**MY ARSENAL REWARDS**

If you are unable to access your My Arsenal Rewards account at [www.arsenal.com](http://www.arsenal.com) you will need to:

**CHANGE YOUR PASSWORD**

Go to <https://www.eticketing.co.uk/arsenal/> and then:

1. An image of a person in white on a red background.Click on the profile icon in the top right
2. Click ‘Forgot your sign in details?’
3. Enter membership number and request new password
4. Wait for the email to be sent to your linked account
5. Click reset password
6. Enter new password and confirm
7. **Wait 2 hours\* before signing in** to [arsenal.com](http://arsenal.com) or the app and sign in with your membership number and your new password.

\*The wait time of 2 hours is due to how the system deals with updates.

**CHECK YOUR PERSONAL DETAILS**

Before you access your My Arsenal Rewards account it is recommended that you check your personal details are correct and that you are signed up to received emails from Arsenal FC. If you do not sign up, you may miss out on important information. To do this you need to be on the website page - <https://www.eticketing.co.uk/arsenal/> and then:

An image of a person in white on a red background.

1. Click on the profile icon in the top right

1. Enter your membership number and password.



1. Click back on the profile icon in the top right
2. You should have **Hello (your name)** with your membership number and type of membership e.g. Gold / Platinum / Purple. It also includes the number of Away Points you have accumulated.
3. Click on **View Account Menu**
4. Click on **Update** **Details** and check all your details are correct.  If not, click the black Edit button which is at the top of the page, enter your password and change your details.
5. Make sure that you tick the box at the bottom ‘*I would like to receive information and offers from Arsenal Football Club relating to the Club and its commercial part*ner’ as this means that you will receive emails from the club re tickets / membership etc.
6. Make sure you click **SAVE** – you should then get a message ‘Thank you for Updating your details’

**ACCESSING YOUR MY ARSENAL REWARDS ACCOUNT**

Go to [www.arsenal.com](http://www.arsenal.com) and click on the profile icon in the top right-hand corner of your screen. Log in using your membership number (not your email address) and password.

You should now see a screen which says something similar to “Good Evening Sue” with your membership number, the points you have accumulated and the expiry date e.g. 245 days. Also you will have an option to click on:

* My Arsenal Rewards Account
* Edit Profile
* FAQs and
* Log Out.

All members (not personal assistants) should have received 1000 points to start off with. This is because the club have decided not to send out the Membership Packs automatically this year. Instead, you have the option to purchase one with the 1000 points by going to:

1. [www.arsenal.com](http://www.arsenal.com)
2. Login using your membership number and password
3. Go to Marketplace
4. Click on 2021/22 Membership Pack and follow the instructions.

There are also prize draws and auctions you can enter as well as games where you can earn further points.

**Note:** The card for the personal assistant is not a prepayment card.  Whereas you can load money from your bank account onto your card, if you wish to use it as a prepayment card (the name on the card must be the same as on the bank account), you cannot use the prepayment option on the personal assistant’s card.