in credentials would have been emailed to you on Friday 23rd March 2018. The log-in screen will be displayed as below;

Enter Account and Password

Email Address

Password

Note: If logging in for the first time please use your post code in capitals with a space as your password.

[Log In](#)

If you are yet to register an email address on our system, you will be unable to login online to purchase. If you would still like to purchase online, please contact our ticketing team on **0117 952 4001** and they can update your details to enable your log-in.

Once you login for the first time, you will need to accept the terms and conditions. This can be seen on the image below;

Terms and Conditions

TERMS AND CONDITIONS

Welcome to My Tickets Test Account.
Click [HERE](#) to read the terms and conditions.

[Decline](#) [Accept](#)

Once this is completed, the next screen you will see will be either your 'To Do List' or your 'My Account' page, if you need to update any of your information.



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My Account

On the My Account screen, you will be required to enter the address details for the account (this should be the billing address) and your contact details. It is important that this address is up to date, as this will be address we send your new season ticket in the summer.

The screen you will see on the account page, can be seen below.

The screenshot shows the 'My Account' page with a navigation bar at the top containing 'Buy Tickets', 'To Do List', 'My Account', and 'Log Out'. A message at the top states 'Your change(s) have been saved.' The main heading is 'My Account' with the email address 'ukhelpdesk@tickets.com [2280505]' and a 'Help and Information' link. Below this is a dark bar for 'PATRON ACCOUNT INFORMATION' with tabs for 'Account Info', 'Payment Info', and 'Change Password'. The 'Account Info' tab is active, showing a message: 'You can view and edit your account information at any time.' The 'My Account Information' section includes a 'Required Fields' note and a form with the following fields:

Contact Information		Day Phone	
First Name*	Test	Home Phone	
Last Name*	Account	Number*	03332406010
Address 1*	Tickets.com	Evening Phone	
Address 2*	380 Midsummer Boulevard	Evening Number*	03332406010
City*	Milton Keynes	Mobile Phone	
State/Province*	Not Available	Mobile Number	
Province/County			
Postal Code		Data Protection	
(with space)*	MKS 2EA	Bristol Rovers	
Country*	United Kingdom	We would like to add you to our marketing list so that we can keep you informed about future activities at Bristol Rovers Football Club. Please select the type(s) of communications you would like to receive	
Email*	ukhelpdesk@tickets.com	<input type="checkbox"/> MAIL <input type="checkbox"/> EMAIL <input type="checkbox"/> PHONE	

A 'Save Changes' button is located at the bottom left of the form.

Through this page, you will also be able to update your preferences as to how we seek to contact you moving forward through the bottom right corner.

Through the 'Payment Info' tab you will also have the ability to check over any stored card details on your account or update your password. By storing your card details, this will speed up the process of purchasing away tickets online next season. Any payment details stored online, will only be used when you are logging in to make additional purchases.

Once you have filled in all of the required fields, simply click 'Save Changes' at the bottom of the page.

Now you have updated your details, you can now select 'To Do List' at the top of the screen to access any renewals associated with the account. The process for the renewal is described below.



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To Do List

On this screen, you can select any pending renewals by clicking on the **Renew** button.

Buy Tickets To Do List ● My Account Log Out

To Do List

(Email Address: ukhelpdesk@tickets.com [2280505]) [Help and Information](#)

TEST ACCOUNT: ITEMS NEEDING YOUR ATTENTION

Pending Renewals/Payments

Listed below are the pending reservations on your account. To renew an order, click the Renew button for that order.

Reservations on Your Account			
	Order	Pending Item	Order Total
Renew	13206732	Reservation Test Event - 1 Ticket Section BLACKTHRNA, Row A, Seat 1	£18.00

This will navigate you to the payment screen. This breaks down the information into a number of sections;

Renewals – Shows the details of the season ticket renewal that you have selected.

Renewals

(Email Address: ukhelpdesk@tickets.com [2280505]) [Help and Information](#)

TEST ACCOUNT: RENEW YOUR TICKETS OR MAKE A PAYMENT

TICKET ITEM	Buyer Type	Section	Row	Seat	Price
Reservation Test Event Friday, 1/2/19, 3:00PM The Memorial Stadium	01	BLACKTHRNA	A	1	£18.00
	Tickets Total:				£18.00

Delivery – The delivery address will be shown here as per the details on the My Account page. If you need to update these details you will need to navigate back to the My Account page. Once updated you will be required to start the renewal process again.

TICKETS WILL BE DELIVERED PRIOR TO THE START OF THE SEASON

Delivery Address [↓](#)

Test Account
Tickets.com
380 Midsummer Boulevard
Milton Keynes, MK9 2EA
GBR

Please go to the My Account page to update your delivery address information. You will need to start the renewal/payment process over after making any changes.



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Payment – This section requires you to fill out your information for the sale. The 'Bill To' address details are taken from the My Account pages (*see previous point). The Payment fields require the card details. If you already have a card stored against your account then you can select it from the drop down list. Alternatively, you can enter in new card details. Once populated you can submit their payment.

Payment

PAYMENT OPTIONS

Payment

Note: By entering credit card information below and submitting payment, you agree to be bound by the terms of your selected purchase.

I agree to the above terms and conditions

Please use the My Account tab to update your address information. You will need to start the renewal/payment process over after making any changes.
Specify your payment information below. Note that the billing address of the credit card entered must match the address information below.

Bill To Test Account Tickets.com 380 Midsummer Boulevard Milton Keynes, MK9 2EA GBR	Payment <i>* Required Fields</i> Credit Card <input type="text" value="- New Card -"/> Card Type* <input type="text" value="- Please Select -"/> Credit Card Number* <input type="text"/> Name on Card* <input type="text"/> Expiration Month* <input type="text" value="Month"/> Expiration Year* <input type="text" value="Year"/> CVC* <input type="text"/> Please read below Credit / Debit Cards The Card Validation Code is a three-digit security code printed on the back of your credit card in the signature strip of Mastercard cards. It appears at the top right corner of the signature panel. Last three digits of number on signature strip on the back of your Card.
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Additional Information Email Address: ukhelpdesk@tickets.com To change your email address, enter your new email address in the two boxes below. <i>* Required Fields</i> Email Address* <input type="text" value="ukhelpdesk@tickets.com"/> Confirm Email* <input type="text" value="ukhelpdesk@tickets.com"/>	<table><tr><td>Tickets Total:</td><td>£18.00</td></tr><tr><td>Administration Fee:</td><td>£0.00</td></tr><tr><td>Subtotal:</td><td>£18.00</td></tr><tr><td>Previously Paid Amount:</td><td>£0.00</td></tr><tr><td>Total Amount Due:</td><td>£18.00</td></tr></table>	Tickets Total:	£18.00	Administration Fee:	£0.00	Subtotal:	£18.00	Previously Paid Amount:	£0.00	Total Amount Due:	£18.00
Tickets Total:	£18.00										
Administration Fee:	£0.00										
Subtotal:	£18.00										
Previously Paid Amount:	£0.00										
Total Amount Due:	£18.00										

Note: Fees are only charged with your initial payment. However, they are displayed here for all payments for your reference.
Clicking Submit Payment will charge your credit card.
All sales are final. There are no refunds or exchanges.

Following the submission of your payment, you will then receive a confirmation email confirming the purchase of your season ticket seat.

We'd like to thank all supporters for their support and we look forward to welcoming you all back to the Mem for the 18/19 season.