CREATING AND MANAGING MY NETWORK GUIDE

What is My Network?

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

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.

Adding to My Network

Step 1: To set up your network, visit **www.eticketing.co.uk/arsenal** 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'.

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

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

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'.

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

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

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)

Managing My Network

Step 1: If you're not already logged in, visit **www.eticketing.co.uk/arsenal** 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'.

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

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

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'.

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

Removing from My Network

Step 1: To access your network, visit **www.eticketing.co.uk/arsenal** 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'.

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

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

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