

## Bluebirds Club Account FAQs

### 1. What is a Bluebirds Club Account?

A Bluebirds Club Account is the gateway to purchasing tickets and merchandise online, and the place to control which communications you receive from the Club.

From Thursday, 30th August 2018, all Bluebirds fans will need to create a new Bluebirds Club Account to purchase tickets and merchandise online.

A Bluebirds Club Account gives you one login for buying from the Club online, whilst allowing you to update your communication preferences and personal details on at any time with ease.

Create your account [here!](#)

### 2. Who needs a Bluebirds Club Account?

As this is the only way to buy tickets and merchandise online, both new and existing supporters must create a Bluebirds Club Account. An account must be registered before continuing to buy tickets and merchandise from the Club's eTicketing and Online Store.

### 3. When will I use my Bluebirds Club Account?

Supporters will use their Bluebirds Club Account for purchasing tickets and merchandise from the Club online. A Bluebirds Club Account also allows you to update your communication preferences and personal details on our database at any time with ease.

### 4. I already have an eTicketing Account – do I need to create a Bluebirds Club Account?

Yes. All supporters will need to create a new Bluebirds Club Account.

Supporters with existing eTicketing/Online Store accounts should create a new account using the same email address as used in their previous eTicketing/Online Store account with a new password.

All supporters should ensure that the email address used to create their account is the same that we currently hold on our database, otherwise you won't be able to link your existing accounts.

To check which email address you have currently registered on our database, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

### 5. How do I create a Bluebirds Club Account?

You can create a Bluebirds Club Account by entering your email address and password, or alternatively by using a social sign in via your Facebook or LinkedIn profile.

If you want to specify your own email and password, follow the link 'Create Account' and enter your details.

You will then receive an email with a secure link – click on this link to confirm your email address. Your Bluebirds Club Account is now active.

Make sure you update your details, update your Communication Preferences and Link your existing Fan Number to be able to purchase online and continue to receive communication from the Club.

For social sign in, click on the Facebook or LinkedIn icon on the registration page. Depending on whether you are 'signed in' to the provider, you may be promoted to sign in and allow permissions. If you are already signed in, your account will be automatically created using the email, forename and surname from your social profile.

## **6. Can I sign up for a Bluebirds Club Account through my Facebook account?**

Yes. Supporters can also sign in using their Facebook or LinkedIn account.

For social sign in, click on the Facebook or LinkedIn icon on the registration or login page. Depending on whether you are 'signed in' to the provider, you may be promoted to sign in and allow permissions. If you are already signed in, your account will be automatically created using the email, forename and surname from your social profile.

## **7. I have created a Bluebirds Club Account but haven't received the confirmation email – what should I do?**

If you have created an account with your own email and password, we will send you a confirmation email to the email address you provided. Whilst you wait you will see the 'Awaiting Confirmation Email' page.

When you receive the confirmation email, there will be a secure 'click here' link in the email which you need to click on to confirm your email. This will then open a new browser tab for you to log in with your email and password for the first time. This is a verification check to ensure that the email address is legitimate and belongs to you.

Please note - it may take a few seconds or minutes for the email to arrive 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 Bluebirds Club Account.
- Add [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) to your safe senders list and retry sending the email from the 'click here to resend email' link in the 'Awaiting Confirmation Email' page.

If you have left the 'Awaiting Confirmation Email' page and you want to go back to resend the confirmation email, log in again with your email and password chosen. As you have not yet confirmed your email, you will see the 'Awaiting Confirmation Email' page where you can click the link to resend.

If none of the steps above work, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk). In a few cases the email may be blocked by your email service provider. Club staff will be able to check this so that you may contact your service provider directly.

### **8. The link in my confirmation email doesn't work.**

Some email clients or systems may deliver the email but 'disable' the ability to click on any links in the content. If you have received the email but cannot click on the link, try:

- adding [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) to your 'safe sender' list
- right-clicking on the link, and select from options to 'open hyperlink', or 'copy hyperlink' and paste in to a browser address bar and go.

### **9. I'm still having trouble authenticating my account – what can I do?**

Another way to register would be to use your Facebook or LinkedIn account, which do not require email validation. However, if you wish to change and use a different email to your social sign-in email, validation will become necessary on the other email address.

Don't forget you'll need to use the same email address that is already registered on our database.

### **10. What happens to my old eTicketing account?**

Your new Bluebirds Club Account will replace your existing eTicketing and Online Store account. Going forward, any log in requests from eTicketing or the Online Store will automatically redirect you to your new Bluebirds Club Account. All of your previous separate accounts will be linked and will include your purchase history.

### **11. Will my CityCash and purchase history carry over to my new account?**

Yes – you will still be able to access your CityCash and purchase history in the same way as before.

### **12. How do I link my existing Fan Number?**

In order to continue to make purchases for tickets and merchandise online, it is essential that supporters with an existing Fan Number link their old accounts to their Bluebirds Club Account. This process will allow supporters to have an easier and cleaner journey through websites with everything in one account. You will only need to link your Fan Number as a one-off action – once it's done, you are all ready to go!

### **13. Why does it say "no account found" when I enter my eTicketing Fan Number?**

This means that the email address used to register your Bluebirds Club Account does not match the email address held on our database. If you are not sure which email address (if any) is registered on our database, please email

[queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) to ensure that we have your correct email address registered and can update our records if required.

#### **14. Why does it say that my Fan Number is incorrect?**

If you are a Season Ticket Holder, Club Member or Flex5 Ticket Holder, your Fan Number can be found underneath your name on your Membership Card. If you do not have a Season Ticket or Membership Card, you can find your Fan Number on a confirmation email or receipt from a previous ticketing purchase. If you are not sure of your Fan Number, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk), or alternatively contact the Ticket Office by calling 033 33 11 1920.

#### **15. How do I buy tickets once I have a Bluebirds Club Account?**

Visit our eTicketing website at [www.eticketing.co.uk/cardiffcity](http://www.eticketing.co.uk/cardiffcity) and click "login". This will redirect you to your Bluebird Club Account Login page. Sign in with your Bluebirds Club Account email and password (or log in with your Facebook or LinkedIn account). You will then be redirected back to our eTicketing website, where you will be able to make your purchase.

#### **16. Nothing is working – I require further assistance.**

If you are having difficulty linking an existing eTicketing and/or Online Store account, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).