



E-COMMUNICATIONS TICKETING PORTAL USER GUIDE

CONTENTS

Contents	2
About this Document.....	2
Non-Disclosure	2
Copyright.....	2
Document Control	2
Contact.....	2
The eCommunications Ticketing Portal	3
Registering	3
Sign in	4
Forgotten Password	5
The 'Your Account' Section.....	6

ABOUT THIS DOCUMENT

This document has been prepared as a User Guide for the eCommunications Ticketing Portal.

NON-DISCLOSURE

All information contained in this document is to be treated as confidential information provided for the purpose of using Green 4 Solutions modules.

COPYRIGHT

© Green 4 Solutions Ltd

While every effort has been made to ensure the accuracy of the information contained in this publication, the information is supplied without representation or warranty of any kind, is subject to change without notice and does not represent a commitment on the part of Green 4 Solutions Limited. Green 4 Solutions Limited therefore, assumes no responsibility and shall have no liability, consequential or otherwise, of any kind arising from this material or any part thereof, or any supplementary materials subsequently issued by Green 4 Solutions Limited. Green 4 Solutions Limited has made every effort to ensure the accuracy of this material.

DOCUMENT CONTROL

Version	Date	Change	Initials
V1.0	19/10/2015	This is a new document	JW

CONTACT

Any correspondence should be addressed to:

Product Development

Green 4 Solutions Limited
16-17 Midland Court
Central Park
Lutterworth
Leicestershire
LE17 4PN
UK

Phone: +44 (0) 845 508 8149

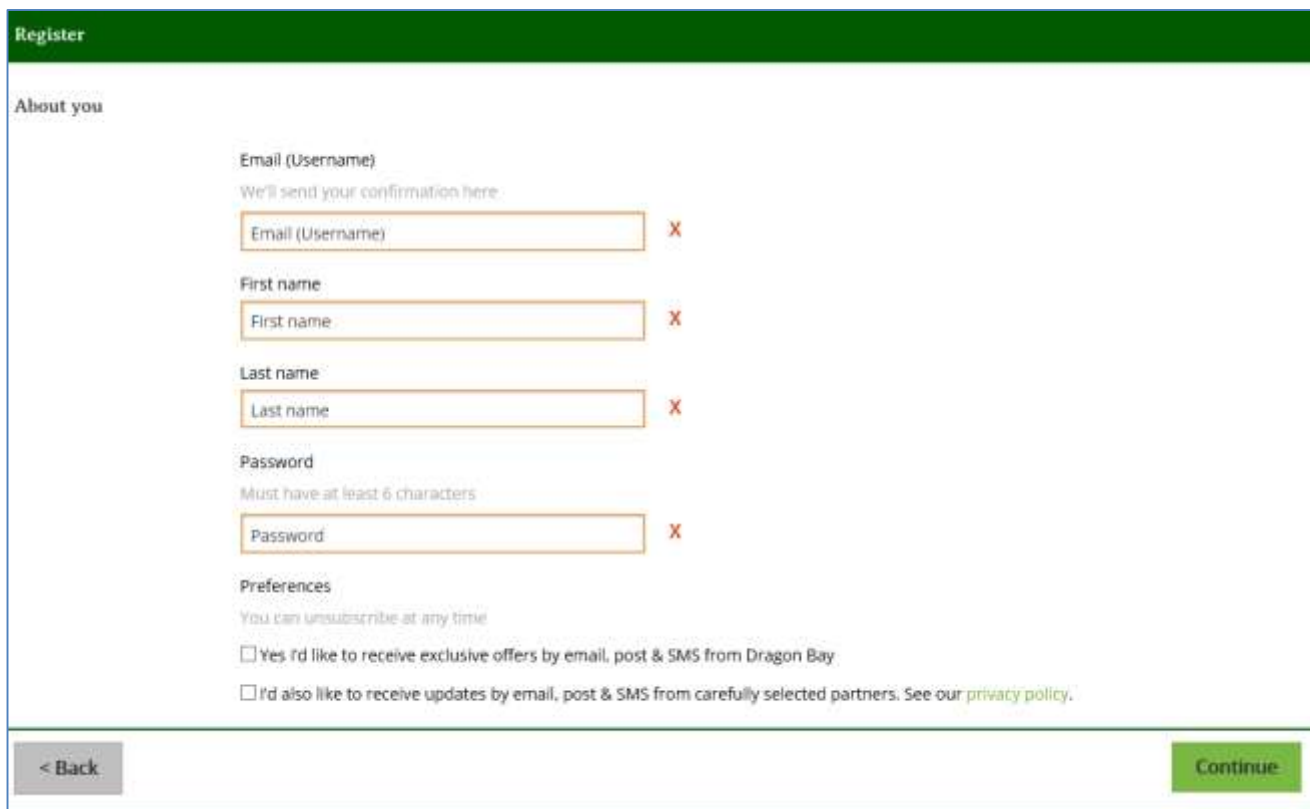
Email: support@green4solutions.com

Web: www.green4solutions.com

THE ECOMMUNICATIONS TICKETING PORTAL

The eCommunications Ticketing Portal is available for clients to use who have the Ticketing module and sell tickets via a Web Channel. It allows customers to Sign Up to email campaigns, manage their own subscription to certain types of email such as Newsletters, Promotions and Special Offers as well as enabling users to update their own details to control the emails that they are receiving all within their Account section of the ticketing portal.

REGISTERING



When registering to the Portal the user will be greeted with the Registration page, this is where the Contact and their Portal Account is created. The user should enter the following details:

- **Email (Username).**
- **First Name.**
- **Last Name.**
- **Password.**
- **Subscription Boxes.**

Upon completing these details the **Continue** button at the bottom of the page should be selected.

If the registration process is a success the Profile page will be displayed. The customer will be given a Customer Reference number whilst also having the option to add additional details such as their phone number, Birthday and Address. Upon completion select the **Update** button,

Profile

Customer Reference	DB101	E-mail	a.kramaric@green4solutions.com	Postcode		Lookup
Title		Mobile Phone		Street 1		
First Name	Andrej	Home Phone		Street 2		
Last Name *	Kramaric			Street 3		
Birthday				City		
				County		
				Country		
Update						

< Back

SIGN IN

Once a customer has been [registered](#) to the portal they will be able to **Login** into it at any time by using their email address and password that they entered upon registration. It is also possible to Login with Facebook to access the Portal.

Login to your Dragon Bay account using...

Your Facebook account

Login with Facebook

Your Dragon Bay account

Email:

Email

Password:

Password

Forgotten your password?

☐ Remember me on this computer

Login

Don't have a Dragon Bay account? Sign up

If no account has been created previously the user will be able select the **Sign Up** link which will take them to the [registration](#) page.

Alternatively If the customer has forgotten their Password the **Forgotten your password?** link can be selected.

FORGOTTEN PASSWORD

If the Forgotten your Password? link has been selected a new page on the portal will be displayed where it is possible to enter the email address that is being used for the account that the password has been forgotten from.

[Back to dragonbay.co.uk](#)
[Passes](#)
[Events](#)
[Gifts](#)
[Donations](#)
[Redeem Coupons](#)
[Lookup Booking](#)

Forgotten Password

When the email address has been entered select the **Send** button. A password reminder will be sent to the relevant email address with a link to the **Reset your password** on the portal.

Your Green 4 FC Match Ticket details are here:
 [View in browser](#)



Reset your password

joe, use the link below to set a new password:

Reset your password.

This link will be valid for 30 mins.



The best way to beat the traffic is to arrive early and enjoy the pre-match fun at the 4 Court, outside the Sir Frank Whittle Stand. 4 Court is a great place to enjoy food and drink and watch the pre-match entertainment with Green 4 FC pundits, player interviews and celebrity guests.


[Read more match day news >](#)



ON SALE NOW

Wear your colours with pride. The new Green 4 FC home kit is now available online or in the Green Store. Personalise your shirt and support the boys as they take Europe's elite in the world's biggest club football competition. Share your new kit snaps using the hashtag #proudtobe.

[Buy your shirt now >](#)


#PROUDTOBE







Reset your password

Password
 Password must contain at least 8 characters.

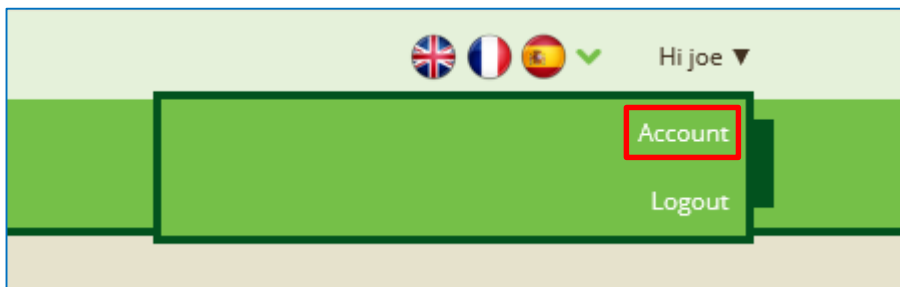
Confirm password

The new Password that is going to be used should be entered before being confirmed and the **Create password** button being selected. This will save the password and the Profile screen will open where it is possible for the customer to update their details.

THE 'YOUR ACCOUNT' SECTION

The Account Section of the portal allows individual customers to control the details that they have submitted, manage any subscriptions that they are to be a part off and also change their password if necessary.

To access the Account section the customer must login into the Portal before selecting **Account** from the drop down in the top right hand corner of the Portal.



Each of these options appears under the Account details section of the Your Account display, highlighted below.

[Home](#)
[Tickets](#)
[Merchandise](#)
[Activities](#)
[Redeem Coupons](#)
[Cashless Topup](#)
[Loyalty](#)

Your Account

Account details:

joe walker (joe.walker@green4solutions.com)

[Update your details](#)
[Manage your subscriptions](#)
[Change your password](#)

Reservations

Sporting Green 4 Season Ticket- Season 2 - Standard

Product	Seat
joe walker	North 2 - A12

[Buy group](#)
[Buy tickets](#)

Next booking:

Description	Date	Seats	Type	Qty	Price
Standard					
Sporting Green 4 vs Riff Rovers- Season 1	Sun 25th Oct 15:00	-	Adult	1	£35.00
North 2:					
<div> Linked to </div>					
<div> joe walker </div>		A 33	Guest		£35.00
Collection		Each		1	£0.00
Total					£35.00
Card Payment	Thu 1st Oct 13:53				£35.00

- **Update your details.** [Update your details](#)

This can be chosen for the Profile page to be displayed where the customer can view their details and update them if necessary. Editable details include Names, Birthday, E-mail, Phone numbers and Address.

Profile

Customer Reference	1	E-mail	joe.walker@green4solutions.com	Address 1: ZIP/Postal Code	le198pf <input type="button" value="Lookup"/>
Salutation	Mr	Mobile Phone	07940004053	Address 1: Street 1	17 Burrows Close
First Name	Joe	Home Phone	01162830405	Address 1: Street 2	Narborough
Last Name *	Walker			Address 1: Street 3	
Birthday	17/02/1993			Address 1: City	Leicester
				Address 1: County	Leicestershire
				Address 1: Country/Region	United Kingdom
<input type="button" value="Update"/>					

- **Manage your subscriptions**

Manage your subscriptions

Subscriptions are managed via the use of Marketing Lists within CRM. Contacts who are part of Marketing List that have the flag **Is Subscription** set to **Yes**, will be automatically subscribed to the email campaign, this flag is highlighted below in a Marketing List form.

Microsoft Dynamics CRM | MARKETING | Marketing Lists | Newsletters

+ NEW | DEACTIVATE | DELETE | MANAGE MEMBERS | ASSIGN | SHARE | EMAIL A LINK | ...

MARKETING LIST

Newsletters

Summary

Information	
Name *	Newsletters
List Type *	Static
Purpose	--
Targeted At *	Contact
Source	--
Currency	Pound Sterling
Modified On	18/06/2015 15:46
Cost	--
Last Used On	--
Locked	No
Owner *	System Administrator
Description	--

Members	
Full Name ↑	Business Phone
Adam Smith	
Joe walker	

Is Subscription Yes

Within the Accounts area of the Ticketing Portal it is possible for users to manage these subscriptions. When **Manage your subscriptions** is selected, the users currently available subscriptions will be displayed.

To manage the subscriptions, either place a tick in the box next to the name of the Subscription to subscribe or untick the box next to the subscription to unsubscribe.

Upon making any changes to the subscriptions the **Update** button should be selected and a message will be displayed to confirm that the subscriptions have been updated.

Alternatively, to unsubscribe from all subscriptions, select the **Unsubscribe completely** button at the bottom of the Manage your subscriptions page. If this option is selected, it is still possible to re-subscribe in the Manage your Subscriptions area of the Account section by placing a tick in the relevant subscription boxes before clicking **Update**.

- **Change your password** Change your password

It is also possible for the user to change their password within the Your Account section. This can be done by selecting the **Change your Password** option, which will open a new page where the users' old password and new password can be entered before being confirmed by selecting the **Change** button.

END OF DOCUMENT