



**ARSENAL**

**MY**

**NETWORK**

**CREATING, ADDING &  
REMOVING GUIDE**

# WHAT IS MY NETWORK?

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## What is My Network?

'My Network' is a feature of your online ticketing account which can be accessed via <https://www.eticketing.co.uk/arsenal/MyAccount/MyNetwork>

Once a supporter has been added to your Network, you will be able to **purchase tickets** with them in the **same transaction**, or **on their behalf** (subject to availability).

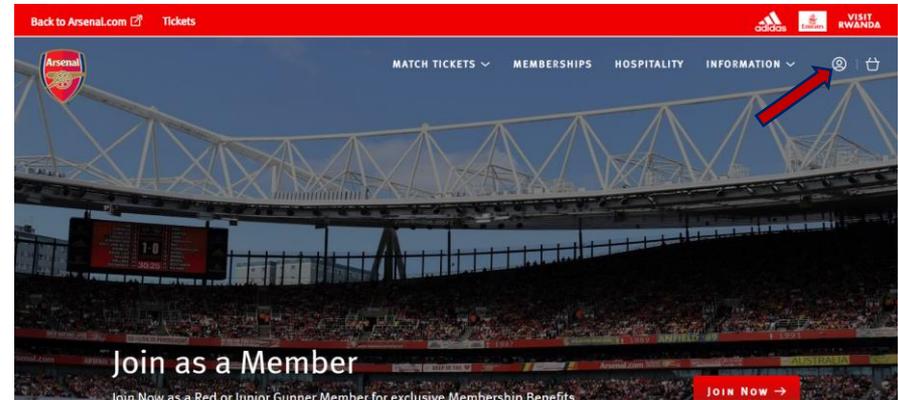
This feature will also allow you to **manage the accounts** of friends or family members, should they be at the relevant level to do so.

WHAT IS MY NETWORK?

# ADDING TO MY NETWORK

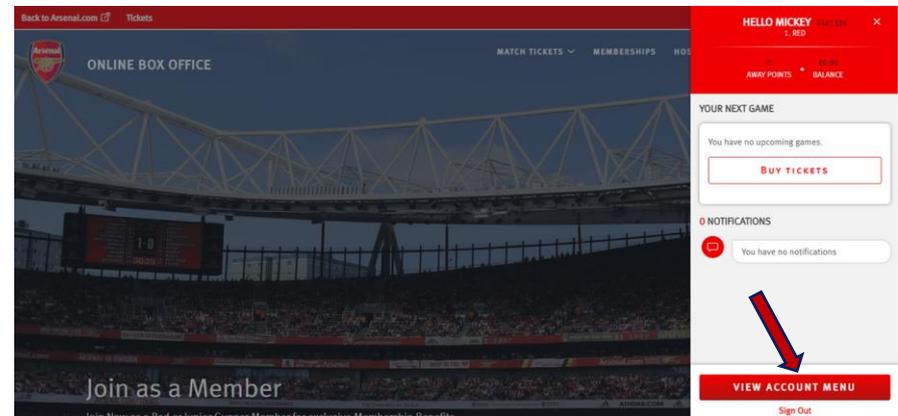


**Step 1:** To set up your network, visit [www.eticketing.co.uk/arsenal](http://www.eticketing.co.uk/arsenal) and **Log In** to your account using the button in the top right-hand side of the screen. 



**Step 2:** Then, click the head and shoulders icon again to access account information and click on 'View Account Menu'.

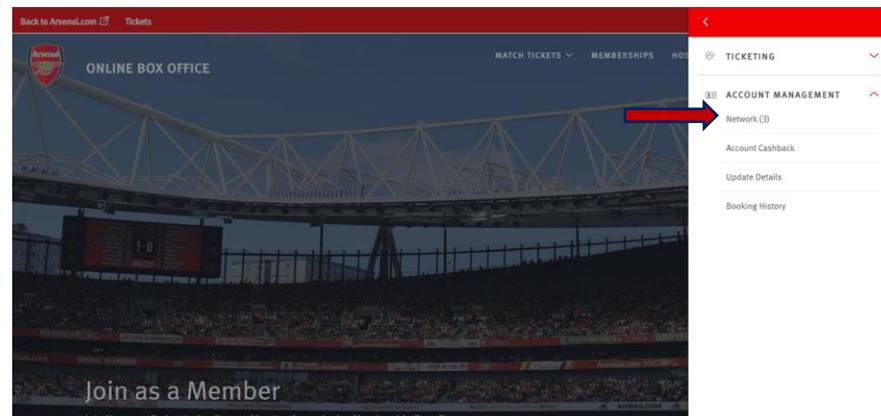
[VIEW ACCOUNT MENU](#)



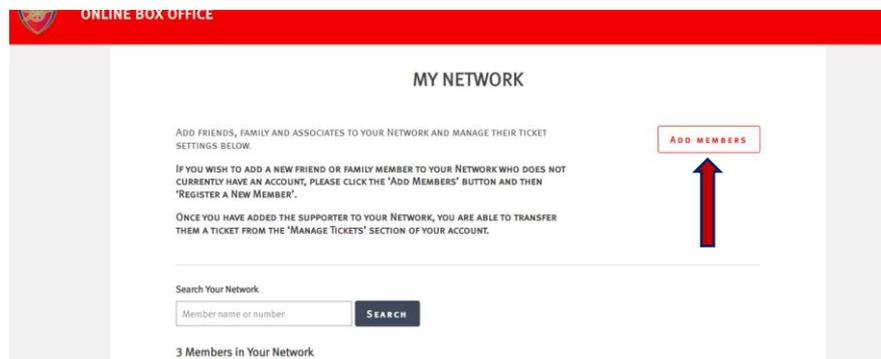
# ADDING TO MY NETWORK



**Step 3:** Click on 'Account Management' and then 'Network'.



**Step 4:** To add someone to your Network, click on 'Add Members'.



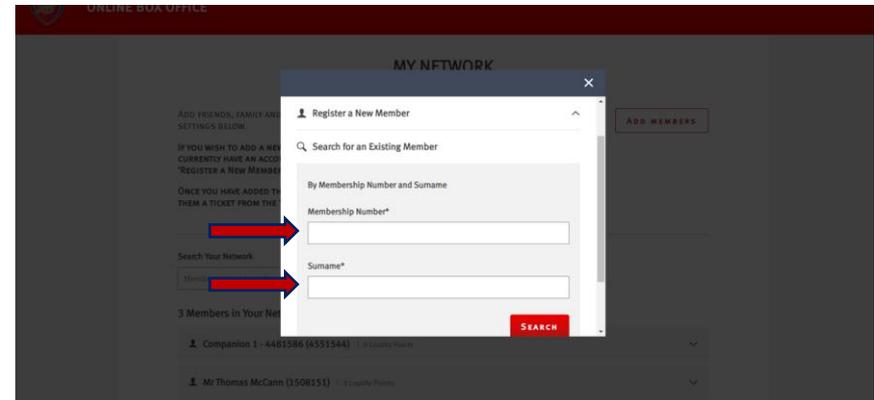
# ADDING TO MY NETWORK



**Step 5:** Type in the **Membership Number** and **Surname** of the Member wishing to be added to the Network.

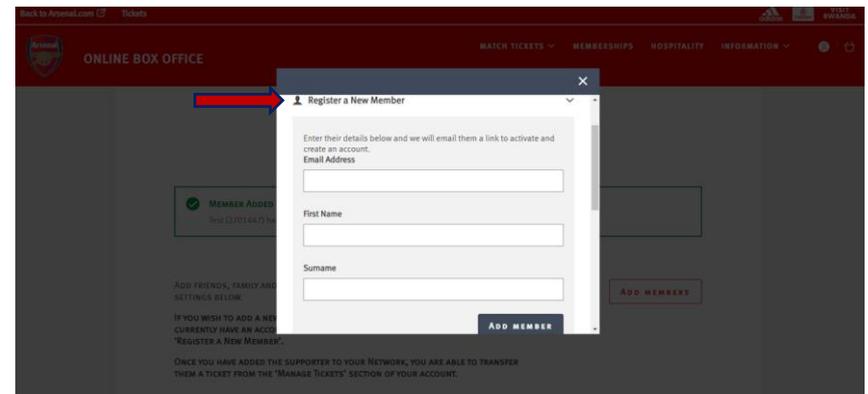
Membership Number\*

Surname\*



**Step 6:** If the supporter does not have an account, click on **'Register a New Member'**.

 [Register a New Member](#) 

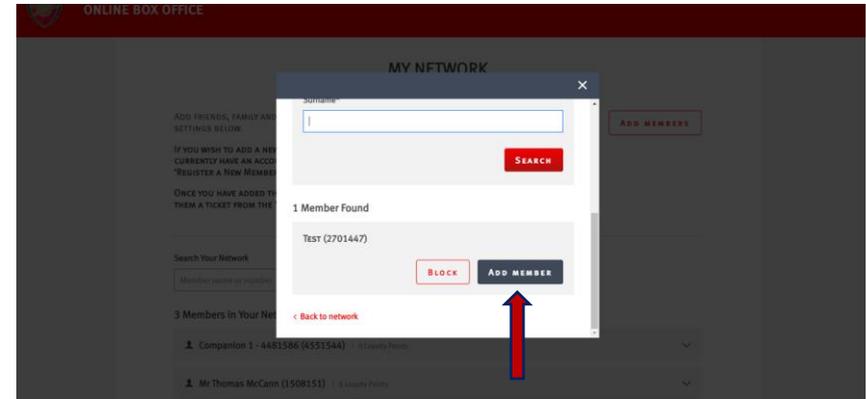


# ADDING TO MY NETWORK



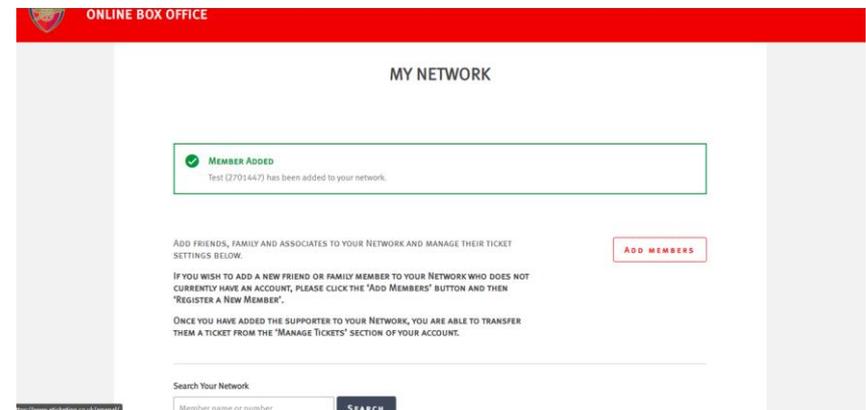
**Step 7:** Once the Member is found, click on **'Add Member'**.

ADD MEMBER



**Step 8:** You should see a confirmation page, which shows the **'Member Added'** messaging.

✓ MEMBER ADDED



# MANAGING MY NETWORK

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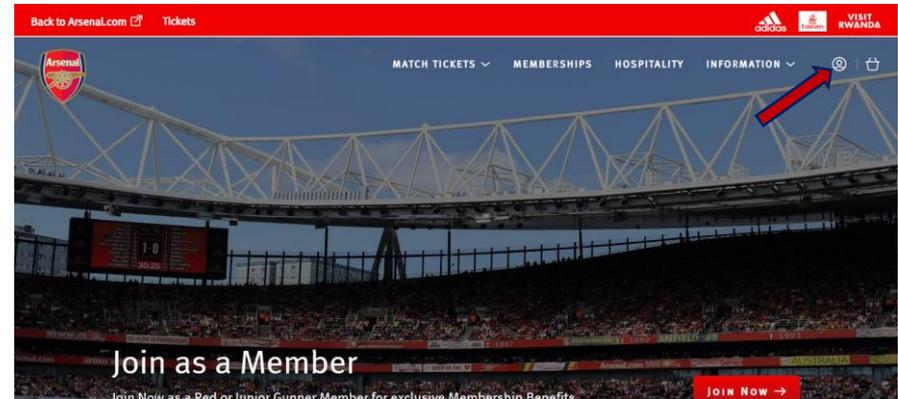
## My Network Levels:

- **Assigned (Level 1):** Gives the Member the privilege to allow you to purchase tickets with, or on the behalf of, someone in your Network.
  
- **Managed (Level 2):** Gives the Member the privilege to allow you to manage the tickets or someone in your network (e.g., Renew their Season Ticket, purchase a reserved seat on their account, post their seat on Ticket Exchange and Ticket Transfer)

# MANAGING MY NETWORK

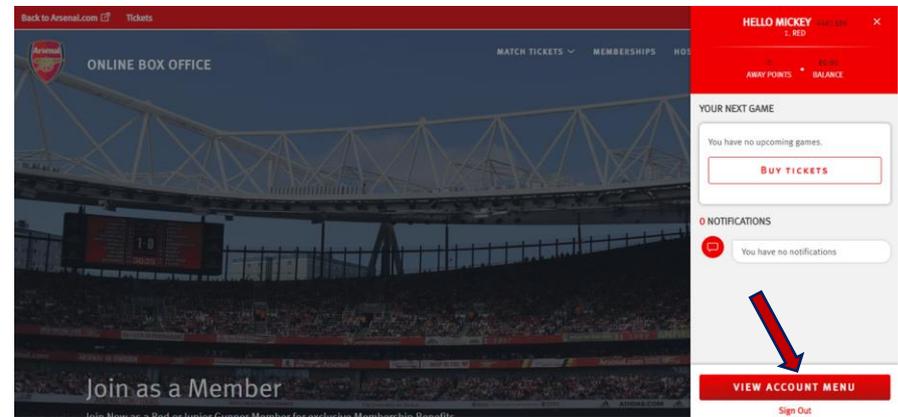


**Step 1:** If you're not already logged in, visit [www.eticketing.co.uk/arsenal](http://www.eticketing.co.uk/arsenal) and **Log In** to your account using the button in the top right-hand side of the screen.



**Step 2:** Then, click the head and shoulders icon again to access account information and click on 'View Account Menu'.

VIEW ACCOUNT MENU

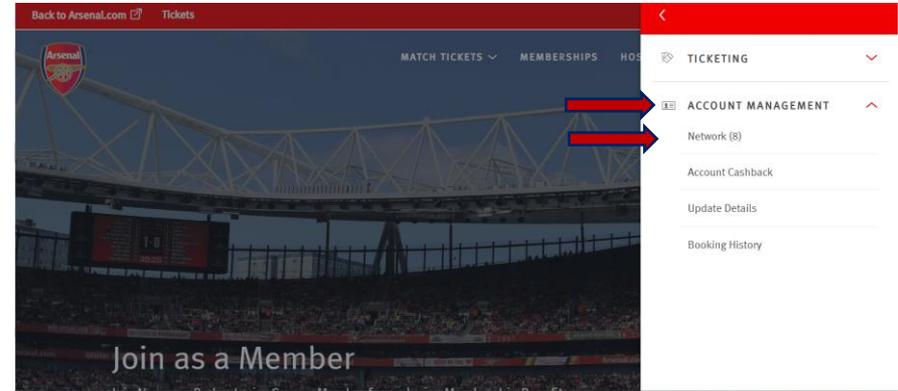


UPGRADING FROM 'ASSIGNED' TO 'MANAGED'

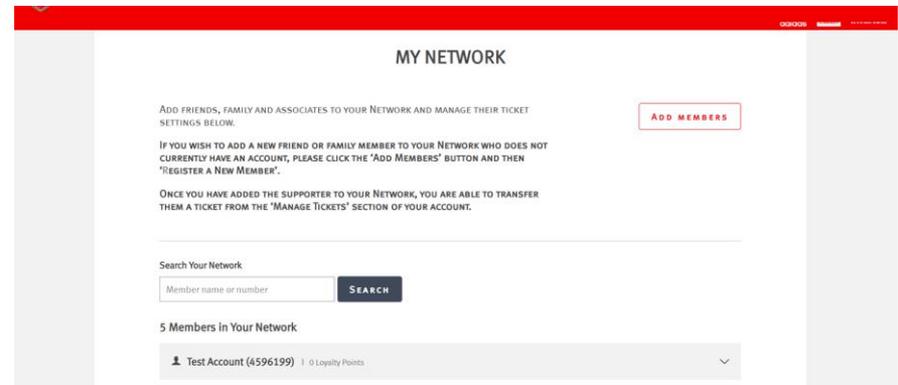
# MANAGING MY NETWORK



**Step 3:** Next, click on 'Account Management' and then 'Network'.



**Step 4:** Once a supporter has already been added to your Network, they will appear in this 'My Network' section of your account.



UPGRADING FROM 'ASSIGNED' TO 'MANAGED'

# MANAGING MY NETWORK



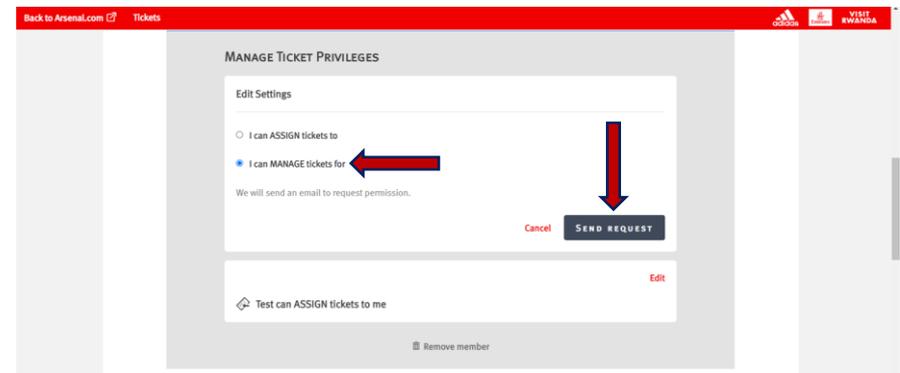
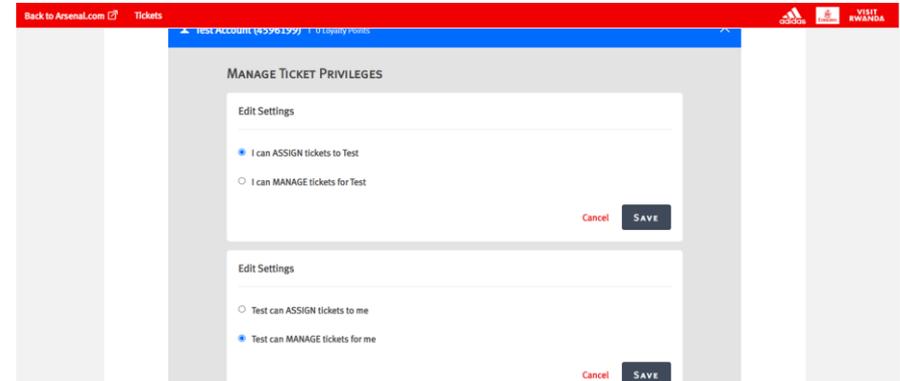
**Step 5:** Click on the supporter's name to expand and view the option to upgrade the rights to **'Manage'** the account.

Note: You will also be able to amend the right that the supporter has to your account.

**Step 6:** To upgrade the supporter, click on **'I can MANAGE tickets for'** and then **'Send Request'**.

I can MANAGE tickets for

SEND REQUEST

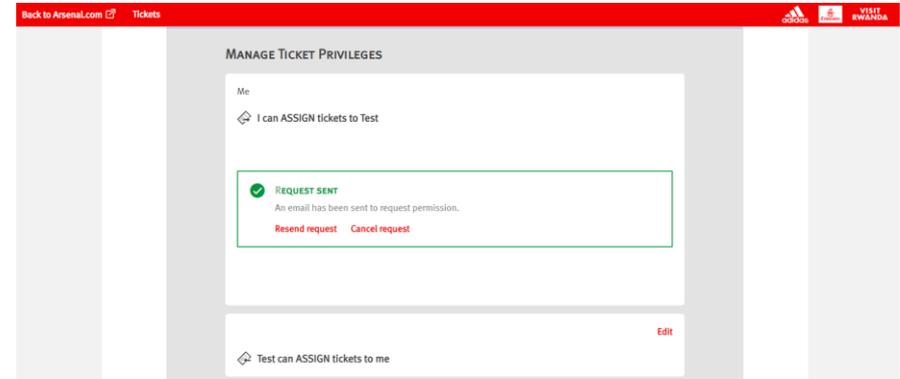


UPGRADING FROM 'ASSIGNED' TO 'MANAGED'

# MANAGING MY NETWORK



**Step 7:** An email will then be sent to the registered email address on the supporter's account for them to accept this request.

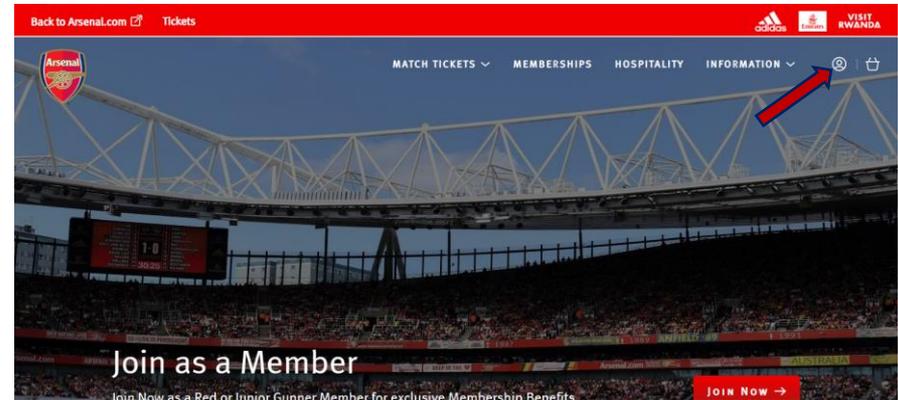


UPGRADING FROM 'ASSIGNED' TO 'MANAGED'

# REMOVING FROM MY NETWORK

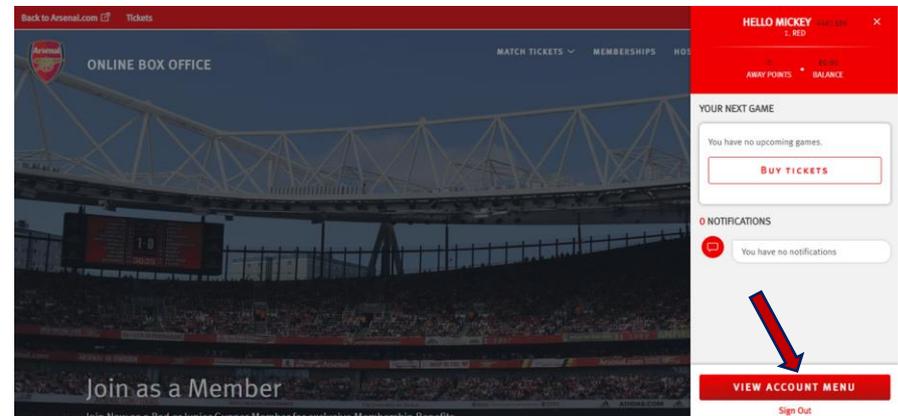


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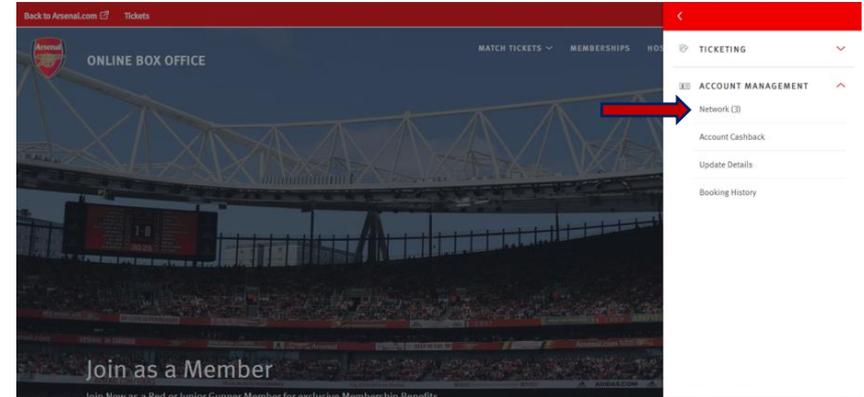
**VIEW ACCOUNT MENU**



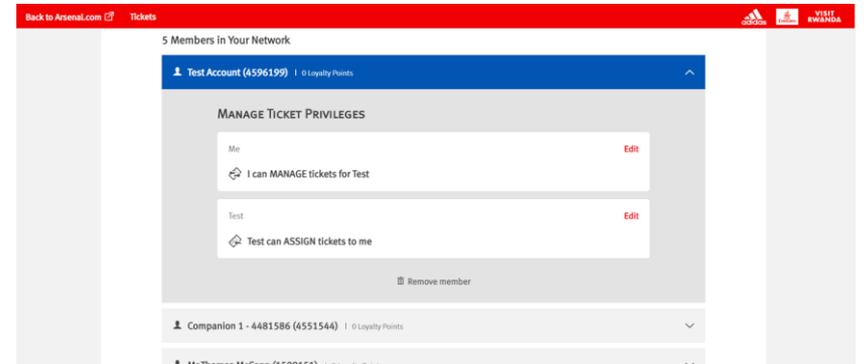
# REMOVING FROM MY NETWORK



**Step 3:** Click on 'Account Management' and then 'Network'.



**Step 4:** To remove a supporter from the Network, just click on the name of the person within the network and then 'Remove Member'.



# REMOVING FROM MY NETWORK



**Step 5:** You then have the option to **'Remove Member'** or **'Remove and Block'**.

REMOVE AND BLOCK

REMOVE MEMBER

