



User Guide:

#### How to log onto my e-ticketing account?

Head to our e-ticketing website - <https://www.eticketing.co.uk/imps>

Please click on the head and shoulder's icon in the top right-hand corner, and enter you email and password to login.

If you're unable to log in, please reset your password, or get in touch with the Ticket Office to change your email address.

#### How to create a new account?

Head to our e-ticketing website - <https://www.eticketing.co.uk/imps>

Click on the head and shoulder's icon, and press "Register".

Please enter your details and create your account.

#### How many tickets can I purchase for home and away fixtures?

You can purchase multiple tickets in your own age category, but if you're looking to purchase tickets outside of your age category, we encourage you to assign the ticket to a supporter with the correct date of birth on their account.

Depending on the fixture, tickets may be capped at a limit per supporter; for a high-profile fixture, the total may be 6, for example.

For larger bookings, please get in touch with the Ticket Office.

#### How to add a supporter to my network?

Please log into your account and click on the head and shoulder's icon once you're logged in. Then, click the "View Account Menu" button, and click again on the "Account Management" tab.

You should here be able to see your network, including how many supporters you already have in your network. Click on your network and add additional supporters to your network with their name and supporter number by clicking "Add Supporters".

#### How to purchase a reserved seat (Cup Fixtures)?

Log into your e-ticketing account using the head and shoulders icon in the top right corner. Once logged in, click on the head and shoulders icon again; in your notifications, you will see a reserved seat for you for the fixture it's reserved in. Click on the link below the notification that says, for example, "1 ticket", and you will be able to purchase that reserved ticket.

#### How to purchase a carer ticket?

To purchase a carer's ticket, you will need to be assigned a customer attribute; to do this, please email in to [tickets@theredimps.com](mailto:tickets@theredimps.com) a copy of your PIP letter showing you're in receipt of the enhanced rate. We will only need to see this once per season.

Once this has been added to your account, you can purchase a carer's ticket through our website, via email or phone call, or by popping into the Ticket Office.

#### How to purchase a wheelchair bay?

To purchase a wheelchair and carer's ticket, you will need to be assigned a customer attribute; to do this, please email in to [tickets@theredimps.com](mailto:tickets@theredimps.com) a copy of your PIP letter showing you're in receipt of the enhanced rate. We will only need to see this once per season.

Once this has been added to your account, you can purchase a carer's ticket through our website, via email or phone call, or by popping into the Ticket Office.

#### How to purchase away tickets for away fixtures?

##### Physical Tickets:

Log into your e-ticketing account when the game is available during your window – to check which window you can purchase in, please see that fixture's website article.

Once logged in, please select the away game that you'd like to purchase for. Select the area you'd like to be sat in, as well as the quantity you would like to purchase. Then, select the ticket types you'd like to purchase, e.g. Adult, Under 18.

Proceed to checkout once finished and opt for either collection or postage – please note; physical tickets must be processed manually, so we ask that you wait 48 hours before collecting your tickets.

##### Digital Tickets:

Log into your e-ticketing account when the game is available during your window – to check which window you can purchase in, please see that fixture's website article.

Once logged in, please select the away game that you'd like to purchase for. Select the area you'd like to be sat in, as well as the quantity you would like to purchase. Then, select the ticket types you'd like to purchase, e.g. Adult, Under 18.

Digital tickets will be sent almost immediately to your email address – please check your spam and junk folders also in case it lands elsewhere. The ticket office can resend your digital tickets up until the point where they go off sale.

