



ADDING TO YOUR NETWORK



When you add someone to your Friends & Family network, you are automatically added to your friend's network at the same time.

You can both purchase tickets on the other's behalf online.
You can add someone to your network in 2 ways.

1.

Log into your account using your Supporter Number via the ticketing website using this link - [**HERE**](#)

2.

Click on the **ACCOUNT ICON** located in the top right-hand corner of the screen. (next to the Basket icon).

3.

Click on **VIEW ACCOUNT MENU** located at the bottom of the screen.
Then head to, **ACCOUNT MANAGEMENT** and select **Friends & Family Network**.

If your friends & family **ARE ALREADY REGISTERED** with a Harlequins Ticketing Account

4.

Click on **ADD MEMBERS – SEARCH FOR AN EXISTING MEMBER**

Enter the **SUPPORTER NUMBER** and **SURNAME** of the person you wish to add and click **SEARCH**

When you find the person you are looking for, click **ADD MEMBER**.
The supporter will then appear on within your friends & family list.

If your friends & family **ARE NOT REGISTERED** with a Harlequins Ticketing Account

5.

Click on **ADD MEMBERS – REGISTER A NEW MEMBER**

Complete the required fields and we'll email them a link to activate and create an account.

Once they have activated their account you can complete **STEP 4** above to add them to your network.



MANAGING YOUR NETWORK



Supporters can have two levels of ticket privileges. You can either **ASSIGN** or **MANAGE** your friends' tickets and they can either **ASSIGN** or **MANAGE** yours.

To find out what privileges you have on your friends account, and what privileges they have on yours, click on their name on the **FRIENDS AND FAMILY PAGE**.

ASSIGN PERMISSIONS – You can **ONLY PURCHASE** tickets for that person. This is the default setting.

MANAGE PERMISSIONS – You can purchase tickets, pay for reserved tickets such as knock-out fixtures, and renew Season Tickets on their behalf.

Supporters can edit their permissions by following the steps below.

PLEASE NOTE – IF YOU DO NOT HAVE PRIVILEGES TO **MANAGE YOUR FRIENDS ACCOUNT THEN YOU CANNOT CONFIRM THEIR RESERVATIONS OR RENEW THEIR SEASON TICKET/S.**

1.

Click where it says **EDIT** next to either your name or your friends name.

2.

Once you have added a supporter to your network, the **ASSIGN** option is set as default.

If you wish to change this to **MANAGE** please click on **EDIT** and then select I can **MANAGE** tickets for XXX

*The assign option is ticked by default. If you can currently manage your friends account and you want to change to assign only, simply click the ASSIGN BOX.

3.

Click **SEND REQUEST**.

If you select **MANAGE** – a request will be sent to your friends registered email address, they will have to accept your request to manage their account by logging into their own account and following the steps detailed in the email.

In order to edit how **YOUR** permissions show within your friend's network, please follow the steps above using the **EDIT** option under the friend's name.

*Your friend or family member will be sent an email notification informing them that they have been granted permission to either assign or manage your account.