

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

If your friends and family **ARE** already registered online.

REGISTERED

To add a member to your friends & family network visit: www.eticketing.co.uk/Harlequins

1. Log in using your **SUPPORTER NUMBER** & password using the **SIGN IN** button located in the top right-hand corner – Please use the link [HERE](#)
2. Click **MY ACCOUNT** at the top right of the screen.
3. Click **FRIENDS & FAMILY NETWORK**.
4. Click **ADD MEMBERS**.
5. Enter the **SUPPORTER NUMBER** and **SURNAME** of the person you want to add to your network and click **SEARCH**.
6. When you find the person you are looking for click **ADD MEMBER**. The person will then appear on within your friends & family list.

2

If your friends and family **ARE NOT** already registered online.

NOT REGISTERED

If your friends/family **are** Season Ticket Holders you should ask them to activate their own client reference using this link [HERE](#)

If your friends/family **are not** Season Ticket Holders you can enter their details and we will email them a link to activate and create their account. They will then be added to your friends & family.

1. Log in using your **SUPPORTER NUMBER** & password.
2. Click **MY ACCOUNT** at the top right of the screen.
3. Click **FRIENDS & FAMILY NETWORK**.
4. Click **ADD MEMBERS**.
5. Click **REGISTER A NEW MEMBER**.
6. Complete the personal details for the person you are adding.
7. Click **ADD MEMBER**.
8. The person will then be sent a link to set up and create a new account. Once they have activated their account they will be automatically added to your friends & family network.

EDIT TICKET PRIVILEGES

Members 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**.



1

WHERE IT SAYS 'ME'

1. If it says "I can **ASSIGN** tickets to XX", then you can only buy tickets for that person.
2. If it says "I can **MANAGE** tickets for XX", then you can buy tickets for that person, pay for their reserved seats in cup games, and renew their Season Ticket for them.

2

WHERE IS SAYS 'THEIR NAME'

1. If it says "XX can **ASSIGN** tickets to me", then they can only buy tickets for you.
2. If it says "XX can **MANAGE** tickets for me", then they can buy tickets for you, pay for your reserved seats in cup games, and renew your Season Ticket for you.

1

EDIT YOUR PRIVILEGES

1. Click where it says **EDIT** next to either your name or your friends name.
2. To edit your privileges on your friends account. Choose one of the two tick boxes: "I can **ASSIGN** tickets to XX" or "I can **MANAGE** tickets for XX".
3. 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**.
4. If you click **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 in the email.

2

EDIT YOUR FRIEND'S PRIVILEGES ON YOUR ACCOUNT

1. Choose one of the two tick boxes: "XX can **ASSIGN** tickets me" or "XX can **MANAGE** tickets for me".
 2. The **ASSIGN** option is ticked by default. If your friend can currently manage your account and you want to change to assign only, simply click the **ASSIGN BOX**.
 3. If you click **MANAGE** then your friend will be given the privileges to manage your account from the next time they log in.
- *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.*

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

