



# MOBILE TICKETING GUIDE

HOW TO ACCESS YOUR TICKETS



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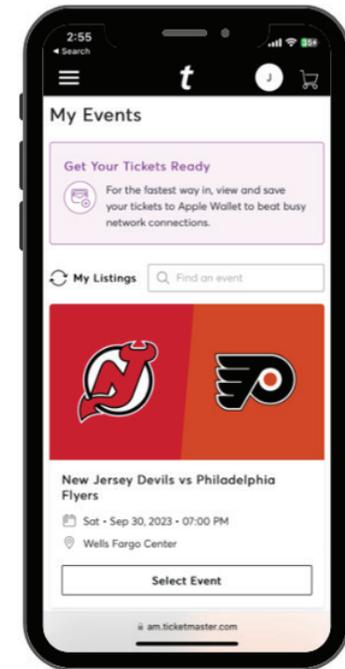
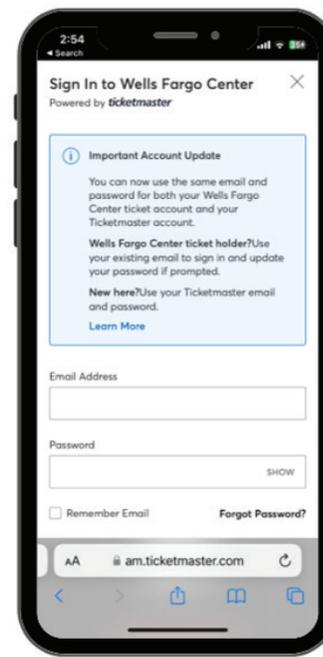
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## How to Access Your Account:

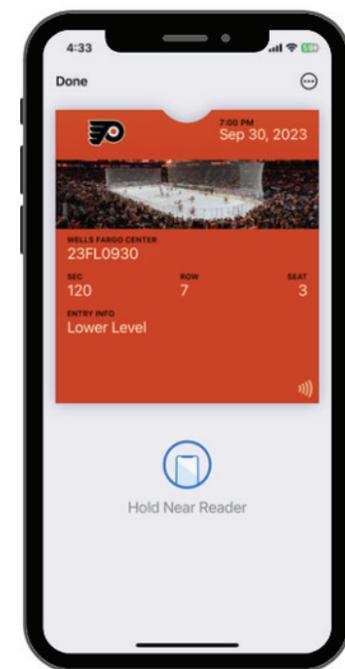
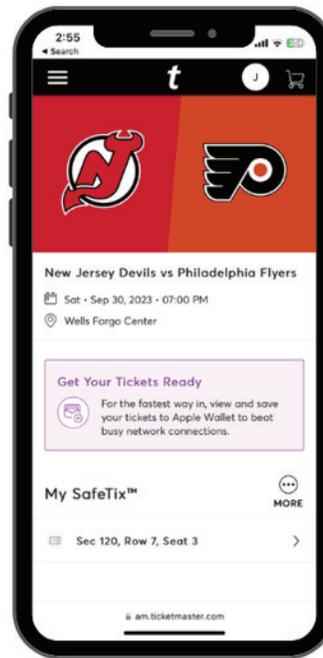
1. Visit [am.ticketmaster.com/spectacor/](https://am.ticketmaster.com/spectacor/) using mobile phone or desktop. Tap the **Sign In** icon in the top right corner. **Or, download the NHL App**, select Flyers as your favorite team to manage tickets.
2. **Sign In** using your email address/ password.
3. 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.

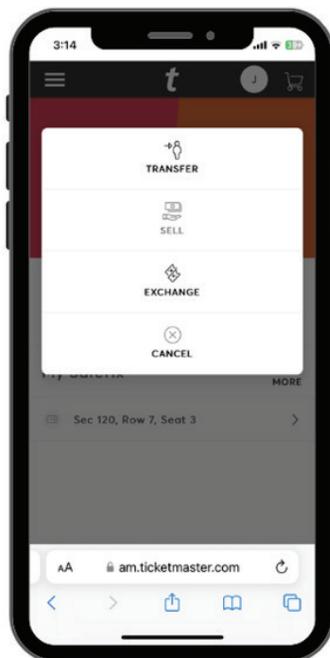
**Be sure to turn your screen brightness to the highest setting when getting your ticket scanned.**



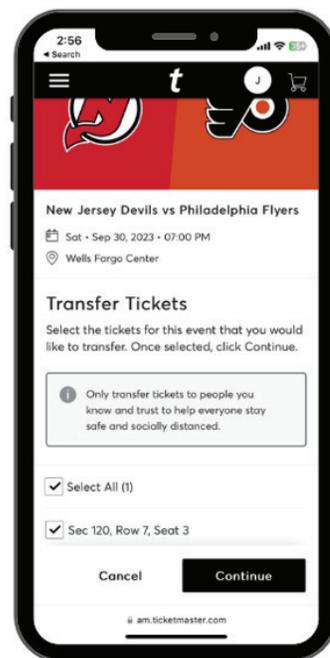
## How to Transfer Your Tickets:



1. **Select** the specific ticket you would like to transfer.



2. **Tap** the "... " button and select Transfer.



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



4. **Enter** the receipt information and tap Transfer.

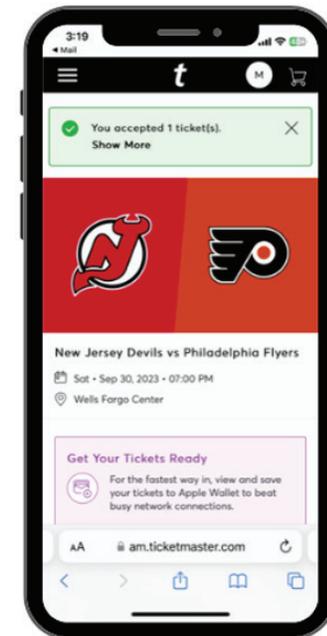
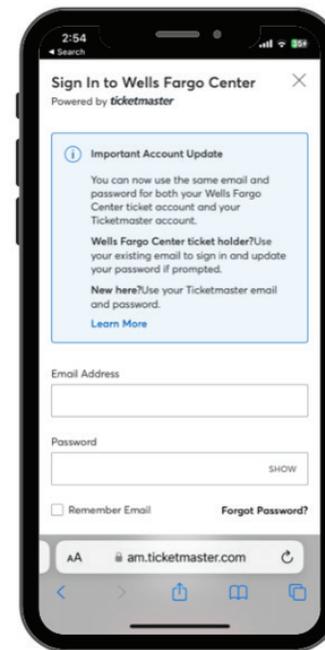
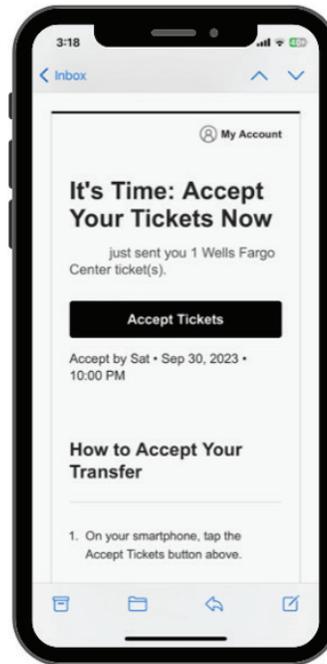
**TIP:** If you are attending with guests, transfer each person their own ticket in advance.

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



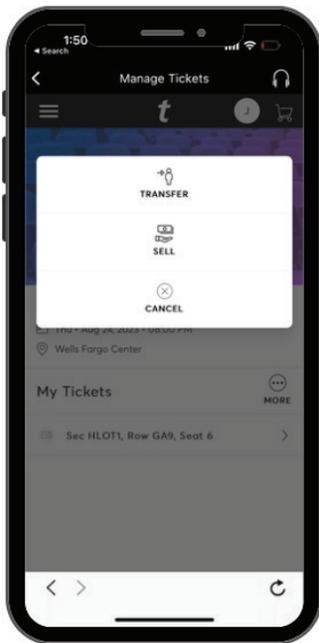
## How to Accept Your Tickets:

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.

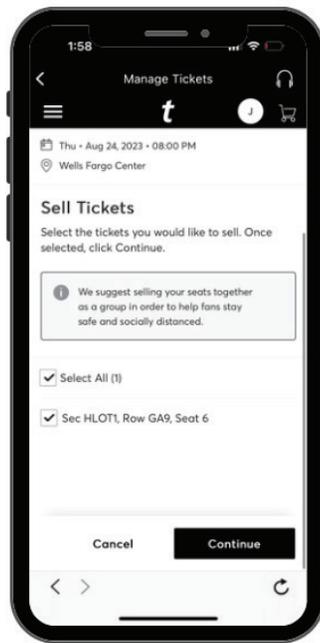




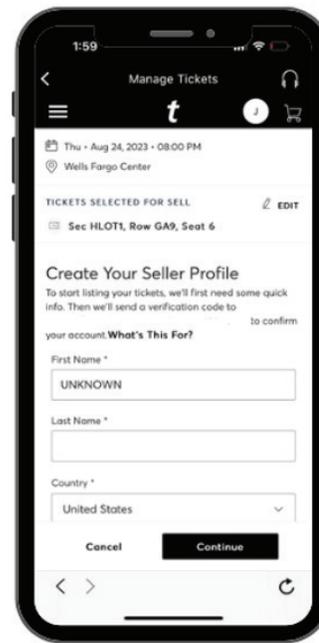
## How to Sell Your Tickets:



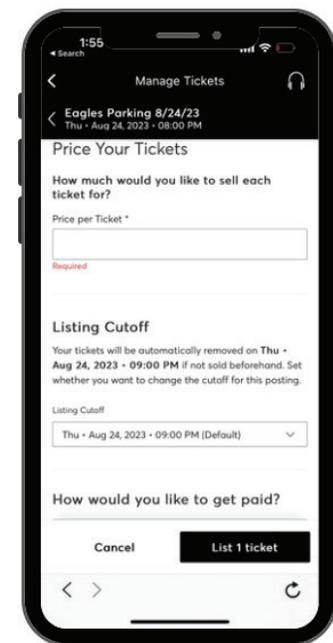
**1. Select** the event you would like to sell, then tap "..."  
button and select Sell.



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



**3. Create** your seller profile.



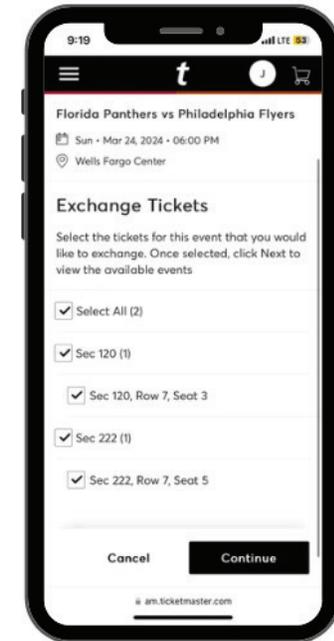
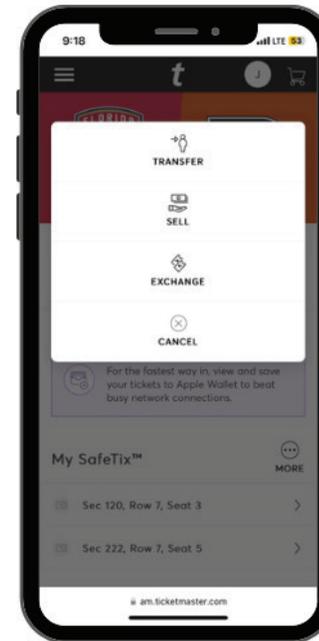
**4. Set** the list price per ticket and tap List Ticket.

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



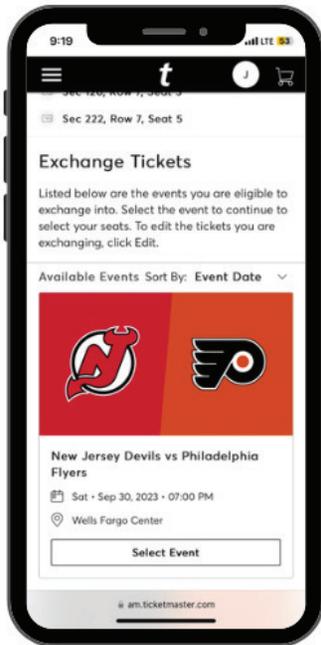
## How to Exchange Your Tickets:

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

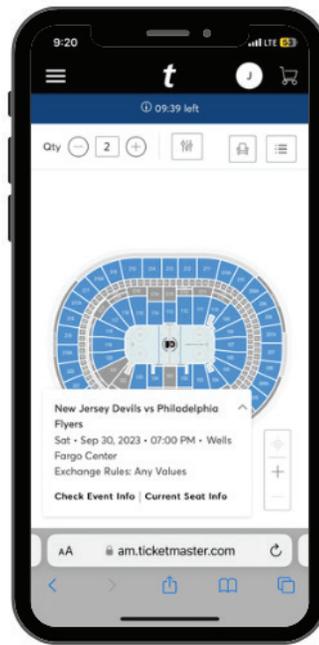




## How to Exchange Your Tickets (con't):



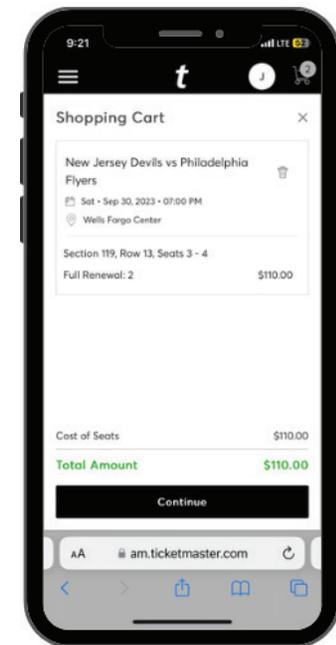
**4. Select** the event you would like to exchange into from the list of eligible events.



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



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



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

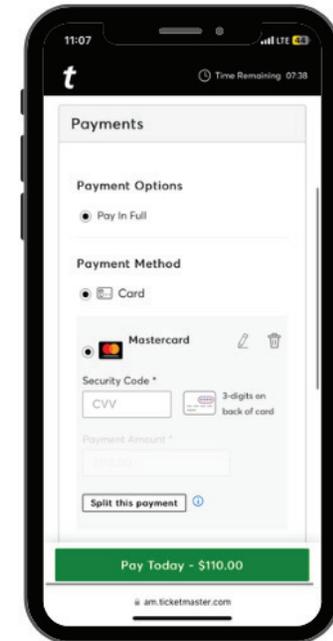
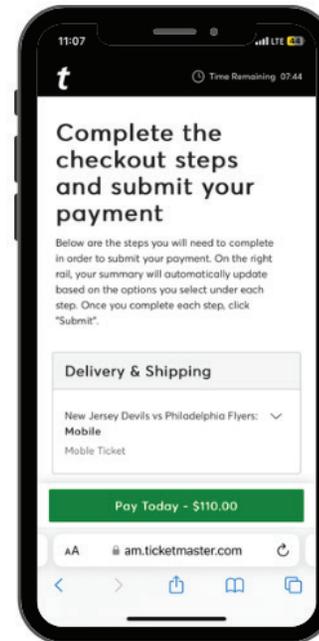
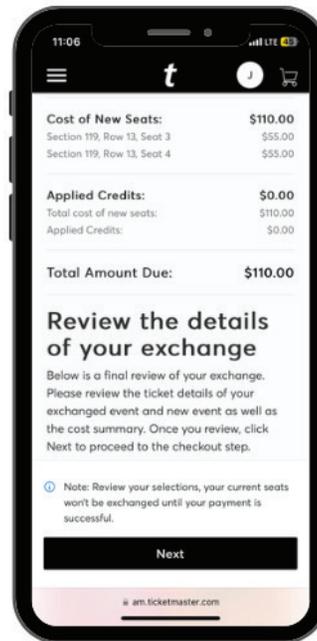


## How to Exchange Your Tickets (con't):

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

**9. Review** your ticket delivery details.

**10. Scroll Down** to complete exchange.

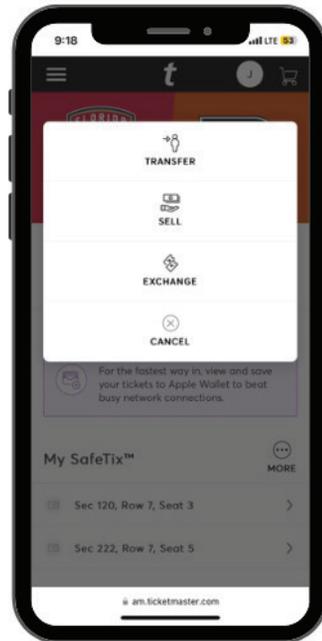




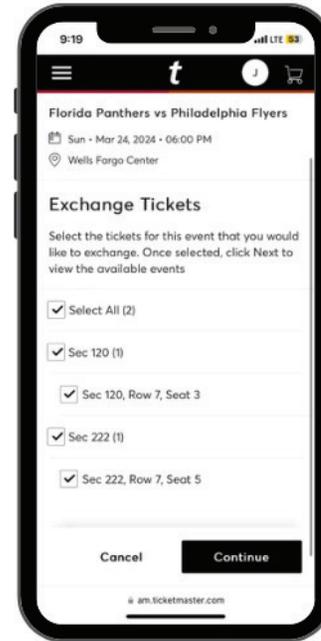
## How to Exchange Your Tickets for Lesser Value:



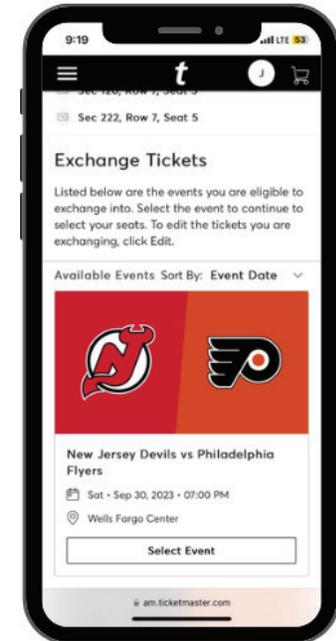
**1. Select** the event you would like to exchange.



**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.

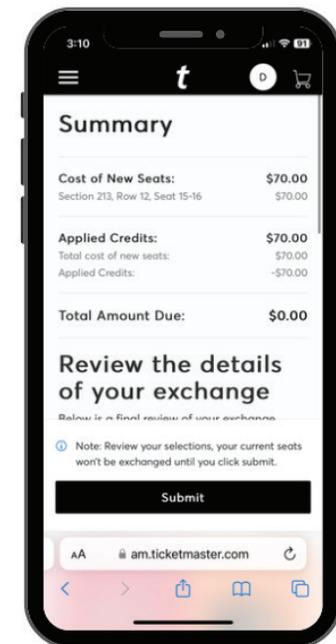
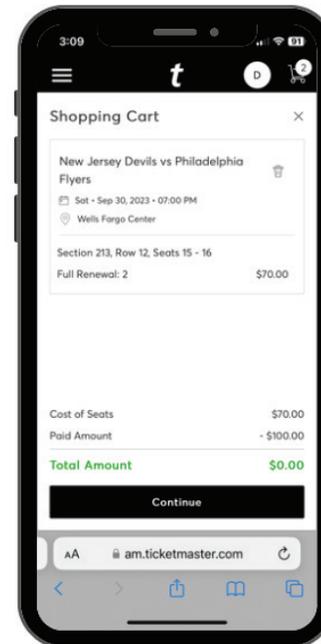
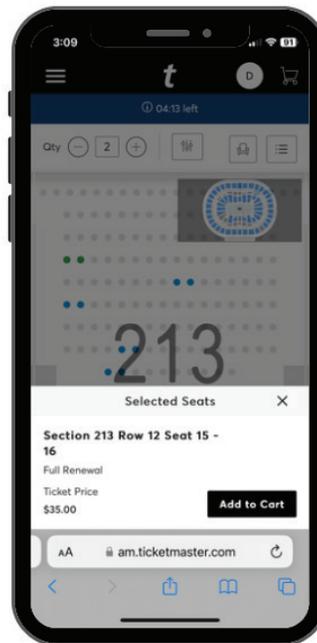


## How to Exchange Your Tickets for Lesser Value (con't):

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

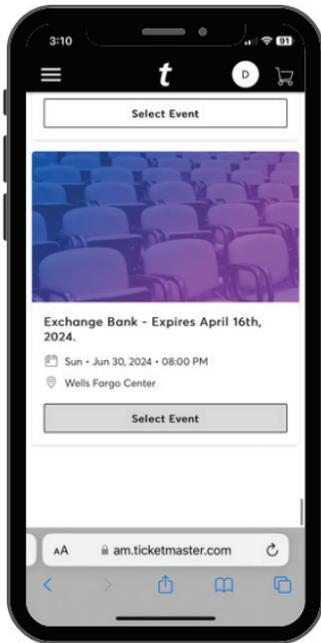
**6. Review** the details of your shopping cart and click Continue.

**7. Review** the ticket details of your exchanged event and the cost summary and click Submit to exchange.

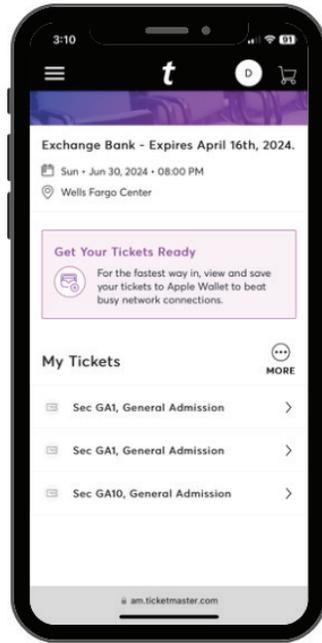




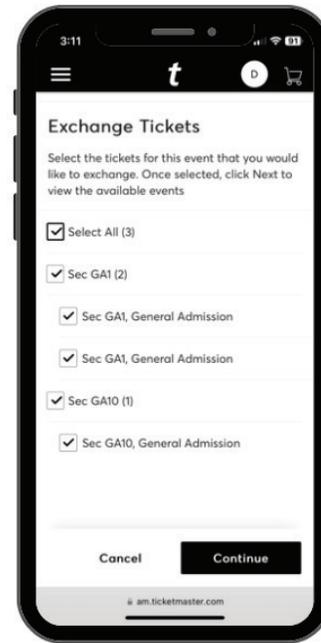
## How to Access the Exchange Bank:



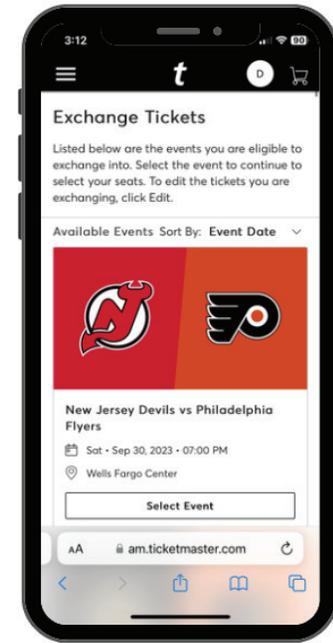
**1. Scroll** down to the bottom of the 'My Events' tab and select the Exchange Bank.



**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.

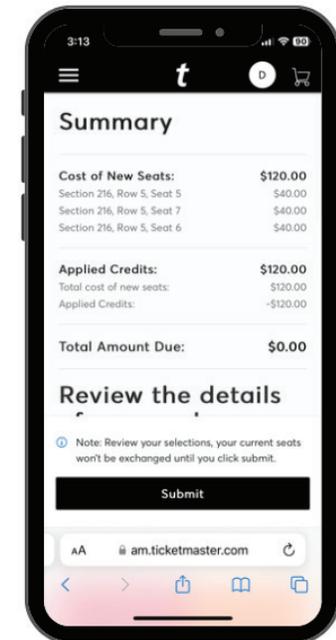
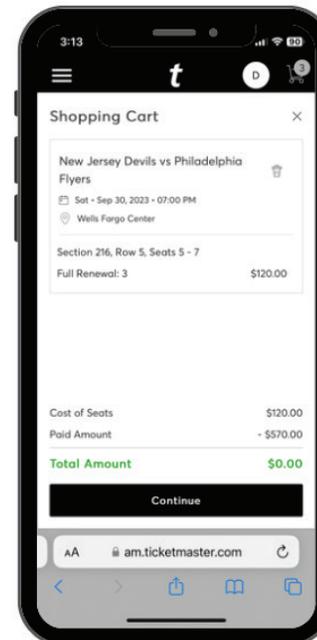
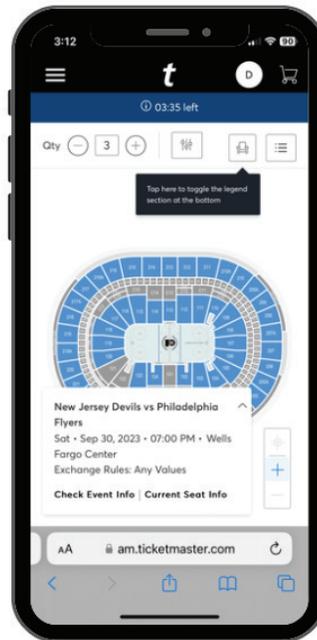


## How to Access the Exchange Bank (con't):

**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.





## 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: What is the difference between selecting seller credit and direct deposit?**

**A:** Selecting seller credit will apply your funds to the specific team's account that you are selling. The credit will remain on file and will automatically apply toward your renewal for the following season (plan holders). For single-game buyers, the credit will remain on the specific team's account to use for future purchases. Selecting direct deposit will prompt you to link your bank account. Ticketmaster will deposit funds to your bank account within 5-7 days from the date of sale. Note: The only way to access proceeds from sold tickets immediately is to select the direct deposit option. No payment will be issued on seller credit to your team account. Should you wish to receive payment rather than seller credit, please select the direct deposit option.

**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.