



# ONLINE TICKETING GUIDE

# EXISTING SUPPORTERS

## LOG IN/ACTIVATE YOUR ACCOUNT

### NOT REGISTERED?

If you currently have a Bristol Rovers account number but haven't yet registered to use etickets, you must activate your existing account. You can do this by:

- 1** [CLICKING HERE](#)
- 2** Enter your account number and email address
- 3** Click **Find My Account**
- 4** Enter a new password in the box at the top of the form
- 5** Check the details in the form are correct and then click **Save Details**
- 6** You will then be able to login in using your account number and password

### REGISTERED?

If you are a registered etickets user and know your password you can log in by:

- 1** [CLICKING HERE](#)
- 2** Enter your email address and password\*\*
- 3** Click **Login**

\* Please note – If you do not know your supporter number you can request it via email by [CLICKING HERE](#) and selecting the link for forgotten supporter number.

\*\* If you have activated your account but forgotten your password you can reset it by clicking the Forgotten Password link shown or by [CLICKING HERE](#). You will need to enter your client reference number and click **Reset Password**.

# NEW SUPPORTERS

## REGISTERING AN ACCOUNT

If you DO NOT have a Bristol Rovers account number yet, you can register a new account with us by:

- 1** [CLICKING HERE](#)
- 2** Add your details where requested
- 3** Click '**Complete Registration**'
- 4** You will then be able to login in future using your supporter number and password
- 5** Your supporter number will be shown in the top right corner next to your name and you will receive a confirmation email to confirm registration

# ADD FRIENDS AND FAMILY TO MY NETWORK

Add friends and family to your network so you can purchase tickets on their behalf:

- 1** Once logged in, click on your name in top right corner of screen
- 2** On your account screen, click **'My Network'** on the right hand side
- 3** Click **'Search For Existing Users'** – you will need to know the supporters account number and surname or email address to add them to your network
- 4** This will bring up a name and email address. Click **'SELECT'** to add to your network
- 5** You will be able to assign tickets to your network or from this screen, give them permission to buy seats reserved against your supporter number
- 6** You can also request permission to buy seats reserved against their account number. They will need to approve this request by logging into their account.
- 7** Alternatively if the supporter you wish to add isn't registered with Bristol Rovers click **'Register A New User'** and add the relevant details for the new supporter
- 8** Click **'Complete Registration'** to finish registering the new supporter and add them to your network
- 9** Return to your account page by clicking your name in the top right hand corner
- 10** Click **Find/Renew Season Tickets** and it will give you the option to add tickets for others who you have added to your network

# BUYING TICKETS

When buying tickets for other supporters we advise that you re-assign tickets to the attendees so they can build up their own booking history. This is important for future purchases as it affects how much priority you have to purchase tickets for future events. To buy tickets follow the instructions below:

- 1** Either select an option from the navigation bar towards the top of the page or follow one of the quick links from the home page – please be aware some events may have purchasing restrictions that you will only be able to buy if you meet certain criteria, if you cannot purchase please make sure you are logged in and meet the criteria before trying again. On sale information and criteria can be found on <https://www.bristolrovers.co.uk>.
- 2** Once you have selected the event you would like to purchase there are a number of further options. The availability of these options varies by event. They are:
  - A) Interactive Seating Map** – Home games only. Allows you to select which stand and block you would like to sit in and then the individual seats, you can choose the relevant concession for each seat.
  - B) Offers And Packages** – When available supporters can select the number of offers they wish to purchase and the price band they wish to sit in from the drop down menus – Please be aware that selecting 1 package means you purchase the number of tickets that make up that package. Seats are selected on a best available basis
  - C) Best Available (without stadium map)** – Used primarily for away matches, stadium tours, travel, soccer schools and other events. You can select the number of tickets you want at the various concessions available and add them to your basket – it is always recommended to leave the drop down menu at the bottom of the booking screen set to **Best Available**
- 3** Once you have selected the ticket/memberships you wish to purchase add them to your basket
- 4** If you wish to add more items to your basket you can click the **Continue Shopping** link to go back and select more items

Please note: once tickets are added to your basket you have 30 minutes to complete the transaction before the seats are released. A timer will appear on the site.

# BASKET/ASSIGNING TICKETS FOR FRIENDS AND FAMILY

## BUYING FOR YOURSELF?

If you are buying a single ticket for yourself the basket is a chance to review or amend your order, we recommend that you:

- 1** Check the price, number of tickets, concession and seat location are correct
- 2** If you need to amend the concession of any of the tickets in your basket you can do so using the drop down menu shown next to the ticket details
- 3** Click the red cross next to any ticket should you need to remove it from your basket
- 4** If you wish to add more items to your basket you can click the **Continue Shopping** link to go back and select more items
- 5** If you need to reassign the ticket for a different supporter please see the instructions opposite

## BUYING FOR OTHERS?

When buying tickets for other supporters you can re-assign tickets under their name. To do this follow the instructions below:

- 1** Add tickets or membership to basket. You will either be taken directly to your basket or click the basket logo on the top right to continue
- 2** Click the **Re-assign** 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 name (forename and/or surname) or account number, using the search bar
- 4** If the supporter you wish to assign the tickets to isn't currently in your network click **Search Outside Of Your Network** – you will need to know the supporters account number and surname or email address to add them to your network
- 5** Once you've re-assigned to a supporter, they will be saved in your network
- 6** If you need to amend the concession of any of the tickets in your basket you can do so using the drop down menu shown next to the ticket details
- 7** Click the red cross next to any ticket should you need to remove it from your basket
- 8** Once you are happy with the items in your basket click **Proceed To Checkout** from your basket

# CHECKOUT/CONFIRMING YOUR TICKETS

Once you have selected Proceed to Checkout you can select from here how you wish to pay for your tickets. There is also the option to view a summary of the tickets in your order.

- 1** If you wish to view your order summary click on the **Click To View Your Order Summary** button
- 2** Before you pay for you order you will need to select how you wish your tickets to be delivered from the Delivery Options menu. Your options are:
  - A) **Postage/Collection** – Tickets will be posted to the address your registered address if purchased 3 or more working days before the game, after this point tickets will be made available to collect from the Memorial Stadium office on match day.
  - B) **Digital Ticket** – The quickest and easiest way to receive your tickets. You will receive a printable PDF with a download button giving you the option to either print at home or save a digital ticket to your Google Pay/ Apple Wallet which can be scanned to provide entry to the stadium. This option is only available for home matches.
- 3** To pay by credit or debit card select this option and details as requested
- 4** For Season Tickets only you will also see the option to select **V12 Finance Instalment Plans**
- 5** Click **Review Order**

# DIGITAL TICKET

If you are purchasing home match tickets and selected the Print @ Home option as your delivery method you will receive a second email with the tickets you have ordered attached as PDF files.

You will receive a printable PDF with a download button giving you the option to either print at home or save a digital ticket to your Google Pay/ Apple Wallet which can be scanned to provide entry to the stadium.

This option is only available for home matches.



