

## HOW DO I LINK MY TICKETING AND MY MY SOMERSET ACCOUNT?

**Step 1:** Log in to your My Somerset account.

**Step 2:** On the profile page click Link Account Number and then Link your current Customer ID Number here on the next page.

**Step 3:** If prompted, complete the missing fields from your My Somerset profile

**Step 4:** You will be re-directed to login.somersetcountycc.co.uk. Enter your Customer ID number within in the Supporter ID field and click Link, which if you own one, has been emailed to all supporters. Members can also find their Customer ID Number the front of their Membership cards.

If you are unsure of your Customer ID number, please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) with your name and address.

If you have multiple Customer IDs and don't know which one to use please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) and we will confirm to you.

You will now be able to access your ticketing account with your My Somerset log in. If you see any error messages or have any issues completing this process please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk)

## I HAVE NOT RECEIVED AN ACTIVATION OR RESET PASSWORD EMAIL

We will send you an email to the email address you provided. There will be a link in this email, which you need to click on to register your account.

It may take a few minutes for the email to land in your inbox. If you do not receive your email, please follow the next steps:

- Check your junk and spam folders
- Ensure you did not use any mailbox that could be shared, eg info@, reception@, sales@ as these will not be accepted for your My Somerset Account
- Add login@wbafe.co.uk (HOW DO I KNOW THIS ONE) to your safe senders

list and retry sending the email

- Register using your Facebook or Google+ account as this does not require email validation
- Try using an alternative email address which you have access to.

If none of the steps above work, please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) or call the Ticket Office on 01823 425301 with your email address. In a few cases the email may be being blocked by your email service provider. Club staff will be able to check this so that you may contact your service provider directly.

## I CAN'T REMEMBER MY PASSWORD TO LOG IN, WHAT DO I DO?

Go to login.somersetcountycc.co.uk and click "forgot password", you will be sent a link to the email registered to your account inviting you to reset your password. If you cannot access this email account now please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) for further assistance.

## WHY CAN'T I SEE MY TICKETING HISTORY WHEN I LOG IN WITH MY MY SOMERSET ACCOUNT

You will need to link your My Somerset account to your Ticketing account, follow the instructions below

- Login to your My Somerset account at login.somersetcountycc.co.uk
- Confirm your opt in preferences – make sure you tick YES to emails from Somerset County Cricket Club in order to receive important updates and offers from the club
- Click Link Account Number on your Profile page
- Click Link your Current Customer ID Number here on the Linked Accounts page
- If you are missing any required fields you will be prompted to complete them in your My Somerset profile
- When directed to login.somersetcountycc.co.uk add the Customer ID number that has been

emailed to you, Members can also find it on their Membership cards. If you do not know your Customer ID number contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk). If you do not have an email address on your ticketing account you won't be able to link, please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) to add your email address to your ticketing account

- If you have entered the correct number, you will be logged in to your ticketing account. If you link to an incorrect number, click on the name in the top right and click "Not you?" Highlighted in green. If your number is not recognised or you cannot link to the account please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) so we can confirm your account information.

If you are unable to link the two accounts after following this process it may be because we have different details on file to those you are choosing to register with.

Your My Somerset account needs to have the same contact details as the ticketing account we currently have on file for you. If your ticketing account details are out of date or you no longer have access to the email address, we have on file please contact us at [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) to update your information.

Once the details have been updated you will be able to link your My Somerset and ticketing accounts within 30 minutes. If you see any error messages or have any issues completing this process please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk)

## HOW CAN I RENEW ANOTHER PERSON'S MEMBERSHIP OR PURCHASE THEIR MATCH TICKETS WITH MINE ONLINE?

To purchase tickets online on behalf of another supporter you need to ensure they are linked to your Friends and Family list in your ticketing account.

To add Friends and Family click here and log in with your My Somerset account <https://tickets.somersetcountycc.co.uk/account/community/manageFriendsAndFamily>

If the person you want to purchase for isn't appearing in the list click NEW and add their Customer ID Number and Surname.

If you need any support contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk)

### **I ALREADY HAVE A TICKETING ACCOUNT; DO I STILL NEED A MY SOMERSET ACCOUNT?**

Yes, your My Somerset account will now be your log in for all of our digital platforms including wba.co.uk, tickets.somersetcountycc.co.uk future digital platforms.

You will need to link your ticketing account to your My Somerset account to access your ticketing history online. Click here (we'll create this) for instructions.

### **WHY WON'T IT LET ME LINK MY TICKETING AND MY SOMERSET ACCOUNTS?**

Firstly check that you have used the correct Customer ID number.

If you have it may be that the details in your My Somerset account don't match those on your ticketing account. Please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) with the Customer ID you are trying to link to and your name, address, email and date of birth details in your My Somerset account.

If they don't match we will update your ticketing account and you will be able to try to link again in 30 minutes after we have confirmed your record has been updated.

### **I'VE LINKED THE WRONG TICKETING ACCOUNT, WHAT CAN I DO?**

Please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) with the details of the account and both the incorrect number and correct Customer ID number

for linking. We will have to do this on your behalf and may take up to 72 hours so please ensure this is done in advance of you wanting to buy match tickets.

### **I HAVE ADDED INCORRECT DETAILS TO MY MY SOMERSET ACCOUNT PROFILE AND IT WON'T LET ME UPDATE THEM.**

For security reasons supporters are not able to update some fields in their My Somerset account. If you are having this issue please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) and confirm the correct information and we will update your account.

### **I CAN'T LOG IN TO MY MY SOMERSET ACCOUNT**

Check that you are using the correct email address

Try resetting your password (Click Forgot Password)

If neither of these work please email [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk)

### **I DON'T KNOW WHICH CUSTOMER ID NUMBER TO LINK TO**

If you have a Membership please ensure you use this Customer ID which will be printed on your Membership Card.

If you have multiple Memberships please contact SCCC to discuss.

If you don't have a Membership but do have multiple accounts either contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk) to discuss or link to the account with the most transaction history.

### **MY FAMILY ALL USE MY EMAIL ADDRESS ON THEIR ACCOUNTS, WHAT DO I DO?**

My Somerset accounts have to use a unique email address. If you want other members of your family to have their own log in you will need to create a My Somerset account with another email address.

Alternatively, you can add them to your Friends and Family list in your ticketing account and you will be able to log

in and purchase on their behalf in the future.

### **WHAT DO I DO IF I AM WORRIED ABOUT THE SECURITY OF MY ACCOUNT?**

If you are concerned that someone has your log in details we recommend you change your password immediately. If you have further concerns about the security of your account please contact [mysomerset@somersetcountycc.co.uk](mailto:mysomerset@somersetcountycc.co.uk)

### **CAN A JUNIOR SUPPORTER SET UP A MY SOMERSET ACCOUNT?**

Yes, any supporter can register for a free My Somerset account.

Supporters under 16 will only be able to purchase using their account by confirming they have the permission of a parent or guardian. The easiest way to purchase match tickets for a junior supporter please ensure they are added to your Friends and Family list.