

# Arsenal

# ARSENAL My Network

### CREATING, ADDING & REMOVING GUIDE

### WHAT IS MY NETWORK?



#### What is My Network?

'My Network' is a feature of your online ticketing account which can be accessed via <a href="https://www.eticketing.co.uk/arsenal/MyAccount/MyNetwork">https://www.eticketing.co.uk/arsenal/MyAccount/MyNetwork</a>

Once a supporter has been added to your Network, you will be able to **purchase tickets** with them in the **same transaction**, or **on their behalf** (subject to availability).

This feature will also allow you to **manage the accounts** of friends or family members, should they be at the relevant level to do so.

#### WHAT IS MY NETWORK?



**Step 1:** To set up your network, visit <u>www.eticketing.co.uk/arsenal</u> and Log In to your account using the button in the top right-hand side of the screen.

**Step 2:** Then, click the head and shoulders icon again to access account information and click on **'View Account Menu'.** 

VIEW ACCOUNT MENU





ADDING TO MY NETWORK GUIDE



## Step 3: Click on 'Account Management' and then 'Network'.

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**E** ACCOUNT MANAGEMENT

Network (3)

## **Step 4:** To add someone to your Network, click on **'Add Members'**.

ADD MEMBERS



MY NETWORK
ADD FRIENDS, FAMILY AND ASSOCIATES TO YOUR NETWORK AND MANAGE THEIR TICKET ADD MEMBERS
IF YOU WISH TO ADD A NEW FRIEND OR FAMILY MEMBER TO YOUR NETWORK WHO DOES NOT CURRENTLY HARK AN ACCOUNT, PLASSE CLICK THE "ADD MEMBERS" BUTTON AND THEN "REGISTER A NEW MEMBER".
Once you have added the supporter to your Network, you are able to transfer them a ticket from the 'Manage Tickets' section of your account.
Search Your Network
Member name or number SEARCH
3 Members in Your Network

#### ADDING TO MY NETWORK GUIDE



**Step 5:** Type in the **Membership Number** and **Surname** of the Member wishing to be added to the Network.





# **Step 6:** If the supporter does not have an account, click on **'Register a New Member'**.

1 Register a New Member



#### ADDING TO MY NETWORK GUIDE

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## **Step 7:** Once the Member is found, click on **'Add Member'.**

ADD MEMBER

**Step 8:** You should see a confirmation page, which shows the **'Member Added'** messaging.

MEMBER ADDED



MY NETWORK
MEMBER ADDED Text (2201647) has been added to your network.
ADD FRIENDS, FAMILY AND ASSOCIATES TO YOUR NETWORK AND MANAGE THEIR TICKET ADD MEMBERS ADD MEMBERS
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#### ADDING TO MY NETWORK GUIDE



#### My Network Levels:

 Assigned (Level 1): Gives the Member the privilege to allow you to purchase tickets with, or on the behalf of, someone in your Network.

 Managed (Level 2): Gives the Member the privilege to allow you to manage the tickets or someone in your network (e.g., Renew their Season Ticket, purchase a reserved seat on their account, post their seat on Ticket Exchange and Ticket Transfer)

#### MY NETWORK LEVELS



**Step 1:** If you're not already logged in, visit <u>www.eticketing.co.uk/arsenal</u> and Log In to your account using the button in the top right-hand side of the screen.

**Step 2:** Then, click the head and shoulders icon again to access account information and click on **'View Account Menu'.** 

VIEW ACCOUNT MENU







#### Step 3: Next, click on 'Account Management' and then 'Network'.

ACCOUNT MANAGEMENT

Network (8)

**Step 4:** Once a supporter has already been added to your Network, they will appear in this **'My Network'** section of your account.



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MY NETWORK		
ADD FRIENDS, FAMILY AND ASSOCIATES TO YOUR NETWORK AND MANAGE THEIR TICKET SETTINGS BELOW. IF YOU WISH TO ADD A NEW FRIEND OR FAMILY MEMBER TO YOUR NETWORK WHO DOES NOT CURRENTLY HARE AN ACCOUNT, PLEASE CLICK THE 'ADD MEMBERS' BUTTON AND THEN 'REGISTER A NEW MEMBER'. OKCLY YOU HARE ADDED THE SUPPORTER TO YOUR NETWORK, YOU ARE ABLE TO TRANSFER THEM A TICKET FROM THE 'MANAGE TICKETS' SECTION OF YOUR ACCOUNT.		
Search Your Network. Member name or number 5 Members in Your Network		
1 Test Account (4596199)   0 Legelty Points		



**Step 5:** Click on the supporter's name to expand and view the option to upgrade the rights to **'Manage'** the account.

Note: You will also be able to amend the right that the supporter has to your account.

**Step 6:** To upgrade the supporter, click on **'I can MANAGE tickets for'** and then **'Send Request'.** 

I can MANAGE tickets for

SEND REQUEST







**Step 7:** An email will then be sent to the registered email address on the supporter's account for them to accept this request.

k to Arsenal.com 🗹	Tickets		adaa	
		Manage Ticket Privileges		
		Me		
		REQUEST SENT     An email has been sent to request permission.     Resend request     Cancel request		
		Can ASSIGN tickets to me		

### **REMOVING FROM MY NETWORK**



**Step 1:** To access your network, visit <u>www.eticketing.co.uk/arsenal</u> and Log In to your account using the button in the top right-hand side of the screen.

**Step 2:** Then, click the head and shoulders icon again to access account information and click on **'View Account Menu'.** 

VIEW ACCOUNT MENU





REMOVING FROM MY NETWORK GUIDE

### **REMOVING FROM MY NETWORK**



## Step 3: Click on 'Account Management' and then 'Network'.

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**E** ACCOUNT MANAGEMENT

Network (3)

**Step 4:** To remove a supporter from the Network, just click on the name of the person within the network and then **'Remove Member'**.

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	5 Member	rs in Your Network	
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		Manage Ticket Privileges	
		Me	Edit
		I can MANAGE tickets for Test	
		Test	Edit
		Test can ASSIGN tickets to me	
		道 Remove member	
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#### REMOVING FROM MY NETWORK GUIDE

### **REMOVING FROM MY NETWORK**



# Step 5: You then have the option to 'Remove Member' or 'Remove and Block'.

REMOVE AND BLOCK REMOVE MEMBER

#### REMOVING FROM MY NETWORK GUIDE