

STEP BY STEP GUIDE TO NEW TICKETING WEBSITE

Please follow the steps below to update your password on the new ticketing website, you will need to do this in order to purchase season tickets or match tickets when we are in a position to sell these again.

1. Click on the link in the email you receive to reset your password.
2. You can use your existing member number or email address on your ticket account to reset your password. You will receive an email to the email address registered on your account. Please note that the link will expire 30 minutes after you click to reset so the process must be completed within this time frame.
3. Once the password is set, you will be asked to log in to update your details.
4. You should then check that your details and contact information are up to date and complete all mandatory fields, including the marketing preferences, before confirming.
5. Please note if you have bought tickets with the club before, you will already have an account. If you are unsure of your member number or email address then please contact the ticket office by emailing ticketoffice@pne.com or calling 0344 856 1966.
Please do not create a new account on MyPNE as this will cause duplication.
6. If you have the same email address registered against different ticket accounts, please use your member number to reset your password and login and ensure that a different password is created for each account.
7. If you need to change your email address, need an email address adding to your account or if you need any further assistance, please contact the ticket office by emailing ticketoffice@pne.com or calling 0344 856 1966.
Please do not create a new account on MyPNE.
8. Once your details have been updated, you can head to the 'friends and family' section under 'my account' and link the people you buy with to your account. Having your friends and family linked with you allows you to buy tickets on their behalf, helps them to build their own purchase history and obtain their own loyalty points for priority purchases.



If you need any assistance, please contact the ticket office 0344 856 1966.