



# DIGITAL TICKETING GUIDE

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HOCKEY LIVES HERE

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# HOW TO LOG IN TO YOUR ACCOUNT

Managing your tickets through **MyAccount** is simple, convenient and secure allowing you the ultimate flexibility in using your seats.

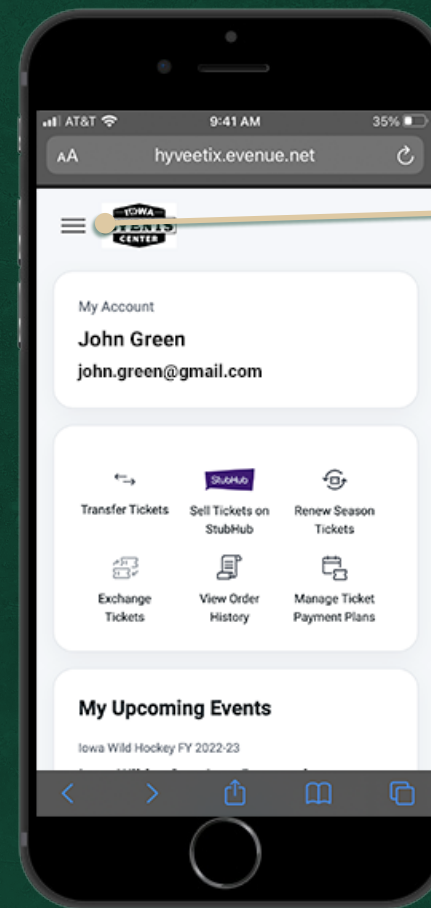
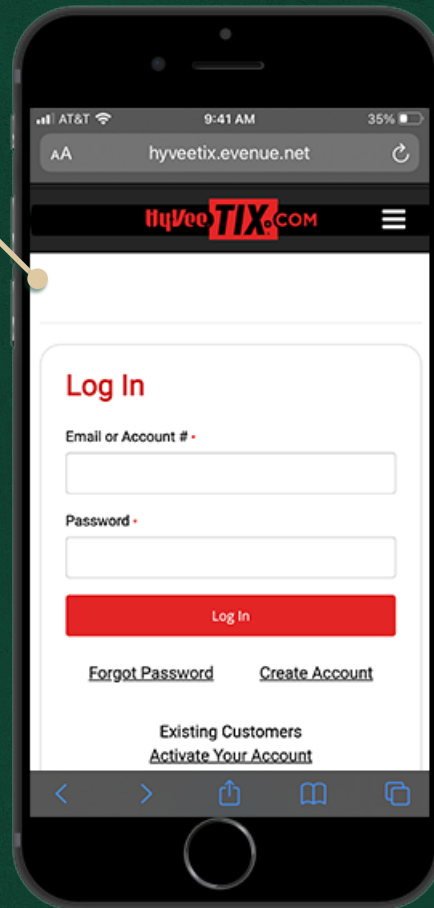
## HOW TO LOG IN


Visit [IowaWild.com/MyAccount](http://IowaWild.com/MyAccount)

Enter your e-mail and password into the 'Log In' area

### ATTENTION:

Your "Official Iowa Wild Season Ticket Holder Account" has been already created for you. If you are having trouble logging in, please select **'Forget Password'** or contact the Iowa Wild Ticket Office for assistance



Access the main menu  here or manage your tickets by selecting a game from the list.

Are you attending the game?  
Add the tickets to your mobile wallet.

Not attending the game?  
Select the 'Transfer' or 'Exchange' widget.

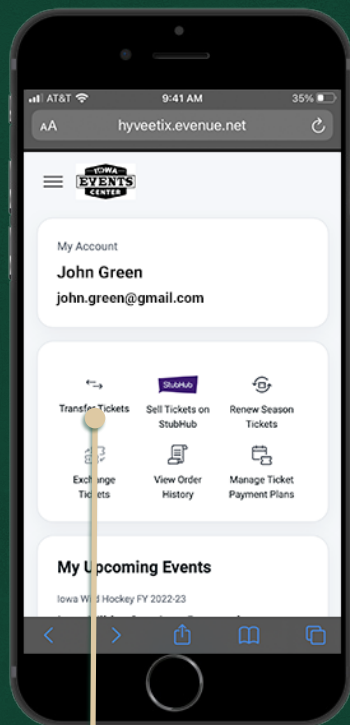
Done! From here you can update your contact info and account settings, as well as transfer, exchange and add tickets to your mobile wallet!



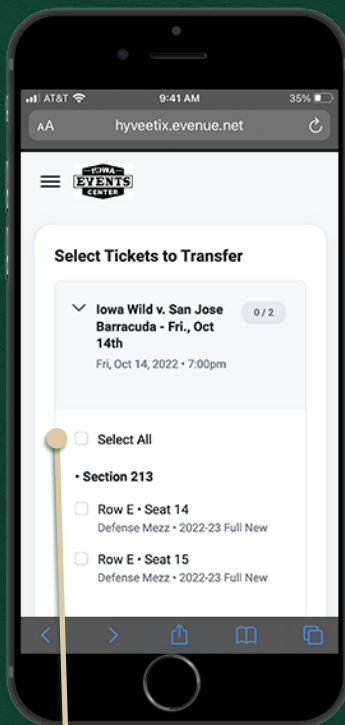
# HOW TO TRANSFER A TICKET

Log in to your **IowaWild.com/MyAccount** using your e-mail address and password

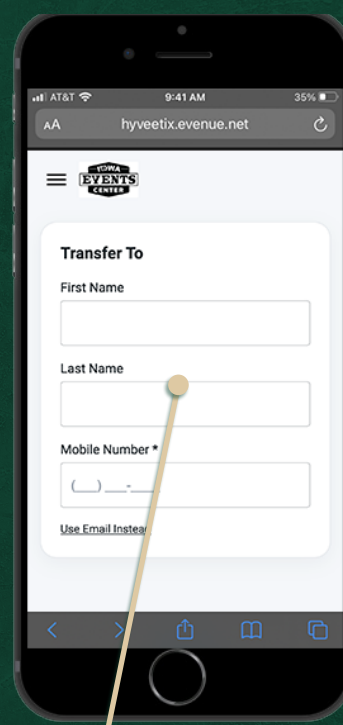
## HOW TO TRANSFER



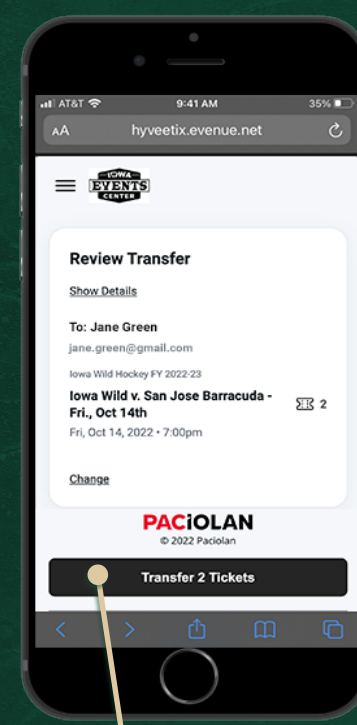
Click 'Transfer Tickets'  
Widget



Select all seats you wish  
to transfer and click 'Continue'



Type in the mobile number or  
email of the person you would  
like to transfer the tickets to



Review transfer and click  
'Transfer Tickets' to complete  
the transaction

Done! The recipient receives a text notification with a link to download the tickets.  
Your account page (as the sender) will show the tickets have been transferred and are awaiting acceptance.



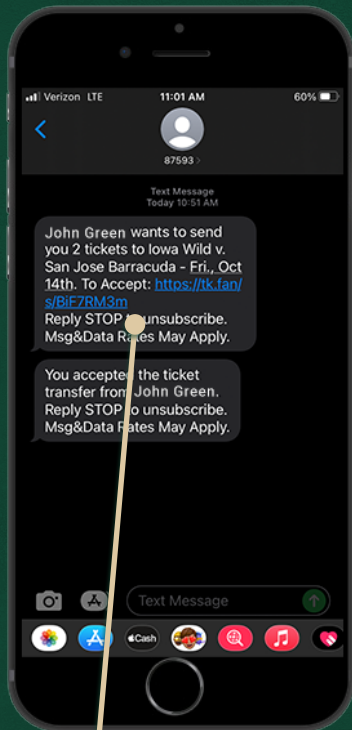
# HOW TO **ACCEPT** A TRANSFERRED TICKET

- You will receive a text saying someone is sending you tickets
- Log in to your **IowaWild.com/MyAccount** using your e-mail address and password

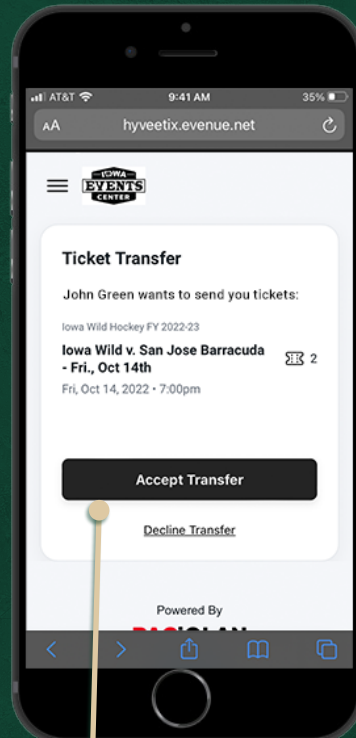
## ATTENTION:

Anyone accepting a transferred ticket  
WILL NEED TO CREATE AN ACCOUNT at:  
IowaWild.com/MyAccount  
Please contact us if assistance is needed

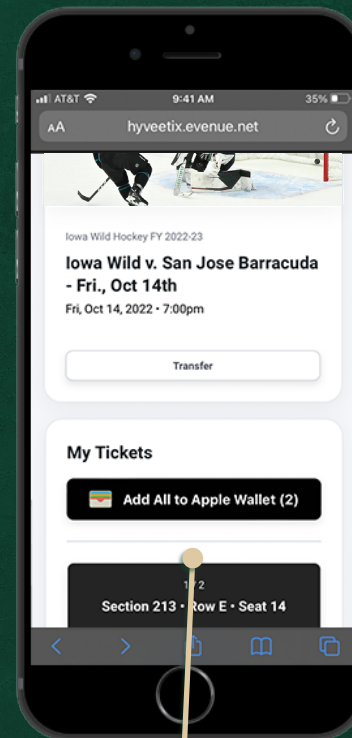
## HOW TO ACCEPT



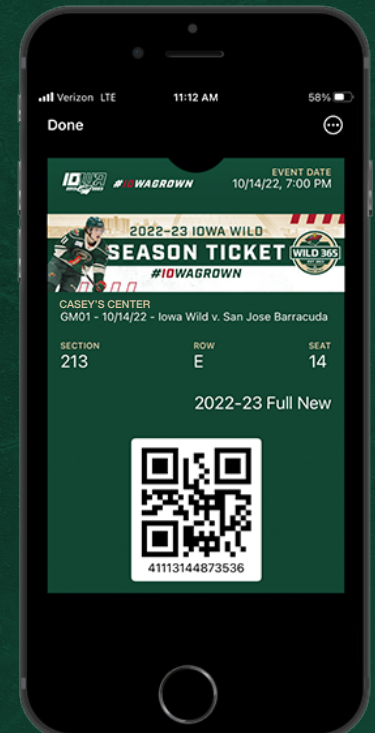
Click 'To Accept' link in text saying someone is sending you tickets



Click 'Accept Transfer' button to accept the tickets



Prior to the event, add your ticket(s) to your Apple Wallet or Google Wallet



Present your mobile ticket to the ticket attendant and enjoy the game

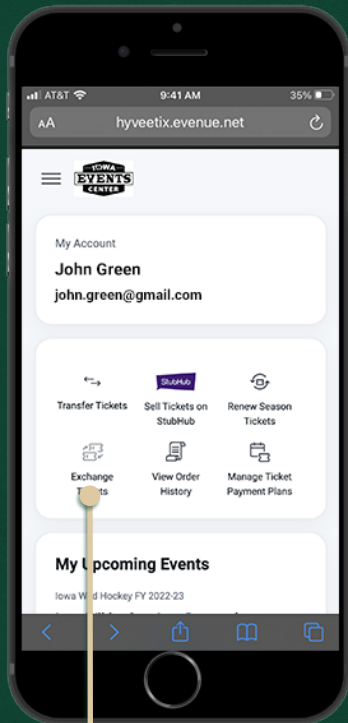
Done! Your tickets (as the recipient) are now visible in your Apple Wallet or Google Wallet.  
The sender's account page will now show that the tickets have been accepted.



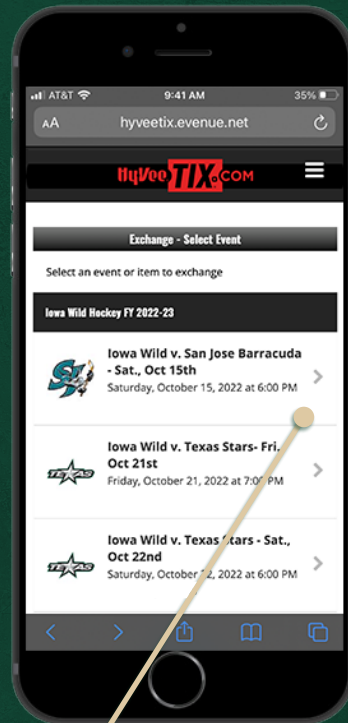
# HOW TO EXCHANGE A TICKET

Log in to your **IowaWild.com/MyAccount** using your e-mail address and password

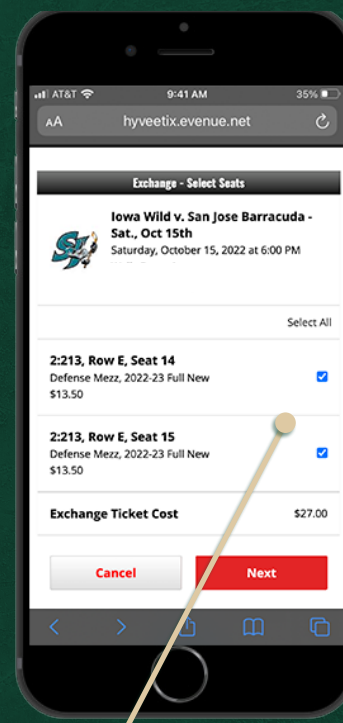
## HOW TO EXCHANGE TO ANOTHER GAME



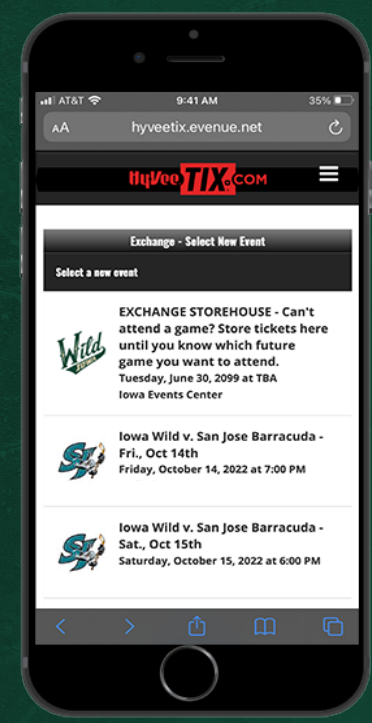
Click 'Exchange Tickets' Widget



Select the game you wish to exchange



Select the seats you wish to exchange and click next



Select the game you wish exchange tickets for.

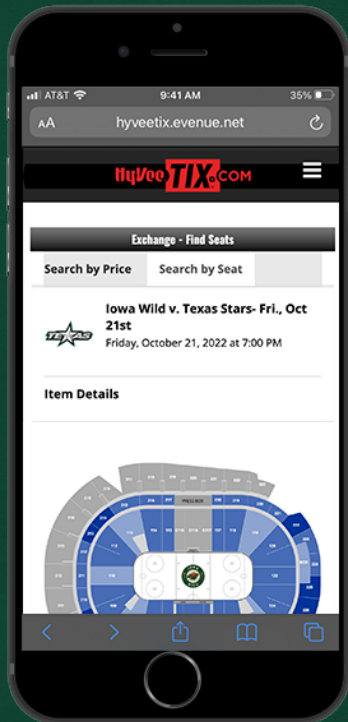
Exchange instructions continued on the next page.



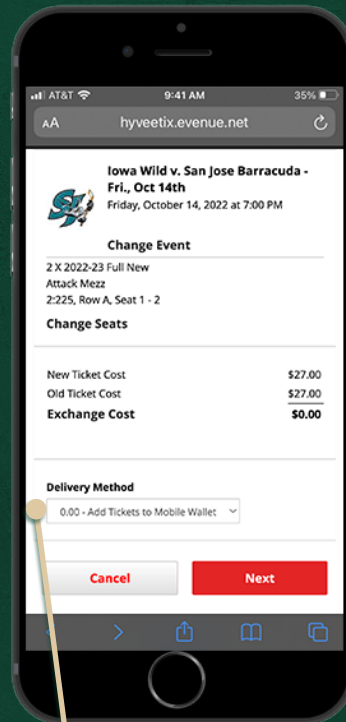
# HOW TO EXCHANGE A TICKET

## Exchanging Your Ticket to Another Game – Part 2

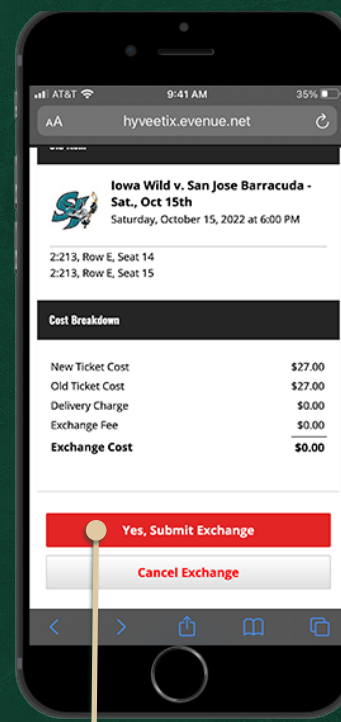
### HOW TO EXCHANGE TO ANOTHER GAME



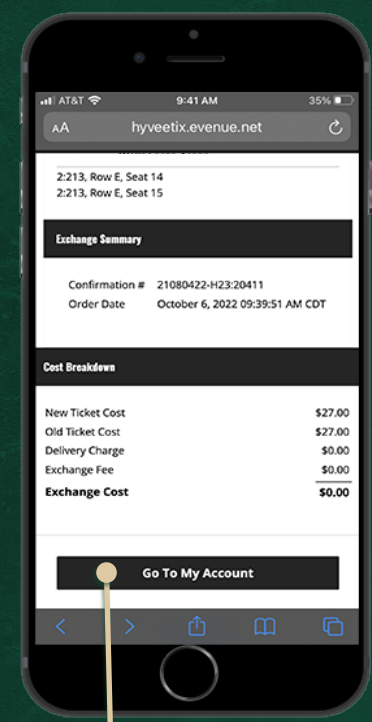
Select your new seat for a future game



Choose your delivery method and click next



Click 'Yes, Submit Exchange' to continue



Exchange is now complete. Click on 'Go To My Account' to go back to your account page.

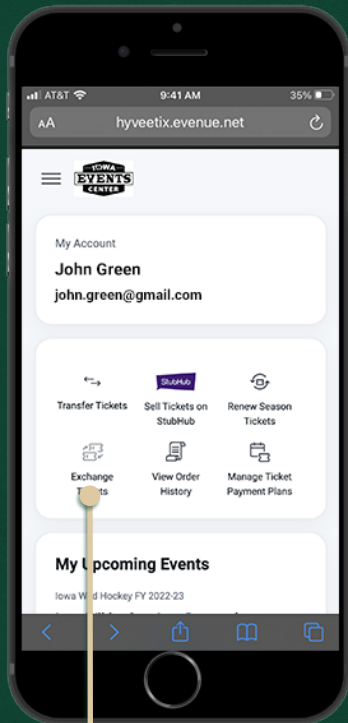
Done! Your tickets are now exchanged for the future date you have selected. Your account will now be updated with the new tickets.



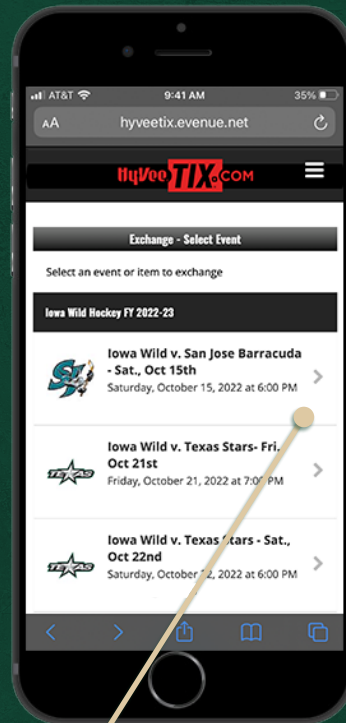
# HOW TO EXCHANGE A TICKET

Log in to your **IowaWild.com/MyAccount** using your e-mail address and password

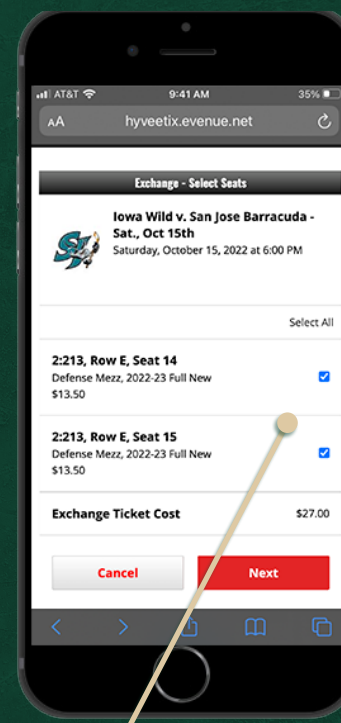
## HOW TO EXCHANGE TO STOREHOUSE



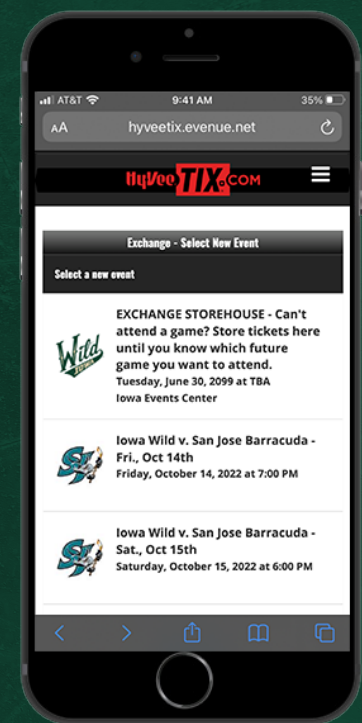
Click 'Exchange Tickets' Widget



Select the game you wish to exchange



Select the seats you wish to exchange and click next



Select "Exchange Storehouse" at the top of the page.

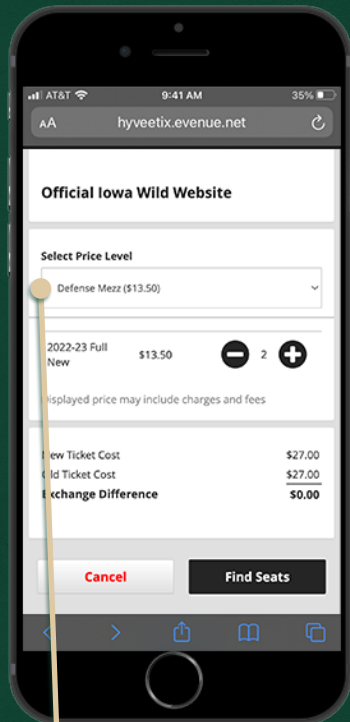
Exchange instructions continued on the next page.



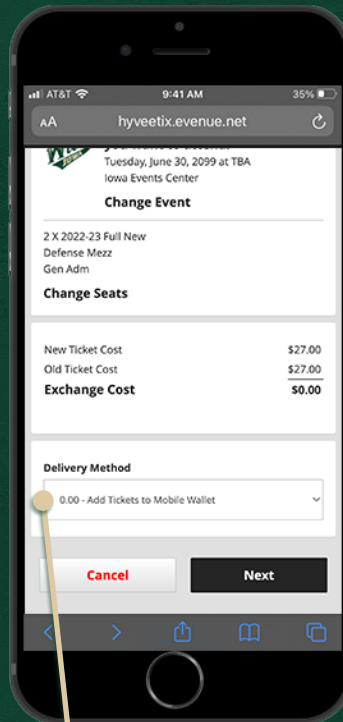
# HOW TO EXCHANGE A TICKET

## Exchanging Your Ticket to the Storehouse – Part 2

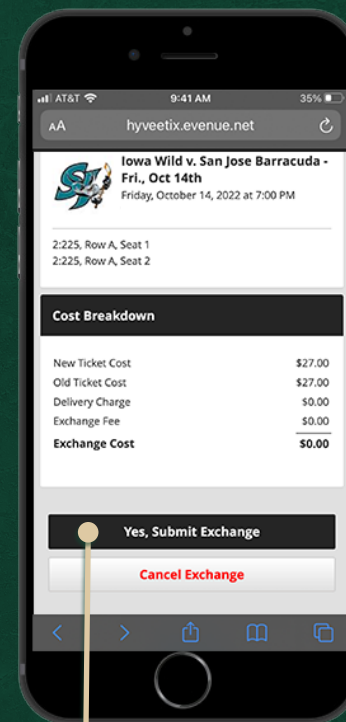
### HOW TO EXCHANGE TO STOREHOUSE



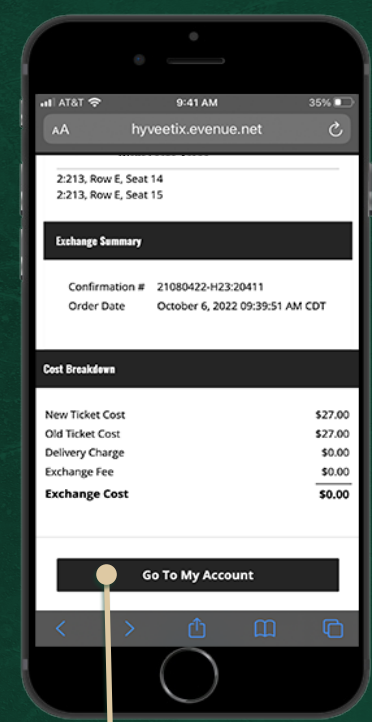
Select same price level as your original ticket. Make sure the Exchange Difference equals \$0.



Choose your delivery method and click next



Click 'Yes, Submit Exchange' to continue

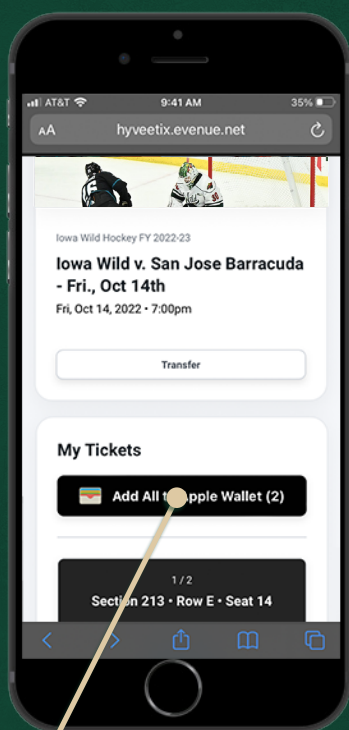


Exchange is now complete. Click on 'Go To My Account' to go back to your account page.

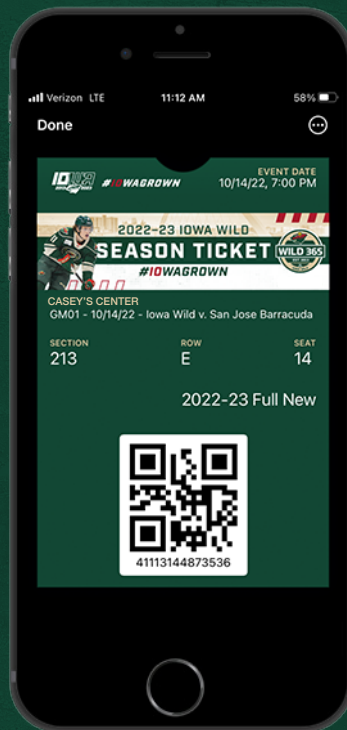
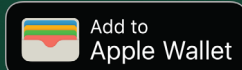
Done! Your tickets are now in the Exchange Storehouse. All exchange tickets must be converted to game tickets before the puck drops at the last game of the regular season. Tickets not exchanged out from the Storehouse will not roll to the next season and have no monetary value.



# IPHONE USERS PLEASE DOWNLOAD YOUR TICKETS TO YOUR APPLE WALLET



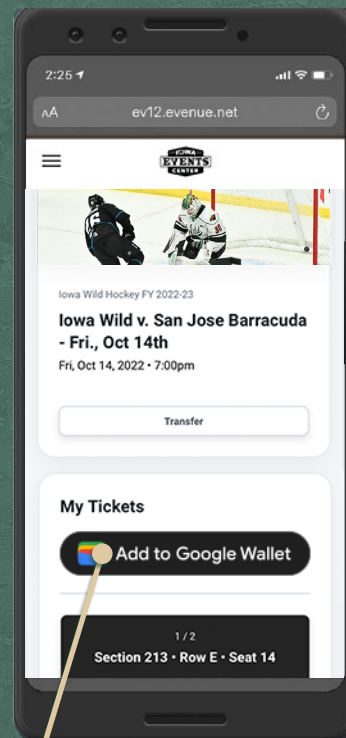
**Step 1:** Prior to the event, add your ticket(s) to your mobile wallet by clicking the 'Add to Apple Wallet' button



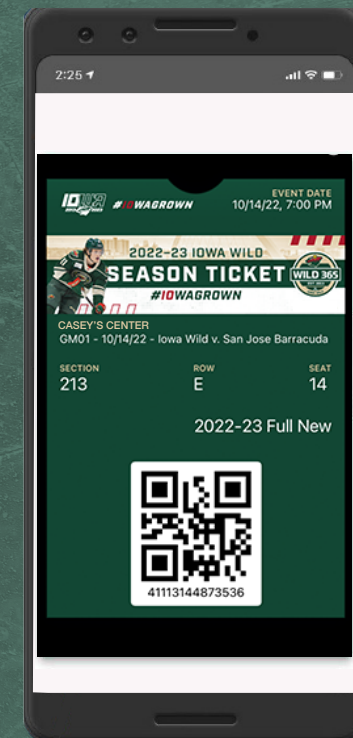
**Step 2:** At the entrance, open your mobile wallet and present your ticket to the attendant by holding your phone close to the scanner

If you have multiple tickets for the event, swipe left or right to view each ticket.

# ANDROID USERS PLEASE DOWNLOAD YOUR TICKETS TO YOUR GOOGLE WALLET



**Step 1:** Prior to the event, add your ticket(s) to your mobile wallet by clicking the 'Add to Google Wallet' button



**Step 2:** At the entrance, open your mobile wallet and present your ticket to the attendant by holding your phone close to the scanner

If you have multiple tickets for the event, swipe left or right to view each ticket.



# ACCESSING THE GAME

You will receive tickets in a digital QR code format to display on your mobile phone. Follow these steps to make getting to the game a breeze.

## WHEN YOU ARRIVE AT CASEY'S CENTER

1. Present your mobile ticket to the ticket attendant at entry point
2. The ticket attendant will scan your QR code on your smartphone
3. Reference the seat location on your mobile device  
(Keep it accessible to show the usher when you arrive at your seat)

**TIP: For easier access, add your ticket to your Apple Wallet or Google Wallet prior to the game**



Add to  
Apple Wallet



Add to  
Google Wallet

