



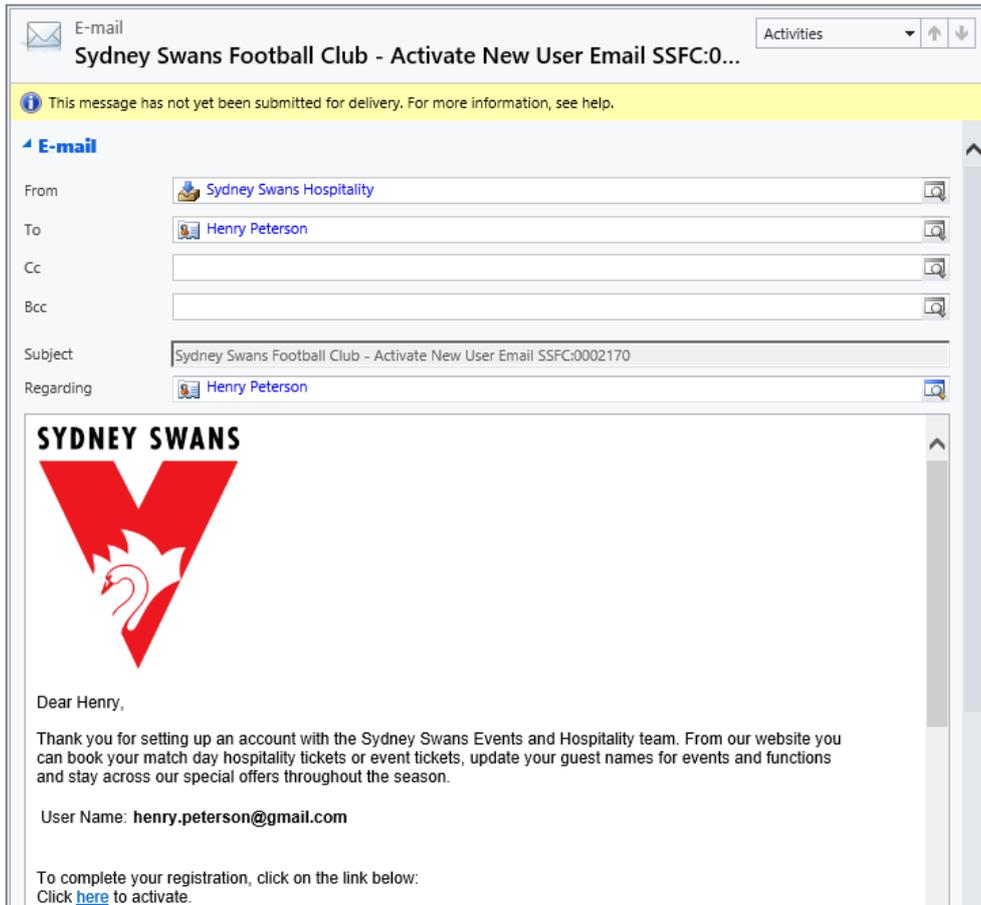
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## 2 SETUP ACCOUNT

The user receives the “Activate New User” email and the link directs the user to the corporate portal where they will be required to create their password and add their security question. You will only receive this if it is your first time using the portal. All return customers will be able to log straight on and access tickets.



**COMPLETE YOUR REGISTRATION**

Please enter a new password, security question, and answer to complete your account registration.

You will need to answer your security question to access your account if you lose your password.

**Your Account Setup**

New Password\*

Confirm New Password\*

Security Question\* -- Select a Security Question -- ▼

Security Answer\*

SUBMIT





As shown in the second screen below the client will then be taken to their account details and where events have already been purchased they will be displayed allowing the client to start managing guests and allocating tickets.

## MY ACCOUNT

**Please note:** this event and hospitality system is NOT linked to the Sydney Swans membership data base. By updating your details on this site, you are NOT updating your membership details. To update your membership details please contact Member Services at swansmembership@sydneyswans.com.au or call 1300 663 819

**My Contact Details**

Organisation	ABC Financial Planning	Address*	<input type="text" value="Level 5, 500 George St"/>
First Name*	Henry	Suburb/City*	<input type="text" value="Sydney"/>
Last Name*	Peterson	State*	<input type="text" value="NSW"/>
Email*	henry.peterson@gmail.co	Postcode*	<input type="text" value="2000"/>
Phone*	<input type="text" value="02 0555 6666"/>	Country*	<input type="text" value="AU"/>
Job Title	<input type="text" value="Financial Adviser"/>		

UPDATE CONTACT DETAILS
CHANGE MY PASSWORD
LOG OUT

**Upcoming Events**

**Collingwood FC | RND 01 | SCG | Home | 2016**

Inside 50 Club | SCG | Club SCG

Saturday, March 26, Bounce – 7:25PM. Function commences at 6:25pm

Tickets: 10

EDIT ATTENDEES
ALLOCATE TICKETS

**GWS Giants FC | RND 03 | SCG | Home | 2016**

Inside 50 Club | SCG | Club SCG

SCG (Home Game). Saturday April 9 - 4:35PM

EDIT ATTENDEES



### 3 MANAGE GUESTS & TICKETING

Following the selection of an event function or corporate suite the client will have the ability to start managing their guests and allocating tickets.

**Please Note:** All tickets must be printed before arriving at the venue. Tickets cannot be scanned on mobile devices and must be shown on entry to all corporate spaces.

#### 3.1 MANAGE ATTENDEE DETAILS

Selecting the “Enter Attendee Details” button provides the screen displayed below where the client can add/update the following information when managing their guests:

- Group Requirements – the client will use this notes area to add group special requirements e.g. accessibility, seating, food allergies etc.
- First and Last Name
- Email Address – this is important as it is used to send the tickets where the client is sending to individual guest records.
- Group Name – the registrant will remain as the primary record e.g. “ABC Financial Planning” in the list below. The client can change this to reflect their guest’s company name so table setting labels are personalised.
- Special Requirements – the client can add special requirements specific to individual guests.

NOTE: this information flows through to the Sydney Swans event table planning program.

**ENTER ATTENDEE DETAIL**

Please enter / nominate name of attendee for every purchased functions.

**Collingwood FC | RND 01 |**  
**Inside 50 Club**  
[Group Requirement](#)

Wheelchair and disabled toilet access required

Firstname	Lastname	Email Address	Group Name	Special Requirement
James	Brown	jame@abc.com	ABC Financial Planning	Special Requirement
Peter	Nevada	peter@abc.com	ABC Financial Planning	Special Requirement
Julie	Youll	julie@abc.com	ABC Financial Planning	Gluten Free Meal
Jonathon	James	jonathon@nab.com	NAB	No fish
Kylie	Henderson	kylie@nab.com	NAB	Special Requirement
Billy	Hosier	billy@nab.com	NAB	Special Requirement
Freda	Dailey	freda@nab.com	NAB	Special Requirement
Wendy	Shooter	wendy@finance.com	Finance Association x	Vegetarian
Glenn	Desmond	glenn@finance.com	Finance Association	Special Requirement
Les	Bartlett	les@finance.com	Finance Association	Special Requirement

SAVE ATTENDEE DETAIL
ALLOCATE TICKETS
GO TO HOME PAGE



### 3.2 MANAGE TICKETING

The client will manage the allocation of tickets by selecting the “Allocate Tickets” button. This area provides the ability to Send, Re-Issue and Cancel tickets either individually or in bulk.

It’s important to understand that SportsRM provides the interface but the tickets are sent from Ticketek with the following items managed at Ticketek:

- Ticket Name – where the client sends the tickets individually the ticket will display the name the client has added to the guest and the ticket will be delivered to the email address added to the guest.
- Email Addresses– once a ticket has been sent the email address cannot be changed unless the ticket is cancelled.
- Guest Names – you have the option to change guest names at any time but please note the change will be reflected in both the ticketing and guest areas. Where the ticket has been allocated and the full name is changed this revision will not be reflected in the ticket if re-issued. To change the name on the ticket you must first cancel the ticket.
- Send Bulk – where the client sends tickets in bulk to themselves their name will be added to all tickets selected as will their email address. Tickets are sent as individual emails e.g. if sending 10 tickets you will receive 10 emails with tickets attached. Where the client sends tickets in bulk to “Other” they will be required to add a first name, last name and email address with the name being added to all tickets delivered.
- Ticket Number – as shown in the screen below when a ticket has been sent to the guest a ticket code will be displayed against their record. This will revise the “Send Ticket” button to display the “Cancel” and “Re-Issue” buttons.
- Cancel Ticket – when the client Cancels the ticket access will be removed for the selected ticket and the button will be revised to “Send Ticket”.
- Re-Issue Ticket – selecting this button will resend the selected ticket to the same guest email address.

Barcodes of any tickets cancelled by the client will be cancelled by Ticketek and will not be able to be scanned on entry to the venue.

**Please Note:** All tickets must be printed before arriving at the venue. Tickets cannot be scanned on mobile devices and must be shown on entry to all corporate spaces.

A few Apple Mac, iPhone and iPad users and customers have experienced difficulty printing ezyTicket™, with ticket information being left off or barcodes printing incomplete. Such errors can prevent your ezyTicket™ from scanning correctly.

If you are an Apple Mac, iPhone or iPad user you will need to:

- Choose to save your ezyTicket file(s) to disk
- Open your ezyTicket using Adobe Reader version 8.0 or above.
- Download Adobe's latest version of this [FREE program here](#).
- Print your ezyTicket



## Manage Guest Tickets

SEND BULK TICKETS TO ME

SEND BULK TICKETS TO OTHER

RE-ISSUE TICKETS

CANCEL TICKETS

Event Collingwood FC | RND 01

Event Session Inside 50 Club

### Ticket Allocation

First Name	Last Name	Email	Mobilephone	Ticket Code	
Glenn	Desmond	glenn@finance.com			SEND TICKET
Freda	Dailey	freda@nab.com			SEND TICKET
Kylie	Henderson	kylie@nab.com			SEND TICKET
James	Brown	jame@abc.com		SCHAIRMANS/160302,2	CANCEL RE-ISSUE
Jonathon	James	jonathon@nab.com			SEND TICKET
Wendy	Shooter	wendy@finance.com			SEND TICKET
Billy	Hosier	billy@nab.com			SEND TICKET
Les	Bartlett	les@finance.com			SEND TICKET
Julie	Youll	julie@abc.com		SCHAIRMANS/160302,8	CANCEL RE-ISSUE
Peter	Nevada	peter@abc.com		SCHAIRMANS/160302,5	CANCEL RE-ISSUE

BACK

SAVE GUEST DETAIL

### 3.3 SEND SINGLE TICKET

Selecting the “Send Ticket” button next to each guest record will provide the following screen. Where mobile ticketing has been setup for the event the client can select between email and mobile for delivery.

**Send Ticket** ✕

Tickets Delivery  Email

Ticket will be delivered to:

First Name\*

Last Name\*

Email\*



### 3.4 CANCEL SINGLE TICKET

Selecting the “Cancel” button next to each guest record that already has a ticket assigned will cancel this ticket and make the ticket available for another guest.

### 3.5 RE-ISSUE SINGLE TICKET

Selecting the “Re-Issue” button next to each guest record will resend the ticket to the email address of the selected guest.

### 3.6 SEND BULK TICKETS TO ME

Selecting the “Send Bulk Tickets to Me” button at the top of the form will display the following screen allowing the user to select the records to be sent. The list will not display guest records that have already been sent tickets.

Please note these tickets will be sent to the email address of the logged in user and cannot be changed.

#### Send Bulk Tickets To Me

Tickets Delivery  Email

Ticket will be delivered to:

Current Email\* henry.peterson@gmail.com  
*If this email address is incorrect, please use the "Send Bulk Tickets to Other" button.*

#### Select Tickets

- Peter Nevada
- Julie Youll
- Jonathon James
- Kylie Henderson
- Billy Hosier
- Freda Dailey
- Wendy Shooter
- Glenn Desmond
- Les Bartlett



### 3.7 SEND BULK TICKETS TO OTHER

Selecting the “Send Bulk Tickets to Other” button at the top of the form will display the following screen allowing the user to select the records to be sent. The list will not display guest records that have already been sent tickets. The user will be required to provide the first and last name along with an email address for delivery.

Please note these tickets will be sent to the email address set in the dialog shown below.

#### Send Bulk Tickets To Other ✕

Tickets Delivery  Email

Ticket will be delivered to:

First Name\*

Last Name\*

Email\*

#### ■ Select Tickets

- Peter Nevada
- Julie Youll
- Jonathon James
- Kylie Henderson
- Billy Hosier
- Freda Dailey
- Wendy Shooter
- Glenn Desmond
- Les Bartlett



### 3.8 RE-ISSUE TICKETS

Selecting the “Re-Issue Tickets” button at the top of the form will display the following screen allowing the client to reissue selected tickets. This will resend the tickets to the selected guests. Only clients that have had tickets sent will be displayed in this form.

**Reissue Tickets** ✕

	Ticket Code	Guest Name
<input type="checkbox"/>	SCHAIRMANS/160302,2	James Brown
<input type="checkbox"/>	SCHAIRMANS/160302,5	Peter Nevada
<input type="checkbox"/>	SCHAIRMANS/160302,8	Julie Youll

Close
Reissue Selected Ticket

### 3.9 CANCEL TICKETS

Selecting the “Cancel Tickets” button at the top of the form will display the following screen allowing the client to cancel selected tickets. This will cancel the tickets to the selected guests. Only clients that have had tickets sent will be displayed in this form.

**Cancel Tickets** ✕

	Ticket Code	Guest Name
<input type="checkbox"/>	SCHAIRMANS/160302,2	James Brown
<input type="checkbox"/>	SCHAIRMANS/160302,5	Peter Nevada
<input type="checkbox"/>	SCHAIRMANS/160302,8	Julie Youll

Close
Cancel Selected Ticket

**Please Note:** All tickets must be printed before arriving at the venue. Tickets cannot be scanned on mobile devices and must be shown on entry to all corporate spaces.