

## Adding Members



### Signing-in to the Club Admin Portal

- Club Admins can access the portal through the Ticketmaster Pro Website [here](#)
- Once the Admin logs-in an Enter Club Admin Portal link will display on the top left of the page. Clicking this link will open the Portal and the Admin will need to sign in.
- To sign in, please use your Supporters' Club Client Reference Number (CRN). If you do not have one or cannot recall your Club's CRN, please contact [supporters.clubs@tottenhamhotspur.com](mailto:supporters.clubs@tottenhamhotspur.com) and this will be given to you

### Adding Club Members onto the portal

- The Club Admin will need to add their Members into the Portal before they can allocate tickets
- Members can be added manually or uploaded in bulk via an import file (recommended)
- Navigate to the MANAGE MEMBERS page within the Admin Portal
- Members are displayed as First name/Surname, Email Address & Account Status

The screenshot shows the 'MANAGE MEMBERS' interface in the Club Admin Portal. At the top left, it says 'CLUB ADMIN' and at the top right, 'Allocation Club' and 'Sign out'. The main heading is 'MANAGE MEMBERS'. Below this is a search bar labeled 'Search Members' and a '+ Add New Members' button. A table lists members with columns for 'First Name / Surname', 'Email', and 'Account Status'. The table contains six rows of data. At the bottom left, it says 'Showing 1-5 of 5'. At the bottom center, it says 'Powered by ticketmaster'.

First Name / Surname	Email	Account Status
Ekaterina Tishova	ekaterinatishova@gmail.com	Activated
Member Club	club_member@example.com	Activated
Test Test	test@mail.com	Not Activated
Test Test	email@email.com	Activated
Viktoria Bertosh	bertosh.viktoria@gmail.com	Activated

Once members are uploaded into your portal they will appear with one of two status messages:

**Account Status: Activated**

**Account Status: Not Activated**

**Please disregard these status messages.**

**As long as the member has an active One Hotspur account they will be able to manage any tickets assigned to them**

### Adding Members Manually:

- Click on ADD NEW MEMBERS in top right of the screen and ADD INDIVIDUALLY. A member can be added with first name, surname and email. Then click ADD

The screenshot displays the CLUB ADMIN interface. The main area is titled 'MANAGE MEMBERS' and contains a table of members. The table has columns for 'First Name / Surname', 'Email', and 'Account Status'. The members listed are:

First Name / Surname	Email	Account Status
Ekaterina Tushova	ekaterinatushova@gmail.com	Activated
Member Club	club_member@example.com	Activated
Test Test	test@email.com	Not Activated
Test Test	email@email.com	Activated
Viktoria Bertosh	bertoshviktoria@gmail.com	Activated

Below the table, it says 'Showing 1-4 of 5'. At the bottom right, there is a 'Powered by ticketmaster' logo.

The 'Add New Members' modal is open on the right side. It has two tabs: 'Import Multiple' and 'Add Individually'. The 'Add Individually' tab is selected. The form contains the following fields:

- First Name:
- Surname:
- Email:

Below the form, there is a note: 'Activating Account. Members must activate their accounts before they are able to purchase allocated tickets.' At the bottom right of the modal, there is an 'ADD' button.

### (Recommended) Importing Members in Batches:

- To import a file of Members, click on ADD NEW MEMBERS again, and select IMPORT MULTIPLE (Import Template attached)
- Import a file of Members by selecting the file and select IMPORT
- On adding a Member, the system will check if they already have an account
  - If they haven't, an account will be created for them and a CRN assigned
  - If the account already exists, the Club's Customer Type will automatically be applied to their Customer Record