

# **Cronulla Sharks**

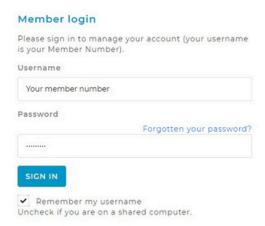
How to Renew Your Membership Online

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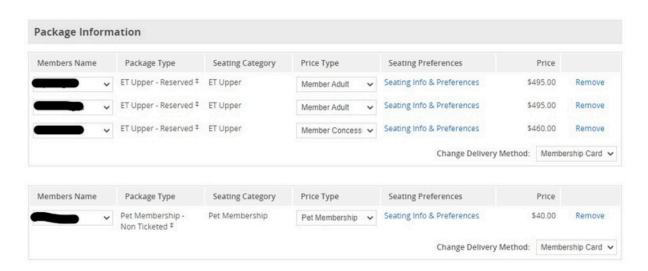


 Log into your Member account via the Ticketek Portal (Note: Your Member Number is your Username)

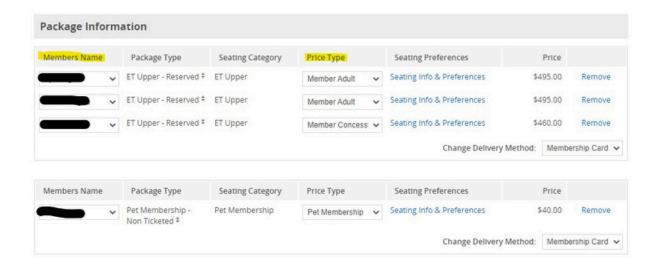




- 2. The "Update Account Details" page will automatically appear. Please check these details thoroughly before clicking the "Continue" button. If changes need to be made, make the changes and scroll to the bottom of the page and click the "Save" button.
- 3. You will them be taken to the "Package Information" page which is where your Renewal Membership Package will be. This particular Member has 2 Adult and 1 Concession Membership Package along with 1 Pet Membership.



4. Check the "Member Name" assigned to each individual Membership are correct and correlate to the correct "Price Type". NOTE: This is the name that will appear on the Membership Card

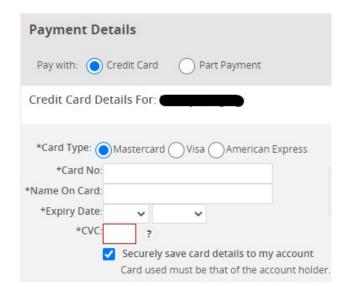


5. If all details are correct, scroll down where you will be able to select your "Renewal Preference for the following Season. If the box is ticked, your Membership will Automatically renew for the 2024 Season. If you would prefer to manually renew your Membership for the 2024 Season, ensure the box is unticked.



6. Under Payment details, you can select to either Pay the Membership is full (Credit Card option) or in 10 monthly instalments (Part Payment option)

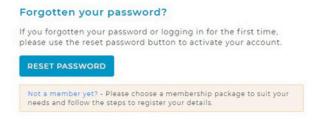
Enter your Card Details in the "Payment Details" Section. Once completed select the "Submit Payment" button.

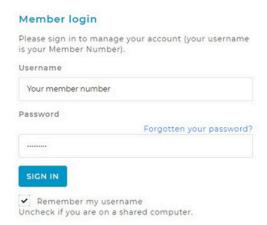


# Changing Membership Price Type (EG. Junior to Adult)

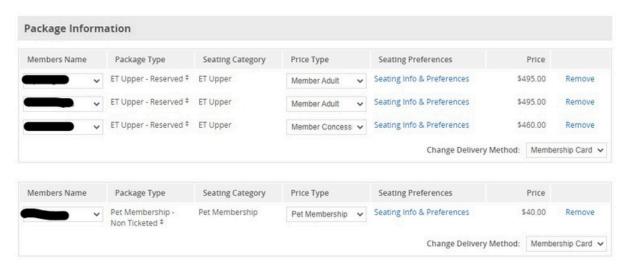


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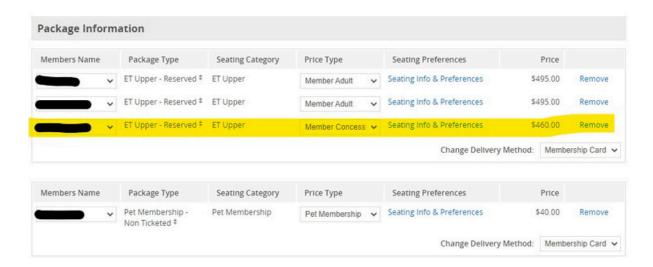




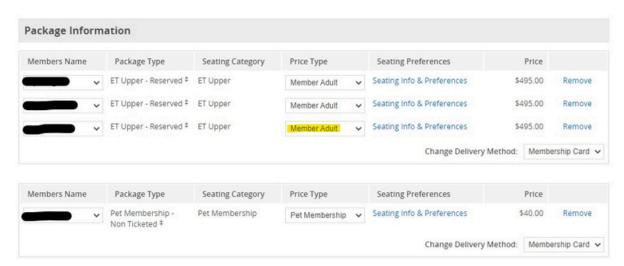
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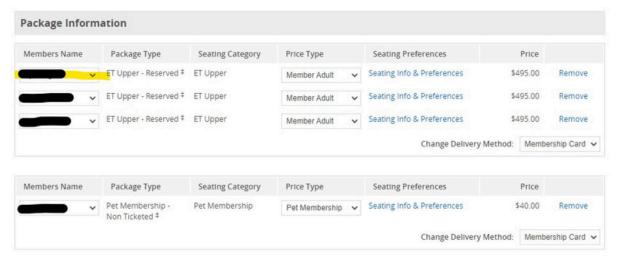
4. This Member needs to change the highlighted Membership from a "Concession" to an "Adult".



5. Click the arrow and a drop-down box will appear where you will be able to select which price type you require.



6. The same process applies if a Members Name is required to be changed, click the drop-down box next to their name and all Secondary Account Holders Names will appear.

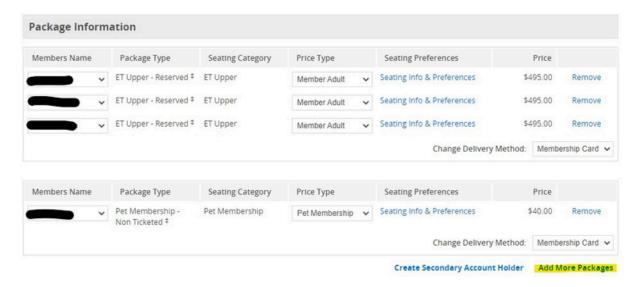




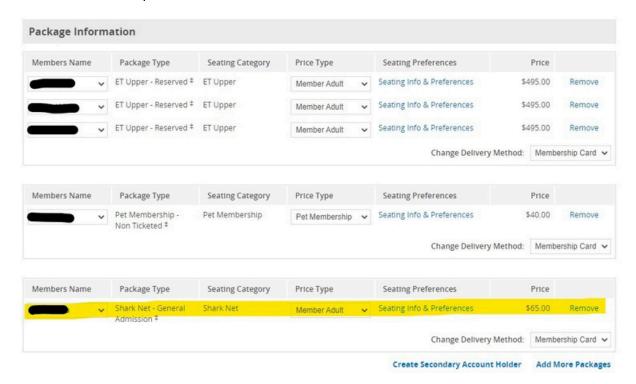
#### **How to Renew Your Membership Online**



1. Once you are on the "Package Information" page, if you wish to add additional Memberships, click the "Add More Packages" button.



- 2. You will be taken back to the "Home Page" where you can select which additional Package you would like to purchase. (See how to do this in the "How to Purchase a Membership Online" guide)
- 3. Once you have gone through the steps, the additional Membership will appear under the "Package Information". This Member has decided to purchase an additional Shark Net Membership.

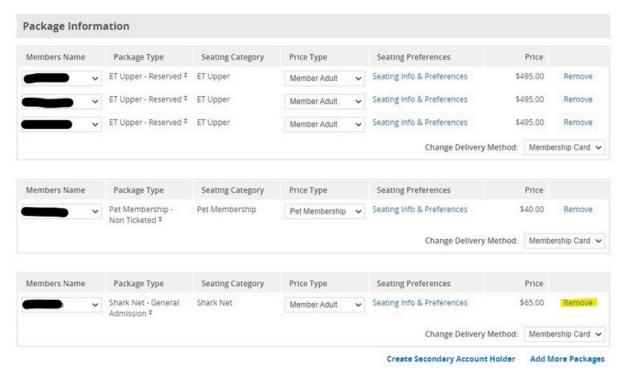


4. Process the payment for the Membership as above.

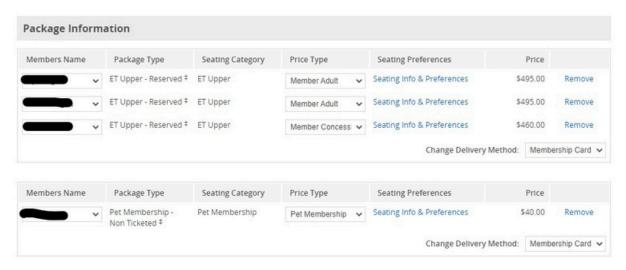
## Removing a Membership Package



 Once you are on the "Package Information" page, if you wish to add additional Memberships, click the "Remove" button next to the chosen package.



2. This will then remove the package from your Order.

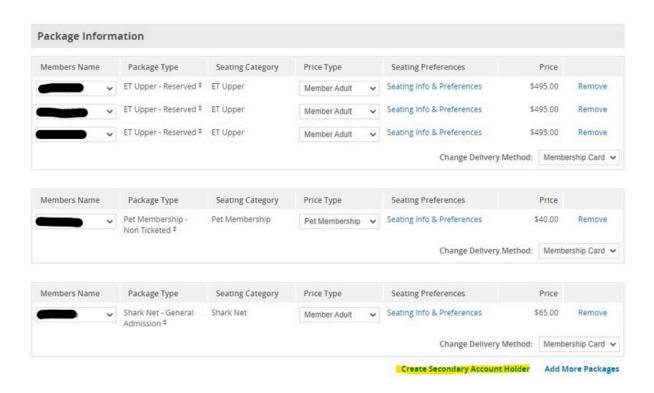


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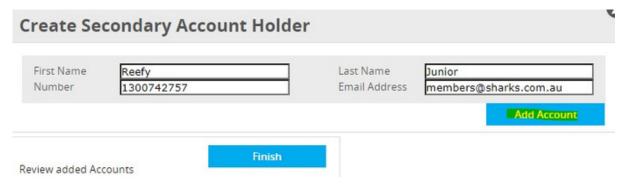
#### **Creating New Members**



1. If you require to add new Members to your account so you are able to assign their name to a Membership, you can do this by clicking "Create Secondary Account Holder".



2. The below pop-up box will appear, where you can fill in the Secondary Account Holders Details. Once completed select "Add Account"

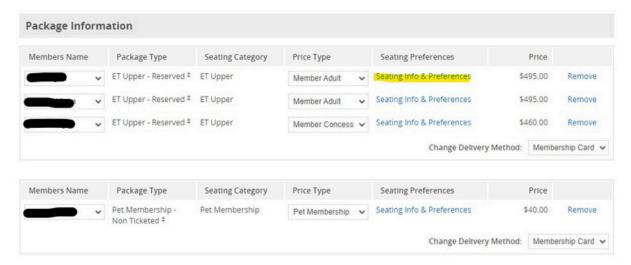


- 3. Then allocate the name to the correct Membership via the Drop-Down box.
- 4. Process the payment for the Membership as above.

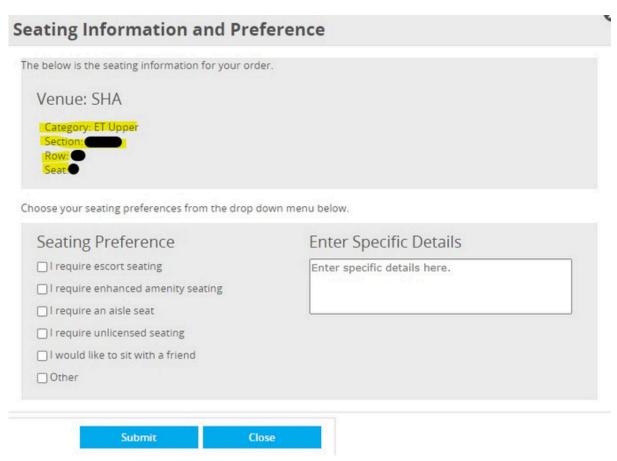
#### **Adding a Seat Request**



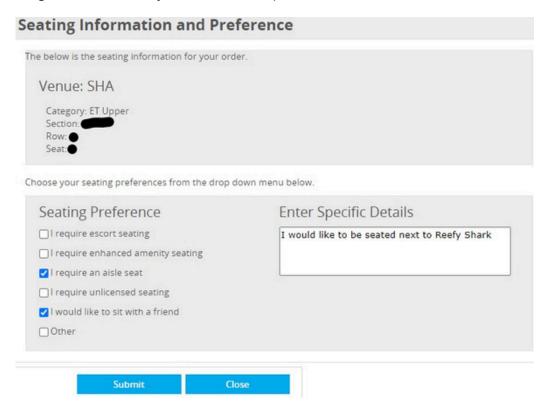
1. If you require to add a seat request to your order, you can do so by clicking on the "Seating Info & Preferences" button.



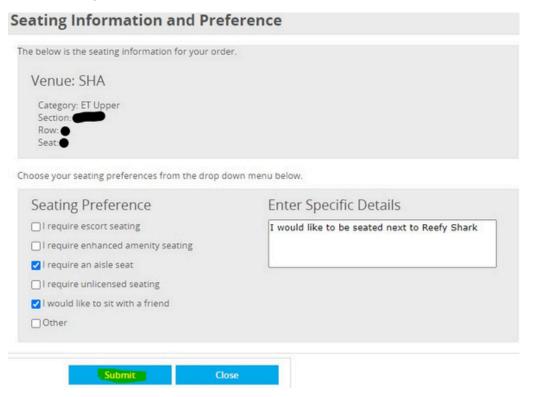
2. Your existing Reserved Seating from the 2022 Season will appear



3. If you wish to put in a request, you can do so by clicking on the suggested "Seating Preference" or you can "Enter Specific Details"



4. Once completed you can then slick the "Submit" button.



- 5. Your Seating Preference will then be submitted, and we will contact you by late November to notify you if we were able to accommodate your request.
- 6. Process the payment for the Membership as above.