

Online Ticketing Guide

This document includes information on how a supporter activates their existing account for online use and how to purchase tickets for themselves and family & friends.

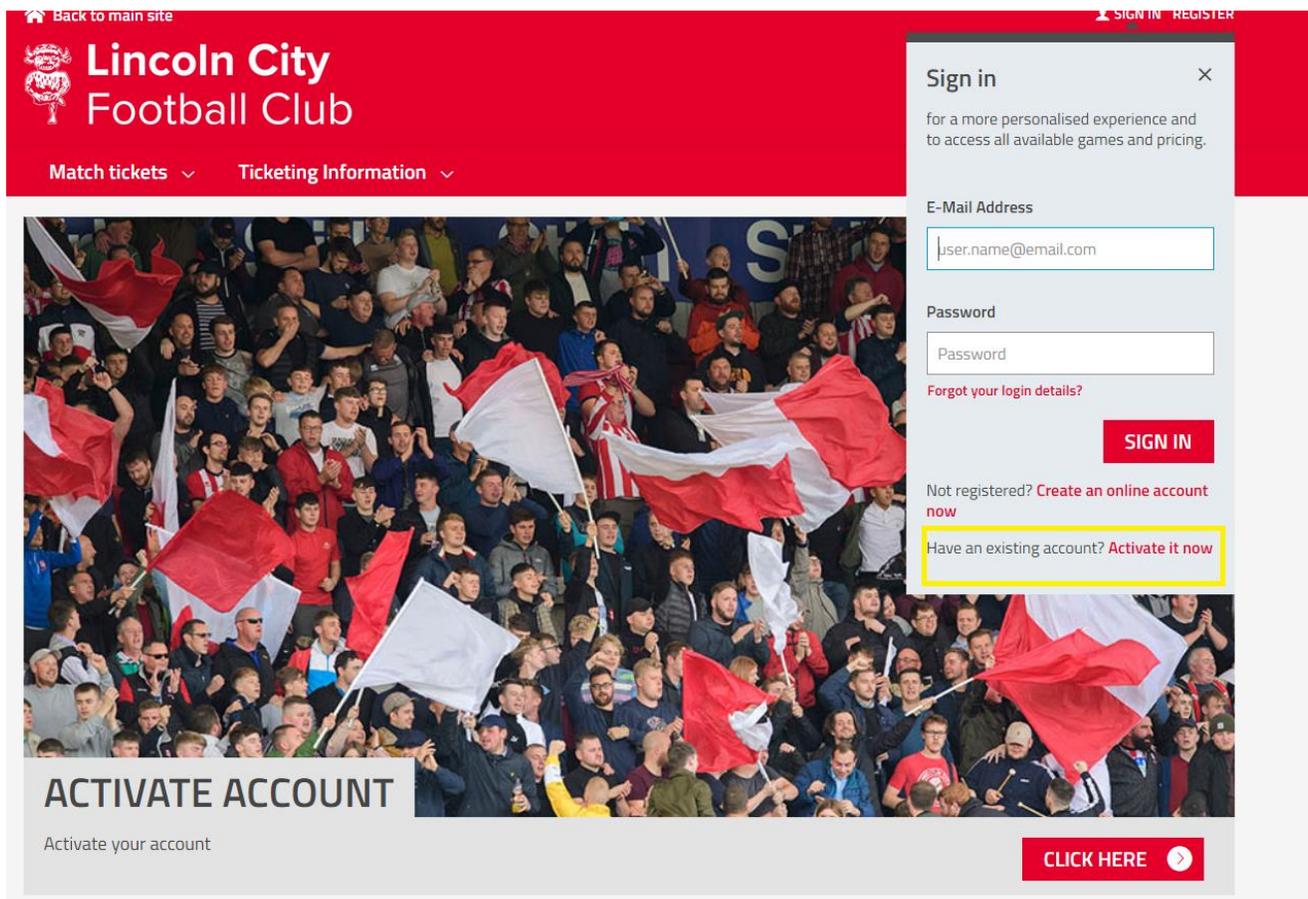
First things first

Go to > <https://www.eticketing.co.uk/imps>

Supporter Activation

You will need have an activated account to access your Season Ticket.

- Select 'Activate it now ' from the Sign in box in the top right corner of the page.



The screenshot displays the Lincoln City Football Club website. At the top left, there is a 'Back to main site' link and the club's logo. The main navigation bar includes 'Match tickets' and 'Ticketing Information'. On the right side, a 'Sign in' modal is open, featuring a close button (X) and a brief description: 'for a more personalised experience and to access all available games and pricing.' Below this, there are input fields for 'E-Mail Address' (containing 'user.name@email.com') and 'Password'. A 'Forgot your login details?' link is positioned below the password field. A red 'SIGN IN' button is located at the bottom right of the modal. Below the modal, there are two options: 'Not registered? Create an online account now' and 'Have an existing account? **Activate it now**', with the latter highlighted by a yellow border. At the bottom of the page, there is a large banner with the text 'ACTIVATE ACCOUNT' and 'Activate your account', accompanied by a red 'CLICK HERE' button with a right-pointing arrow.

- Input your Lincoln City FC Client Reference number (as supplied by the club via email) and surname.

The screenshot shows the Lincoln City Football Club website header with a red background. It includes a 'Back to main site' link, the club logo, and navigation links for 'SIGN IN' and 'REGISTER'. Below the header, there are dropdown menus for 'Match tickets' and 'Ticketing Information'. The main content area is titled 'Activate Season Ticket Account' and contains two input fields: 'Customer Reference Number' and 'Surname'. A red button labeled 'FIND MY ACCOUNT' is positioned below the input fields.

- Verify the details and change where applicable. Fields that are mandatory are marked with a *.

The screenshot shows a 'Personal Information' form with the following fields:

- First and Middle Initial**: A text input field.
- Forename***: A text input field with an asterisk indicating it is mandatory.
- Surname***: A text input field with an asterisk indicating it is mandatory.
- Date of Birth***: A date selection interface with three boxes labeled 'DD', 'MM', and 'YYYY', each with an asterisk indicating it is mandatory.
- Gender***: A radio button selection with two options: 'Male' and 'Female', both with asterisks indicating they are mandatory.

- Your activation is now complete, and you will be returned to the home page where you will be logged into your account.

The screenshot shows the Lincoln City Football Club website. At the top, there is a red navigation bar with a home icon and the text "Back to main site" on the left. On the right, it displays the user name "Hi test" and "My Account" with a dropdown arrow. The club's logo and name "Lincoln City Football Club" are prominently displayed in the center. Below the navigation bar, there are two menu items: "Match tickets" and "Ticketing Information", both with dropdown arrows. The main content area features a large banner image of a crowd of fans waving red and white flags. Overlaid on the bottom left of this image is a grey box with the text "ACTIVATE ACCOUNT" and "Activate your account". A red button with the text "CLICK HERE" and a right-pointing arrow is located at the bottom right of the banner. To the right of the banner is a sidebar with a red border, containing the text "Hello test" and "Notifications (0)" with an envelope icon.

NOTE: This process only needs to be completed once.

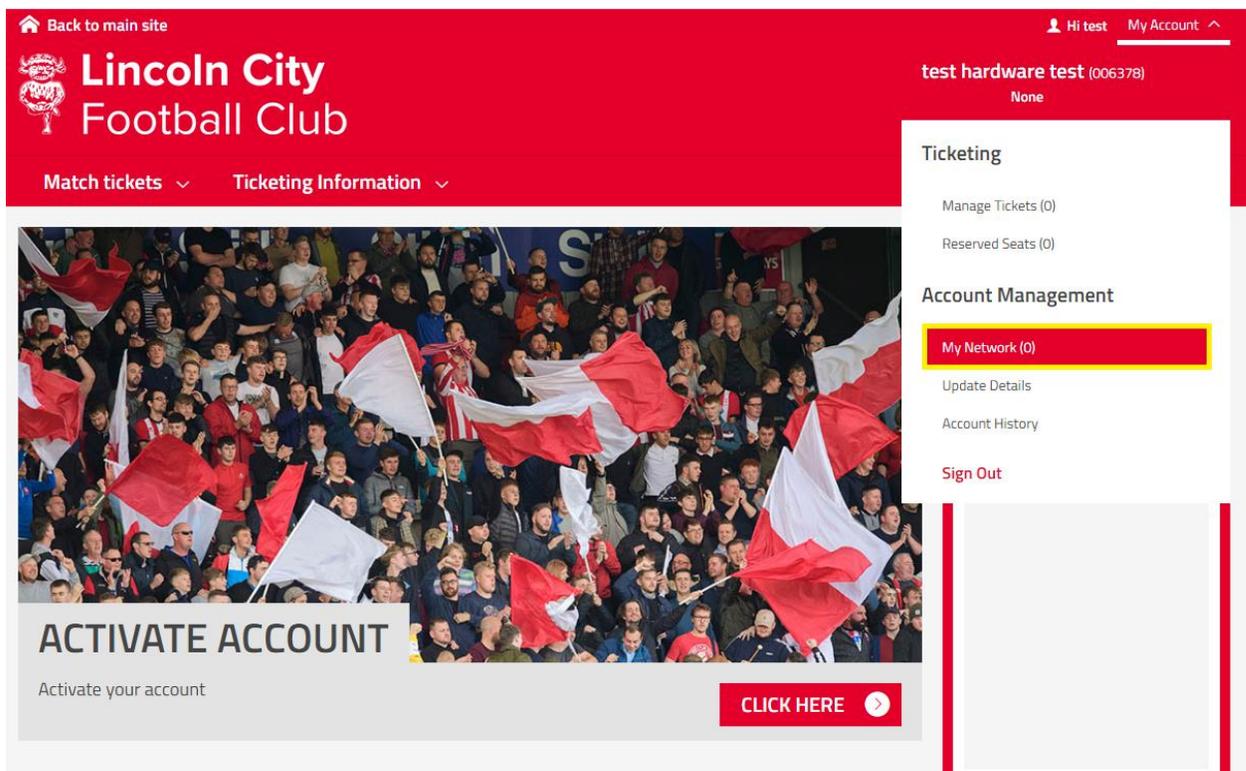
My Network

My Network is where all your friends and family are grouped together to allow you to renew or purchase season tickets/memberships/tickets on their behalf.

If you are renewing season tickets or memberships on behalf of others then they will need to be added to your network in advance of purchasing.

Other supporters can be added to your network in the sales process for Match and Membership sales.

- Select 'My Network' from the My account Menu towards the top right corner of the home page.



The screenshot displays the Lincoln City Football Club website interface. At the top left, there is a 'Back to main site' link and the club's logo. The main header features the club name 'Lincoln City Football Club' and navigation links for 'Match tickets' and 'Ticketing Information'. On the right side, the user's account information is shown as 'test hardware test (006378)' with 'None' listed below it. A dropdown menu is open, showing options under 'Ticketing' (Manage Tickets (0), Reserved Seats (0)), 'Account Management' (My Network (0), Update Details, Account History), and 'Sign Out'. The 'My Network (0)' option is highlighted with a red border. Below the menu, there is a large image of a crowd of fans waving red and white flags. At the bottom of this image, there is a call to action: 'ACTIVATE ACCOUNT' with the subtext 'Activate your account' and a red button labeled 'CLICK HERE' with a right-pointing arrow.

- Select 'Add Supporters' and add in either their email address or client reference number and surname.

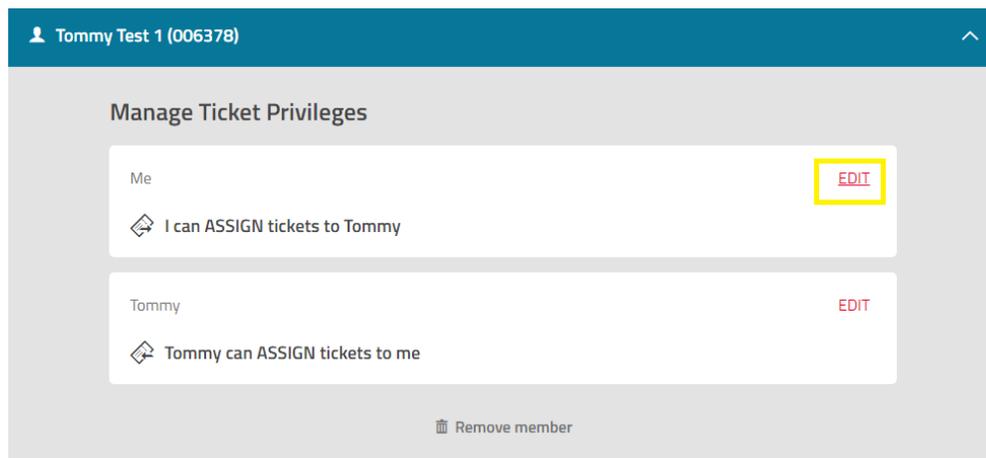
The screenshot shows the top navigation bar of the Lincoln City Football Club website. The header is red with the club's logo and name on the left, and a shopping basket icon labeled 'BASKET' on the right. Below the header, there are two menu items: 'Match tickets' and 'Ticketing Information', both with downward-pointing chevrons. The main content area is titled 'MY NETWORK'. It contains a paragraph: 'Add friends, family and associates to your Network and manage their ticket settings below'. To the right of this paragraph is a blue button labeled 'ADD SUPPORTERS', which is highlighted with a yellow rectangular border. Below this is a search section titled 'Search Your Network' with a text input field containing the placeholder 'Member name or number' and a dark grey 'SEARCH' button. A message box with a blue border and an information icon contains the text: 'No Network Members Found. We could not find anyone matching that name or membership number. Please check the details you entered, or select the 'Add Members' button above to find members outside your network.'

The screenshot shows a modal window titled 'ADD SUPPORTERS' with a dark grey header bar containing a close 'X' icon. Below the title is a search icon followed by the text 'Search for an Existing Supporter'. The main content area is a light grey box with the heading 'By Customer reference number and Surname'. It contains two text input fields: 'Customer Reference Number*' and 'Surname*'. At the bottom right of the form is a red button labeled 'SEARCH'. A vertical scrollbar is visible on the right side of the modal.

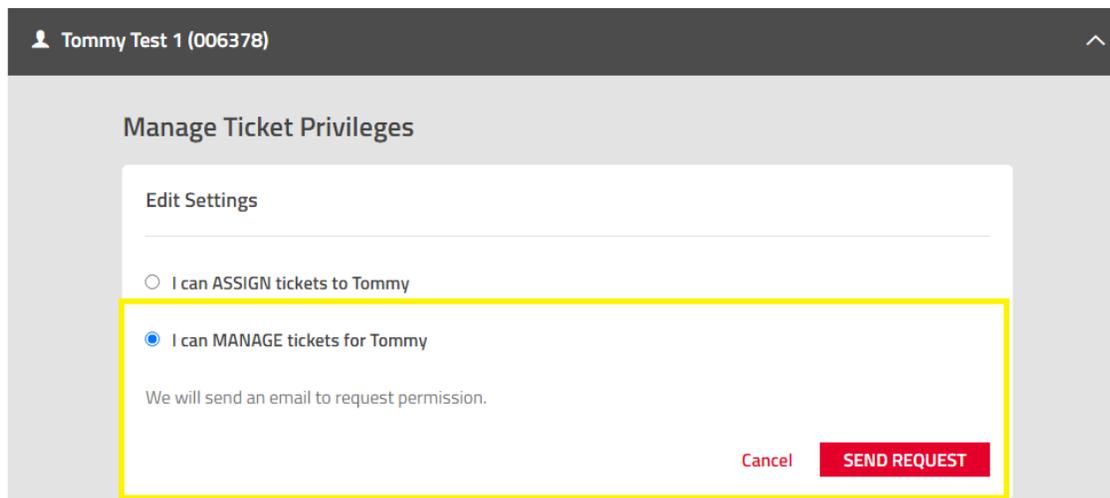
They will now appear as part of YOUR current NETWORK

At this stage you can only assign tickets during the purchasing flow and should you want to be able to purchase their tickets on their behalf you must request manage permission.

To do this please select edit



Select the I can manage option for the supporter and select send request.



Users will receive an email notifying them of the friends request to allow them to purchase tickets on their behalf

The user must then login to their online account and select my network option and then press accept request.