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 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

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

Account Status: Activated   Account Status: Not Activated

<mark>**Please disregard these status messages.**</mark>

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

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

(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