

## Update your details and registration

As we prepare for the 2021/22 season, Tranmere Rovers Football Club are asking all supporters to update their details and register for our new ticketing system. If you find any details that are incorrect you will be able to update these during the process.

Please follow the step-by-step instructions and if you have any questions please see our list of FAQs below.

Also including below are video demonstrations which will help guide you, if you are stuck. As an incentive for supporters to update their details, if you do so, you will be automatically entered into a draw for a free Season Card for the 2021/22 season at Prenton Park for home league matches.

### Update Your Details

1. Please click this link [www.trfctickets.co.uk](http://www.trfctickets.co.uk)
2. Enter your TR number and click continue (You can find this on your latest season card email)
3. You will then be sent a verification email to the address the Club have on file.
4. Once received please click Verify Email Address.
5. Check your details: Please look at all the details on your account screen and update that is incorrect and update any missing fields.
6. Disability and accessibility: If required please add in your accessibility requirements by clicking register as disabled.
7. Club contact: Please then tick if you would like to receive emails from the Club. This can also be updated in My Account, once registered.
8. Friends and Family: Please add in the TR number of the friends and family you wish to purchase tickets for and for them to purchase tickets for you. You can complete this step at a later time if you do not have all the TR numbers you require.
9. You've now finished your registration.
10. You can now explore My Account. You can upload eligibility documents for additional accessibility requirements. You can accept or reject friends and family requests.
11. If any fellow supporters have sent you a 'Friends and Family' connection request, an alert icon will appear on the tab. Click on the tab, 'pending' and accept or reject their requests. Full details and FAQs with regards to Friends and Family can be found by clicking [here](#).
12. If you have registered with any accessibility needs, please complete this process by clicking on 'My Accessibility' to upload any eligibility documentation. You can also do this from the main account page. Full details and FAQs with regards to disability and accessibility can be found by clicking [here](#).

### FAQs

- How does Friends and Family work?
- A- For Full details and FAQs with regards to Friends and Family please click [here](#) (link to F&F page). To summarise, by having a 'Friends and Family' connection, you will be able to purchase tickets and season cards on each other's behalf without losing the personal data connected to each card/ticket. Like Facebook for example, connection requests have to be

accepted.

- Why do you want my telephone number?  
A- We will only use your telephone number if we need to speak to you with regards to your purchases or if we think it is something urgent you need to know about. We will never sell or give your telephone number to any other organisation.
  
- Why are you asking which gender I am?  
A- This helps us ensure that we have the required facilities in each stand and around the ground. You do have the option of saying rather not say, or if your gender is not shown, please click custom and type in your gender.
  
- When will you let the supporters know who wins the free Season Card for 2021/22?  
A- We will notify and announce this on the 4<sup>th</sup> May once the initial registration process is complete.
  
- Why did the Club change ticketing system?  
A- Following communication and feedback from various supporters groups, we wanted to offer a mobile first, simple but clear ticketing system to meet the needs of the supporters. We hope we have achieved that here and will continue to work and develop the platform.
  
- The Club already have my details, why do I have to update them again?  
A- Some of the data we may hold for you might be out of date or have been entered incorrectly. This is the biggest complication when trying to complete season card sales or ticket sales for an upcoming season. We have also never had the option to link season cards successfully together as we now do with 'Friends and Family'. To assist with a seamless season card sale process, we're asking these details be confirmed before we go on sale. This should allow future purchases to be simply the click of a button.