



# YOUR NEW FOREST FAN NETWORK

Your new Forest Fan Network Account will make it much easier for you to purchase tickets for you, your friends and family online.

Whether you are the person responsible for regularly purchasing season cards or home/away tickets for your group, you'll now find it much easier to achieve in one simple online transaction.

Simply follow this easy step-by-step guide and bring your Forest Fan Network to life!

## HOW TO REGISTER



### ACTIVATE YOUR ACCOUNT

If you are a **SEASON CARD HOLDER**, your information is already in our new system, you just need to unlock it:

Please go to [www.eticketing.co.uk/nottinghamforest](http://www.eticketing.co.uk/nottinghamforest)

Before you get started on creating your network, you will need to **ACTIVATE YOUR ACCOUNT:**

1. Click on the **SIGN IN** icon in the top right of your screen
2. Click on the **ACTIVATE IT NOW** link which appears in **RED** in the popup screen
3. Enter **YOUR CUSTOMER NUMBER** and **YOUR SURNAME** as they appear on your season card
4. Click **FIND MY ACCOUNT**
5. Complete your personal details ensuring you note down the email and password you have entered for future use
6. Click **SAVE DETAILS**
7. Your **FOREST FAN ACCOUNT** is now active and ready to use!



### CREATE A NEW ACCOUNT

**PLEASE NOTE: IF YOU ARE NOT A SEASON CARD HOLDER, YOU WILL NOT BE ABLE TO ACCESS THIS SYSTEM UNTIL JUNE 2020**

To create a new Forest Fan Account, please go to [www.eticketing.co.uk/nottinghamforest](http://www.eticketing.co.uk/nottinghamforest)

Before you get started on creating your network, you will need to **ACTIVATE YOUR ACCOUNT:**

1. Click on the **SIGN IN** icon in the top right of your screen
2. Click on the **ACTIVATE IT NOW** link which appears in **RED** in the popup screen
3. Enter **YOUR CUSTOMER NUMBER** and **YOUR SURNAME** as they appear on your season card
4. Click **FIND MY ACCOUNT**
5. Complete your personal details ensuring you note down the email and password you have entered for future use
6. Click **SAVE DETAILS**
7. Your **FOREST FAN ACCOUNT** is now active and ready to use!

# CREATING YOUR NETWORK

Whenever you are logged-in to your **FOREST FAN ACCOUNT**, you will be able to link members of your family and friends to create a network which means that you'll be able to purchase tickets on their behalf. You will also automatically be added to their network too, making it much easier to manage joint bookings than ever before.

Creating your network is an easy process, depending upon whether their online Forest Fan Account is active or not:

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## ACTIVATED ONLINE ACCOUNT

PLEASE NOTE: IF YOUR LINK IS NOT A SEASON CARD HOLDER, YOU WILL NOT BE ABLE TO ADD THEM TO YOUR ACCOUNT UNTIL JUNE 2020

Please go to [www.eticketing.co.uk/nottinghamforest](http://www.eticketing.co.uk/nottinghamforest)

Before you get started on creating your network, please **LOGIN TO YOUR ACCOUNT**:

1. Click **MY ACCOUNT** at the top right of the screen
2. Check my **FOREST NETWORK**
3. Click **ADD MEMBERS**
4. Enter the **CUSTOMER NUMBER\*** and **SURNAME** of the person you want to add to your network and click **SEARCH**
5. When you find the person you are looking for click **ADD MEMBER**. This person will immediately appear as part of your network!

*\*Alternatively, enter their email address and click search*

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## IF THEIR ACCOUNT HAS NOT BEEN ACTIVATED ONLINE

PLEASE NOTE: IF YOUR LINK IS NOT A SEASON CARD HOLDER, YOU WILL NOT BE ABLE TO ADD THEM TO YOUR ACCOUNT UNTIL JUNE 2020

In order to create your network successfully, all members must have an **ACTIVE ACCOUNT** on our new system. If they have not yet activated their account, please ask them to refer to the **ACTIVATE YOUR ACCOUNT** in the **HOW TO REGISTER** section of the guide:

Once they have completed this, you will need to **LOGIN TO YOUR ACCOUNT**:

1. Click **MY ACCOUNT** at the top right of the screen
2. Check **MY FOREST NETWORK**
3. Click **ADD MEMBERS**
4. Enter the **CUSTOMER NUMBER\*** and **SURNAME** of the person you want to add to your network and click **SEARCH**
5. When you find the person you are looking for click **ADD MEMBER**. This person will immediately appear as part of your network!

*\*Alternatively, enter their email address and click search*



# MANAGING YOUR NETWORK

Whenever you are logged-in to your **FOREST FAN ACCOUNT**, you will be able to add/delete members of your family and friend to your network and manage what you can do on their behalf.

To manage a specific individual in your network, simply click on the drop-down arrow next to the name of the person you want to manage and you will be able to edit ticket privileges or remove the member from your network.

Members can have two levels of ticket privileges; you can either **ASSIGN** or **MANAGE** your friends' tickets and they can either **ASSIGN** or **MANAGE** yours.

To view your respective privileges, just click on their name on the **MY FOREST NETWORK** page.

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## WHERE IT SAYS "ME"

1. Where it says "I can **ASSIGN** tickets to XX", this means that you are only permitted to buy tickets for that person.
2. Where it says "I can **MANAGE** tickets for XX", this means that you are only permitted to buy tickets for that person, pay for their reserved seats in cup games and even renew their season cards for them.

2

## WHERE IT SAYS "YOU"

1. Where it says "XX can **ASSIGN** tickets to me", this means that you are only permitted to buy tickets for that person.
2. Where it says "XX can **MANAGE** tickets for me", this means that you are only permitted to buy tickets for that person, pay for their reserved seats in cup games and even renew their season card for them.

You can edit the access to privileges that you or your network member has for you at any time you like by logging-in and following these simple steps:

## 1

### EDIT YOUR PRIVILEGES

1. Click where it says **EDIT** next to either your name or your friend's name
2. To edit your privileges for your friend's account, choose one of the two tick boxes:  
"I can **ASSIGN** tickets to XX"  
or  
"I can **MANAGE** tickets to XX"
3. The Assign option is ticked by default. If you can currently manage your friend's account and you want to change to **ASSIGN ONLY**, simply click the **ASSIGN BOX**
4. If you click **MANAGE**, a request will be sent to your friend's registered email address. They **must accept your request** by logging into their own account and **accepting your request**

## 2

### EDIT YOUR FRIEND'S PRIVILEGES TO YOUR ACCOUNT

1. To edit your privileges for your friend's account, choose one of the two tick boxes:  
"I can **ASSIGN** tickets to XX"  
or  
"I can **MANAGE** tickets to XX"
2. The Assign option is ticked by default. If your friend can currently manage your account and you want to change to **ASSIGN ONLY**, simply click the **ASSIGN BOX**
4. If you click **MANAGE**, your friend will be the necessary privileges to manage your account whenever they login

PLEASE NOTE – IF YOU DO NOT HAVE PRIVILEGES TO MANAGE YOUR FRIENDS ACCOUNT THEN YOU CANNOT CONFIRM THEIR RESERVATIONS OR RENEW THEIR SEASON TICKET