

# How to: Create your Bluebirds Club Account



1. Before you can log in to your Bluebirds Club Account, you need to create an account by clicking **Create one HERE**:

**Cardiff City Football Club**  
[Home](#) [Login](#) [Create Account](#) [Registration Help](#)

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## LOG IN

Haven't got a Bluebirds Club Account yet? [Create one HERE](#).

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. This includes supporters who had an eTicketing or Online Store account, as well as those who haven't previously signed up online.**

If you have already created a new Bluebirds Club Account, you can log in below with your new details.

**With your email address:**

Email

Password

[Create Account](#) | [Forgotten Password?](#) | [FAQs](#)

**Or with your Social Media account:**









2. Complete the form with your full details and click **Create Bluebirds Club Account** at the end of the page. Make sure these details match your existing account with us. Alternatively, you can log in using your Facebook or LinkedIn account. Please make sure the email address used for your Social Media Account matches your existing account with us:

Cardiff City Football Club  
[Home](#) [Login](#) [Create Account](#) [Registration Help](#)

## CREATE BLUEBIRDS CLUB ACCOUNT

Welcome to your Bluebirds Club Account – 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. This includes supporters who had an eTicketing or Online Store account, as well as those who haven't previously signed up online.**

Please ensure that you register your new Bluebirds Club Account using the same email address that you already have registered with us if applicable.

Email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) if you aren't sure which email address you have on our database.

If you already have a Bluebirds Club Account, [click here](#) to log in.

Once you have created your account, you'll need to complete your profile before you can buy online:

- Update your personal details
- Update your communication preferences
- Link your fan number

Forename

Surname

Email

Confirm Email

Passwords must be between 8 - 16 characters long and contain at least one number, one lowercase letter and one uppercase letter.

Password

Confirm Password

To find out what we do with any personal information that you provide to us, please see our [Privacy Policy](#).

[Create Bluebirds Club Account](#)

Or with your Social Media account:

[f](#) [in](#)





3. We'll send you an email to confirm your email address and activate your account from [login@cardiffcityfc.co.uk](mailto:login@cardiffcityfc.co.uk). If you don't receive an email, check your junk folder/spam folder or resend the email by clicking [click here](#):

**Cardiff City Football Club** Premier League

Home Login Create Account Registration Help

## CONFIRM EMAIL

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

We've sent an email to [REDACTED]. Please check your inbox for the confirmation email from [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) and click the link to activate your account.

You'll need to complete your profile before you can buy online:

- Update your personal details
- Update your communication preferences to receive the latest news, information and offers from the Club
- Link your fan number

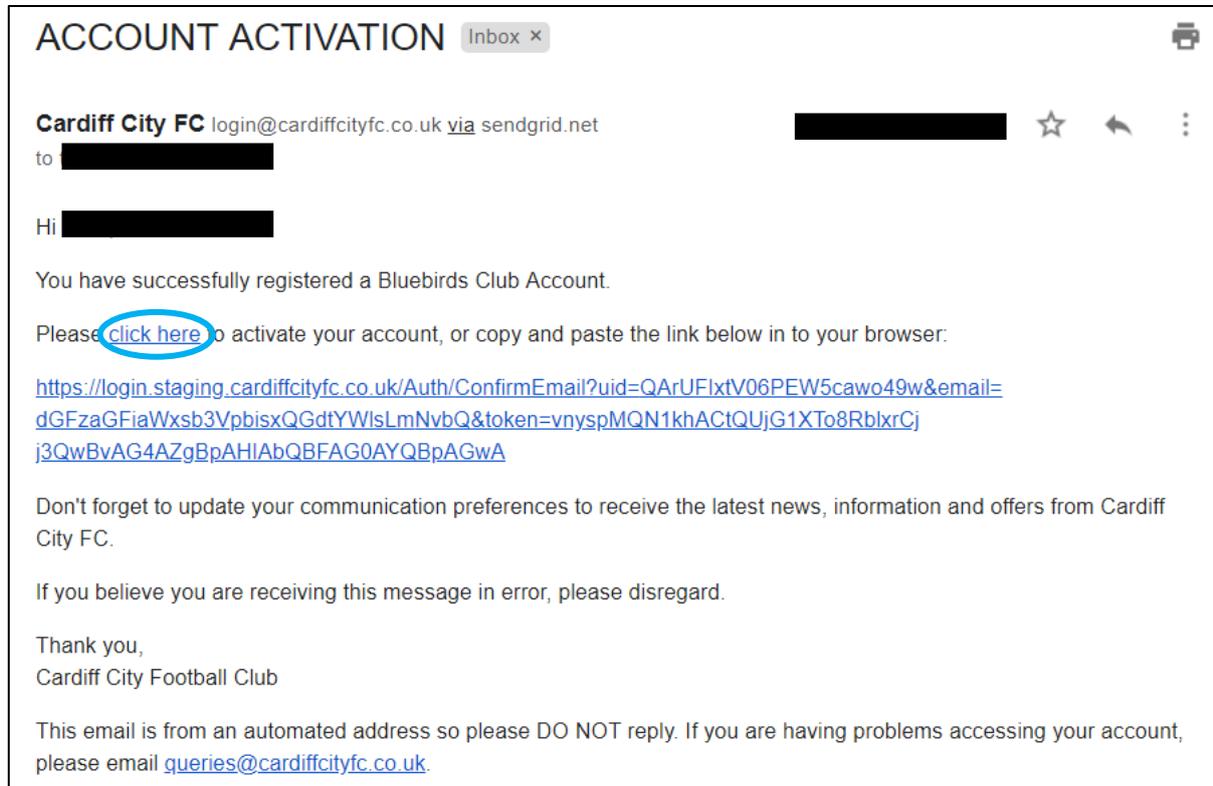
Haven't received an email yet? Please check your junk folder/spam folder [or click here](#) to resend the email.

If you have already activated your account, login to update your details, update your communication preferences and link your fan number.

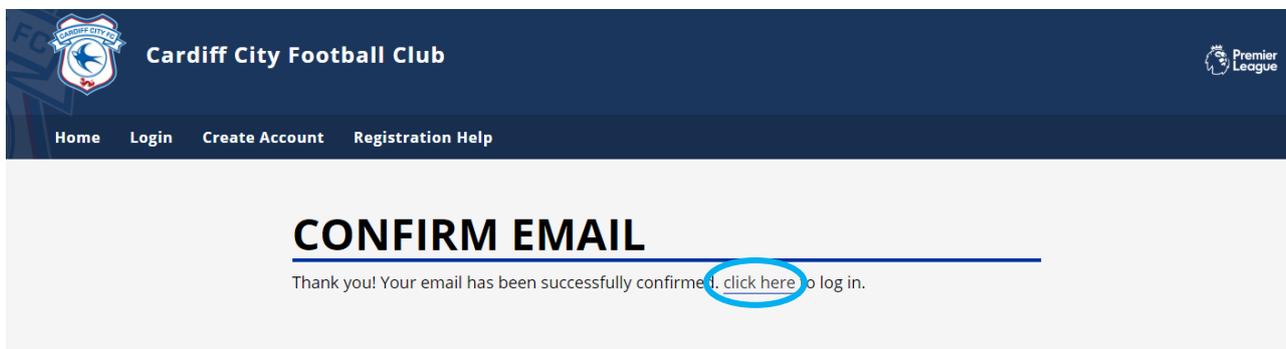




4. Press the **click here** link in the email to activate your Bluebirds Club Account:



5. Your Bluebirds Club Account is now active. Log in with your new details and update your Communication Preferences by selecting **click here**.





6. Update your Communication Preferences to let us know which communications you would like to receive from the Club. You must update your Communication Preferences to receive communication from the Club. You can opt in to all Club and Partner Communications by clicking **Opt-in Club** and **Opt-in Club Partners**. If the box is ticked, you are opted in. Then click **Continue** to save your preferences:

Cardiff City Football Club  
[Home](#) [Profile](#) [Update Profile](#) [Update Preferences](#) [Linked Accounts](#) [Tickets](#) [More](#) ▼

## UPDATE YOUR PREFERENCES

Update your communication preferences below. [Click here to return to your profile.](#)

- Opt-in Club**  
I wish to receive news, promotions, discounts and targeted communications from Cardiff City FC 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 Email**  
If providing my address, I am happy to receive club messages via post
- Club Email: Ticketing & Memberships
- Club Email: Retail & Merchandise
- Club Email: Other Club Promotions
- Club Email: Commercial And Hospitality
- Club Email: Events At CCS
- Club Email: Cardiff City FC Foundation
- Club Email: ClubNews
- 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
- Opt-In Club Partners**  
I wish to receive news, promotions, discounts and targeted communications from Cardiff City FC 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 Partner marketing. To change your preferences on how our Partners can contact you, you can select from the further options below. For current list of Club Partners please [click here](#).
- Club Partner Mail**  
If providing my address, I am happy to receive 3rd Party messages via post
- Club Partner SMS**  
If providing my mobile number, I am happy to receive 3rd Party messages via SMS
- Club Partner Phone**  
If providing a mobile or landline number, I am happy to receive 3rd Party messages via phone
- Club Partner Email**  
Occasionally the Club will send emails with supporter relevant offers and competitions on behalf of our official partners.

**Continue**





7. Alternatively, you can update your Communication Preferences by clicking **Update Preferences** in the navigation bar at any time when logged in, or by clicking **Update Communication Preferences** on your **Profile** page:

Cardiff City Football Club

Home Profile Update Profile Update Preferences Linked Accounts Tickets More

## PROFILE

Hello [redacted] you last updated your profile on [redacted]

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

You'll need to complete your profile before you can buy online:

- Update your personal details
- Update your communication preferences
- Link your fan number



COMMUNICATION PREFERENCES:

Opt-in Club	No
Club Mail	No
Club Email	No
Club Email: Ticketing & Memberships	No
Club Email: Retail & Merchandise	No
Club Email: Other Club Promotions	No
Club Email: Commercial And Hospitality	No
Club Email: Events At CCS	No
Club Email: Cardiff City FC Foundation	No
Club Email: ClubNews	No
Club SMS	No
Club Phone	No
Opt-In Club Partners	No
Club Partner Mail	No
Club Partner SMS	No
Club Partner Phone	No
Club Partner Email	No

Update Communication Preferences





8. Now update your profile by clicking **Update Profile** in the navigation bar. Click **Continue** to save your details:

**Cardiff City Football Club** Premier League

Home Profile **Update Profile** Update Preferences Linked Accounts Tickets More ▾

## UPDATE YOUR PROFILE

Update your profile information below. [Click here to return to your profile.](#)

Title ▾

Tash

Middle Names (or initials)

Billouin

Prefer Not To Say ▾

Date of Birth (dd/mm/yyyy)

Mobile

Landline

Address Line-1

Mobile

Landline

Address Line-1

Address Line-2

Town/City

County/State/Province

Postcode

Country ▾

**Continue**





9. Alternatively, you can update your profile by clicking **Update Personal Information** on your **Profile** page:

**Cardiff City Football Club** Premier League

Home **Profile** Update Profile Update Preferences Linked Accounts Tickets More ▾

## PROFILE

Hello [REDACTED], you last updated your profile on 29/08/2018.

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

You'll need to complete your profile before you can buy online:

- Update your personal details
- Update your communication preferences
- Link your fan number

**ACCOUNT INFORMATION:**

Email tashabilouin+1@gmail.com (Change)

Password [REDACTED]

**PERSONAL INFORMATION:**

Title -

First Name Tash

Middle Names (or Initials) [REDACTED]

Surname Billouin

Gender [REDACTED]

Date of Birth [REDACTED]

**Update Personal Information**

10. You must link your Bluebirds Club Account to your existing Fan Number / eTicketing / Online Store account so that you can continue to purchase tickets and merchandise with the correct member privileges. Click on **Linked Accounts** in the navigation bar at any time when logged in:

**Cardiff City Football Club** Premier League

Home Profile Update Profile Update Preferences **Linked Accounts** Tickets More ▾





11. If you have an existing Fan Number associated with the email address that you have created your Bluebirds Club Account with, then you will see the below page and your Fan Number will be listed. You can find your correct Fan Number on your Season or Membership Card, as well as any email confirmations or receipts from the Club. If you aren't sure which is the correct Fan Number, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

**Cardiff City Football Club** Premier League

Home Profile Update Profile Update Preferences Linked Accounts Tickets More ▾

## LINK YOUR EXISTING FAN NUMBER TO YOUR NEW BLUEBIRDS CLUB ACCOUNT

**Success!** Your profile has been completed. You can now link your Fan Number.

You must link your new Bluebirds Club Account to your existing Fan Number / eTicketing / Online Store account so that you can continue to purchase tickets and merchandise with the correct member privileges.

Your Fan Number can be found on your Season or Membership Card (pictured below), and on any ticket or merchandise confirmation emails and receipts.

If you don't know your Fan Number, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

If you do not have an existing Fan Number, a new one will be assigned to you.

We have found existing Fan Number(s) associated with your Bluebirds Club Account email address [REDACTED]. These are displayed below.

Fan Number(s) found:

[REDACTED]





## 12. Once you are sure that you have the correct Fan Number, enter this in the box at the end of this page and click **Link Account**:

Please enter the correct Fan Number in the box below. [Please view our Bluebirds Club Account FAQs if you have any further queries.](#)

IMPORTANT: Please DO NOT link your account if the below occurs. Instead, email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk):

1. If you are a Season Ticket Holder or Member and the number above does not match the Fan Number on your Season Card
2. If you have multiple accounts showing above and are unsure as to which one is correct
3. If you know that your email address is not currently registered on our database - we will need to add this to our database before you can link your account
4. If you are having any other issues with linking your account

[Click here to return to your profile.](#)





13. If you do not have an existing Fan Number associated with the email address that you have created your Bluebirds Club Account with, then you will be prompted to **create a new Fan Number**.

You may also be prompted to create a new Fan Number if we don't recognise your email address on our database. If you do have an existing Fan Number but are being prompted to create a new one, please DO NOT create a new Fan Number. Instead, email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) so that we can update your email address on our database for you to be able to link the correct existing Fan Number.

**Cardiff City Football Club** Premier League

Home Profile Update Profile Update Preferences Linked Accounts Tickets More ▾

## CREATE NEW ACCOUNT NUMBER

**Success!** Your profile has been completed. You can now link your Fan Number.

We could not find any previous Fan Numbers for Cardiff City's Club Ticketing or Shop account associated with the email (tashabillouin+2@gmail.com) you have used to register your Bluebirds Club Account.

Your Fan Number can be found on your Season or Membership Card (pictured below), and on any ticket or merchandise confirmation emails and receipts.

If you believe that you have an existing Fan Number, please ensure that the email address above is the same email address registered on our database. To update your email address on our database, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk) or call the Ticket Office on 0845 345 1400 during [Ticket Office opening hours](#)\*

\*Calls cost 3p per minute plus your standard network rate.

**Please note that creating a brand-new Fan Number will remove any benefits associated with a Season Ticket or Membership, including purchase history**

If you don't know your Fan Number, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

If you do not have an existing Fan Number, a new one will be assigned to you.

If you are sure you do not already have any existing Fan Numbers with Cardiff City FC, [click here to create a brand new Fan Number](#) and link it to your Bluebirds Club Account.

[Click here to return to your profile.](#)





14. Your Fan Number is now linked to your new Bluebirds Club Account and is visible under **Your Fan Numbers** in the **Linked Accounts** tab. If you believe you have linked the wrong Fan Number, please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

**Cardiff City Football Club**

Home Profile Update Profile Update Preferences **Linked Accounts** More ▾

## LINKED ACCOUNTS

If you haven't already done so, [please update your Communication Preferences now](#) to continue to receive communication from the Club. You will not receive any communication from the Club until your update your Communication Preferences.

Please note that these Communication Preferences will overwrite any Communication Preferences that you previously held with the Club and all Bluebird Club Account Holders are opted out until their Communication Preferences are updated.

[\[Redacted\]](#) [Update your Communication Preferences now.](#)

Your Fan Numbers:

356353

[Click here](#) to visit the eTicketing website.

[Click here](#) to visit the Online Store.

[Click here](#) to return to the Official Club Website Home Page

[Click here](#) to return to your profile.

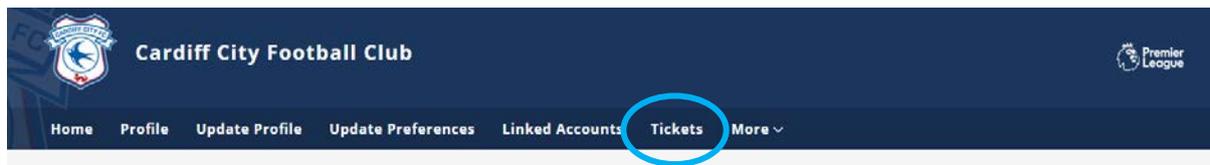
15. Your Bluebirds Club Account is now complete. You can now purchase tickets and merchandise online.





## BUYING TICKETS ONLINE

1. Once you have followed the above steps, click on Tickets in the navigation bar where you will be taken to the eTicketing website:



2. For verification, the first time accessing the eTicketing website, enter the **Surname** used to create your Bluebirds Club Account and click **CONFIRM YOUR DETAILS**:

[Back to Ticket Home Page](#)



**CARDIFF CITY FOOTBALL CLUB**

 BASKET

[Flex5 Ticket Bundle](#) | [Match tickets](#) | [Memberships](#) | [Hospitality](#) | [Helpful Information](#)

**Security Check**

This is a security check to protect your account.

**Confirm Your Details**

Please enter your surname to confirm your account.

**CONFIRM YOUR DETAILS**



# How to: Create your Bluebirds Club Account



3. You are now signed in to eTicketing, shown by the account section at the top right of the screen:

Back to Ticket Home Page

My Account

CARDIFF CITY FOOTBALL CLUB

BASKET

Flex5 Ticket Bundle Match tickets Memberships Hospitality Helpful Information

### SECURE YOUR PREMIER LEAGUE SEAT NOW

Three ways to watch the Bluebirds in action:

- 1 Buy a Season Ticket.
- 2 Select a Flex5 Match Bundle.
- 3 Pick a Match. First five on sale now...

### THE CLOCK IS TICKING!

We Are Premier League!... Season Tickets are now available for a limited time only - Secure Yours by calling the Ticket Office on 0845 345 1400!

TICKET INFORMATION

The clock is ticking! Flex5 & Flex5+ Club Membership Zeelo

Hello [Redacted]

0 Notifications

Back to Ticket Home Page

My Account

CARDIFF CITY FOOTBALL CLUB

Flex5 Ticket Bundle Match tickets Memberships Hospitality Helpful Information

### FLEX5

Buy a Flex5 Match Bundle to suit you!  
Choose two games from Category A + three from B or C.

Category A Category B Category C

### FLEX5 & FLEX5+

Buy a Flex5 Match Bundle to suit you! Choose two games from Category A + three from B or C... Want to add Membership benefits? Upgrade to a Flex5+ Bundle and take advantage of those benefits!

BUY NOW!

The clock is ticking! Flex5 & Flex5+ Club Membership Zeelo

UPCOMING MATCHES

Chelsea (A)	Sat 15 September 2018, 15:00	Away	View availability
Manchester City	Sat 22 September 2018, 15:00	Cardiff City Stadium	View availability

Miss [Redacted]

Membership: None

Ticketing

- Manage Tickets (0)
- Forwarded Tickets (0)

Account Management

- Network (0)
- Update Details
- Account History
- Sign Out





4. If you are accessing the eTicketing website from [www.eticketing.co.uk/cardiffcity](http://www.eticketing.co.uk/cardiffcity), click **sign in** and you will be directed back to the Bluebirds Club Account Log in page. Once you have logged in, you will then be redirected back to [www.eticketing.co.uk/cardiffcity](http://www.eticketing.co.uk/cardiffcity) where you can purchase tickets.

The screenshot shows the Cardiff City Football Club website. At the top right, the 'SIGN IN' and 'REGISTER' links are circled in blue. Below the club crest and name, there is a 'BASKET' icon. A navigation bar contains 'Flex5 Ticket Bundle', 'Match tickets', 'Memberships', 'Hospitality', and 'Helpful Information'. The main content area features a 'FLEX5' promotion with a 'BUY NOW!' button. A right-hand sidebar contains links for 'The clock is ticking!', 'Flex5 & Flex5+', 'Club Membership', and 'Zeelo'. A blue arrow points downwards from the 'BUY NOW!' button area.



# How to: Create your Bluebirds Club Account



**Cardiff City Football Club**  
[Home](#) [Login](#) [Create Account](#) [Registration Help](#)

## LOG IN

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**With your email address:**

Email

Password

[Create Account](#) | [Forgotten Password?](#) | [FAQs](#)

**Or with your Social Media account:**



[Back to Ticket Home Page](#) My Account

**CARDIFF CITY FOOTBALL CLUB** BASKET[Flex5 Ticket Bundle](#) [Match tickets](#) [Memberships](#) [Hospitality](#) [Helpful Information](#)

## SECURE YOUR PREMIER LEAGUE SEAT NOW

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Hello ██████████

0 Notifications

The clock is ticking! Flex5 & Flex5+ Club Membership Zeelo

Visit [login.cardiffcityfc.co.uk](http://login.cardiffcityfc.co.uk) for more information  
Updated: 29/08/2018

