

What is the 'Friends and Family' and how does it work?

'Friends and Family' offers supporters the ability to purchase season cards and match tickets online on behalf of each other whilst not losing any of the personal data attached to each card or ticket.

To ensure only authorised individuals can fulfil this, you must go through a connection process to let us know who you allow to purchase tickets on your behalf. We have made this as simple as possible, all you will need is their TR number(s). This can be added to or removed at any time throughout the season from your 'Friends and Family' page in your account online.

Follow these easy steps or watch our how-to video to add your connections.

To make 'Friends and Family' connections during the registration process

1. Follow the registration process as directed. For full instructions on how to do this please click *here*
2. Add in the TR numbers of the people you wish to have a 'Friends and Family' connections with. If you do not yet have them, you can skip this step and come back to it as advised below.
3. Only people who have completed their registration process will be able to accept the request. They will also receive an email confirming the request.
4. Once your 'Friends and Family' have completed their registration, they will need to go into their 'My Account' section, click 'Friends and Family', then click pending. Here they will be able to accept or reject the connection request.
5. Once accepted you will receive an email confirmation. On 'Friends and Family' on your account, you will see that their names have moved into current. You will now be able to purchase tickets for each other.

To make a connection after you have registered.

1. Log in to your online account with your TR number.
2. Click the 'My Account' icon on the top hand right of the screen.
3. This will show you all your account options.
4. Click 'Friends and Family'.
5. Click 'ADD A NEW CONNECTION' button, (Any current connections will also show here with their name and TR number)
6. Enter the TR number of the person you wish to connect with.
7. Your Friend or Family member pending a request will receive an email notifying them that they have received a connection request, asking them to log in to either accept or reject.
8. Until your connection has accepted you will see this request in your pending section of your 'Friends and Family'.
9. Once your connection has accepted you will receive a confirmation email and the individual will be added to your 'Friends and Family' list. You will now be able to view this connection alongside any others you may have.

To make a connection to a person who is not currently registered and does not have a TR number

1. The person you wish to connect with will need to create an account. Once this is completed, they can either share their TR number with you or they can send a connection request to you by following the steps above.

Friends and Family FAQs

- **What is 'Friends and Family' and how does it work?**
A- Friends and Family is a part of the ticketing system that allows you to securely buy tickets, for other supporters you are connected with. This system works on a reciprocal basis, which also means that the people you are connected to can purchase tickets on your behalf.

- **Can I remove 'Friends and Family' at any time?**
A- Yes, 'Friends and Family' connections can be removed at any time via your 'My Account' section.

- **Will I get notification if one of my 'Friends and Family' connections purchases a ticket on my behalf?**
A- Yes, this email will just be a notification of purchase it will not include any payment details. The purchase of the ticket will also show on you online purchase history.

- **Am I limited to the number of 'Friends and Family' I can have?**
A- No, you can have an unlimited number of connections.

- **I am a Personal Assistant for a disabled supporter, how should I manage their account, should I use the 'Friends and Family' connection?**
A- This depends on your involvement as a Personal Assistant and the wishes of the main Season Card Holder. If the Season Card Holder is unable to manage their account and they are happy to give you their log in details then it would be easiest to manage through their account. If you are a Personal Assistant for only some of the fixtures and you sometimes attend games on your own, it is best to have your own account and manage through the 'Friends and Family' connection.

- **Will I be able to have full access to my child's account via 'Friends and Family'?**
A- Currently you will only be able to purchase their season card, however as this is a new facility, we will continue to develop the application to fit the needs of our supporters.

- **I have three Season Card Holders that need to go through the registration process, and I want to purchase all three season cards in one transaction. Do I need to register each person before they accept their 'Friends and Family' requests?**
A- Yes, you do have to register everyone first. Please follow these instructions for multiple registrations and friends and family.
 1. First person registers and requests all the 'Friend and Family' connections.
 2. Second person registers, skips the 'Friends and Family' connections section, (unless they want to create a connection with the third person or make a connection outside this initial group) completes registration, then goes to my account and accepts 'Friends and Family' connection.
 3. Third person registers, skips the 'Friends and Family' connections section, (unless they want to create a connection with the second person or make a connection outside this initial group) completes registration, then goes to my account and accepts 'Friends and Family' connection.

