

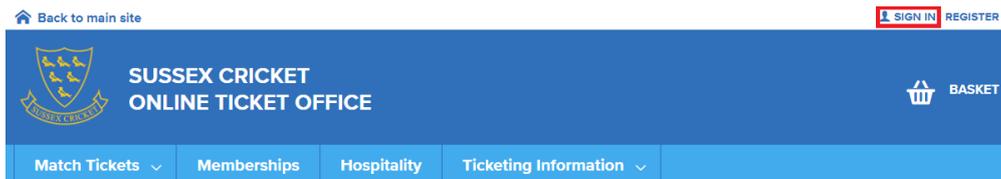


SUSSEX CRICKET ONLINE TICKETING SYSTEM INFORMATION AND STEP-BY-STEP GUIDE

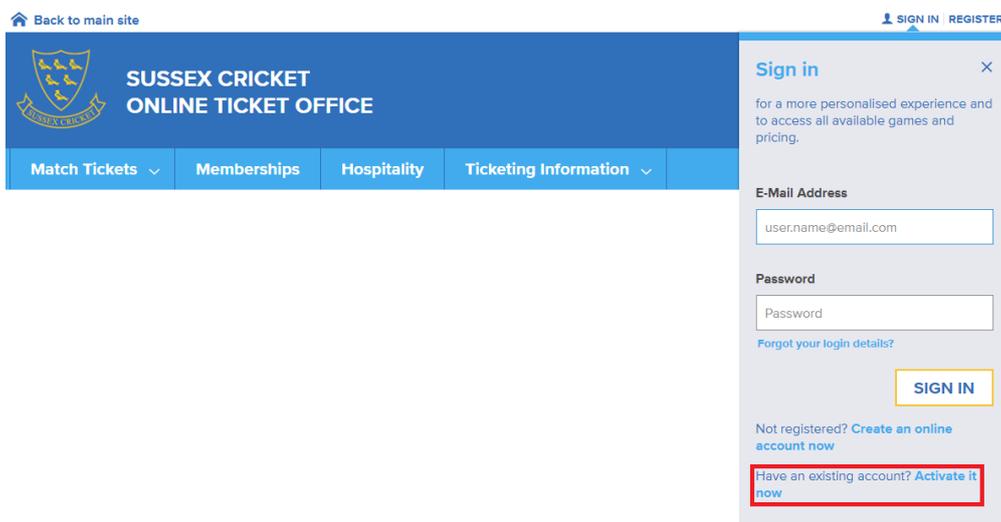
These guides assume that you know your existing ID Number, this will be your Sussex Cricket Membership, T20 Blast Pass or Fan ID number e.g. 10000000.

Account Activation

To be able to purchase membership, T20 Blast Pass or match tickets you will need to have an activated account. On the [ticketing homepage](#) select **Sign In** from the top right corner of the home page.



Once the sign in menu appears, at the bottom of this, click the **Activate it now**.



This will load the registration page and ask you to input your ID number and surname.

Activate Account

ID Number

Surname

[FIND MY ACCOUNT](#)

Now you can complete your personal details along with your chosen password. The requirements for the online password must be between 8 and 32 characters long and contain a combination of letters (including at least one capital letter) and numbers.

Please ensure that the address and your email address you enter is the one where you would like any membership, T20 blast pass or tickets to be sent/received.

Anything marked with * is a mandatory field and the asterisk indicates that the information must be completed.

Registration Information

E-Mail Address*

Password*

 Use between 8 - 32 characters

 Include letters and numbers

 Use at least one capital letter

Confirm Password*

 Both passwords are identical

Personal Information

Title*

First and Middle Initial

Forename*

Surname*

Nationality

Date of Birth*

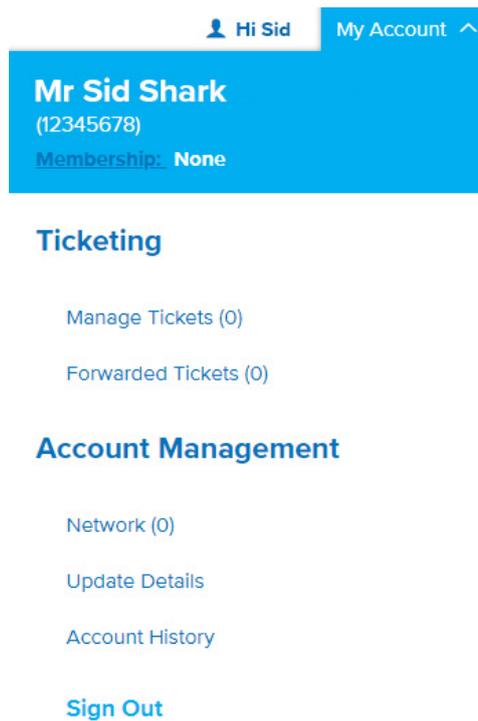
Occupation

Once you are happy with your details and marketing preferences, clicking **Complete Registration** will save your details and complete your online profile.

Upon activating your account you will return to the homepage where a greetings panel will appear which will display your personal notifications.

Account Management

To manage your account settings, make sure that you are already signed in. Select **My Account** in the top right corner of the screen to access your account.



The screenshot shows a user interface for account management. At the top, there is a navigation bar with a user icon and the text "Hi Sid" on the left, and a "My Account" dropdown menu on the right. The dropdown menu is open, displaying a blue background with white text. It shows the user's name "Mr Sid Shark" and ID "(12345678)". Below this, it indicates "Membership: None" with a link to "Membership". Underneath the dropdown, there are two sections: "Ticketing" and "Account Management". The "Ticketing" section includes "Manage Tickets (0)" and "Forwarded Tickets (0)". The "Account Management" section includes "Network (0)", "Update Details", and "Account History". At the bottom of the dropdown menu, there is a "Sign Out" button.

Hi Sid My Account ^

Mr Sid Shark
(12345678)
[Membership: None](#)

Ticketing

Manage Tickets (0)
Forwarded Tickets (0)

Account Management

Network (0)
Update Details
Account History

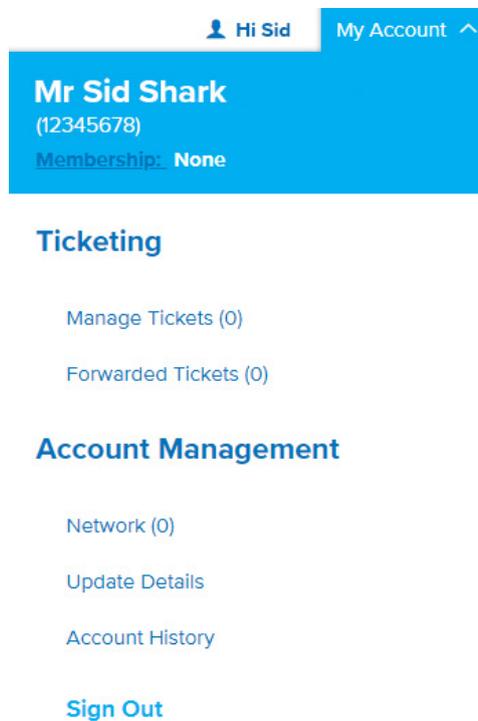
Sign Out

From the **My Account** drop down menu you can edit your personal information, view past purchases and add people to your network (see below).

Your Network

If you are purchasing tickets on behalf of someone else, you will need to add them to your **Network**. This is a multi-step process and will require the other person you are purchasing on behalf of to allow you to do so.

From the **My Account** drop down menu select **Network**. The number of people already in your network will be displayed in brackets.



Once you select this menu option you will be taken to your **My Network** page. This page is where you can add, remove, block and manage who in your network can be assigned seats and assign seats to you. You can also manage other supporters' seats and allow them to manage yours.

MY NETWORK

Add friends, family and associates to your Network and manage their ticket settings below

ADD MEMBERS

Search Your Network

Member name or number



No Network Members Found

We could not find anyone matching that name or ID number.

Please check the details you entered, or select the 'Add Members' button above to find members outside your network.

To add a new fan or member to your network you will need to click the **ADD MEMBERS** option. This will then open a pop-up that will allow you to either register a new supporter or look for an existing person already registered by either email or ID number and surname.

Search for an Existing Member

By Email Address

By ID Number and Surname

ID Number*

Surname*

SEARCH

To find an existing member or supporter enter the information and click search. This will search the ticketing system for their account. Upon finding a valid match you will be given a message saying that the record has been found. In this message you can either block or add the member to your network

1 Member Found

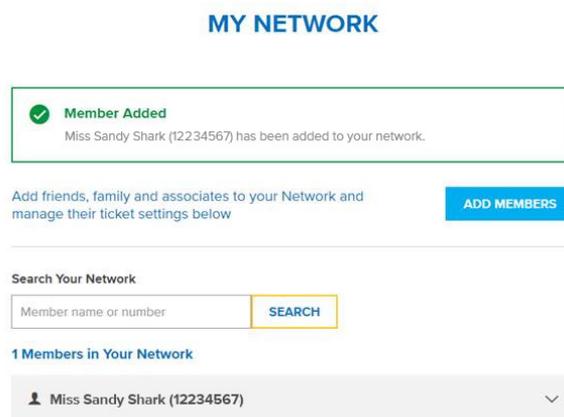
Miss Sandy Shark (12234567)

sandy@sandytheshark.co.uk

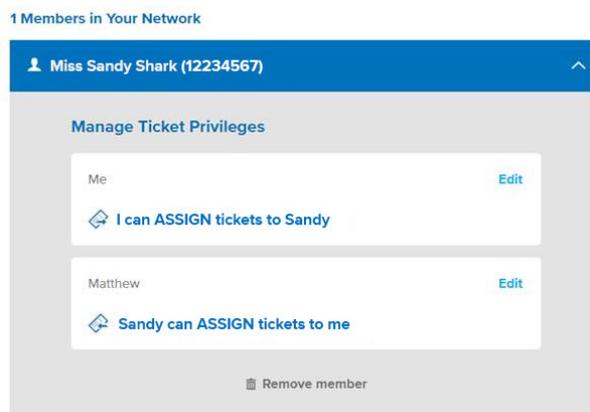
BLOCK

ADD MEMBER

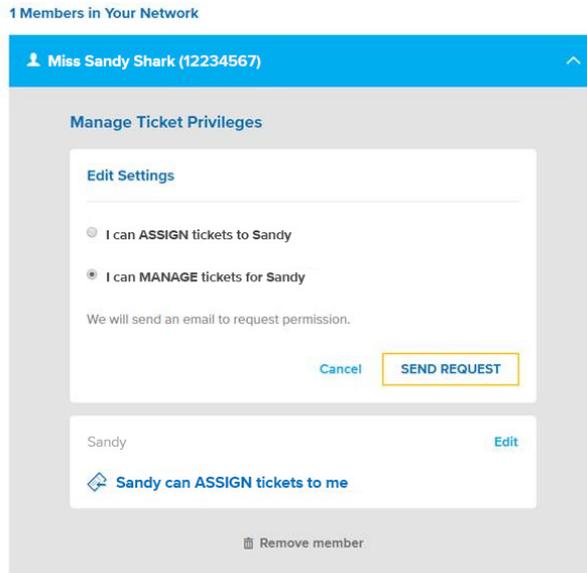
Click **Add Member** to include them in your network.



If you click on the person you have added to your network it will show the privileges you both hold over each other. By default, you will be able to assign a seat to any new linked member in your network and they will be able to do the same. This means that upon purchasing tickets you both can assign each other to seats.



In certain cases, this basic privilege is not enough to interact with each other. Therefore, if you and those in your network wish to have the greatest ability to manage each other's seats we would recommend assigning the Manage privilege. To do this you will need to click **edit** when looking at the privileges set between you and your link in your **Network**.



This will then let you choose between Assign and Manage. If you choose to Manage it will require the other person to accept your request. They will receive an email with a link to accept your request. At any point you can lower the privilege without authorisation or block a user if this is no longer needed.