



Please refer to the information below to set up your Yellows Account correctly and link your ticketing history to your account.

1

ACCESSING MY YELLOW ACCOUNT

1. Head to login.oufc.co.uk

If you already have a Yellows Account, simply log in.

If you do not, please create a Yellows Account by clicking 'Create Yellows Account'. Once registered, you will then be sent an email with a button to 'Activate my Account'. Click on this button, then log in with your email and password, complete your preferences and your new account is ready to go!

I have an account but I can't log in

If you have an account but can't log in, please click 'Forgotten Password?' and reset your password.

I have tried to reset my password but haven't received a reset password email

Please check your junk folder. If the email still hasn't come through, try to create a new account using the same email address as you believe you have an account with.

If the system allows you to, continue and create an account using this email address.

Logging in to our Yellows Account will give you access to ticketing, merchandise, and more. If you have not yet set up a Yellows Account, just click 'Create Yellows Account' below.

2

LINKING YOUR TICKETING HISTORY

1. Link your ticketing history to your Yellows Account

Once logged in, click 'Tickets' on the dashboard.

If you have already linked your account, this will take you through to the ticketing site.

IMPORTANT: Please ensure your account is linked to the Fan Number associated with your Season Ticket (if you have one) or the most used Fan Number for tickets, otherwise you may not be able to access your ticketing privileges. You can check this by clicking the person icon in the top right of the screen of the ticketing site. This will display your name and the Fan Number linked to the account.

If you have not already linked your account, this will take you through to the linked accounts page. Type your Fan Number into the empty white box and click 'Link Account'.

Please DO NOT just enter a random number from the list of your previously used Fan Numbers as this may not be the one associated with your benefits.

IMPORTANT: Ensure you are typing in the Fan Number associated with your Season Ticket (if you have one) or the most used Fan Number for tickets, otherwise you may not be able to access your ticketing privileges.

I don't know my Fan Number

Your Fan Number can be found on any purchased tickets including Season Tickets and Matchday tickets, as well as in the account section of www.eticketing.co.uk/oxfordunited.

If you have not bought Oxford United tickets previously, please scroll to the bottom of the linked accounts page and click 'Create Ticketing Account'.

It says my Fan Number is linked to another account

This can often occur when you have multiple Yellows Accounts and your Fan Number is linked to one of these. Please contact reply@oufc.co.uk, quoting the error message and which account you would prefer your Fan Number to be linked to.

It says the Fan Number supplied does not match the email address

This occurs when Ticketmaster have an old email address on your account. Please contact ticketoffice@oufc.co.uk quoting your Fan Number and your Yellows Account email address to request they change your email address.

3. The linking of your ticketing history to your Yellows Account is complete.

You can now proceed to purchase tickets on the ticketing site.

Please find your profile overview below. Be sure to update any out-of-date information.

Multiple Accounts Found

There are multiple Client Reference Numbers for this address. Please ensure you link the correct one.

I DON'T HAVE A CLIENT REFERENCE NUMBER

If you don't have an existing Client Reference Number, please click the button below to create one. If you are sure you do not already have an account, please click the button below to create one.

TICKETING CHECKLIST

- I can log in successfully
- I have linked my Fan Number
- The correct Fan Number is displaying on my account