

Online Ticketing Guide

This document includes information on how a supporter activates their existing account for online use and how to purchase tickets for themselves and family & friends.

First things first

Go to > <https://www.eticketing.co.uk/imps>

Supporter Activation

To buy and to renew season/match tickets and memberships you will need have an activated account.

- Select 'Activate it now ' from the Sign in box in the top right corner of the page.

The screenshot shows the Lincoln City Football Club website. At the top left, there is a 'Back to main site' link and the club's logo. The main navigation bar includes 'Match tickets' and 'Ticketing Information'. A large banner image shows a crowd of fans waving red and white flags. Below the banner, there is a section titled 'ACTIVATE ACCOUNT' with the text 'Activate your account' and a 'CLICK HERE' button with a right-pointing arrow.

On the right side, there is a 'Sign in' modal window. It contains the following elements:

- A close button (X) in the top right corner.
- Text: 'for a more personalised experience and to access all available games and pricing.'
- An 'E-Mail Address' field with a placeholder 'user.name@email.com'.
- A 'Password' field with a placeholder 'Password'.
- A link: 'Forgot your login details?'
- A red 'SIGN IN' button.
- Text: 'Not registered? [Create an online account now](#)'.
- Text: 'Have an existing account? [Activate it now](#)' (this link is highlighted with a yellow box).

- Input your Lincoln City FC Supporter number (as supplied by the club via email) and surname and select the find my account button

The screenshot shows the Lincoln City Football Club website header with a red background. It includes a home icon and 'Back to main site' link, the club logo and name, a 'SIGN IN' link, and a 'BASKET' icon. Below the header, there are navigation links for 'Match tickets' and 'Ticketing Information'. The main content area is titled 'Activate Season Ticket Account' and contains two input fields: 'Supporter Number' and 'Surname'. A red button labeled 'FIND MY ACCOUNT' is highlighted with a yellow border.

- Verify the details and change where applicable. Fields that are mandatory are marked with a *.

The screenshot shows a 'Personal Information' form with the following fields:

- First and Middle Initial:
- Forename*:
- Surname*:
- Date of Birth*:
- Gender*: Male Female

- Your activation is now complete, and you will be returned to the home page where you will be logged into your account.
- All accounts must be activated on an individual basis.

The screenshot displays the Lincoln City Football Club website. At the top, a red navigation bar contains a home icon and the text "Back to main site" on the left, and a user profile icon with the name "Hi test" and a "My Account" dropdown menu on the right. The club's crest and name "Lincoln City Football Club" are prominently displayed in the center. To the right of the name is a shopping basket icon labeled "BASKET". Below the navigation bar, there are two dropdown menus: "Match tickets" and "Ticketing Information". The main content area features a large banner image of a crowd of fans waving red and white flags. Overlaid on the bottom left of this image is a white box with the text "ACTIVATE ACCOUNT" in large, bold letters, followed by "Activate your account" in smaller text. A red button with the text "CLICK HERE" and a right-pointing arrow is positioned at the bottom right of the banner. To the right of the banner is a white notification panel with a red border, titled "Hello test". It contains a notification icon and the text "Notifications (0)".

NOTE: This process only needs to be completed once.

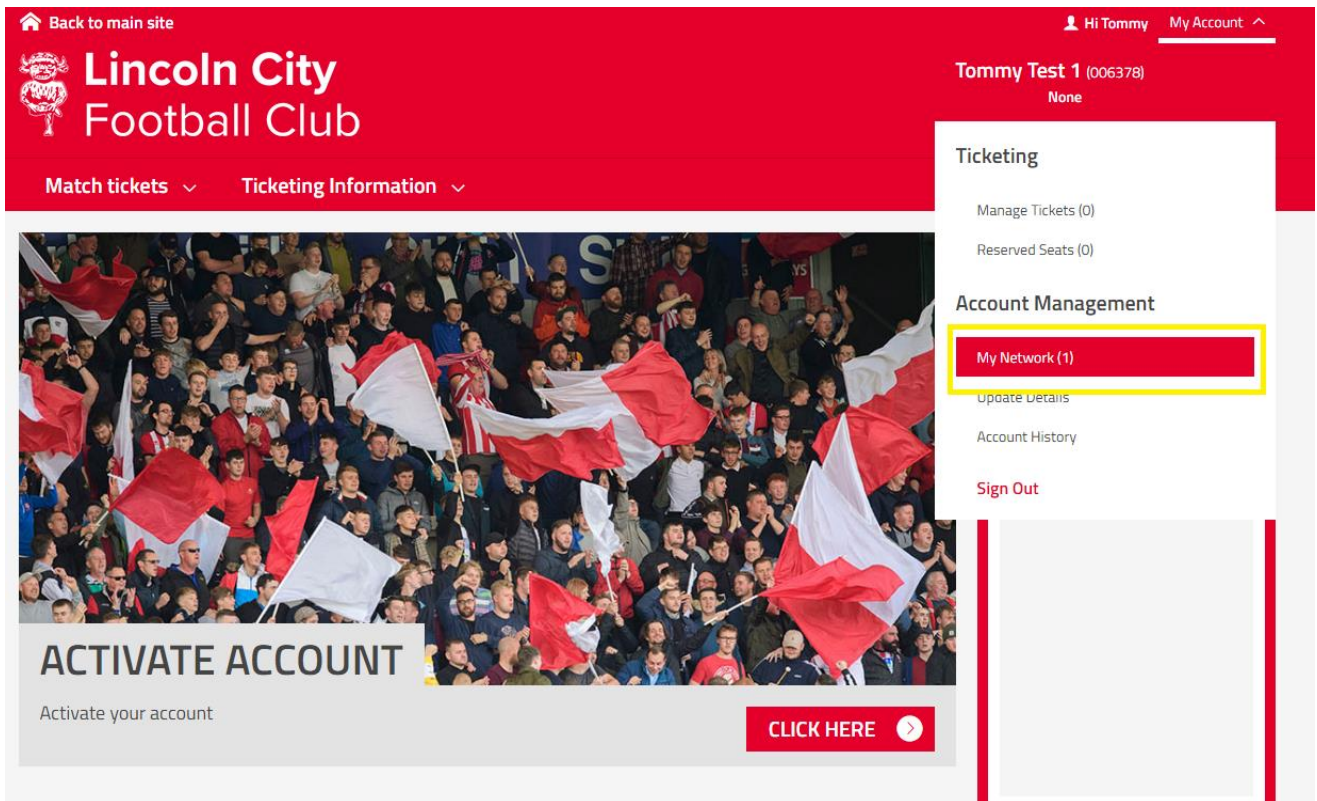
My Network

My Network is where all your friends and family are grouped together to allow you to renew or purchase season tickets/memberships/tickets on their behalf.

If you are renewing season tickets or memberships on behalf of others then they will need to be added to your network in advance of purchasing.

Other supporters can be added to your network in the sales process for Match and Membership sales.

- Select 'My Network' from the My account Menu towards the top right corner of the home page.



The screenshot displays the Lincoln City Football Club website interface. At the top left, there is a navigation bar with a home icon and the text "Back to main site". The club's logo and name, "Lincoln City Football Club", are prominently displayed. Below the logo, there are two menu items: "Match tickets" and "Ticketing Information", both with downward-pointing chevrons. On the right side of the top bar, the user's name "Hi Tommy" and "My Account" with an upward-pointing chevron are visible. Below this, the user's profile information is shown: "Tommy Test 1 (006378)" and "None". A dropdown menu is open, showing the following options: "Ticketing" (with sub-items "Manage Tickets (0)" and "Reserved Seats (0)"), "Account Management" (with sub-items "My Network (1)", "Update Details", and "Account History"), and "Sign Out". The "My Network (1)" option is highlighted with a yellow border. At the bottom of the page, there is a large banner for "ACTIVATE ACCOUNT" with the text "Activate your account" and a red button labeled "CLICK HERE" with a right-pointing arrow.

- Select 'Add Supporters' and add in their supporter number and surname.

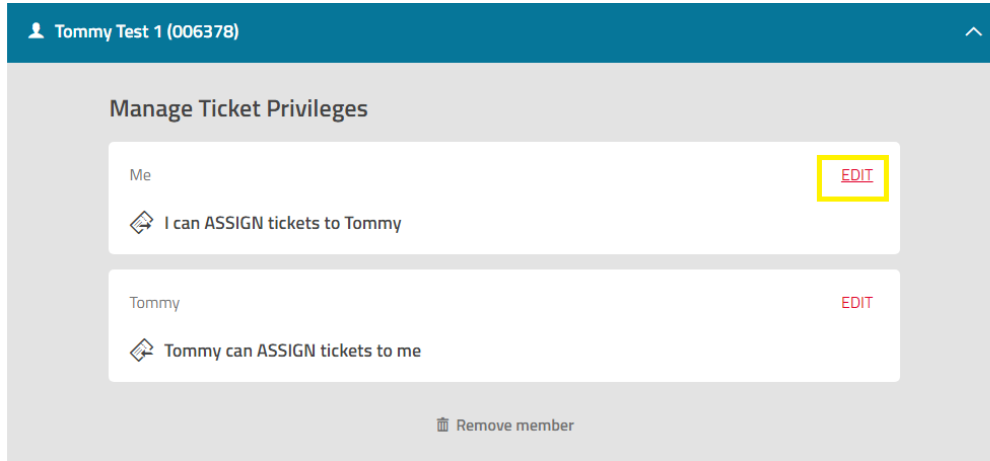
The screenshot shows the Lincoln City Football Club website. At the top, there is a red header with the club's logo and name on the left, and a 'BASKET' icon on the right. Below the header, there are navigation links for 'Match tickets' and 'Ticketing Information'. The main content area is titled 'MY NETWORK'. It contains a sub-header 'Add friends, family and associates to your Network and manage their ticket settings below' and a blue 'ADD SUPPORTERS' button highlighted with a yellow border. Below this is a search section titled 'Search Your Network' with a text input field for 'Member name or number' and a 'SEARCH' button. A message box below the search section states: 'No Network Members Found. We could not find anyone matching that name or membership number. Please check the details you entered, or select the 'Add Members' button above to find members outside your network.'

The screenshot shows a modal window titled 'ADD SUPPORTERS'. It has a search icon and the text 'Search for an Existing Supporter'. Below this, there is a section titled 'By Supporter Number and Surname' with two input fields: 'Supporter Number*' and 'Surname*'. A red 'SEARCH' button is located at the bottom right of the modal.

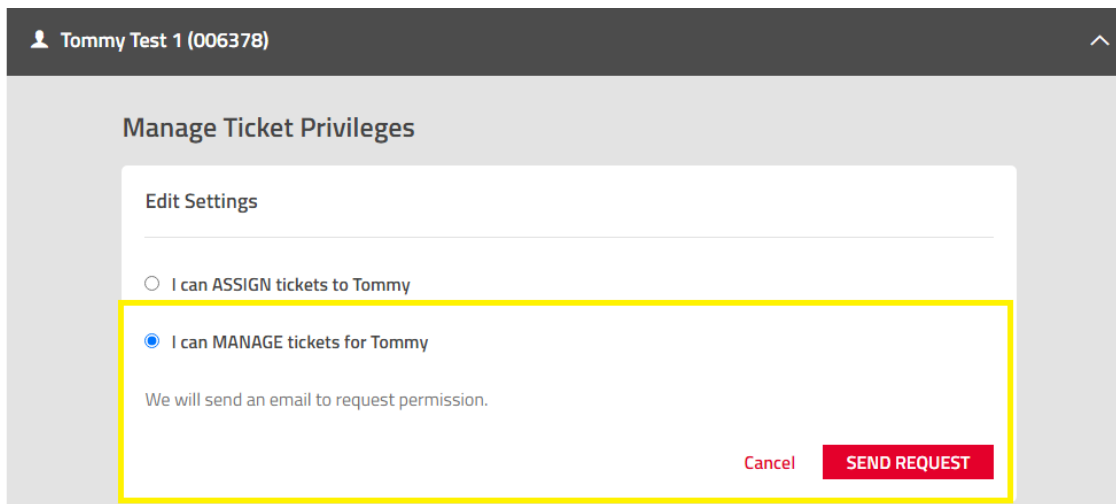
- They will now appear as part of YOUR current NETWORK

- At this stage you can only assign tickets during the purchasing flow and should you want to be able to purchase their tickets on their behalf you must request manage permission.

To do this please select edit



Select the I can manage option for the supporter and select send request.



- Users will receive an email notifying them of the friends request to allow them to purchase tickets on their behalf
- The user must then login to their online account and select my network option and then press accept request.

Renewing Season Tickets

Once your account has been activated and you have added your family and friends to your network you can now renew all your season tickets.

You will be able to select their season tickets or memberships that are due for renewal and be able to assign additional tickets during the purchasing process.



- Login to your online account
- Within the My notifications section on the right-hand side of the home page an indicator will appear to show you have season tickets to renew. Click the renew now link.

The screenshot shows the Lincoln City Football Club website. The top navigation bar is red and contains the club's logo, the text "Lincoln City Football Club", and a "BASKET" icon. Below the navigation bar are two menu items: "Match tickets" and "Ticketing Information". The main content area features a large image of a crowd of fans waving red and white flags. Overlaid on the bottom left of this image is a grey box with the text "ACTIVATE ACCOUNT" and "Activate your account", with a red "CLICK HERE" button. On the right side of the page, there is a "Hello Tommy" notification panel. It shows "Notifications (1)" and a message: "You have season ticket renewals for Season 2020-2021 - Renew now". The "Renew now" link is highlighted with a yellow border.

- On the next screen tick the season tickets you wish to renew and then select 'Add to Basket'

Season 2020-2021
LNER Stadium **MORE INFO**

Season Ticket Renewals

<input checked="" type="checkbox"/>	<input type="text"/>	Area: CU1 Block: Coop Upper 1 Row: E Seat: 8	Class: Adult £379.00*	 Seat View
<input checked="" type="checkbox"/>	<input type="text"/>	Area: CU1 Block: Coop Upper 1 Row: E Seat: 9	Class: Adult £379.00*	 Seat View

ADD TO BASKET

- Your selected season tickets will then be within your basket.
- Once you are happy with your selection press the proceed to checkout button

The screenshot displays the Lincoln City Football Club checkout interface. At the top, the club's name and logo are visible, along with a navigation menu and a user account link. A red banner indicates a 27:07 minute timer to complete the order. Below this, a progress bar shows the current step is 'Basket', with 'Payment', 'Review', and 'Confirmation' as subsequent steps. The main section is titled 'YOUR BASKET' and contains two items. Each item is a 'Season 2020-2021' ticket for £379.00. The first ticket is for Area CU1, Block Coop Upper 1, Row E, Seat 8, with Member Tommy Test (006376). The second ticket is for Area CU1, Block Coop Upper 1, Row E, Seat 9, with Member Tommy Test 1 (006378). Both tickets have a 'Seat View' link. At the bottom, there is a 'Have a promotional code?' section with an input field and an 'APPLY' button. The total amount is £758.00*, and a 'PROCEED TO CHECKOUT' button is highlighted with a yellow border.

Back to main site | Hi Tommy | My Account

Lincoln City Football Club

Match tickets | Ticketing Information

27:07 minutes left to complete your order.

Basket | 2 | 3 | Confirmation

YOUR BASKET
2 items

Season Tickets £758.00

Season 2020-2021

Area: CU1 | Class: Adult £379.00
Block: Coop Upper 1
Row: E
Seat: 8 | Member: Tommy Test (006376)

Remove £379.00

Season 2020-2021

Area: CU1 | Class: Adult £379.00
Block: Coop Upper 1
Row: E
Seat: 9 | Member: Tommy Test 1 (006378)

Remove £379.00

Subtotal: £758.00

Have a promotional code?

Enter code | APPLY


Total £758.00*

* Total does not include delivery and/or admin fees. [More details.](#)


[Continue shopping](#) | **PROCEED TO CHECKOUT**

- On the next screen select your method of payment option



[Back to main site](#) Hi Tommy [My Account](#)

 **Lincoln City**
Football Club


[Match tickets](#) [Ticketing Information](#)

 **2** BASKET

⌚ 24:35 minutes left to complete your order.

 Basket — **2** Payment — 3 Review —  Confirmation

SELECT PAYMENT METHOD

 2 items - £758.00

How would you like to pay?

Debit/Credit card

Due to the new PSD2 security regulations and to avoid payment failure, please ensure your account information is correct and your address and contact details match those registered to your card

Order Summary

Total: £758.00

[REVIEW ORDER](#)

- Enter your card details and select the review order button



SELECT PAYMENT METHOD

2 items - £758.00

How would you like to pay?

Debit/Credit card

Due to the new PSD2 security regulations and to avoid payment failure, please ensure your account information is correct and your address and contact details match those registered to your card

Card Type

Visa Credit

Name of Card Holder*

Card Number*

End Date*

MM

YYYY

Security Number (CVV2)*

[More info](#)

Order Summary

Total:

£758.00

REVIEW ORDER

- Review your order, tick to confirm you agree to the terms and conditions of the sale and press the complete purchase button



REVIEW ORDER

Season Tickets

Season 2020-2021 £379.00

Area: CU1 Entrance: Gates 15-18 Block: Coop Upper 1 Row: E Seat: 8

Tommy Test

Adult

Season 2020-2021 £379.00

Area: CU1 Entrance: Gates 15-18 Block: Coop Upper 1 Row: E Seat: 9

Tommy Test 1

Adult

£758.00

Order summary

Subtotal **£758.00**

Total to pay: **£758.00**

Payments

Method: Paying by Card

You have opted to pay for this purchase using the card number ending in 1111, the amount of £758.00 will be automatically debited.

Terms & Conditions

Please also acknowledge that you agree to the **Terms & Conditions** of sale.

Please note: By clicking Complete Purchase, your booking will be submitted and your payment will be processed.

Your contract with us starts once we've confirmed your purchase/your payment has been processed and expires immediately after the completion of the event for which you purchased the ticket(s).

By clicking "Complete Purchase" you agree to our Terms and Conditions.

[< Return to Payment](#)

COMPLETE PURCHASE

- Your transaction will then be processed and once complete the confirmation screen will be display and you will receive a confirmation email.