



# MOBILE TICKETING GUIDE

HOW TO ACCESS YOUR TICKETS



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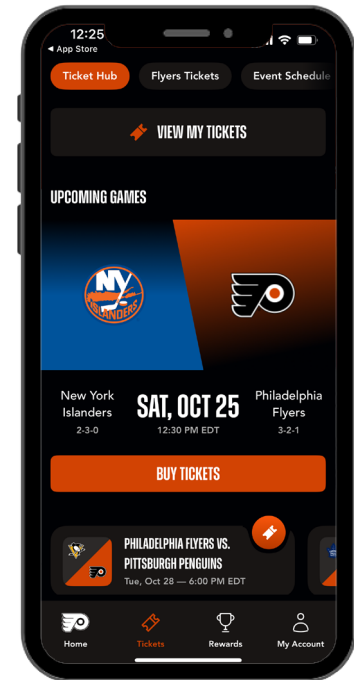
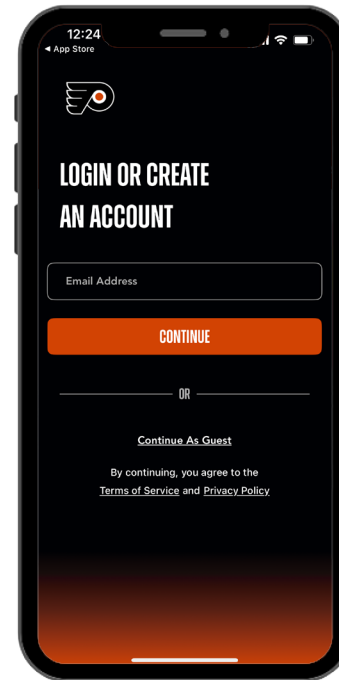
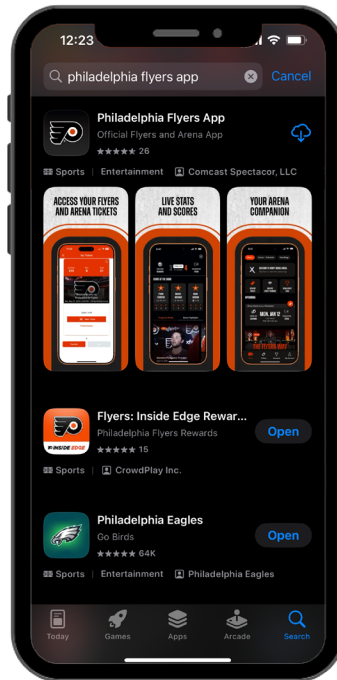






## How to Access Your Account:

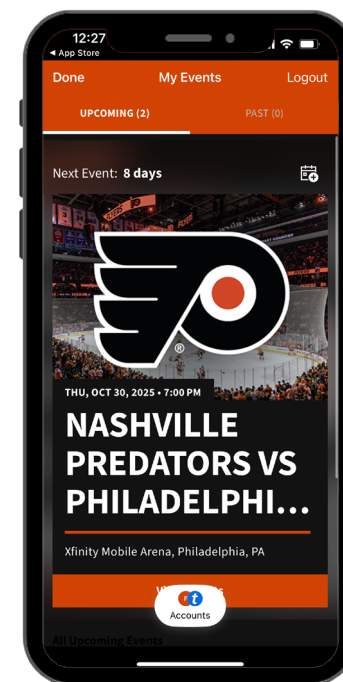
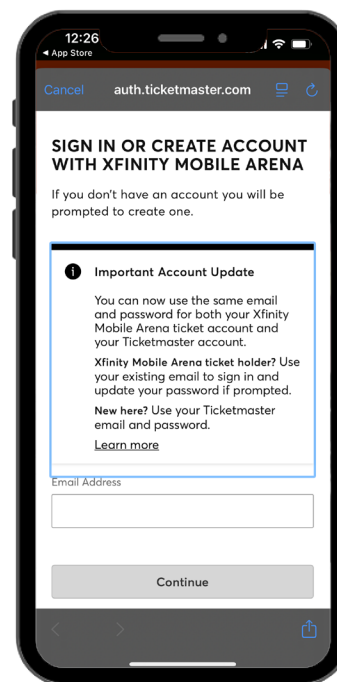
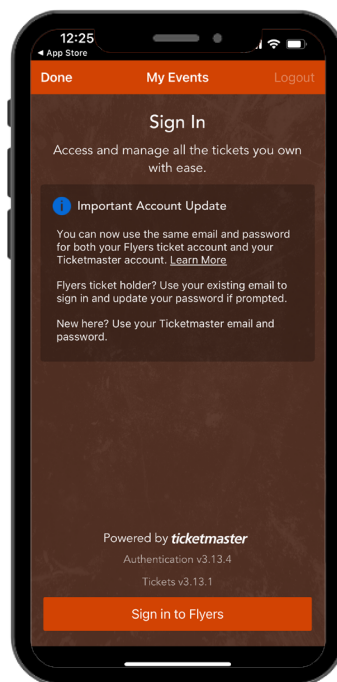
1. **Download** the Philadelphia Flyers app from the App Store or Google Play. Alternatively, access Xfinity Mobile Arena Account Manager through [am.ticketmaster.com/spectacor](https://am.ticketmaster.com/spectacor) on your mobile browser or desktop.
2. **On** the Philadelphia Flyers App, click “Tickets” at the bottom.
3. **At** the top of the app, click “View My Tickets” and sign into Xfinity Mobile Arena Account Manager using your Ticketmaster credentials.
4. **You** are now signed in and able to view your tickets.





## 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 mobile wallet to ensure fast and convenient entry.

**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.**

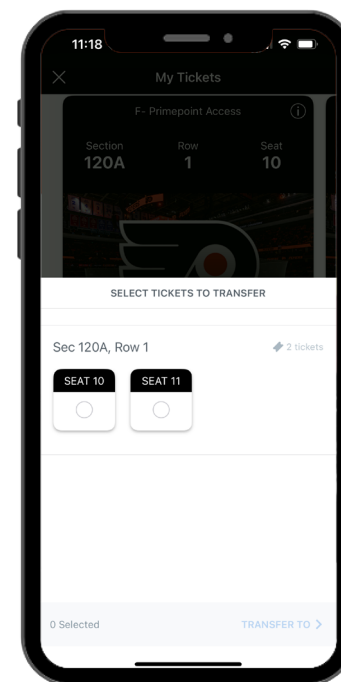
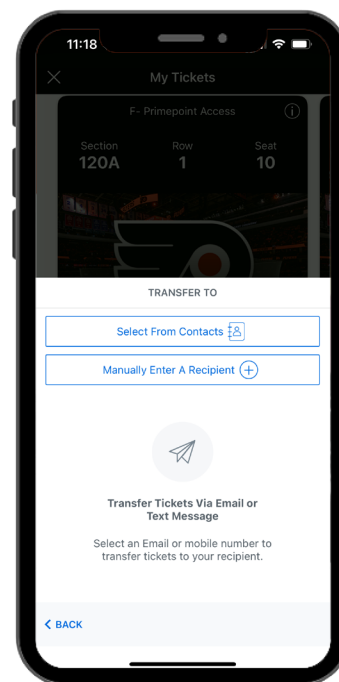
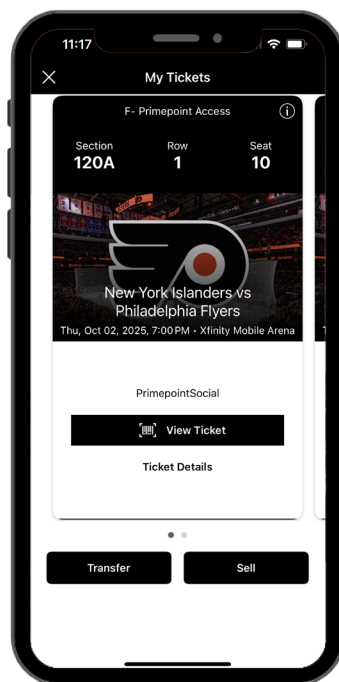
VIEW YOUR TICKETS | 2





## 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".



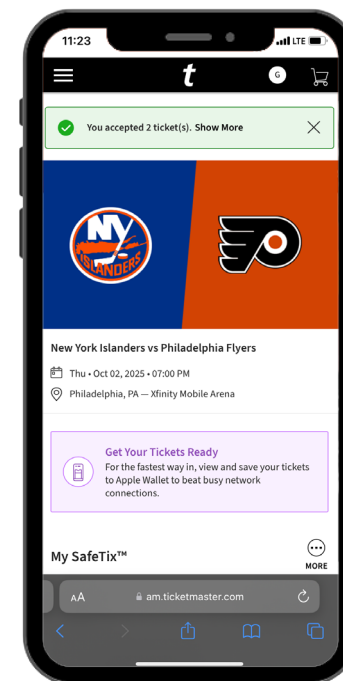
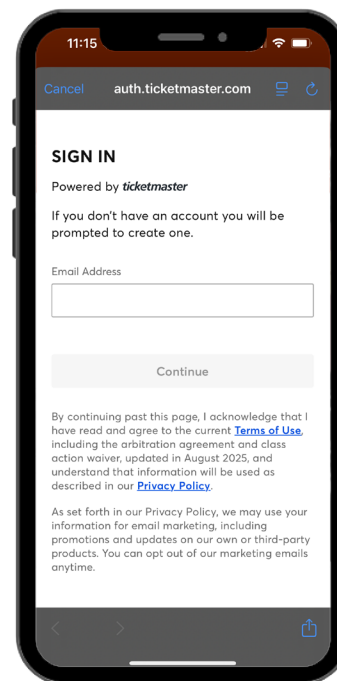
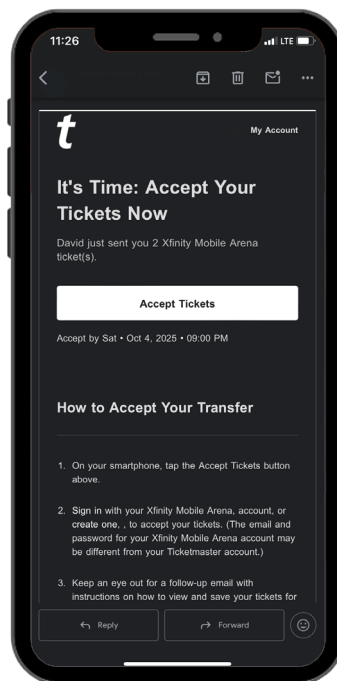
**TIP:** If you are attending with guests, transfer each person their own ticket in advance.

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



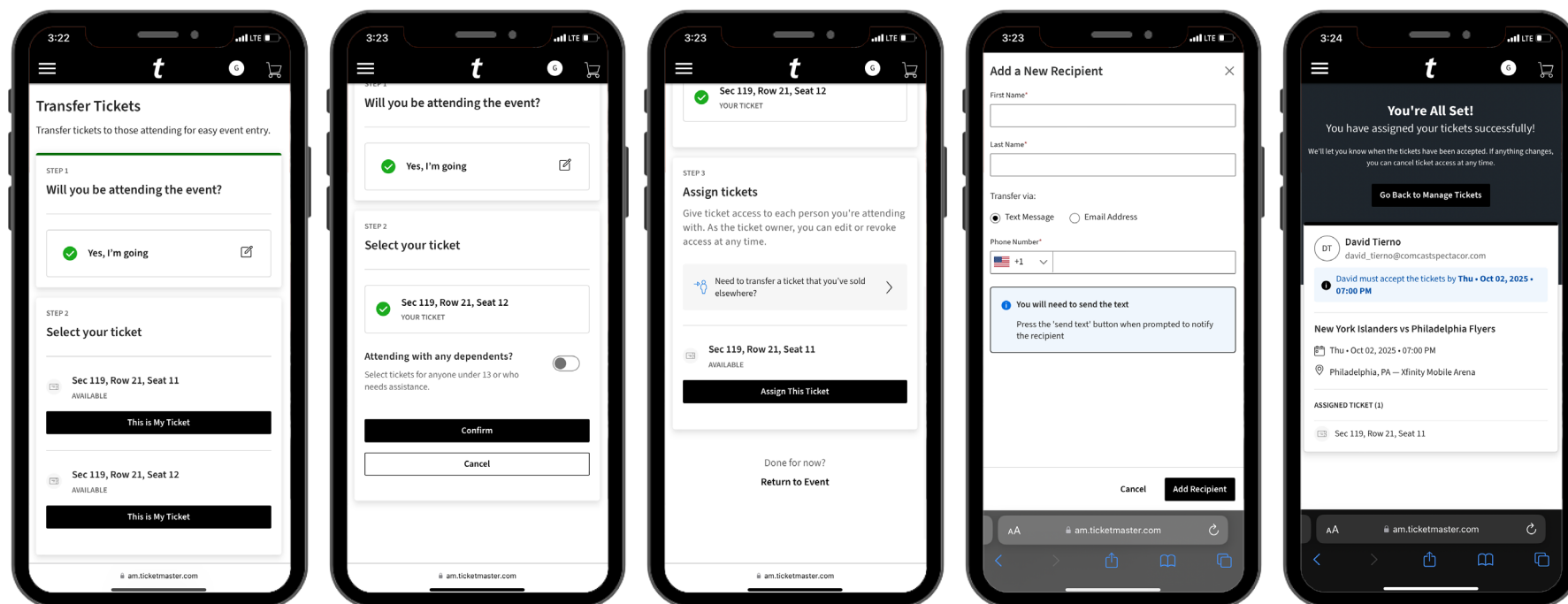
## How to Accept Your Tickets:

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 Assign Your Tickets:

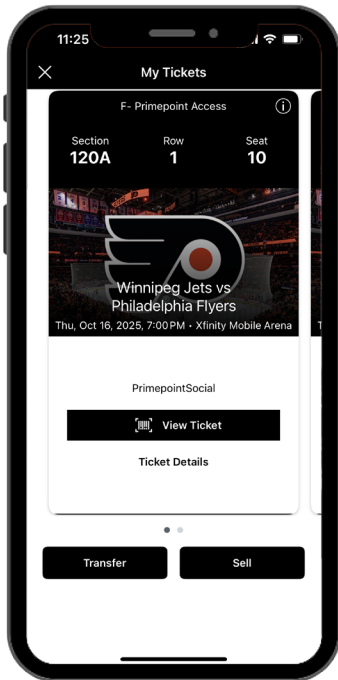


**New this year:** You can now assign tickets to someone you're attending with, giving them the ability to show their ticket at any time during the game.

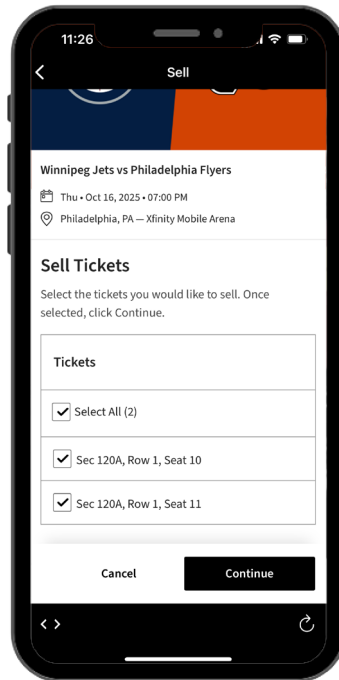




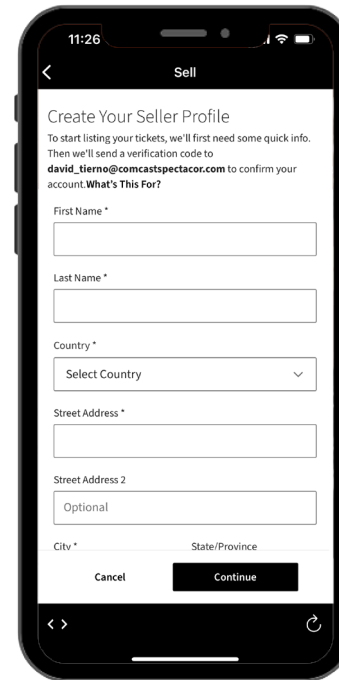
## How to Sell Your Tickets:



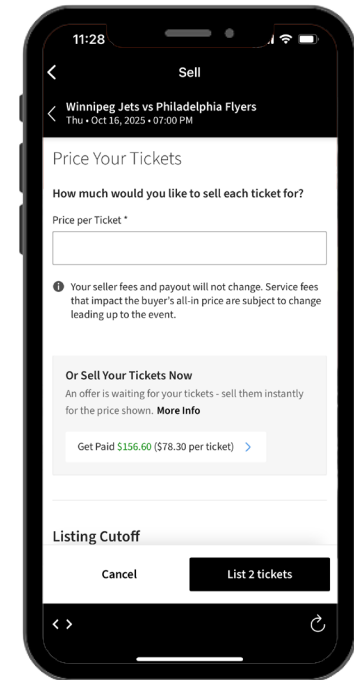
**1. Select** the event you would like to sell, then click “Sell” at the bottom left of the screen.



**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.

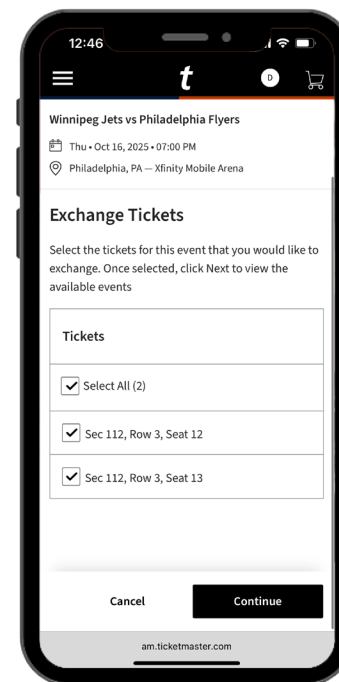
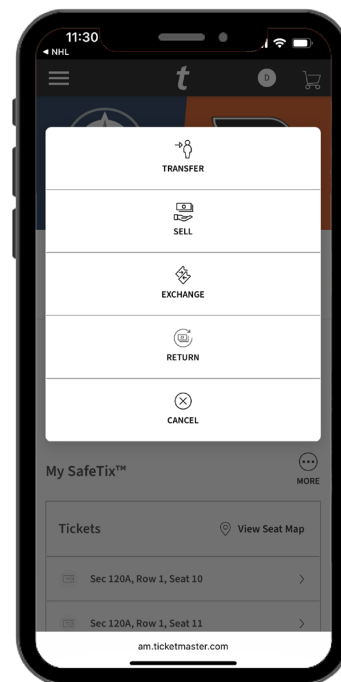
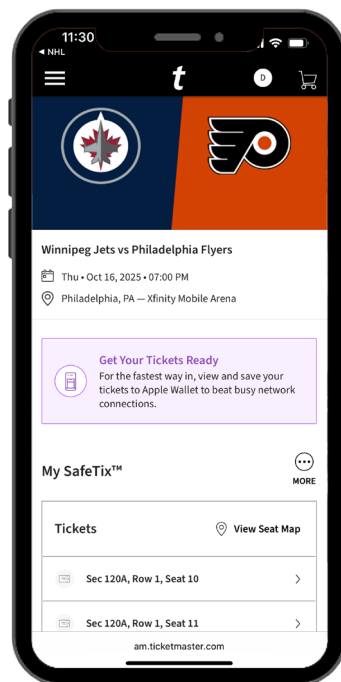
**TIP:** Not all tickets are eligible to be transferred. If they are not, the Transfer option will not be active.



## How to Exchange Your Tickets:

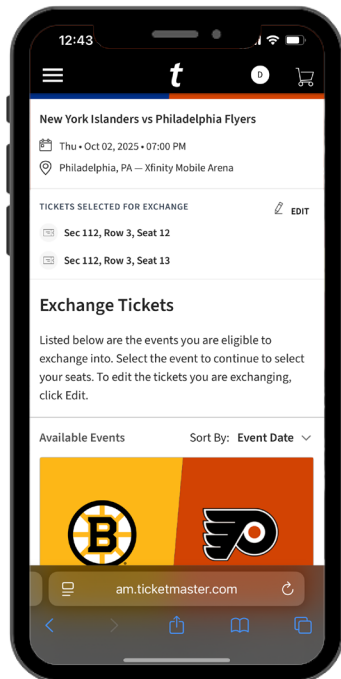
**Note:** Ticket exchange is not currently available through the Philadelphia Flyers app.

1. Log into [am.ticketmaster.com/spectacor/](https://am.ticketmaster.com/spectacor/) on your mobile browser or desktop to exchange your tickets.
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.

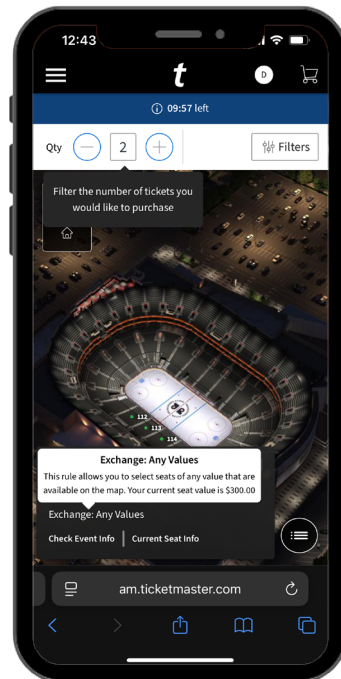




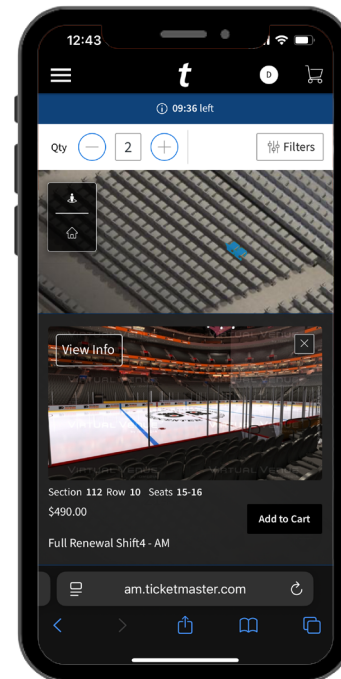
## How to Exchange Your Tickets (con't):



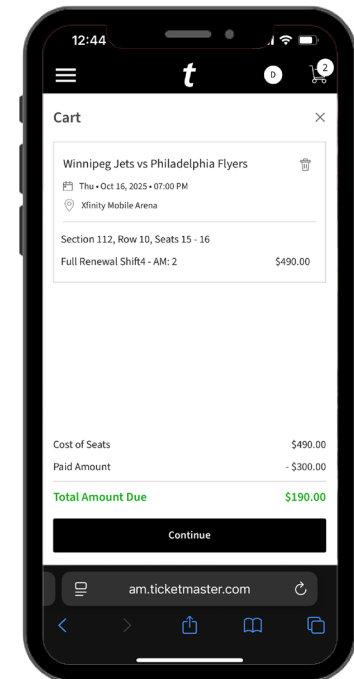
**5.** Select the event you would like to exchange into from the list of eligible events.



**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.



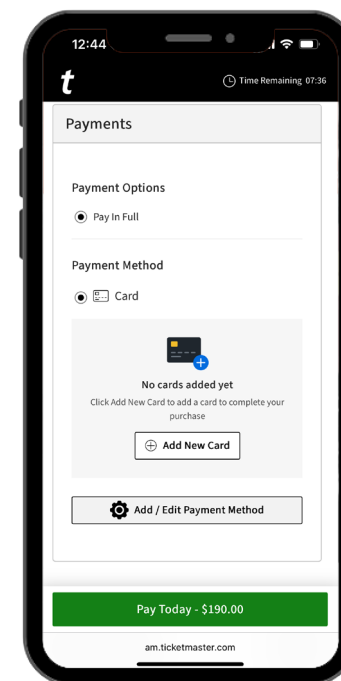
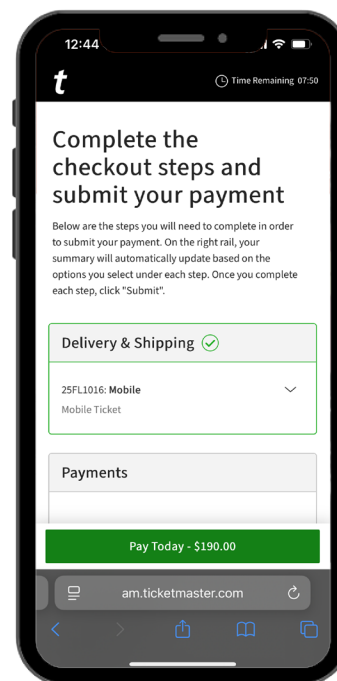
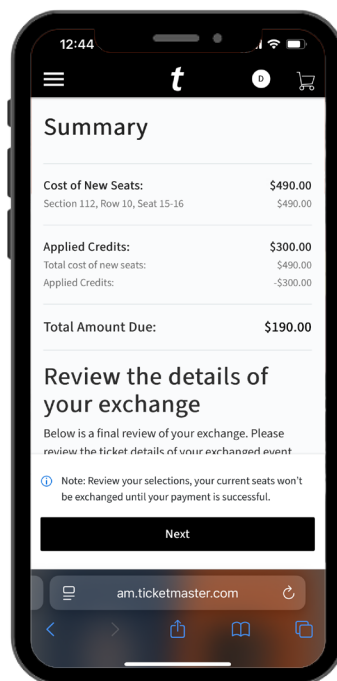
**8.** Review the details of your shopping cart and click Continue.





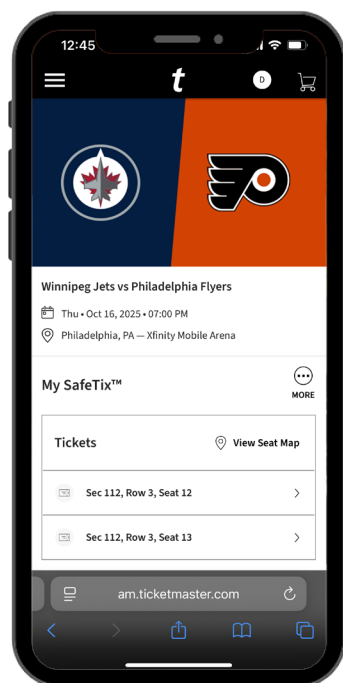
## How to Exchange Your Tickets (con't):

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.

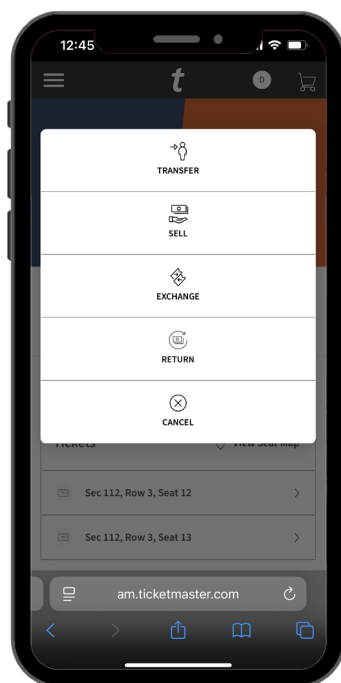




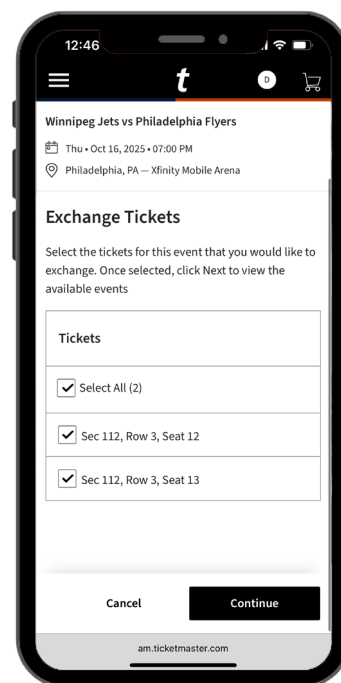
## How to Exchange Your Tickets for Lesser Value:



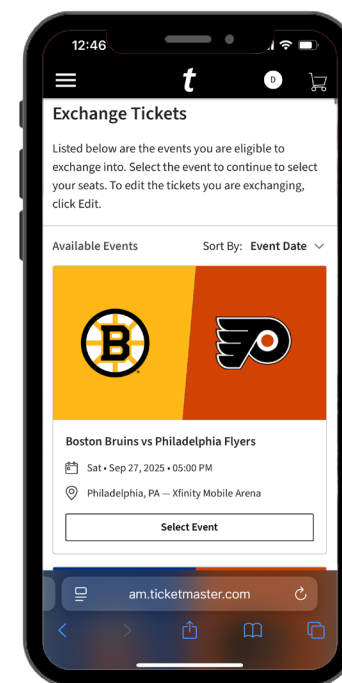
1. **Select** the event you would like to exchange.



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



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

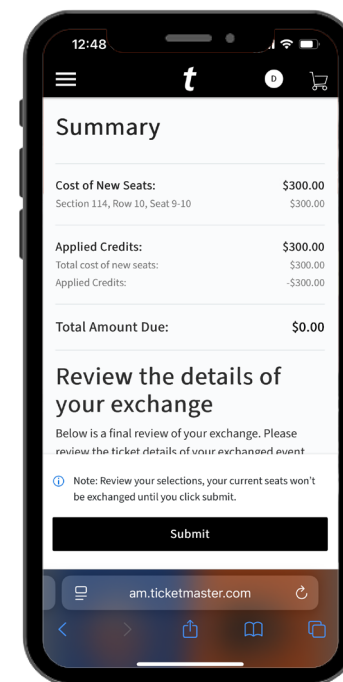
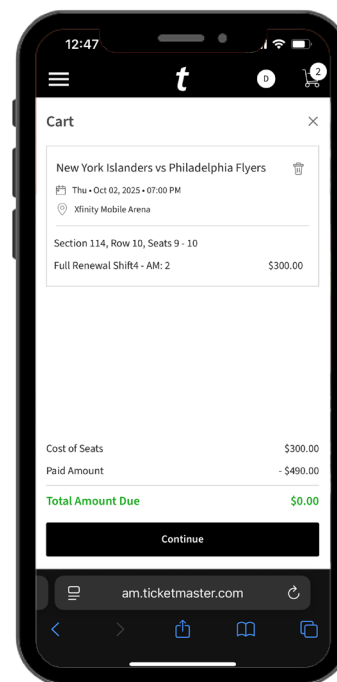
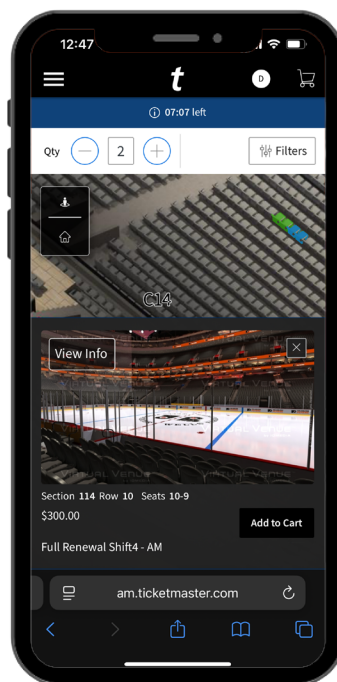


4. **Select** the event you would like to exchange from list of eligible events.



## 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 Exchange Credit that can be used towards additional Flyers tickets for the 2025-26 season. Will expire on April 16th, 2026.



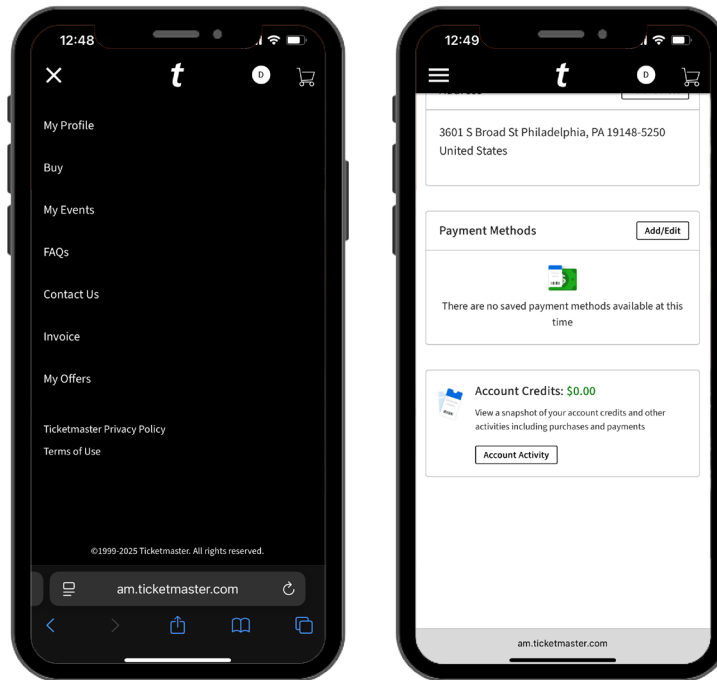




## How to Access Exchange Credit:

**Note:** All ticket exchange credit must be used for 2025-26 Flyers regular season tickets. Exchange credit may not be used toward the 2026-27 Flyers season, Playoffs, Parking, or access to Premium tickets.

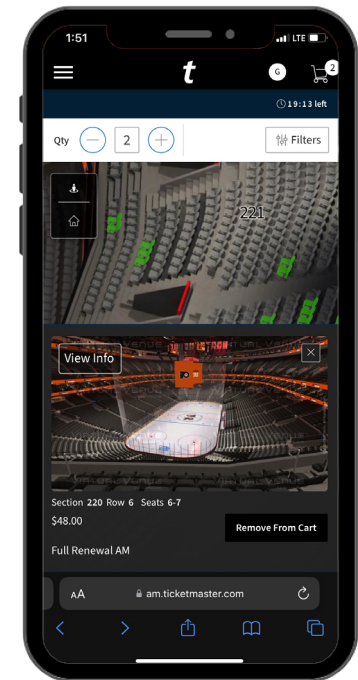
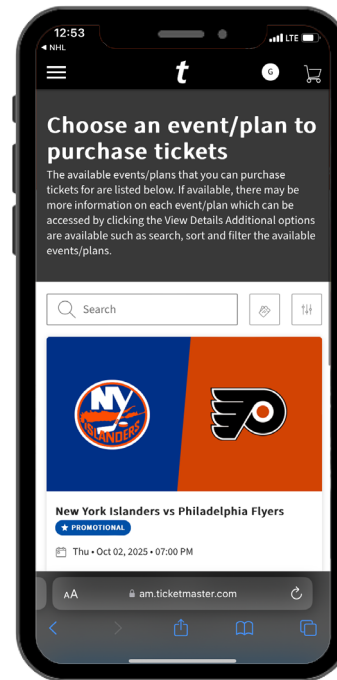
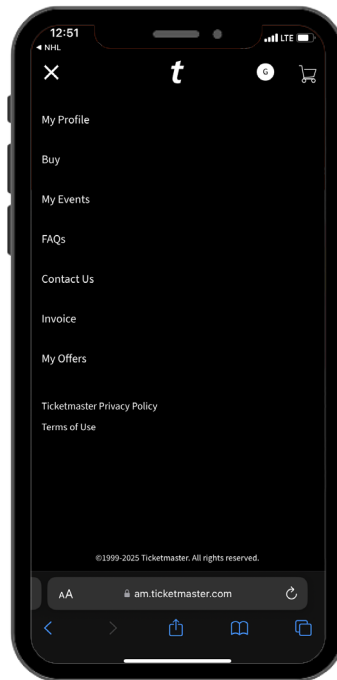
1. **Click** the icon at the top left of the screen and select "My Profile".
2. **Scroll** down to see your total exchange credits.





## How to Buy Tickets Using Exchange Credit:

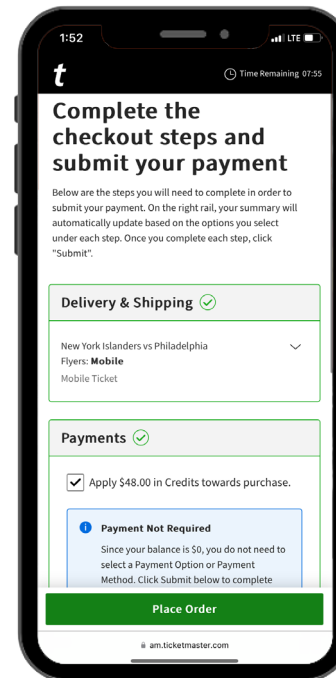
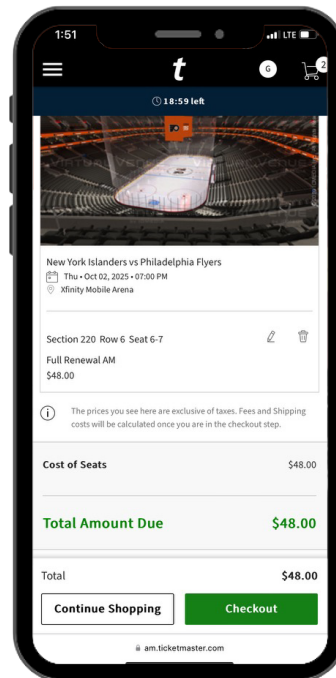
1. **Select** the icon in the top left corner of your screen and click "Buy".
2. **Choose** the event you would like to buy tickets to.
3. **Select** the seats you would like to buy and click "Add to Cart".





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

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



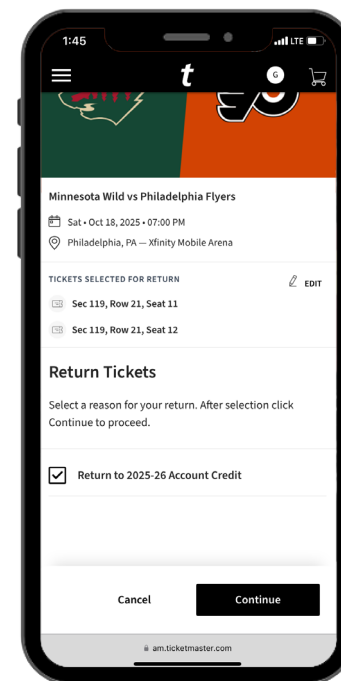
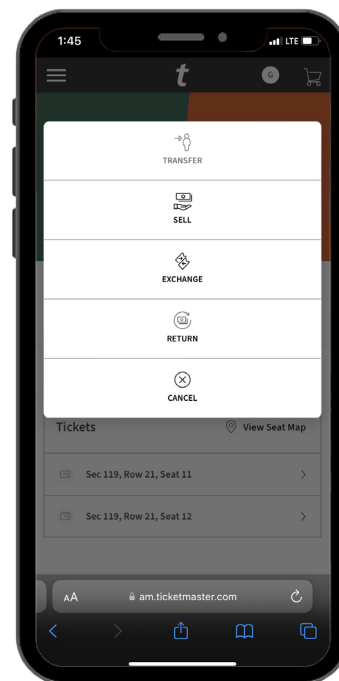
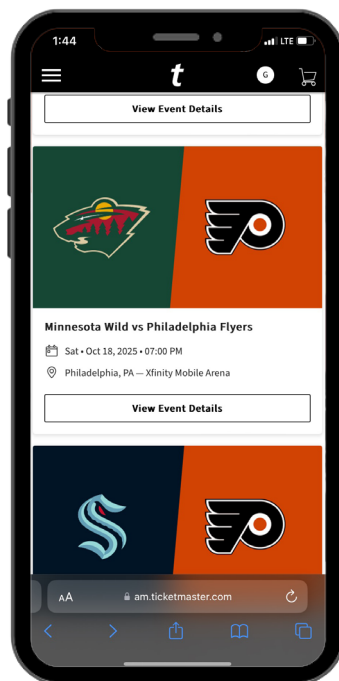




## How to Return Tickets For Exchange Credit:

**Note:** Ticket return is not currently available through the Philadelphia Flyers app.

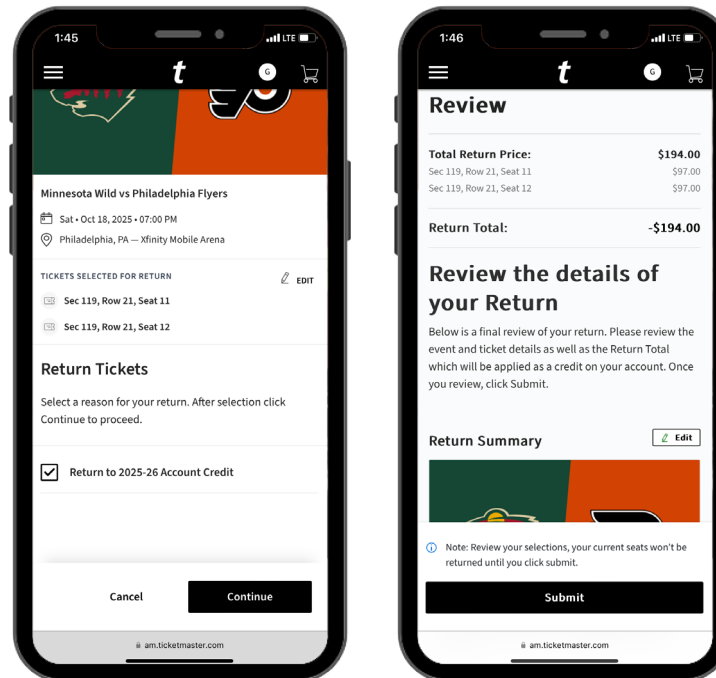
1. **Access** Xfinity Mobile Arena Account Manager through [am.ticketmaster.com/spectacor/](https://am.ticketmaster.com/spectacor/) on your mobile browser or desktop.
2. **Select** the event you would like to return.
3. **Tap** "... " button and select "Return".
4. **Select** the seats you would like to return and tap "Continue".





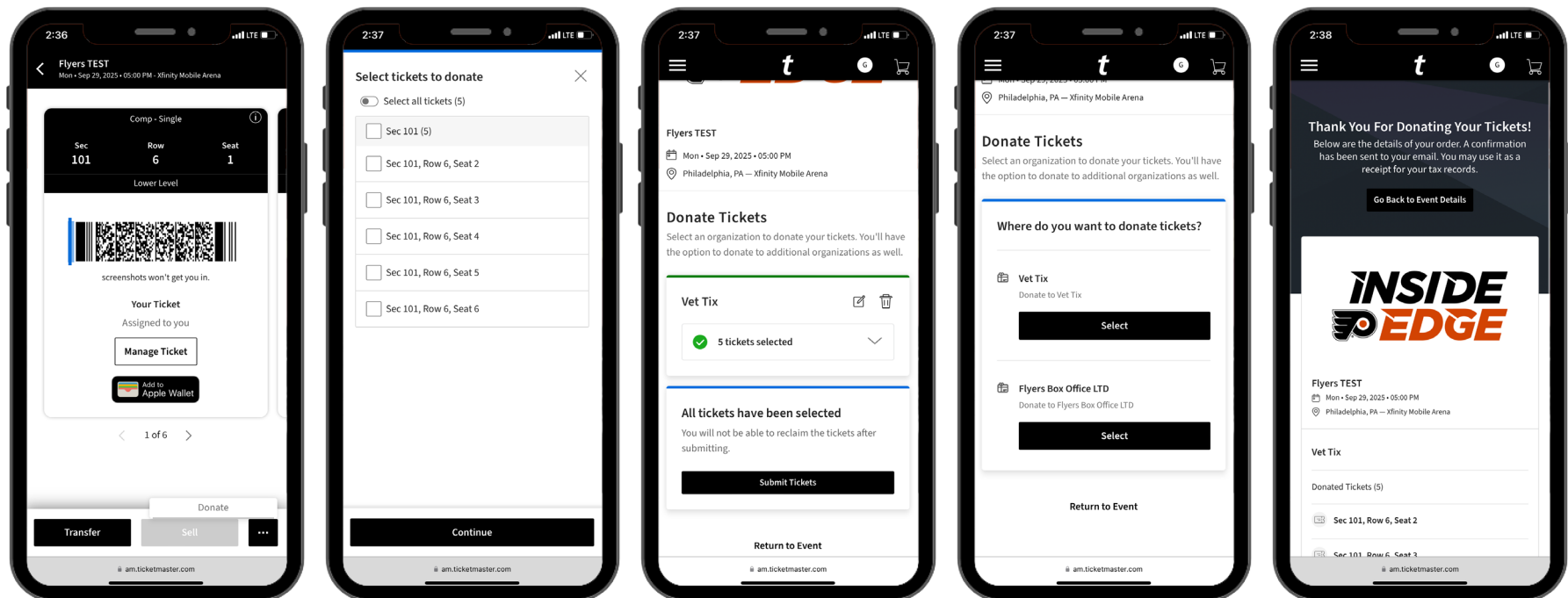
## How to Return Tickets For Exchange Credit (con't):

4. **Select** the box that says "Return to 2025-26 Exchange Credits".
5. **Review** the details of you return and select "Submit".





## How to Donate Tickets:



**Note:** Ticket return is not currently available through the Philadelphia Flyers app. Please visit Xfinity Mobile Arena Account Manager through [am.ticketmaster.com/spectacor/](https://am.ticketmaster.com/spectacor/) on your mobile browser or desktop to donate.

**Donate tickets** to a game you can't make to VetTix, right through Account Manager. VetTix provides active duty military and their families the ability to attend Flyers games. Ticket donation is tax deductible, and you will receive a confirmation for your records upon donation.





## 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 Xfinity Mobile Arena team tickets online?**

**A:** You can access all tickets purchased through the Philadelphia Flyers and Xfinity Mobile Arena ticketing office through Xfinity Mobile Arena account manager. To access Sixers tickets, visit <https://am.ticketmaster.com/sixers/>. To access any tickets purchased directly through Ticketmaster, visit [ticketmaster.com](https://www.ticketmaster.com) or the Ticketmaster mobile app.

**Q: Can I manage all my Xfinity Mobile Arena 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 Xfinity Mobile Arena 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:** Xfinity Mobile Arena is a digital-ticket facility for safety, security, and fraud protection. Should a guest need a printed ticket because they do not own a smartphone, the Xfinity Mobile Arena box office is located on the Pattison Avenue side of the building, next to the Hyundai Suite Entrance. To leave a ticket at will call, please reach out directly to your Account Manager or call 215-218-PUCK.

**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 Xfinity Mobile Arena 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.



## Frequently Asked Questions (con't):

**Q: Do I need to have an Xfinity Mobile Arena account to accept a ticket transfer?**

**A:** Yes, you must have an Xfinity Mobile Arena Account Manager to access your tickets. When you receive the ticket transfer offer email, you will be prompted to log in using your existing Ticketmaster 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.

**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 Xfinity Mobile Arena 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.

**Q: Is there a cutoff for when I can return or exchange an upcoming game?**

**A:** Please note that all returns and exchanges must be completed 72 hours prior to puck drop. Additionally, the return function will close on March 1, 2026. All prices are based on the variable ticket price for your seating location and game tier.