



# Peterborough United Online Account FAQ's

## What is the 'Peterborough United Online Account'?

The Peterborough United Online Account is a new account for registering with Peterborough United. It replaces the existing, separate accounts for different club systems such as ticketing, online store etc. It is designed to be a single, standard way for the Club's supporters to access online services on [www.theposh.com](http://www.theposh.com), [www.eticketing.co.uk/theposh](http://www.eticketing.co.uk/theposh) and [www.theposhonlinestore.com](http://www.theposhonlinestore.com). Supporters will be able to complete and update their profile in their Peterborough Club Account with personal details, preferences on receiving marketing information from the Club as well as Loyalty Club Cash.

## Who needs a 'Peterborough United Online Account'?

Everyone, including supporters already with existing ticketing or online store accounts. Now Peterborough United are using the Peterborough United Online Account system for sign in and registration, you'll need to create an account before you can continue using the Club's ticketing and retail systems.

## When will I need to sign in to my 'Peterborough United Online Account'?

You will need to sign in to your Peterborough United Online Account when making a purchase for tickets on our online Ticket Office website [www.eticketing.co.uk/theposh](http://www.eticketing.co.uk/theposh), when buying Peterborough United merchandise through our official online store [www.theposhonlinestore.com](http://www.theposhonlinestore.com)

## How do I create a 'Peterborough United Online Account'?

**For supporters with existing accounts**, you can create an account by entering the email address you already have registered with us and password of your choice or by signing in using one of your social provider accounts. For social sign in, click on the Facebook or Google icon on the registration page. Depending on whether you are 'signed in' to the provider, you may be prompted to sign in and allow permissions. If you are signed in already, your account will be automatically created using the email, forename and surname from the social provider. It's as easy as that! If you want to specify your own email and password, follow the link to 'Create Account' and enter your details on the page – confirming email and password in the fields provided.

**Please ensure the email address is the same that we currently hold for you at the Ticket Office otherwise you won't be able to link your existing accounts.**

**For supporters without existing accounts**, you can register for a FREE Peterborough United Online Account by following the steps on our dedicated website. You will receive an email to the email address provided with a secure link to click asking you to 'confirm email'. Click on this link, then sign in with your email and password, complete your Preferences and your new Peterborough United Online Account is ready to go!

## I haven't received the confirmation email?

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 link 'click here' in the email which you need to click on to confirm your email. This will then open up a new browser tab for you to login with your email and password for the first time. This is just to check the email is indeed yours.



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 Peterborough United Online Account.
- Add login@theposh.com to your safe senders list and retry sending the email from the link 'click here to resend email' 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, and 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 contact the Customer Services with your email address. In a few cases the email may be being blocked by your email service provider. Club staff will be able to check this so that you may contact your service provider directly.

### **I can't click on the link in the confirmation email?**

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 login@theposh.com to your 'safe sender' list right click on the link, and select from options to 'open hyperlink', or 'copy hyperlink' and paste in to a browser address bar and go.

### **I've tried everything and nothing works. Help?**

One other alternative is to register using your Facebook or Google account which do not require email validation. If you later want to change to use a different email to your social sign in email though, it will then become necessary to validate this other email as well.

### **What about my old accounts for ticketing or online store?**

The Peterborough United Online Account replaces any of your existing accounts. From now on, any log in or registration request from the Club website, Ticketing or Online Shop will lead you to your new Peterborough United Online Account. Within this single Peterborough United Online Account will be all of your old separate accounts if linked (see process for linking accounts [HERE](#)) including your order history under the old account.

### **I have created my Peterborough United Online Account on [eticketing.co.uk/theposh](http://eticketing.co.uk/theposh), do I use the same details to log in to [theposhonlinestore.com](http://theposhonlinestore.com) to buy merchandise?**

Yes, if you have already created a Peterborough United Online Account then you will need to use the same details to log in which will hold all of your ticketing and merchandise information in one account. Do not create a separate account otherwise you will have duplicate accounts.

### **Process for Linking Ticket & Merchandise Account**

In order to continue making purchases for tickets and merchandise, **it is essential that supporters link their old accounts to their Peterborough United Online 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 accounts once – once it's done, you are all ready to go!



### **It says no account found when I enter my account number**

This means the email address used to register your Peterborough United Online Account does not match the email address held at the Ticket Office. If you are not sure which email address is held at the Ticket Office, please contact them on 01733 865674 (option 2) or email [tickets@theposh.com](mailto:tickets@theposh.com) to ensure the correct email address is held for you, and try to link accounts again 24 hours later.

### **It says my Account Number is wrong**

Please ensure you have used a correct Fan ID number from your season ticket or membership card, or from a previous ticketing purchase. If you have purchased tickets/merchandise then your account number would be on the confirmation of purchase emails. You will need to disregard any zeros that may appear before your account.

### **Will I need to log in every time?**

No, once you have logged in once on each device (i.e. desktop, mobile, tablet etc...) you won't have to log in again as our websites will remember your details which will ease your journey through our different websites ([www.eticketing.co.uk/theposh](http://www.eticketing.co.uk/theposh), [www.theposhonlinestore.com](http://www.theposhonlinestore.com)).

### **Purchasing anything from our Ticket Office?**

Visit our online Ticket Office at [www.eticketing.co.uk/theposh](http://www.eticketing.co.uk/theposh) and click 'login'

This will redirect you to [login.theposh.com](http://login.theposh.com)

Sign in with your Peterborough United Online Account credentials (including recaptcha)

This will redirect you back to our online Ticket Office and you can now make your purchase.

### **Still need help?**

If you are experiencing any problems with the setting up of your account, please send us an email at [tickets@theposh.com](mailto:tickets@theposh.com) or give the Ticket Office a call at 01733 865674 (option 2).