



CUSTOMER GUIDE

Season Tickets

Renewing your Season Ticket Online

INTRODUCTION

Existing season ticket holder's seat or Big Bank ticket is reserved for the next season until the end of June. The ticket is reserved at the appropriate price for the new season and associated to their personal Exeter City Priority account so that no-one else can access it. As season tickets are linked directly to their owner, each person should have their own account and reserved ticket so families may need to submit several renewal orders to each person's separate account.

The following summary shows you how to renew your existing Season Ticket On-line.

Use the [Renew Season Ticket link](#) on the Exeter City Official Site season ticket page and it will take you to the Priority ticket login page.

LOGIN TO YOUR ACCOUNT

Your login details will be on the Season Ticket letter you received through the post recently.

1) Enter your Login and password and click the **Login** button.

If you have forgotten them then use the **Forgot My Details** button, email tickets@ecfc.co.uk or contact the club on 01392 411243 option2 during normal office hours.

The request password reset will send a new password to the email address associated with your account.

EXETER CITY FOOTBALL CLUB 2018/19 Season

Welcome to Exeter City's online ticket office flybe. THE TRUST

LOG IN

Please Note: If you are already registered with us, it is important that you Login to that account otherwise you may miss out on priority member privileges.

If you have forgotten your password, click on the **Request Password Reset** link below.

If you have forgotten your Login details use the button below or call the club on **01392 411243, option 2** during normal working hours.

Alternatively, please register again and send email to tickets@ecfc.co.uk with your name and address so they can resolve.

Click below if you have forgotten your Account Details.

Forgot My Details

1

| Existing Customers | New Customers |
|--------------------------------------|-----------------------------------------------------------------|
| Login <input type="text"/> | Please click "Create Account" to create a new customer account. |
| Password <input type="password"/> | <input type="text"/> |
| <input type="button" value="Login"/> | <input type="button" value="Create Account"/> |

[Request Password Reset](#)

CLAIMING YOUR RESERVED SEASON TICKET

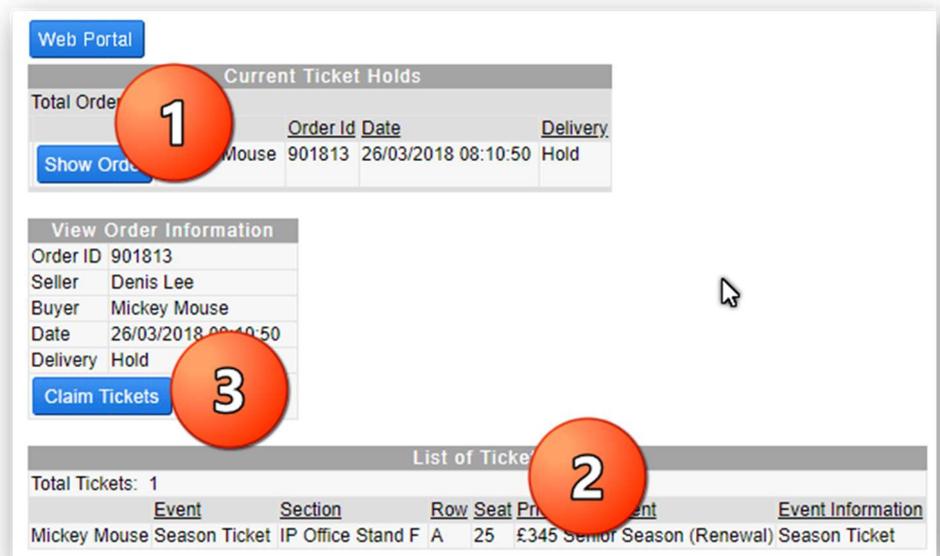
When you have logged in you should see a button...

1. **Show Order**: using this expands the screen to show your reserved ticket:

2. The details of your tickets are at the bottom. The new price will be automatically set for you.

If you feel this is incorrect cancel the order and contact the ticket office by email tickets@ecfc.co.uk or phone the ticket line.

3) If everything is in order then use the **Claim Tickets** button to proceed to the review, delivery, payment and confirmation screen.



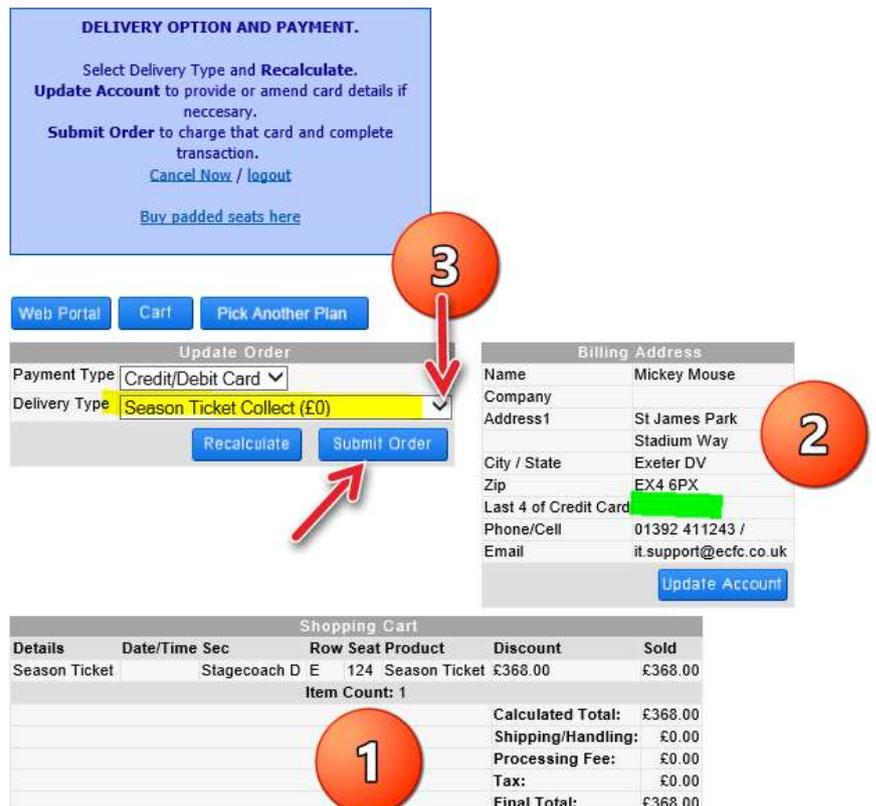
DELIVERY AND PAYMENT

1 Check the details of the season ticket and price.

2. Check your address, payment card, and email address. If any are incorrect or you wish to change your payment card use the **Update Account** button. (in this example the last four digits of the card are missing which means we need to add it before we can place the order)

3. Select your delivery option and use the **Recalculate** button to finalise the order.

When you are happy all the details are correct, place the order using the **Submit Order** button.



UPDATING YOUR ACCOUNT DETAILS AND PAYMENT CARD

1) Check your details are correct.

2. Please provide you date of birth as this helps to uniquely identify you.

...if you are purchasing an Under 12, Under 18, Senior or Student season ticket these will not be issued without this being provided.

3. Complete the details of the payment card you wish to use. The system will validate this with your bank.

When you are happy everything is correct then use the **Submit** button to return to the Delivery and Payment options.

Create/Update Account

Billing Address

Login * MickeyMouse

Password *

First Name * Mickey

Last Name * Mouse

Company / Group

Phone * 01392 411243

Cell Phone

Email * it.support@ecfc.co.uk

Address * St James Park

Stadium Way

City * Exeter

State / Province * Devon

Zip / Postal Code* EX4 6PX

Country * United Kingdom

Facebook

Twitter

Foursquare

Birthday 01/05/1939

Subscribe to Email Newsletters/Communications

Credit Card Information

Card Type * Visa Credit/Debit

Last 4 Digits of Card Number

Card Number (no hyphens or spaces) * 4921888812349876

Card Expiration Date * 07 2021

Submit Cancel

ORDER CONFIRMATION

After submitting the order, a confirmation screen will be displayed:

1. Order Confirmation number.

2. The details of the tickets

Use the Logout button to clear the session and leave the process.

Exeter City's online ticket office type THE

THANK YOU FOR YOUR ORDER.
Your order has been completed successfully. You will receive a confirmation email shortly.

To collect tickets, please bring your "Confirmation ID" or confirmation email. Postal orders will be despatched on the next working day. Thank you!

Share this with your friends!

Logout

Web Portal Pick Another Plan

| Order Details | | Payment Details | |
|-----------------|----------------------------|-----------------|-------------------|
| Confirmation ID | 901853 | Amount | £345.00 |
| Date | 28/03/2018 09:39:08 | Payment Type | Credit/Debit Card |
| Delivery | Season Ticket Collect (£0) | Authcode | |
| Total | £345.00 | Status Message | AUTHORISED |
| Buyer | Mickey Mouse | | |

List of Tickets

Number of Tickets: 1

| Event | Section | Row | Seat | Sold | Event Information |
|---------------|--------------|-----|------|---------|-------------------|
| Season Ticket | Stagecoach D | F | 124 | £345.00 | Season Ticket |

https://ex6.glitnirticketing.com/exticket2019/webplan/webplanstadiumg.php?event_id=79

USING THE FORGOT MY DETAILS FUNCTION

The forgot my details process will locate and provide your login and email address for your account.

The process will only provide details if the name, postcode and last four digits of the associated card are correct.

If you cannot remember these details then please email tickets@ecfc.co.uk with your full name, address, postcode and date of birth so they can resolve the issues and reset your login.

If the service finds a matching account the name, login and associated email address will be shown.

You can use the buttons to login or reset the password.

Unable to access your account?
Email the Box Office at tickets@ecfc.co.uk
or Call 01392 411243 Option 2 (Mon-Fri 10-4).

Enter your information below.

| Enter Account Details | |
|---------------------------------------|---------|
| First Name | Mickey |
| Last Name | Mouse |
| Postal Code/Zip | EX4 6PX |
| Last 4 of Card | 3116 |
| <input type="button" value="Search"/> | |

1 Record Found

Mickey Mouse
Login: MickeyMouse
Email: it.support@ecfc.co.uk

Login to Account

Reset Password