



# Forgotten password

## Online Box Office walkthrough

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- To activate your membership, please visit [www.eticketing.co.uk/arsenal](http://www.eticketing.co.uk/arsenal) and click the **Welcome. Login** button on the top-right of the screen.
- Click **Forgot password?** beneath the *Password* box.
- Type in your membership number and click **Request New password**.
- Check your registered email account for your new password.

The screenshot shows two columns. The left column is titled 'Login' and contains a 'Membership Number' input field, a 'Password' input field, and a 'Forgot password?' link. Below these is a red 'Login' button with a right-pointing arrow. The right column is titled 'Create Account' and contains text: 'If this is your first time using the Arsenal Online Box Office please create a new account.' followed by 'However, if you already have an existing Arsenal Membership or have booked with Arsenal before, please login or activate your account using the link on this page.' Below this is a bolded instruction: 'If you are purchasing tickets or renewing memberships for other Arsenal Members, please ensure that each additional Member is assigned to your Network prior to your transaction.' At the bottom right of the 'Create Account' section is a red 'Create account' button with a right-pointing arrow.

The screenshot shows a form titled 'Forgotten Password'. Below the title is the text: 'If you have forgotten your password, please enter your Membership Number to generate a new password and have it emailed to you.' There is a text input field labeled 'Membership Number'. At the bottom left is a link '« Back' and at the bottom right is a red button labeled 'Request New Password' with a right-pointing arrow.

The screenshot shows a dark grey rounded rectangle with a white information icon (an 'i' in a circle) on the left. To the right of the icon, the text reads: 'Thank You' followed by 'Your password has been sent to your email address. After receiving your email, please try logging in again with your new password.' At the bottom is a link: '« Return to Ticket Home'.