



SWANS CLUB ACCOUNT

STEP-BY-STEP GUIDE – RE-REGISTERING & LINKING OF ACCOUNTS

1. VISIT LOGIN.SWANSEACITY.COM

This is the new home page for your new Swans Club Account and is the page you need to come to when you want to log in to your account on swanseaclub.com, swansdirect.com, eticketing.co.uk/swanstickets or on the Official Swans App. But first, you need to create a new account.

The screenshot shows the 'LOGIN' page on the Swansea City AFC website. The page has a dark header with the club logo and navigation links. The main content area is white and contains the following text:

LOGIN

The Swans Club Account is the new way of logging in which brings together all your other accounts.

Supporters who have an account for tickets and/or merchandise will need to re-register for a Swans Club Account before you can log in again. This includes Season Ticket Holders, Jack Army Members & Cash Members.

If you have already registered your new Swans Club Account, you can log in below. If you have never had an account with Swansea City AFC, you can register for one for FREE [here](#).

There are two input fields for 'Email' and 'Password'. Below them are links for 'Create Account | Forgotten Password? | FAQs'. A reCAPTCHA box with the text 'I'm not a robot' and a 'CONTINUE' button are also visible. At the bottom, there are social media icons for Facebook and Google+.

2. CREATE ACCOUNT

Once you've clicked on the "Create Account" link, you need to fill in the form and tick the reCAPTCHA security box to confirm you are not a robot. Once complete, please click the Continue button.

The screenshot shows the 'CREATE YOUR NEW SWANS CLUB ACCOUNT' page on the Swansea City AFC website. The page has a dark header with the club logo and navigation links. The main content area is white and contains the following text:

CREATE YOUR NEW SWANS CLUB ACCOUNT

If you are a Season Ticket Holder, Jack Army Member, Cash Member or have held a previous ticketing or merchandise account, you will need to create a new account before you can log in again.

Once you have created your new Swans Club Account, you will need to link your old account number to receive all your purchase history and continue receiving your membership benefits. Once linked, we will be able to recognize your membership and you will be able to continue purchasing tickets and merchandise. Going forward, once you've logged in for the first time, you will be able to navigate across Swans platforms without having to log in again (swanseaclub.com, eticketing.co.uk/swanstickets, swansdirect.com and the official App).

Click [here](#) to log in.

There are several input fields for 'First Name', 'Middle Names (or initials)', 'Surname', 'Gender', 'Date of Birth (dd/mm/yyyy)', 'Mobile', and 'Email'. A reCAPTCHA box is also visible.



3. CONFIRM YOUR EMAIL

You will be sent a confirmation email from Swansea City AFC to the email address you provided. Click the link within the email to validate your email. If you haven't received it, then please check your Junk/spam folder. If there is still no sign of it, click the link to resend the email or contact us at accountquery@swanseacity.com.

CONFIRM EMAIL

Your account is not yet active - you have not yet confirmed your email.

We've sent an email to . Please check your inbox for the confirm-email email and click the link within.

Haven't received an email yet? [Click here](#) to resend the email.

4. LOG IN

Once your email validated, you will be asked to log in using the account you have just created.

5. UPDATE YOUR PREFERENCES

This is your opportunity to tell us exactly what you would like to hear from us. You can opt-in to all club communications with one click or you can select whether you only want to hear from us via email, SMS, mail etc... The same applies to third-party communications. If at any time you would like to unsubscribe, you can return to this page and untick any boxes.

Once you have updated your preferences, please press the Continue button.

Gwefan Swyddogol Club Pêl-droed Dinas Abertawe

Match News Tickets & Memberships Teams Swans TV Commercial Club Fans Youth

UPDATE YOUR PREFERENCES

Update your communication opt-in preferences below. [Return to your profile.](#)

Success! Your email has been confirmed

Please take a moment to update your opt-in preferences.
Once done, lock-in your preferences by clicking the continue button.

- Opt-in to ALL Club Communications**
I wish to receive news, promotions, discounts and targeted communications from Swansea City AFC based on my provided data, and accept the use of my personal data for marketing, profiling and analysis as outlined in the [Privacy Policy](#). Clicking this box will select ALL club marketing. To change your preferences on what we send you or how you receive it you can select from the further options below.
- Club Mail**
If providing my address, I am happy to receive club messages via post
- Club SMS**
If providing my mobile number, I am happy to receive club messages via SMS
- Club Phone**
If providing a mobile or landline number, I am happy to receive club messages via phone
- Club Email: News**
- Club Email: Merchandise**
- Club Email: Corporate and Hospitality**
- Club Email: Ticket Information**
- Opt-in to ALL 3rd Party/Club Partner**
I wish to receive news, promotions, discounts and targeted communications from Swansea City AFC Third Party Partners based on my provided data, and accept the use of my personal data for marketing, profiling and analysis as outlined in the [Privacy Policy](#). Clicking this box will select ALL club marketing. To change your preferences on what we send you or how you receive it you can select from the further options below. [Click here](#)
- Club Partner Mail**



6. IF YOU HAVE CREATED AN ACCOUNT THROUGH FACEBOOK & GOOGLE+, YOU WILL BE ASKED TO COMPLETE YOUR FULL PROFILE.

7. LINK YOUR OLD TICKETING AND MERCHANDISE ACCOUNTS

- Linking your accounts will only work if the email address you used to create your new account is the same as the one you had for your old accounts. If you would like to update your email, you will need to contact us at ticketoffice@liberty-stadium.com before you can start the account linking process.
- Have your account number handy as you will need to enter it. Your account number can be found on the bottom left of your Season Ticket card, Jack Army card, or Cash Member. It can also be found on any confirmation emails you have received from purchasing tickets or merchandise. Please note, if your account number has a zero(s) before the first number, disregard it. See below examples with the red box.



- Click the Linked Accounts tab on your “Update My Profile” page.

Gwefan Swyddogol Cwbb Pêl-droed Dinas Abertawe

Stadium Tickets Shop Hello Julie

Match News Tickets & Memberships Teams Swans TV Commercial Club Fans Youth

PROFILE

Hello , you last updated your profile on .

This is your Swans Club Account overview. Be sure to update any details that are no longer current.

Update Profile Update Preferences **Linked Accounts** FAQs Log Out

ACCOUNT INFORMATION:

Username [Change]
Email [Change]
Local Password True [Change]

PERSONAL INFORMATION:

First Name
Middle Names (or initials)
Surname
Gender
Date of Birth

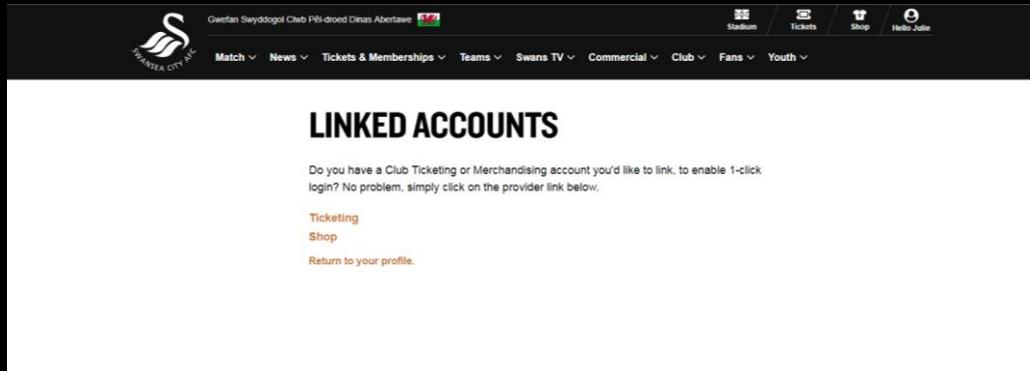
CONTACT INFORMATION:

Mobile
Landline
Address Line-1
Address Line-2
Town/City
County/State/Province
Postcode/ Zipcode
Country



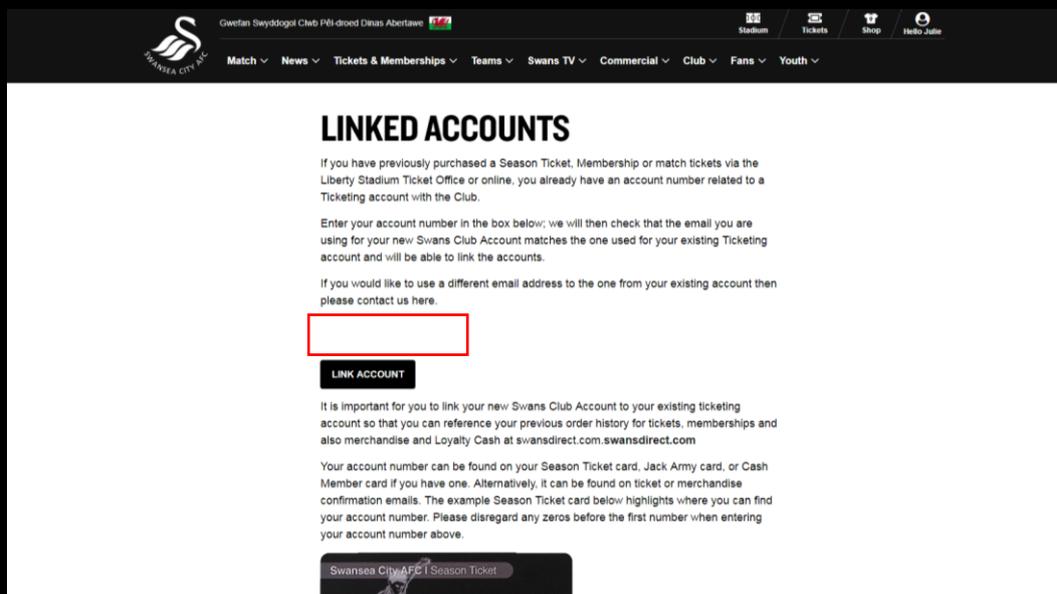
d. Click on the Ticketing/Shop links

If you wish to link a ticketing account, click on the “Ticketing” link and if you wish to link a merchandise account, click on the “Shop”.



e. Enter your account number when prompted.

As stated in steps a. and b., in order to link your accounts successfully, the email address will need to match the one we have on our current records. If you have any zeros before your account number, please disregard them. For example, if your account number is showing as 0012345, then your account number and the number you need to enter is 12345. Please see above image examples.



Once you have entered your account number, click “Link Account”.

STILL NEED HELP?

If you are experiencing any problems with the setting up of your account, please send us an email at accountquery@swanseacity.com or give the Ticket Office a call at 0844 815 6665*.

*Calls cost 7p per minute plus your standard network rate.