

STEP-BY-STEP GUIDE – RE-REGISTERING & LINKING OF ACCOUNTS

I. VISIT SWANSEACITY.COM

On a desktop, click the silhouette icon in the top right. On a mobile, click the three lines in the top left and go to LOGIN. This is the page you need to come to when you want to log in to your account. But first, you need to create a new account.

og in to your Swans Club Account to buy tickets and merchandise, access our video content, watc r listen to SwansTV Live, or redeem your Loyalty Cash.					
upporters who had a previous account for tickets and/or merchandise before November 28, 2017 nd haven't yet created a Swans Club Account will need to create one before you can log in again. his includes Season Ticket Holders, Jack Army Members & Cash Members.					
Email Address					
Password:					

LOG IN

2. CREATE ACCOUNT

Once you've clicked on the "Create Account" link, you need to fill in the form. Once complete, please click the Continue button. You will need to complete the required fields.

CREATE YOUR NEW SWANS CLUB Account						
Even if you have previously held an account (on eticketing.co.uk/swanstickets or on swansdirect.com), you will need to create a new Swans Account from 28th November 2017 and link your existing Account Number to view your purchase history, membership status, access priority ticket sales and be earn and redeem Swans Cash. If you have already created your new Swans Club Account, click HERE to log in.						
Title						
First Name						
Middle Names (or initials)						
Surname						
Gender						
Date of Birth (dd/mm/yyyy)						
Mobile						
Landline						



3. CONFIRM YOUR EMAIL

You will be sent a confirmation email from Swansea City AFC to the email address you provided. Click the link within the email to validate your email. If you haven't received it, then please check your Junk/spam folder. If there is still no sign of it, click the link to resend the email or contact us at <u>accountquery@swanseacity.com</u>.

CONFIRM EMAIL

Your account is not yet active - you have not yet confirmed your email.

We've sent an email to confirm-email email and click the link within.

Please check your inbox for the

Haven't received an email yet? Click here to resend the email.

4. LOG IN

Once your email validated, you will be asked to log in using the account you have just created.

5. UPDATE YOUR PREFERENCES

This is your opportunity to tell us exactly what you would like to hear from us. You can optin to all club communications with one click or you can select whether you only want to hear from us via email, SMS, mail etc... The same applies to third-party communications. If at any time you would like to unsubscribe, you can return to this page and untick any boxes.

Once you have updated your preferences, please press the Continue button.

UDDATE VOUD DDEEEDENOEO

If providing a mobile or landline number, I am ha Club Email: News Club Email: Merchandise	appy to receive club messages via phone Club Email: Corporate and Hospitality Club Email: Ticket Information
Club SMS if providing my mobile number, I am happy to rea Club Phone	icelve club messages via SMS
below: Club Mail If providing my address, I am happy to receive c	olub messages via post
Opt-in to ALL Club Communic: I wish to receive news, promotions, discounts an accept the use of my personal data for marketing ALL club marketing. To change your preferences	ations nd targeted communications from Swansea City AFC based on my provided data, an g, profiling and analysia as outlined in the Privacy Pattyr. Clicking this box will selec s on mate we send your or how your occevent my our can select from the future options
Once done, lock-in your prefere	ences by clicking the continue button.
Please take a moment to upda	ate your opt-in preferences.
Success! Your email has been cor	nfirmed.



6. IF YOU HAVE CREATED AN ACCOUNT THROUGH FACEBOOK & GOOGLE+, YOU WILL BE ASKED TO COMPLETE YOUR FULL PROFILE.

7. LINK YOUR EXISTING ACCOUNT NUMBER

- *a.* Linking your Account Number will only work if the email address you used to create your new account is the same as the one we have on your record. If they are different, you will need to contact us at <u>ticketoffice@liberty-stadium.com</u> before you can start the account linking process.
- *b.* Have your Account Number handy as you will need to enter it. Your Account Number can be found on the bottom left of your Season Ticket card, Jack Army card, or Cash Member. It can also be found on any confirmation emails you have received from purchasing tickets or merchandise. Please note, if your Account Number has a zero(s) before the first number, disregard it. See below examples with the red box.



c. Click the Link Account Number tab on your "Update My Profile" page.

PROFILE

This is your Swans C current.	lub Account overview. I	Be sure to update any d	letails tha	t are no longe
🖍 Update Profile	C Update Preferences	${\mathscr S}$ Linked Accounts	@ FAQs	C+ Log Out
ACCOUNT INFORM	ATION:	1.2		
Username				[Change]
Email				[Change]
Local Password				True [Change]
PERSONAL INFOR	MATION:			
First Name				
Middle Names (or initial	5)			
Surname				
Gender				
Date of Birth				
CONTACT INFORM	ATION:			
Mobile				
Landline				
Address Line-1				
Address Line-2				
Town/City				
County/State/Provence				
Postcode/ Zipcode				
Country				



d. Enter your account number when prompted. It is crucial that you link the relevant Account Number to your Season Ticket or Membership in order to continue earning and redeeming Swans Cash and gain priority access to tickets. If an Account Number(s) is matched to your Club Account email, it will come up. If you don't see your account number, please contact the ticket office.

We have found existing Accour	nt Number(s) associated with your Swans Club Account
email address ().
These are displayed below.	
Account Number(s) found:	
106941	
114797	
Please be sure to enter the righ	It Account Number for your Season Ticket or Membership (if
applicable) to ensure you can o	continue to benefit from Swans Cash and Ticket Priority
according to your member leve	1.
106941 ×	
LINK ACCOUNT	

As stated in steps a. and b., in order to link your accounts successfully, the email address will need to match the one we have on our current records. If you have any zeros before your account number, please disregard them. For example, if your account number is showing as 0012345, then your account number and the number you need to enter is 12345. Please see above image examples.

Once you have entered your account number, click "Link Account".



STILL NEED HELP?

If you are experiencing any problems with the setting up of your account, please send us an email at <u>ticketoffice@liberty-stadium.com</u> or give the Ticket Office a call at 01792 616400.