



Guide: Leeds United's New Ticketing System

Information on how to use SeatGeek.

Leeds United recently announced a partnership with industry-leading ticketing purchasing system, SeatGeek.

We fully understand that supporters will need time to familiarise themselves with the platform, as will our dedicated Ticket Services team. Our step-by-step guide below should help to answer some of your early questions but if you have more, we're always happy to help on tickets@leedsunited.com.

In time to purchase your membership for the upcoming 2022/23 campaign, the club has worked to introduce the new platform for supporters to use. Data migration has taken place which has meant we have been able to copy all supporter accounts from the current system over to this new one.

Step 1 - Reset Your Password

Existing members will be able to log in with their existing customer number but for security reasons, they will need to reset their password for the new site. Your current password will continue to work on the existing platform, which you will continue to use to purchase home and away match tickets for the remainder of the 2021/22 season, after which time all home and away match tickets will move to the new system.

Step 2 - Update Your Personal Information

During the process of setting up your new password, we would like to actively encourage all supporters to update their personal information such as your home address, contact number(s), email address, date of birth and any other information to help us further enhance your experience. You can do this by logging into your account and accessing the 'My Account' section found in the drop-down menu located in the top right-hand corner (where your Customer No. and name is shown).

Step 3 – Create Your New Friends & Family List

Now you have created your new password and updated all of your personal information, you will now need to create a new 'Friends & Family' list and link to accounts of your friends and family member to purchase tickets on their behalf.

You can begin creating your friends and family list by following these four simple steps.

1. Log into your account and access the 'My Account' section found in the drop-down menu located in the top right-hand corner (where your Customer No. and name is shown).
2. Select 'Manage my Relationships'. Which is located at the bottom of the 'My Friends & Family' section on the 'My Account' page.

3. Select 'Create a Relationship'. In 'Relationship Type' box select 'Friends & Family', in the 'This Person is my...' box choose the option that best describes this person's relationship to you, next in the 'and I am their...' box select the one that best describes your relationship to them. Then Press 'OK'.
4. You then need to provide the email address of the person that you want to add as a Friend or Family member. The system will then send them an email asking if they want the relationship on the system with you. They will appear in your Friends & Family list with a (pending) caption next to them. Once they approve, you can then assign tickets to them and purchase tickets on their behalf and they will also be able to purchase tickets on your account.

Please note, all fans listed within your Friends & Family ticketing network must have a registered Customer No.

Previous booking history:

Initially, all historic ticket transactions apart from this current season will appear on your SeatGeek online ticketing accounts. Data migration work will continue to populate all ticketing history on your SeatGeek account for 2021/22 at the end of the season.

Leeds United wishes to thank all supporters for their patience whilst the club carries out all work to ensure the new ticketing platform hits the customer service standards of which we are committed to, during this period of change. For all feedback, please do continue to get in touch and we will help with all enquiries.