ELECTRONIC TICKETS – HOW TO GUIDE

1. Set up Portal Account
2. Manage Guest Ticketing

1. SET UP PORTAL ACCOUNT

EXISTING AND NEW USERS

Customers have access to their tickets from the ticket portal once they have set up an account.

Existing users – If you have previously used the portal go to the returning customer section of the portal and enter your username and password. Your username is an email address. If you have forgotten your password, please click on the 'forgot your password' link. An email will be sent to your username email to re-set your password. If you have forgotten your username email, please contact the club and it can be re-set.

New users – If you have not set up a portal account please go to the 'New customer' section as shown below.
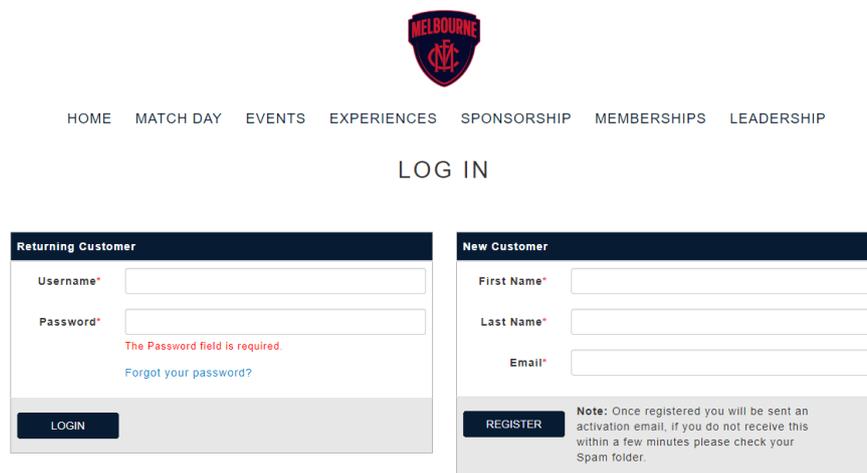
HOME   MATCH DAY   EVENTS   EXPERIENCES   SPONSORSHIP   MEMBERSHIPS   LEADERSHIP

LOG IN

Returning Customer		New Customer	
Username*		First Name*	
Password*		Last Name*	
	The Password field is required.	Email*	
	Forgot your password?		
LOGIN		REGISTER	Note: Once registered you will be sent an activation email, if you do not receive this within a few minutes please check your Spam folder.

After you click on register you will come to a 'New Registration' screen. Please complete this form and click on register.

NEW REGISTRATION

Please complete the following registration form to create new account.

Contact Detail

First Name*	Charlie
Last Name*	Smith
Email*	csmith@financeco.com.au
Phone*	
Job Title	

Organisation Detail

Organisation	

Address Detail

Address*	
Suburb/City*	
State*	
Postcode*	
Country*	Australia

Captcha

Validation Code*	VDNR

Try another
Enter the text you see above:

REGISTER

If an Organisation is added to your registration form, you can add further information (see below). Click on submit.

SELECT ORGANISATION

Please enter / confirm detail for your organisation.

New Organisation Detail

Organisation Name*

Finance and Co

Address*

1 Grenfell St

Suburb/City*

Adelaide

State*

SA

Postcode*

5000

Country*

Australia

SUBMIT

An "Activate New User" email will be to your username email (see example below). You must follow the links on the email to be directed to the corporate portal to create a password and add a security question. This must be done to complete the registration.

Dear Charlie,

Welcome to Melbourne Football Club's online booking facility.

Your User Name is: **csmith@financeco.com.au**

To complete your registration, click here.

If the link above does not activate on your PC, please copy and past the following URL into your browser.
https://portal.sportsrm.com.au/Customer/ConfirmRegistration?tiken=ds4WIwCsnXuffHpAm79RjQ%253D%253D
&user=csmith%40financeco.com.au

Kind Regards,

Melbourne Experiences
Melbourne Football Club
Phone: (03) 9652 1133
Email: experiences@melbournefc.com.au

HOME   MATCH DAY   EVENTS   EXPERIENCES   SPONSORSHIP   MEMBERSHIPS   LEADERSHIP

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

MY ACCOUNT

Once you have completed the portal registration process you will be directed to the 'My Account' screen. This screen displays your account details and shows current events as well as previous events that have been purchased. You are also able to view outstanding and paid invoices.

From this screen you can edit attendee details i.e. guest names and special requirements e.g. dietary.

You can also select 'Allocate tickets' which will direct you to the manage guest tickets screen.

HOME   MATCH DAY   EVENTS   EXPERIENCES   SPONSORSHIP   MEMBERSHIPS   LEADERSHIP

MY ACCOUNT

My Contact Details			
Organisation	Finance and Co	Address*	1 Grenfell St
First Name*	Charlie	Suburb/City*	Adelaide
Last Name*	Smith	State*	SA
Email*	csmith@financeco.com.au	Postcode*	5000
Phone*	0400123123	Country*	Australia
Job Title	Director		

UPDATE CONTACT DETAILS   CHANGE MY PASSWORD   LOGOUT

Upcoming Events	
RND 22	COLLINGWOOD V PORT ADELAIDE	2018	Edit Attendees
President's Function	Allocate Tickets
MCG (Home Game), Friday 5 October 2018 - 2:00 PM	
Tickets: 5	

* You can update attendee names along with any special requirements by selecting the *Edit Attendee* button.

Previous Events
You have no previous event

My Invoices				
14/09/2018	CSP-00011-A1B2D3	$2,000.00	Paid	Send to email

2. MANAGE GUEST TICKETING

Following the selection of an event function or corporate suite you will have the ability to start managing your guests and allocating tickets. You will have the option to Allocate, Cancel or Resend tickets from the portal and SportsRM users can also manage this process internally.

You 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.

- 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 and Mobile Numbers – once a ticket has been sent the email address cannot be changed unless the ticket is cancelled. This is also the case where the tickets have been sent to a mobile number.
- 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.
- Mobile Ticketing – where the event has been setup with Ticketek to include the ability to send tickets to mobile devices the client will be required to include a mobile phone number.
- 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". The barcode will be cancelled.
- Re-Issue Ticket – selecting this button will resend the selected ticket and the original barcode to the original guest email address.
- Sort – tickets can be sorted in order of first name, last name, email addess or ticket number (when a reserve seat is issued).

Ticket(s) have been successfully sent to 'tbass@bassandco.com.au'

MANAGE GUEST TICKETS

| SEND BULK TICKETS TO ME | SEND BULK TICKETS TO OTHER | RE-ISSUE TICKETS | CANCEL TICKETS |

EVENT: RND 22, COLLINGWOOD V PORT ADELAIDE
EVENT SESSION: PRESIDENT'S FUNCTION

TICKET ALLOCATION   SORT: Default ▼

PRESIDENT'S FUNCTION | RND 22 | COLLINGWOOD V PORT ADELAIDE | MCG | 2018

First Name	Last Name	Email	Mobile Phone	Ticket Code		
Wendy	Smith	wsmith@financeco.com.au		756179703844	REISSUE	CANCEL
Tony	Bass	tbass@bassandco.com.au		483303926902	REISSUE	CANCEL
Guest	3				SEND TICKET	
Guest	4				SEND TICKET	
Guest	5				SEND TICKET	

| BACK | SAVE GUEST DETAIL |

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 ○ Mobile

Ticket will be delivered to:

First Name*   [James]

Last Name*   [Brown]

Email*   [jame@abc.com]

                                                    Close   Send Ticket

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.

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.

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 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.

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.

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.

Tickets must be printed for entry into the venue.