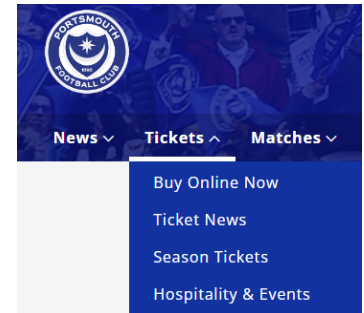


How to Add Someone To Your Network:

The ticket office cannot manually add a supporter to your network, this is something that needs to be done via an e-ticketing account. Please note, the best way to ensure that you can purchase two tickets or more, at the same time together, is to add these supporters to your network. Once the tickets are in your basket you will be able to assign them to the supporters within your network.

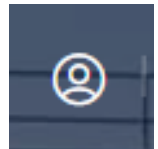
1. **Log onto your e-ticketing website.**To get to our e-ticketing website, on the 'Tickets' drop menu on our website click 'Buy Online Now'.



2. **This will take you onto our e-ticketing website where you will need to log on.**

If you have never logged into your e-ticketing account, you will need to select 'forgot your password' which will send a reset email to the email under your account.

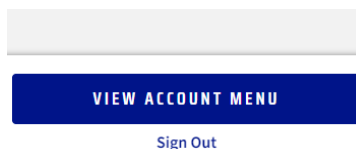
3. **Click on your profile icon, in the top right hand corner, it will look like this:**



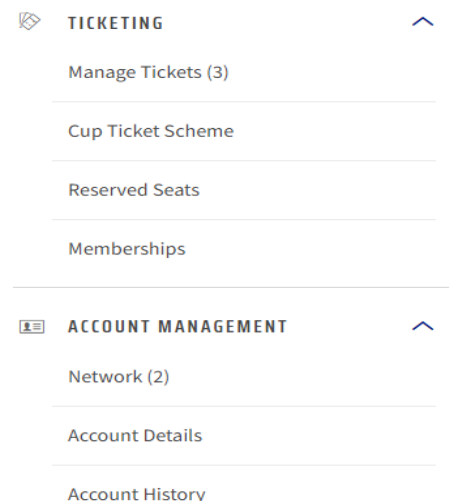
4. **Log into your account.**

5. **Again, click on your profile icon.**

6. **Click on the 'View Account Menu':**



7. **This will bring up the following options:**
Click the Network option (as you can see in my network I have 2 supporters).



8. In the Network section, follow the 'Add Supporters'.

MY NETWORK

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

ADD SUPPORTERS

9. You will then need to search for the supporter you wish to add with their surname/membership number (this is their client id)

- Please make sure you spell the surname exactly how it is spelt on your account, this includes capital letters. Alternatively, if your name is in all lowercase this is how you will need to search it.

ADD MEMBERS

🔍 Search for an Existing Supporter

By Client ID and Surname

Membership Number*

Surname*

SEARCH

10. Once you have selected the supporter you wish to add, they will be added to **your network**. This will allow you to purchase multiple tickets at the same time and assign them to supporters within your network.

FAQ'S

The priority window is 10+ points, I have 12 points but my son has 9 and he is in my network. Will I be able to buy tickets at the same time?

- No. If there is a priority window, all supporters that you are buying for will need to meet the conditions.

I am a season ticket holder but my daughter isn't. Can I purchase two tickets, for myself and my daughter, during the priority window for season ticket holders?

- No. If you are purchasing during the priority window for season ticket holders, all the supporters you are purchasing for will also need to be season ticket holders. This supporter would need to wait until general sale to get two tickets together.

As a member, will I be able to purchase more than 1 ticket during the membership window?

- No. During the membership window, you will only be able to purchase 1 ticket per membership. Therefore, if all the supporters in your network have active memberships you will be able to purchase tickets at the same time.

My son has the same email as me under his account, can I add him to my network?

- No. The system will not be able to differentiate between your account and your sons. You will need to change the email under your son's account to one that is different to your own.

I have forgotten the client id of the supporter I am trying to add to my network?

- Please contact the supporter you are trying to add to your network. As a last resort, contact the ticket office. Please be aware, if you are trying to contact the ticket during busy sale periods via telephone there may be queues. Alternatively, email tickets@pompeyfc.co.uk and a member of the Ticket Office will get back to you as quickly as possible.

Can I collect my tickets?

- Yes, to do this you must opt for collection at checkout. There will be an option between postage and collection. When collecting your ticket, you must supply photographic id for the lead booker.

Can I book wheelchair/accessible tickets online?

- No. Unfortunately, you are unable to book wheelchair or accessible tickets online. Please email the Ticket Office at tickets@pompeyfc.co.uk and one of our members of staff will get in contact with you. Please note, if you qualify for a carer and have not supplied us with proof of disability you may be required to send us documentation.

When will my ticket arrive?

- Our staff are working hard to ensure tickets are sent within 2-3 working days of purchase. Please note, postage may take longer than usual due to postal strikes.

How do I book a coach ticket?

- Please contact for Lucketts for further information, <https://www.lucketts.co.uk/pfc-away-travel/>

I can no longer make the fixture, can I get a refund?

- Please contact the ticket office via email or telephone. If we have a waiting list for tickets, we will be able to facilitate this request.