

Season Ticket Member Ticket Management Guide



www.wingslax.com/tickets/my-wings-tickets

Season Ticket Members can now manage their tickets more seamlessly than ever before. There are two digital ticket management options:

- 1) Using the digital links received in the ticket delivery email from WellsFargoCenter@paciolan.com
- 2) Visiting <https://wingslax.com/tickets/my-wings-tickets>
 - a. Log in to your account from here and download, transfer or exchange your tickets.

1) Ticket Delivery Email

All Season Ticket Members will receive an email with a link for each game in it. Each link will contain options to save the tickets to their phone or download the digital ticket as a PDF. If full season parking has also been purchased, a separate email containing the individual parking links will be delivered.

Below are examples of the ticket delivery emails Season Ticket Members will receive containing the individual game/parking links. While using your mobile device, click on the game you wish to manage:

Your Mobile tickets are ready to download! Please click the link below to view and download your tickets.

Click here for your tickets

[Philadelphia Wings vs Panther City Lacrosse Club](#)
[Philadelphia Wings vs New York Riptide](#)
[Philadelphia Wings vs Georgia Swarm](#)
[Philadelphia Wings vs Albany Fire Wolves](#)
[Philadelphia Wings vs Rochester Knighthawks](#)
[Philadelphia Wings vs New York Riptide](#)
[Philadelphia Wings vs Toronto Rock](#)
[Philadelphia Wings vs Halifax Thunderbirds](#)
[Philadelphia Wings vs Buffalo Bandits](#)

Please download your tickets prior to attending the event and have them ready to scan from your mobile device upon entry. Each ticket is individually bar-coded and required for admission.

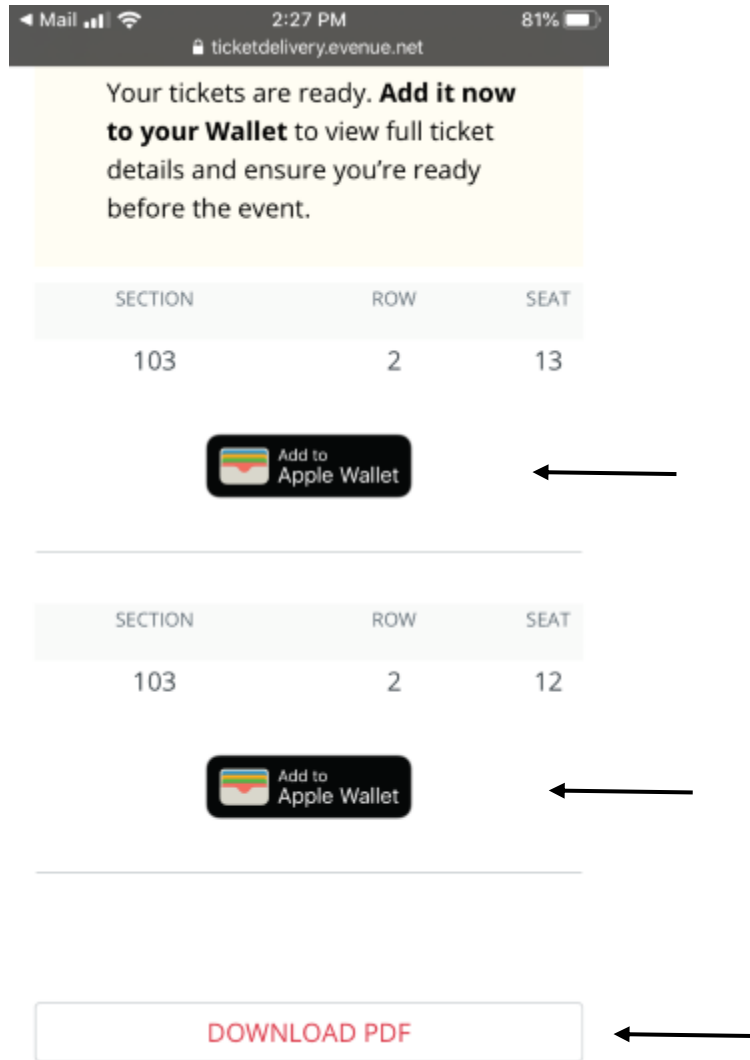
Your Mobile tickets are ready to download! Please click the link below to view and download your tickets.

Click here for your tickets

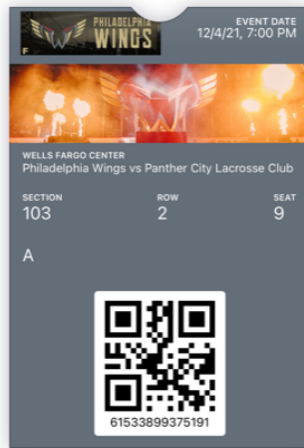
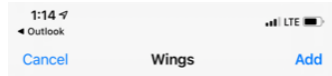
[PARKING - Panther City Lacrosse Club](#)
[PARKING - New York Riptide](#)
[PARKING - Georgia Swarm](#)
[PARKING - Albany Fire Wolves](#)
[PARKING - Rochester Knighthawks](#)
[PARKING - New York Riptide](#)
[PARKING - Toronto Rock](#)
[PARKING - Halifax Thunderbirds](#)
[PARKING - Buffalo Bandits](#)

Please download your tickets prior to attending the event and have them ready to scan from your mobile device upon entry. Each ticket is individually bar-coded and required for admission.

Once you click on a game you will have two options: add to Apple Wallet (iphones) or GPay (androids), or Download as PDF. When you select Download PDF, your tickets will display and be available to be scanned in for entry. The benefit to adding the tickets to your wallet is the accessibility to the tickets at all times.



Apple Wallet/GPay will open your ticket in a new screen. Click “Add” in the top right to save to your phone.



Your tickets are now saved to your phone and you can access them easily to scan in and enter the game.

Choosing to download as a PDF will open the ticket (see below) and can simply scan in and enter the game.



**For Season Ticket Members looking to print their digital tickets they can easily do so by clicking the individual ticket links in the email from their desktop and printing each game.*

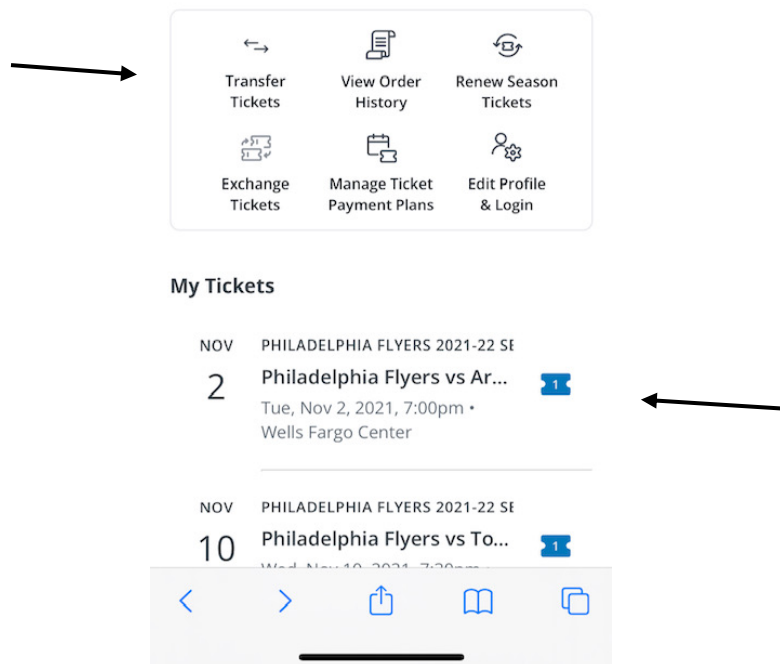
2) wingslax.com/tickets/my-wings-tickets

By visiting wingslax.com/tickets/my-wings-tickets, Season Ticket Members now have access to upgraded mobile features. Simply go to wingslax.com/tickets/my-wings-tickets on your *mobile* device and:

- Click **Login to Your Account**
- Enter your *Account Number* and *Password* and click *Sign In*
- Select the game you wish to display

Once you have selected the appropriate game your options will appear on your screen. You can save the ticket(s) directly to your mobile wallet for or easily transfer the ticket(s) to someone else.

****Please note, if you elect to transfer tickets after you have added them to your wallet you will need to remove the tickets from your wallet as they will no longer be valid.***



Transferring your ticket(s) on your mobile device is now easier than ever. Simply type in the phone number of the person you wish to send the tickets to and click **REVIEW TRANSFER**.

8:06 4G LTE

AA wellsfargocenter.venue.net

WELLS FARGO CENTER

Who are you transferring to?

Heads up! Your recipient has 1 week (until Tue, Nov 2, 2021, 8:05am) to accept the transfer.

Mobile Number *

() - -

[Use Email Instead](#)

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[Site Security](#) [Privacy Policy](#)

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Next, review the information is correct and click **Transfer Tickets**.

8:08 4G LTE

AA wellsfargocenter.venue.net

WELLS FARGO CENTER

Review Transfer

SUMMARY [Show Details](#)

To: (609) 846-3011

[Change](#)

WINGS 2021-22 SEASON

Philadelphia Wings vs Panther City
Lacrosse Club

Sat, Dec 4, 2021, 7:00pm

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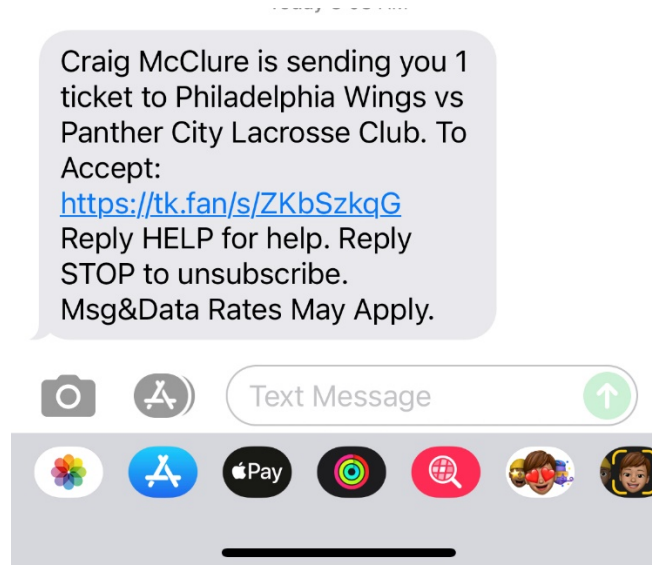
TRANSFER 1 TICKET

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The recipient will receive a text message with a link to accept the transfer. The recipient will need to click the link, click accept transfer, fill in all of the information requested and click **Accept Transfer**.

**Transfers have 1 week to accept before expiring.*



Confirmation Emails

Once you have successfully initiated the Ticket Transfer you will receive the confirmation below via email:

Thank you for using electronic ticket transfer. You have initiated the ticket transfer detailed below. If you did not initiate the ticket transfer process, please access My Account on the ticketing web site to cancel the transfer as soon as possible.

You may wish to contact your recipient and inform them of the transfer. The Transfer must be successfully completed by the recipient within 168 hours.

Event	Date	Time	Seatblock	Barcode
Philadelphia Wings vs Panther City Lacrosse Club	12/04/21	07:00pm	LOWER:103:2:9	61533899375191

Once the recipient successfully accepts the Ticket Transfer you will receive the Transfer Acceptance Confirmation email below:

Thank you for using electronic ticket transfer. The electronic ticket transfer specified below has been successfully completed.

Please destroy any physical tickets for the transferred seats.
The physical tickets are no longer valid. Physical tickets are card stock or print-at-home tickets.

The event and delivery details for your tickets are specified below.

Event	Date	Time	Seatblock
Philadelphia Wings Vs Panther Cityt	12/04/21	07:00pm	LOWER:103:2:13
			LOWER:103:2:12

Wingslax.com/tickets/my-wings-tickets - Desktop

The desktop version of **wingslax.com/tickets/my-wings-tickets** also gives Season Ticket Members options to manage their tickets if they choose to not use all of the digital options previously mentioned.

To begin:

- Visit www.wingslax.com/tickets/my-wings-tickets
- For Season Ticket Members that have not previously activated their online account they will need to select **Activate Your Account** for the initial setup.
 - Account Number and PIN are needed for activation
 - *For questions, reach out to your Membership Account Manager*
- For Season Ticket Members that have already activated their online accounts they will click on **Login to Your Account**.
 - Enter your *Account Number and Password* and click *Sign In*



The **My Account** information page will appear after sign in. From here Season Ticket Members can manage their tickets with the Exchange, Reissue and Transfer features.

- Exchange gives Season Ticket Members the ability to exchange out of (*release your tickets*) any regular season game that you wish and then can exchange in to (*receive additional tickets for*) a different regular season game of your choice.
 - *Visit the Exchange Program & Voucher FAQ's on wingslax.com/tickets/my-wings-tickets for step by step instructions.*
- Reissue allows Season Ticket Members to Reissue tickets to themselves if they cannot access their original tickets. Reissued tickets will be delivered via email and can be printed or scanned in via their mobile device.

- The Transfer feature gives Season Ticket Members the opportunity to send tickets electronically to another person.

Please see below for instructions on both the Reissue and Transfer desktop options.

My Account





<div> My Profile </div> <div> Craig McClure Account # 1445734 <div>Edit</div> </div> <div> Addresses <div>Edit</div> </div> <div> Billing Address Craig McClure Circle Aston PA 19014 </div> <div> Shipping Address Craig McClure Circle Aston PA 19014 </div> <div> Phone Numbers <div>Edit</div> </div> <div> Day </div>	<div> My Tickets </div> <div> Reissue/Print Tickets > </div> <div> Ticket Transfer > </div> <div> Pending Transfer > </div> <div> Exchange > </div> <div> Payment Plan Schedule > </div> <div> Season Renewal Application > </div> <div> Order History > </div>
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Reissue (desktop):

Click on Reissue/Print Tickets to go to the game selection screen and select the game you'd like to reissue.

Reissue


Select an item to reissue

Wings 2021-22 Season		
	PAKRING - Panther City Lacrosse Club Saturday, December 4, 2021 at 7:00 PM Wells Fargo Center	>
	Philadelphia Wings vs Panther City Lacrosse Club Saturday, December 4, 2021 at 7:00 PM Wells Fargo Center	>
	PAKRING - New York Riptide Friday, December 10, 2021 at 7:30 PM Wells Fargo Center	>
	Philadelphia Wings vs New York Riptide Friday, December 10, 2021 at 7:30 PM Wells Fargo Center	>

Select the seat(s) you'd like reissued and click **Next**.

Reissue

Select the seats you would like to reissue.

	Wells Fargo Center Wings 2021-22 Season
Select All	
LOWER:103, Row 2, Seat 9 <input checked="" type="checkbox"/>	
Corner, Adult	


Cancel

Next

Confirm your selected game/seats and click **Yes, Reissue**.

Reissue

Is the following information correct?

	Philadelphia Wings vs Panther City Lacrosse Club Saturday, December 4, 2021 at 7:00 PM Wells Fargo Center
Reissue Item(s) <ul style="list-style-type: none">• LOWER:103, Row 2, Seat 9 Corner, Adult	
Delivery Method MOBILE - REISSUE Your ticket(s) will be emailed to you as a link which you can use to download your tickets to your digital wallet and then present on your mobile device for scanning at event entry. Please download your tickets prior to arriving at the event.	

[Reissue different seats](#)

Cancel Reissue

Yes, Reissue

**Reissued tickets are automatically sent to the email address associated with your Wings season ticket account.*

Ticket Transfer (desktop):

Get started by clicking Ticket Transfer to get to the game selection screen.

Select which game you want to transfer and click **Continue**.

Select tickets to transfer

>

Philadelphia Wings vs Panther City Lacrosse Club
Sat, Dec 4, 2021, 7:00pm

>

Philadelphia Wings vs New York Riptide
Fri, Dec 10, 2021, 7:30pm

1 / 1

✓

Philadelphia Wings vs Georgia Swarm
Sat, Jan 8, 2022, 7:00pm

0 / 1

Select All Clear All

LEVEL LOWER, SECTION 103

☐ 3 • Adult
Row 2, Seat 9

SUMMARY

[Show Details](#)

WINGS 2021-22 SEASON

Philadelphia Wings vs New York
Riptide

Fri, Dec 10, 2021, 7:30pm

CONTINUE (1 TICKET)

Confirm the transfer information is accurate and click **“Transfer 2 Tickets”**. You can select either to send via text message OR via email.

Who are you transferring to?

Heads up! Your recipient has 1 week (until Tue, Nov 2, 2021, 9:01am) to accept the transfer.

Mobile Number *

(609) 846-3011



[Use Email Instead](#)

SUMMARY

[Show Details](#)

WINGS 2021-22 SEASON

Philadelphia Wings vs New York
Riptide

Fri, Dec 10, 2021, 7:30pm

Philadelphia Wings vs Georgia
Swarm

Sat, Jan 8, 2022, 7:00pm

TRANSFER 2 TICKETS

Once the transfer is confirmed by you, you'll be taken to a separate page to confirm everything was completed.

Your transfer invite was sent!

Your recipient has 1 week (until Tue, Nov 2, 2021, 9:15am) to accept the transfer.

You may cancel the transfer any time before it's accepted. Once transferred, you will no longer have access to the original tickets.

[BACK TO MY ACCOUNT](#)

[START A NEW TRANSFER](#)

[More Ways to Manage Your Tickets](#)

To: craig_mcclure@comcastspectacor.com

WINGS 2021-22 SEASON

Philadelphia Wings vs New York Riptide

Fri, Dec 10, 2021, 7:30pm

Level LOWER, Section 103, Row 2, Seat 9

3 • Adult



Philadelphia Wings vs Georgia Swarm

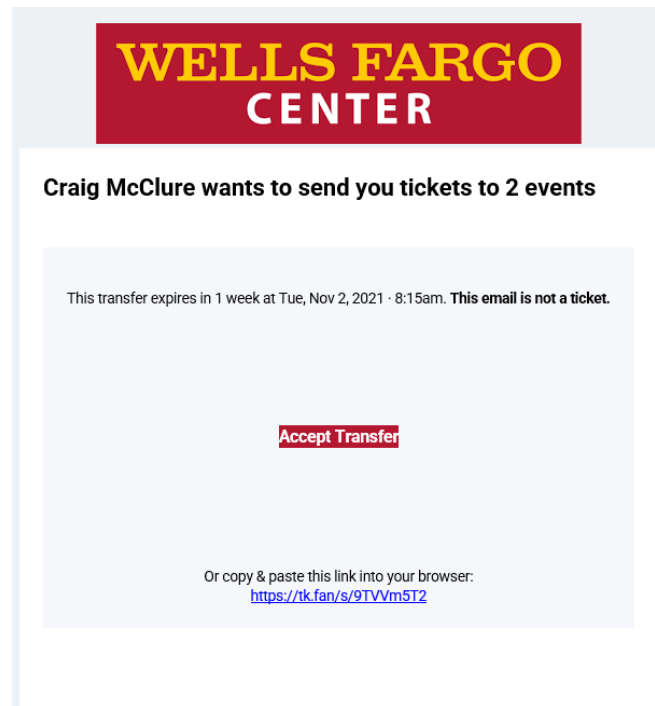
Sat, Jan 8, 2022, 7:00pm

Level LOWER, Section 103, Row 2, Seat 9

3 • Adult



The transfer recipient will receive a ticket transfer invitation text or email depending on which option was selected. The recipient will need to open the text or email and follow the directions from there. This link is valid for up to 1 week. If 1 week passes the transfer process will need to start over. Email confirmation below...



The recipient will then be redirected to a cart page with all of the ticket information included. Click **Checkout** to continue the transfer process.

Ticket Transfer

Craig McClure wants to send you these tickets:

WINGS 2021-22 SEASON

Philadelphia Wings vs New York Riptide

Fri, Dec 10, 2021, 7:30pm • Wells Fargo Center



WINGS 2021-22 SEASON

Philadelphia Wings vs Georgia Swarm

Sat, Jan 8, 2022, 7:00pm • Wells Fargo Center



You have 1 week (until **Tue, Nov 2, 2021, 9:15am**) to accept the transfer.

ACCEPT TRANSFER

DECLINE TRANSFER

Next, the recipient is taken to a payment screen, however there is no charge for using ticket transfer. Click **Place Your Order** to confirm the transfer acceptance.

Enter Payment Information

Account Information

Dan McGinnes
DMCGINNES@COMCAST-
SPECTACOR.COM

Billing Address
3831 woodland
Port Arthur TX 77642

Edit

Shipping Address
3601 S. Broad St
Philadelphia PA 19148

Edit

Day (832) 566-7557
Business NA
Cell Phone NA

Edit

Amount Due Now

\$0.00

Payment Information

No payment due at this time

All sales final. No refunds or
exchanges.

By placing this order I accept the
purchase policy

Place Your Order

The ticket(s) will be sent via text or email based on what you select when accepting the transfer request.