# **STEP BY STEP GUIDE HOW TO ACCESS YOUR ACCOUNT**



## 1

### Accessing your account

Follow this link to access your account https://www.rosscountyfootballclub.co.uk/my-account Click on "Log In to Account"



### **2** Sign in - when renewing

Enter your email and select "Forgot Password". As you were a Season Ticket Holder with us Last Season your account details have been uploaded to the new system. By selecting forgot password the system will find your account.

	MY ACCOUNT	
	Sign In	,
Sign In	Register	
E-mail Address	First Name * First Name	i
Password Password	Last Name Last Name	
Forgot Password Sign In	Date of Birth * dd/mm/yyyy	
	Address * Address	
	Postcode *	
	Country *	Y
	E-mail Address * E-mail Address	

Note: If a forgot password fails to send it means we do not have an active email address linked to an account. Please either email info@rosscountyfootballclub.co.uk or phone the club shop on 01349,860860 to update this for you.

#### **3** Reset your password

Check you email for a message from Ross County Football Club forgotten password, be sure to check your junk/spam folder. Press Reset your password.

Dear Test, We have received a request to reset the password for the account associated with info@rosscountyfootballclub.co.uk. No changes have been made to your account yet. You can reset your password by clicking the link below: Reset your password Please Note: If you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow these instructions carefully: After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart. Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes. If you did not request a new password, please let us know immediately by replying to this email. Kind Regards, Ross County F.C.	Dear Test Test, Ve have received a request to reset the password for the account associated with <u>info@rosscountvfootbaliciub.co.uk</u> . No hanges have been made to your account yet. You can reset your password by clicking the link below: Reset your password
<ul> <li>We have received a request to reset the password for the account associated with info@rosscountyfootballclub.co.uk. No changes have been made to your account yet.</li> <li>You can reset your password by clicking the link below: Reset your password</li> <li>Please Note:</li> <li>If you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow these instructions carefully:</li> <li>After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart.</li> <li>Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes.</li> <li>If you did not request a new password, please let us know immediately by replying to this email.</li> <li>Kind Regards, Ross County F.C.</li> </ul>	Ve have received a request to reset the password for the account associated with info@rosscountyfootballclub.co.uk. No hanges have been made to your account yet. You can reset your password by clicking the link below: Reset your password
You can reset your password by clicking the link below: Reset your password Please Note: If you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow these instructions carefully: • After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart. • Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes. If you did not request a new password, please let us know immediately by replying to this email. Kind Regards, Ross County F.C.	You can reset your password by clicking the link below: Reset your password
Reset your password         Please Note:         If you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow these instructions carefully:         • After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart.         • Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes.         If you did not request a new password, please let us know immediately by replying to this email.         Kind Regards,         Ross County F.C.	Reset your password
<ul> <li>Please Note:</li> <li>If you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow these instructions carefully: <ul> <li>After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart.</li> <li>Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes.</li> </ul> </li> <li>If you did not request a new password, please let us know immediately by replying to this email.</li> <li>Kind Regards, Ross County F.C.</li> </ul>	
If you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow these instructions carefully:  After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart. Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes. If you did not request a new password, please let us know immediately by replying to this email. Kind Regards, Ross County F.C.	Please Note:
<ul> <li>After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart.</li> <li>Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes.</li> <li>If you did not request a new password, please let us know immediately by replying to this email.</li> <li>Kind Regards, Ross County F.C.</li> </ul>	I you have just logged into a Season Ticket Event or Ticket Claim Event and are now resetting your password, please follow hese instructions carefully:
<ul> <li>Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes.</li> <li>If you did not request a new password, please let us know immediately by replying to this email.</li> <li>Kind Regards,</li> <li>Ross County F.C.</li> </ul>	<ul> <li>After resetting your password and returning to the event screen, click on "Go to Checkout" to proceed. Your tickets will still be in your cart.</li> </ul>
If you did not request a new password, please let us know immediately by replying to this email. Kind Regards, Ross County F.C.	Do not click on the Event image. Doing so will prevent you from logging in again for 30 minutes.
Kind Regards, Ross County F.C.	you did not request a new password, please let us know immediately by replying to this email.
Ross County F.C.	(ind Regards,
	Ross County F.C.



Select a password you will remember and select "Reset Password" - Click "Continue"

Contraction of the second seco			
Access Your Account Log in to your account to keep your in If you have any questions or need hel	formation up to date and manage your previous p, please email Info@rosscountyfootbaliclub.co.u	orders. Jk	
Forgot Password Password * Password Password strength: Weak Use at least 6 characters with a number, uppercase and is character. Confirm Password	wercase		
Reset Password Continue			

### Log in to your account with your new details

You can now select "account" if you would like to update your email, address, contact details and Date of Birth.

To view previous orders select orders

Note: You will see an order already there for 24/25 season, this was to import your account and seat details.

≡	<b>?</b>			
		Signed in Successfully	U Log out	
		Account Orders		

6

5

#### **Input New Password**

Select a password you will remember and select "Reset Password" - Click "Continue"

Printers © ¥ f	K Sta		
Access Your Account Log in to your account to keep your inform	mation up to date and manage your previous	orders.	
If you have any questions or need help, p	iease email info@rosscountyfootballclub.co.t	.ik	
Password * Password Password strength: Weak Use at least 8 characters with a number, uppercase and lower character. Confirm Password *	- case		
Reset Password Continue			