



MOBILE TICKETING GUIDE

HOW TO ACCESS YOUR TICKETS



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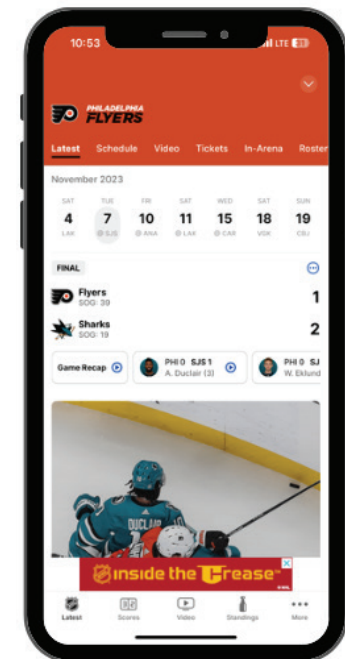
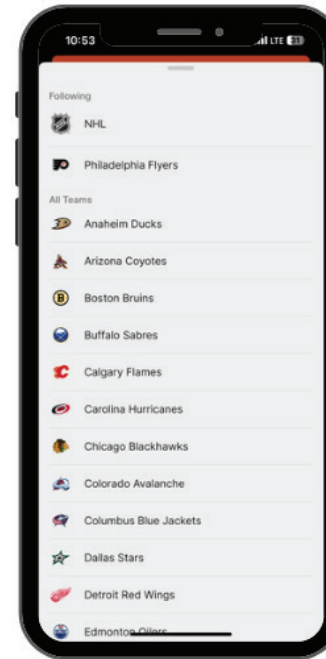
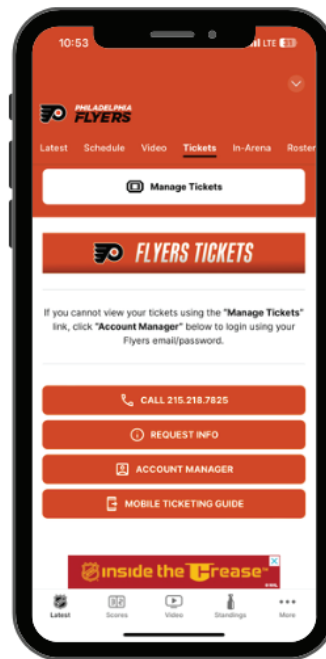
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How to Access Your Account:

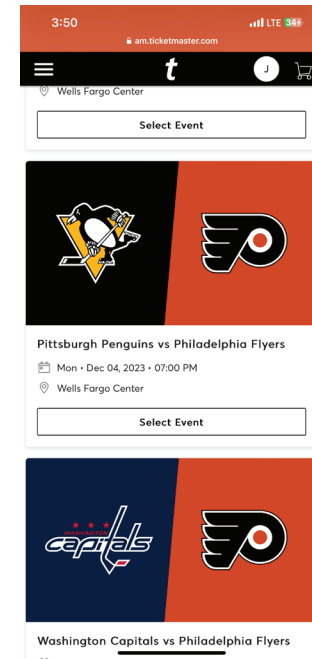
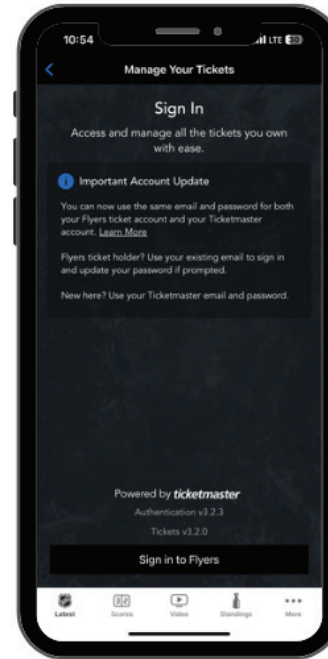
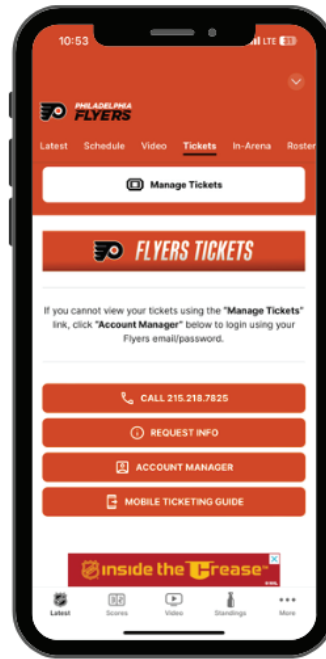
1. Visit am.ticketmaster.com/spectacor/ using mobile phone or desktop. Tap the **Sign In** icon in the top right corner. **Or, download the NHL App**, select Flyers as your favorite team to manage tickets.
2. **Click** on the drop-down arrow in the top right corner, click on Philadelphia Flyers. To make the Flyers your default page, click More tab in bottom right corner, click Gear symbol in top right corner, click Default Tab, then select Flyers again.
3. This will bring you to the Flyers home page. At the top on the horizontal menu bar, **click** on "Tickets".





How to Access Your Account (con't):

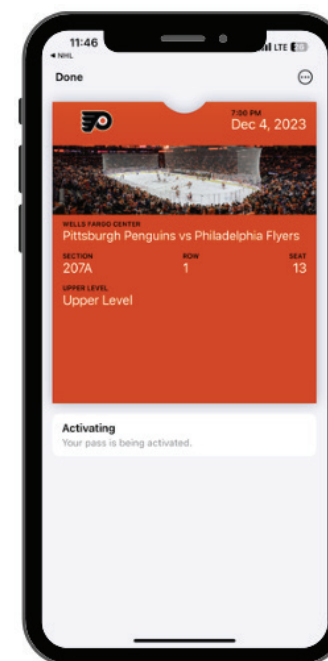
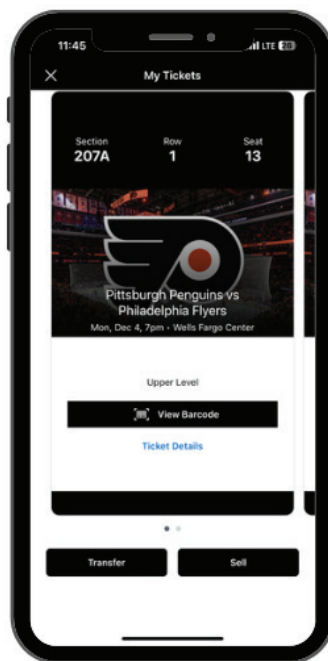
4. Click on "Manage Tickets".
5. After clicking "Manage Tickets", click the "Sign in to Flyers" at the bottom of the page. This will prompt you to **sign into** your Wells Fargo Center Online Account Manager.
6. You are now signed in and able to view your events.





How to View Your Tickets:

1. **Select** the specific ticket you would like to view.
2. **Swipe** to view each dynamic barcode.
3. **Add** the tickets to Apple Wallet or Google Pay for ease of entry.



Screenshots or screen recordings of your mobile ticket will not be valid for entry.

Barcodes are dynamic and automatically change every few seconds.

Add tickets to your phone's digital wallet in advance to enter faster and avoid slow or busy WiFi.

Apple Wallet: Features NFC technology. You will enter the venue by tapping your barcode to the scanner.

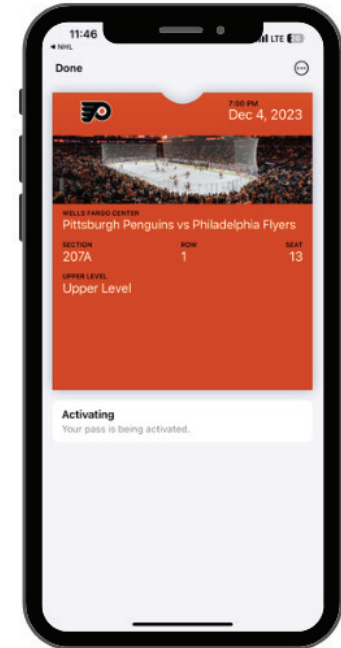
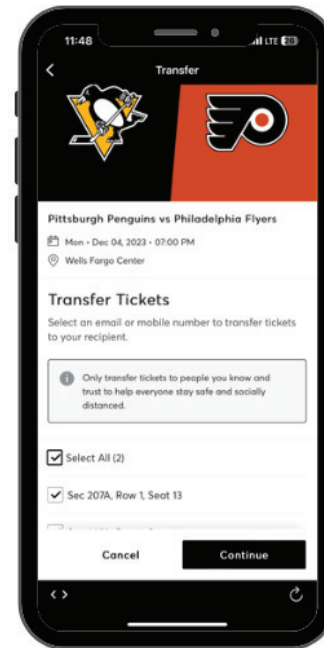
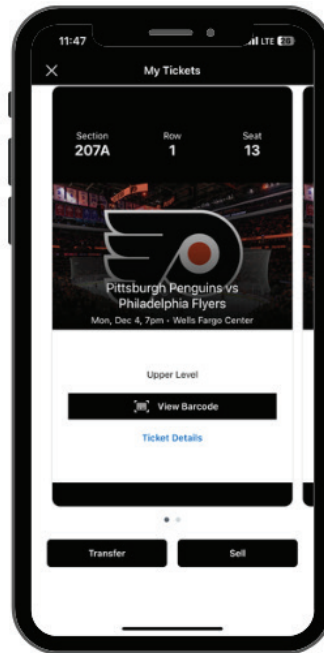
Google Pay: Features a colored dynamic hologram around the barcode. Your barcode will be scanned at the venue.

Be sure to turn your screen brightness to the highest setting when getting your ticket scanned.



How to Transfer Your Tickets:

1. **Select** the specific ticket you would like to transfer and **click** "Transfer" at the bottom left of the screen.
2. **Select** the seats you would like to transfer and tap "Continue".
3. **Enter** the receipt information and tap "Transfer".



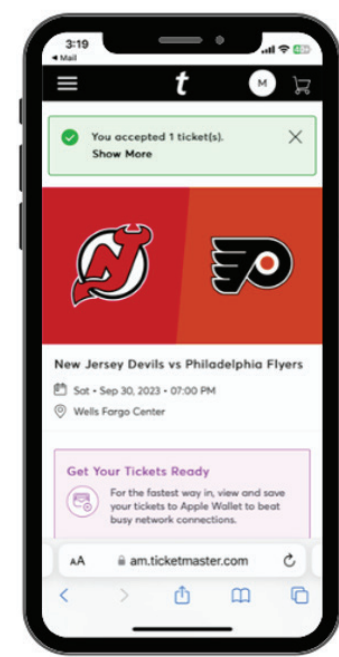
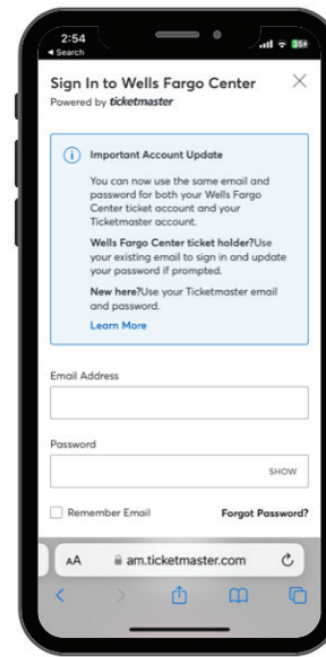
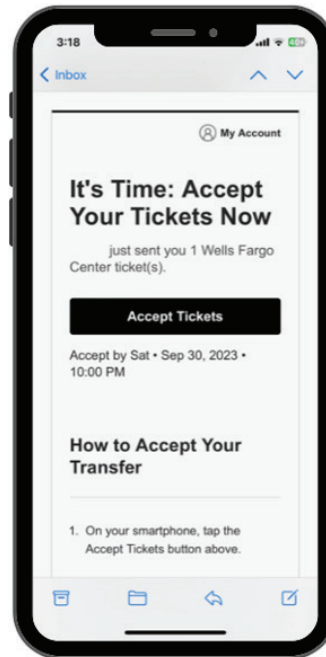
TIP: If you are attending with guests, transfer each person their own ticket in advance.

TIP: Not all tickets are eligible to be transferred. If they are not, the Transfer option will not be active.



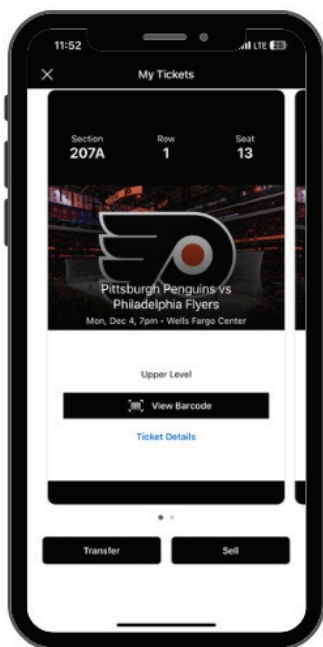
How to Accept Your Tickets:

1. **Click** on the Accept Tickets link in the email sent by Comcast Spectacor.
2. **Sign In** or create an account. Be sure to use the email address that received the transfer offer.
3. The tickets are now in your account and ready to be managed.

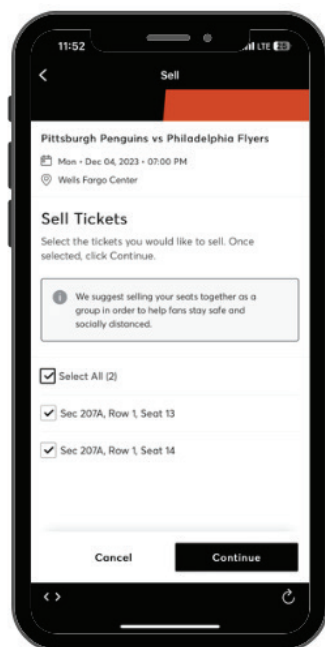




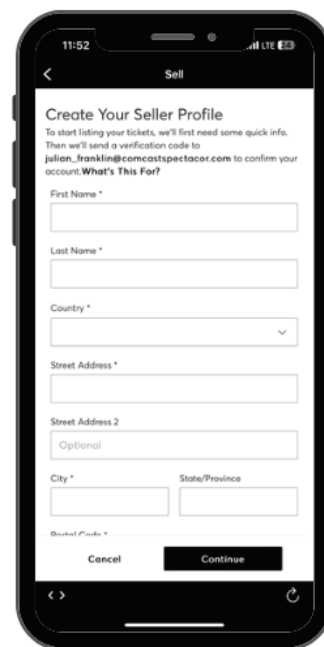
How to Sell Your Tickets:



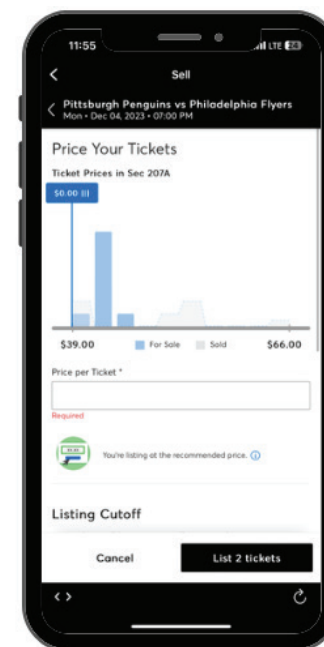
1. Select the event you would like to sell, then click "Sell" at the bottom left of the screen.



2. Select the seats you would like to sell and tap Continue.



3. Create your seller profile.



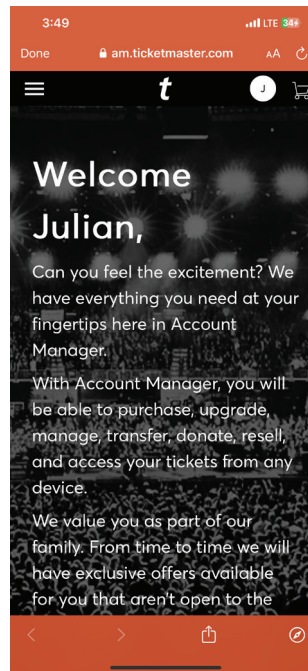
4. Set the list price per ticket and tap List Ticket.

TIP: Not all tickets are eligible to be transferred. If they are not, the Transfer option will not be active.



How to Exchange Your Tickets:

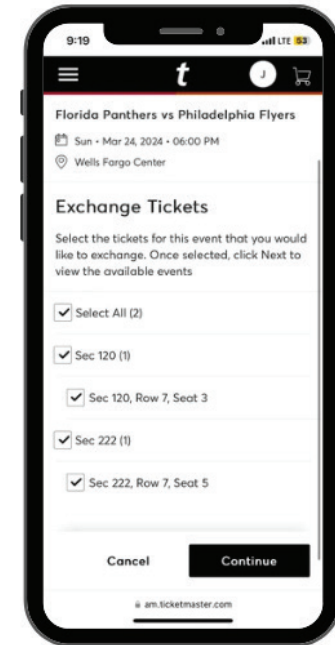
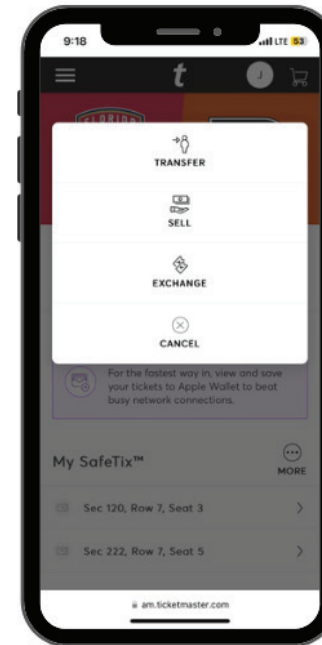
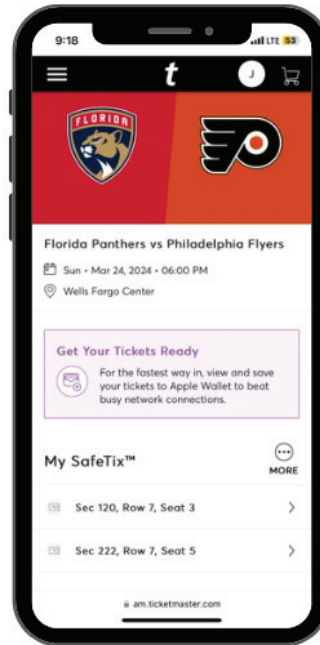
- 1. Return** to the tickets tab on your NHL app and now choose "Account Manager" or log into [am.ticketmaster.com/ spectacor/](https://am.ticketmaster.com/spectacor/) to exchange your tickets.





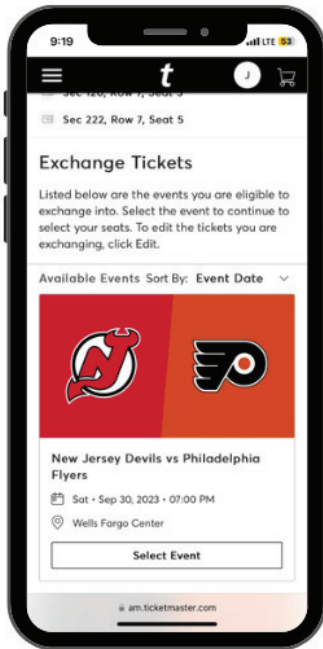
How to Exchange Your Tickets (con't):

- 2. Select** the event that you would like to exchange.
- 3. Tap** the "... " button and select exchange.
- 4. Select** the seats you would like to exchange and tap Continue.

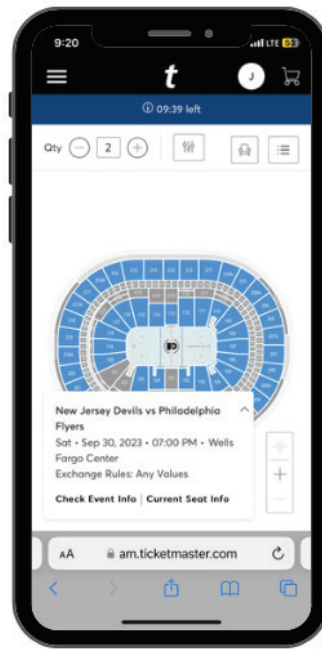




How to Exchange Your Tickets (con't):



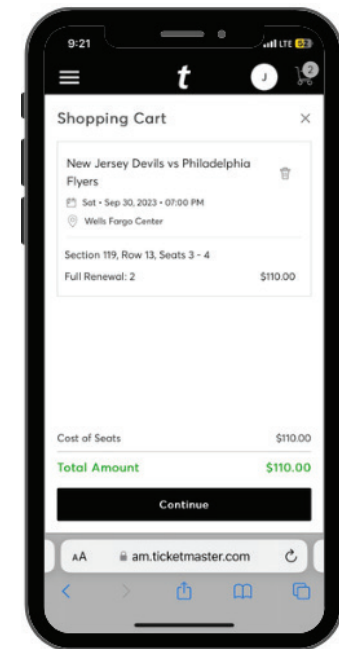
5. Select the event you would like to exchange into from the list of eligible events.



6. Click into a section on the seating map to view all available inventory.



7. Select the seats you would like and click Add to Cart.



8. Review the details of your shopping cart and click Continue.

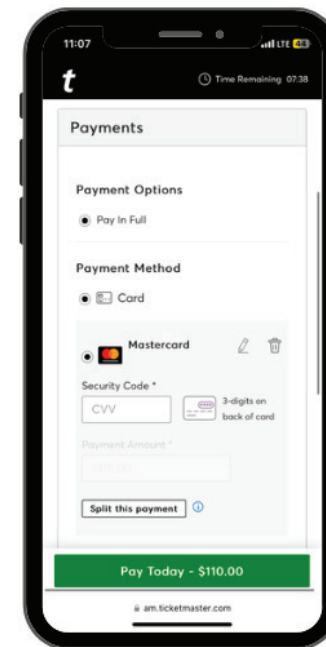
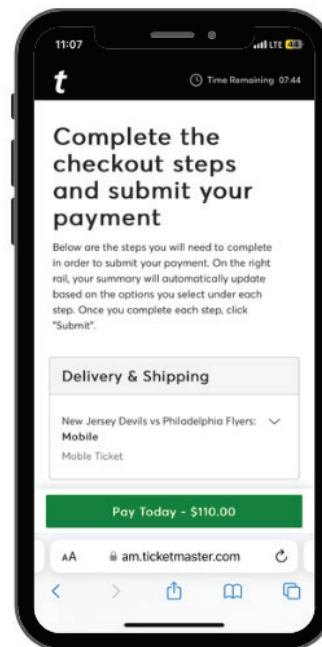
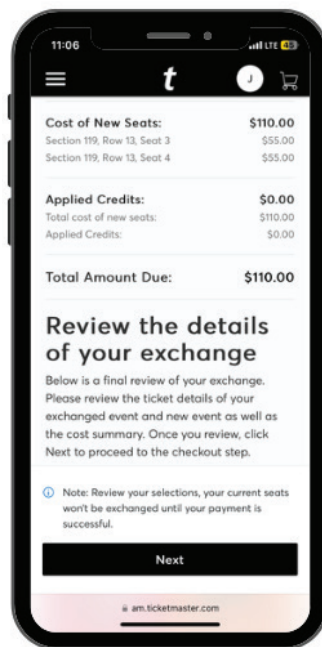


How to Exchange Your Tickets (con't):

9. Review the ticket details of your exchanged event and the cost summary and click Next to proceed to checkout.

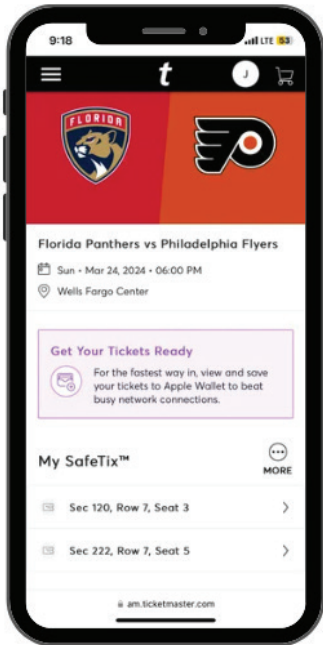
10. Review your ticket delivery details.

11. Scroll Down to complete exchange.

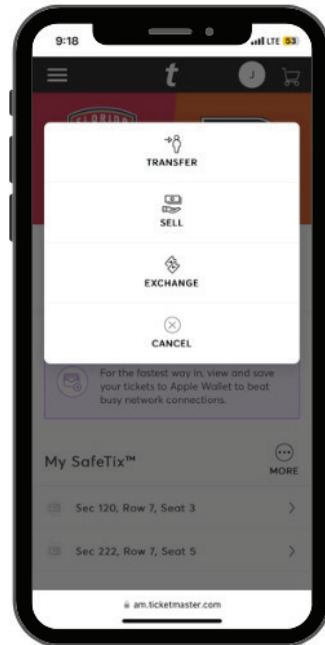




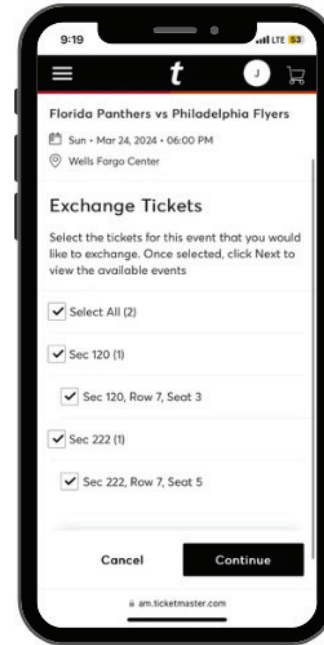
How to Exchange Your Tickets for Lesser Value:



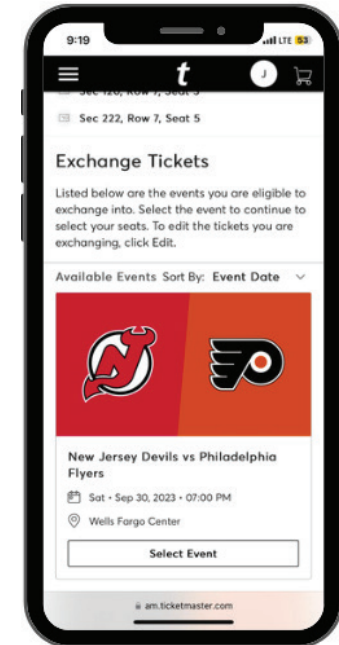
1. Select the event you would like to exchange.



2. Tap "... " button and select Exchange.



3. Select the seats you would like to exchange and tap Continue.



4. Select the event you would like to exchange from list of eligible events.

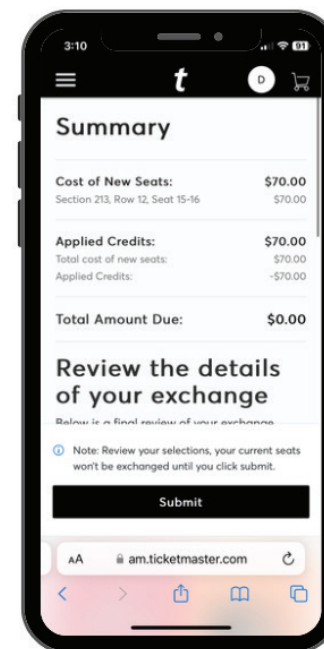
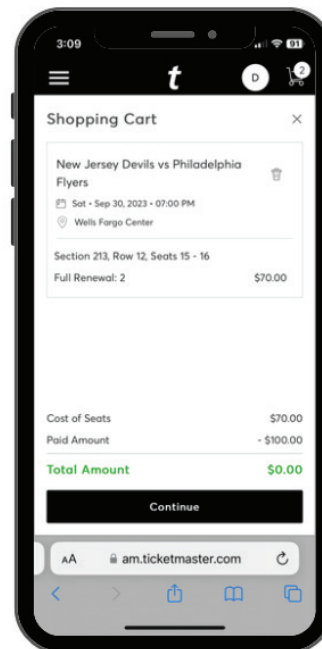
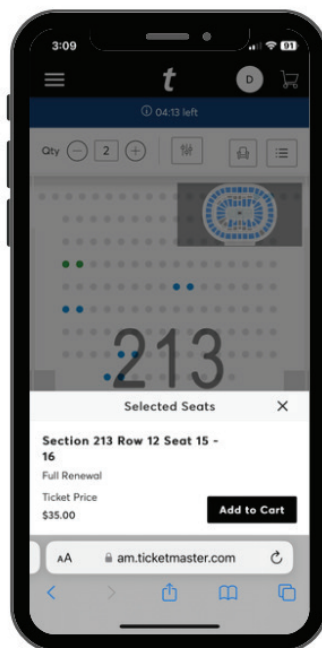


How to Exchange Your Tickets for Lesser Value (con't):

5. Select the seats you would like and click Add to Cart.

6. Review the details of your shopping cart and click Continue.

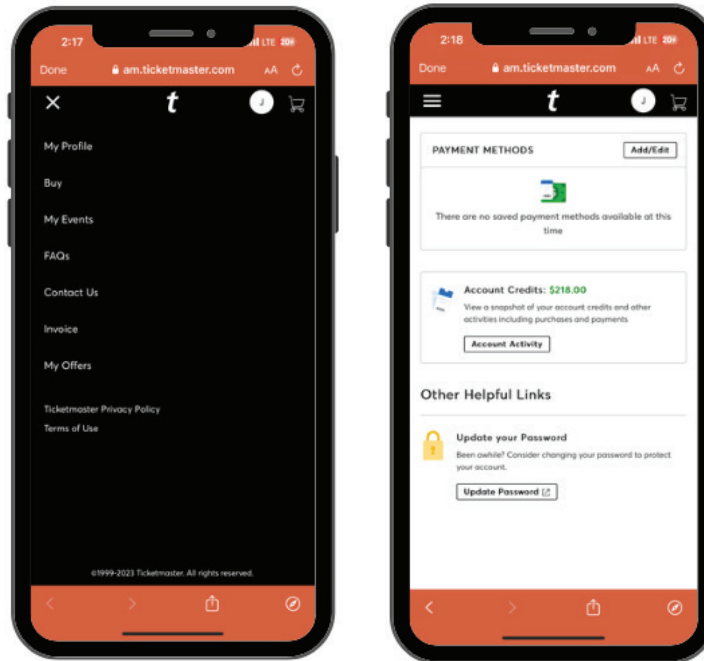
7. Review the ticket details of your exchanged event and the cost summary and click Submit to exchange. The leftover value will be applied as Account Credit that can be used towards additional Flyers tickets for the 2023-24 season. Will expire on April 16th, 2024.





How to Access Account Credit:

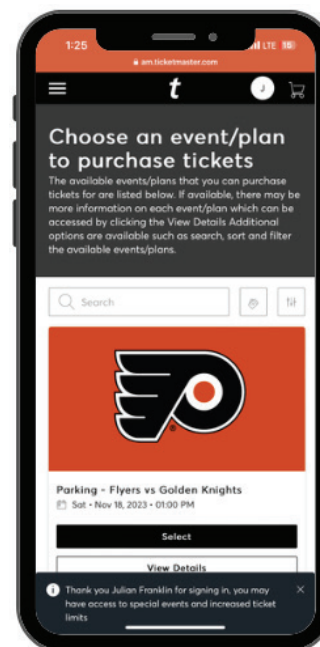
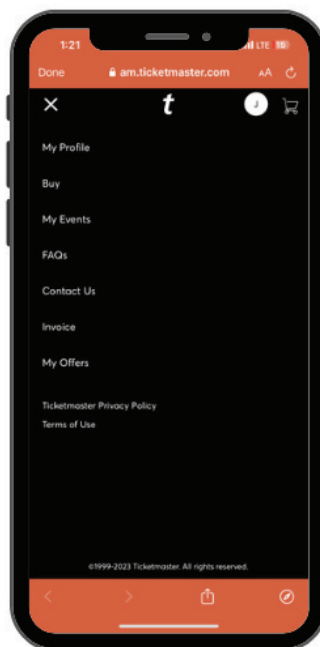
1. **Click** the icon at the top left of the screen and **select** "My Profile".
2. **Scroll down** to see your total account credits.





How to Buy Tickets Using Account Credit:

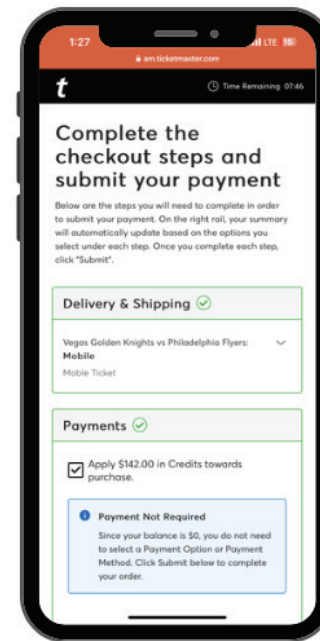
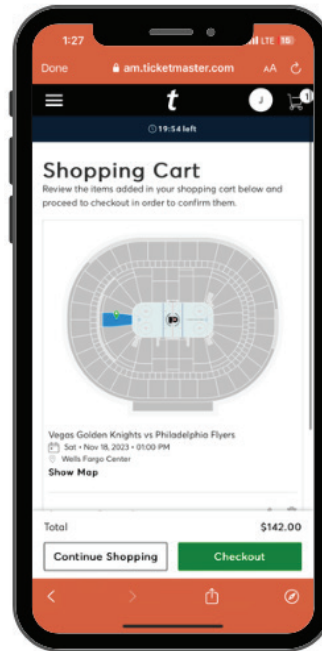
- 1. Select** the icon in the top left corner of your screen and click “Buy”.
- 2. Choose** the event you would like to buy tickets to.
- 3. Select** the seats you would like to buy and **click** “Add to Cart”.





How to Buy Tickets Using Account Credit (con't):

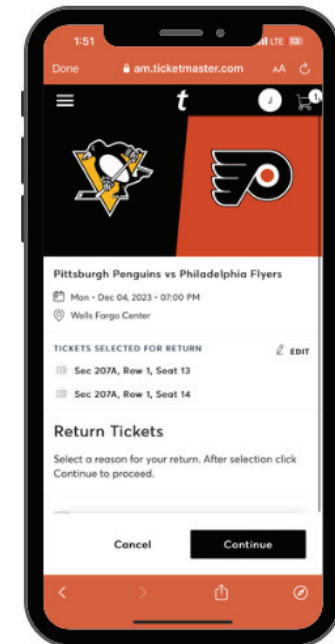
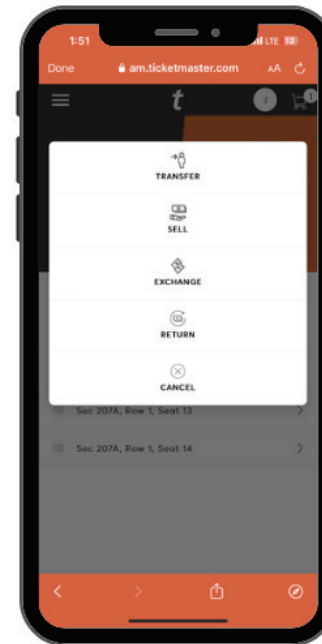
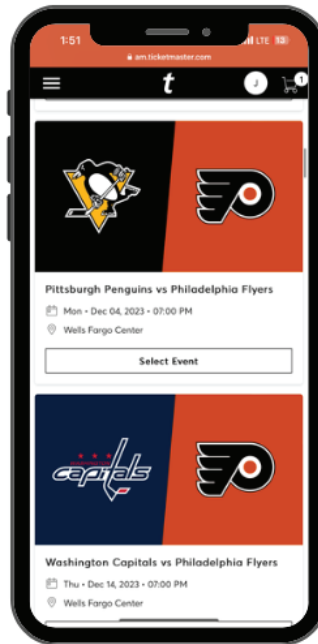
- 4. Review** the ticket details of your cart and **click** "Add to Cart".
- 5.** To complete your purchase using account credits, check the box under Payments that says "Apply Credits Towards Purchase".





How to Return Tickets For Account Credit:

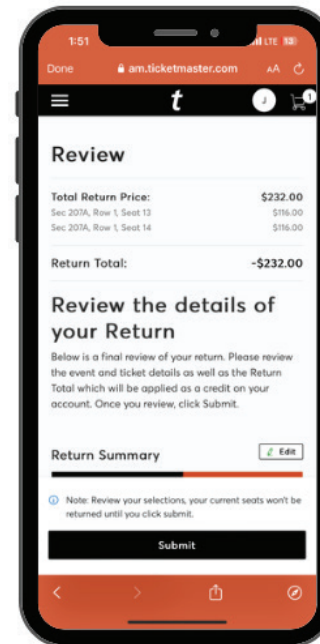
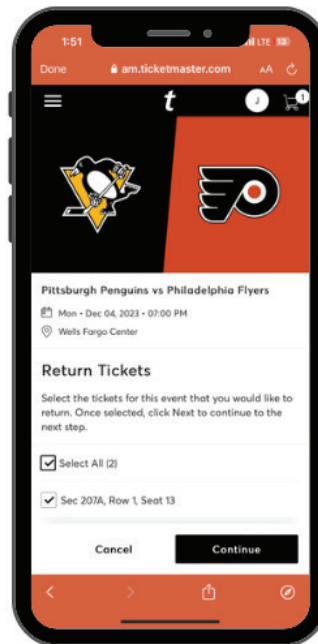
1. **Select** the event you would like to return.
2. Tap "..." button and **select** "Return".
3. **Select** the seats you would like to return and **tap** "Continue".





How to Return Tickets For Account Credit (con't):

- 4. Select** the box that says "Return to 2023-24 Account Credits".
- 5. Review** the details of you return and **select** "Submit".





Frequently Asked Questions:

Q: What deactivates a ticket barcode?

A: Once a ticket has been transferred or sold, a new barcode is generated, and all previous copies of that ticket are no longer valid.

Q: What if I have a ticket for a premium seating area?

A: If you have access to a hospitality location, your mobile barcode will indicate your access to these areas. When you show your mobile barcode to the usher, they will direct you to the appropriate location.

Q: Can I access all Wells Fargo Center team tickets online?

A: Yes, using Wells Fargo Center Account Manager, you can access your tickets for all teams in one convenient location. Account Manager is your central location for all Wells Fargo Center tickets!

Q: Can I manage all my Wells Fargo Center and Ticketmaster tickets in one place?

A: No. Your Account Manager tickets and your Ticketmaster tickets are still in separate systems.

Q: I already have a Ticketmaster account. Can I log into Wells Fargo Center Account Manager using my Ticketmaster email address and password?

A: When you sign into the Account Manager site, use the same email address you have always used. The system will recognize your email and may prompt you to reset your password. Once you have successfully signed in, you will be able to use the same username and password for other Account Manager sites and Ticketmaster.com.

Q: Is my personal information secure?

A: Our venues and Ticketmaster's Account Manager platform meets all industry standards for PCI compliance and data security, giving you the highest available security to ensure you are well protected. Your data is never sold or shared with third parties.



Frequently Asked Questions (con't):

Q: How do I manage my tickets or get into the venue if I do not have a smartphone?

A: Simply visit Wells Fargo Center Account Manager on your computer and follow the same steps to manage your tickets online. If you are experiencing any ticket issues when entering the venue, visit the main box office for assistance.

Q: I accidentally sent my tickets to the wrong email address or do not want to transfer them anymore. Can I cancel the transfer?

A: If the recipient has not accepted the tickets, you can cancel the transfer offer in your account. Tap the ticket you want to recall and select "Cancel Transfer."

Q: I successfully transferred a ticket in Account Manager. Why can I still see it in my phone's digital wallet?

A: Your phone's wallet will not automatically update if you transfer a ticket in Account Manager. We suggest deleting the ticket from your wallet once it has been successfully transferred.

Q: Is there a cost to forward a ticket?

A: No, it is free! All ticketholders can forward tickets free of charge using Wells Fargo Center Account Manager.

Q: Can I accept a ticket transfer offer in any of the mobile apps?

A: No. At this time, ticket transfer offers can only be accepted on a desktop or mobile web browser.

Q: Do I need to have a Wells Fargo Center account to accept a ticket transfer?

A: Yes, you must have a Wells Fargo Center Account Manager to access your tickets. When you receive the ticket transfer offer email, you will be prompted to log in to your existing account or create a new account. Please make sure you are using the same email address the ticket offer was sent to when setting up your account.



Frequently Asked Questions (con't):

Q: I no longer want to sell my tickets. How do I remove the ticket listing?

A: If the tickets have not been purchased, you can edit/ remove your listing at any time. Select the tickets you want to edit/ cancel, then select "Edit Posting" or "Cancel Posting." You will receive a confirmation email upon completion of either action.

Q: I purchased tickets from a third-party source that is not affiliated with Wells Fargo Center and have not received my tickets yet. What should I do?

A: You will have to contact the website from which you purchased the tickets to inquire about your mobile ticket delivery status.