



TM

# FLEX TICKETING GUIDE



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# ACCESSING YOUR TICKET ACCOUNT

Managing your tickets in “My Account” is quick, secure, and gives you full control over how you use your seats.

## HOW TO LOGIN:

On your mobile device, iPhone (Safari) or Android (Chrome), go to **[iowawild.com/myaccount](https://iowawild.com/myaccount)** and log in with your email and password.

11:20

IOWA  
EVENTS  
CENTER

← [Back to Sign In](#)

**travis.l.green@iowawild.com**

How would you like to sign in?

**Password \***

Show

☐ Keep me signed in

**Sign In**

**Sign In With a Code**

[Forgot Password](#)

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# ACCESSING YOUR TICKET ACCOUNT

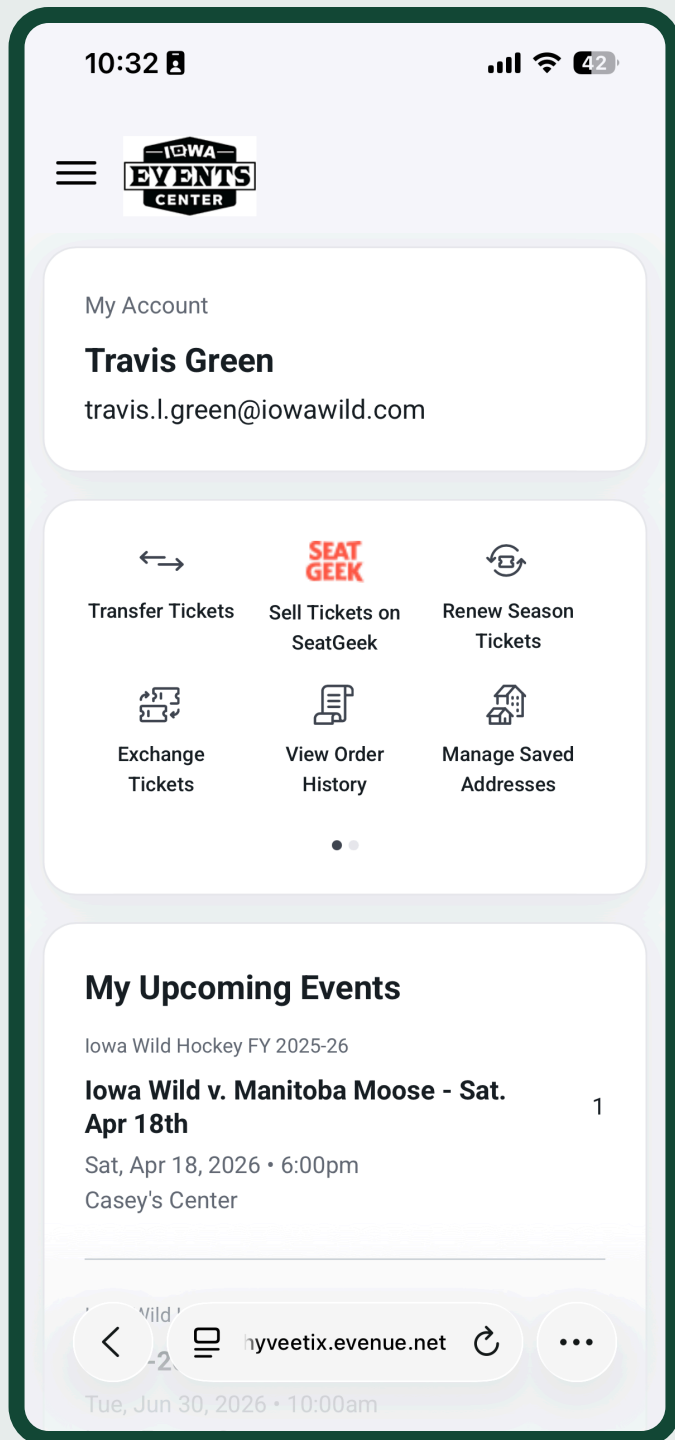
Managing your tickets in “My Account” is quick, secure, and gives you full control over how you use your seats.

## LOGIN TROUBLE:

Don't remember your password? Use the **“Sign in with a Code”** feature to have a temporary code emailed to you for account access.

## ONCE LOGGED IN, YOU CAN:

- View tickets for upcoming games
- Add tickets to your mobile wallet
- Transfer tickets to friends/family
- Exchange game tickets (Season Ticket Members only)
- Update account info and settings



# ADDING TICKETS TO MOBILE WALLET

Make entry fast and simple, add your tickets to your Apple Wallet or Google Wallet prior to the game.

## HOW TO ADD TICKETS:

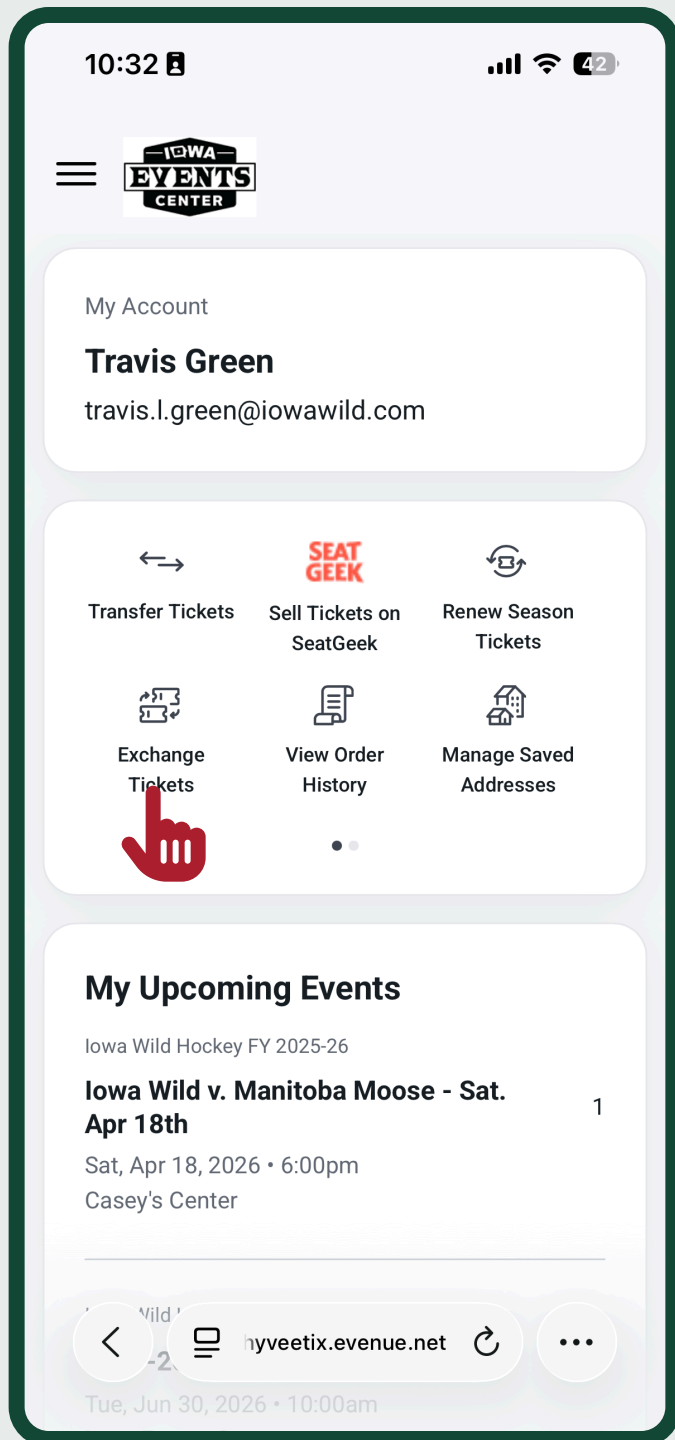
1. Open your game ticket in "My Account"
2. Tap **"Add to Apple Wallet"** or **"Add to Google Wallet"**
3. Upon arrival at Casey's Center, open your mobile wallet and hold your phone near the scanner to enter.

## TICKET TIP:

If you have multiple tickets, swipe left/right in your wallet to view each one.



**EXCHANGING YOUR GAME TICKETS**

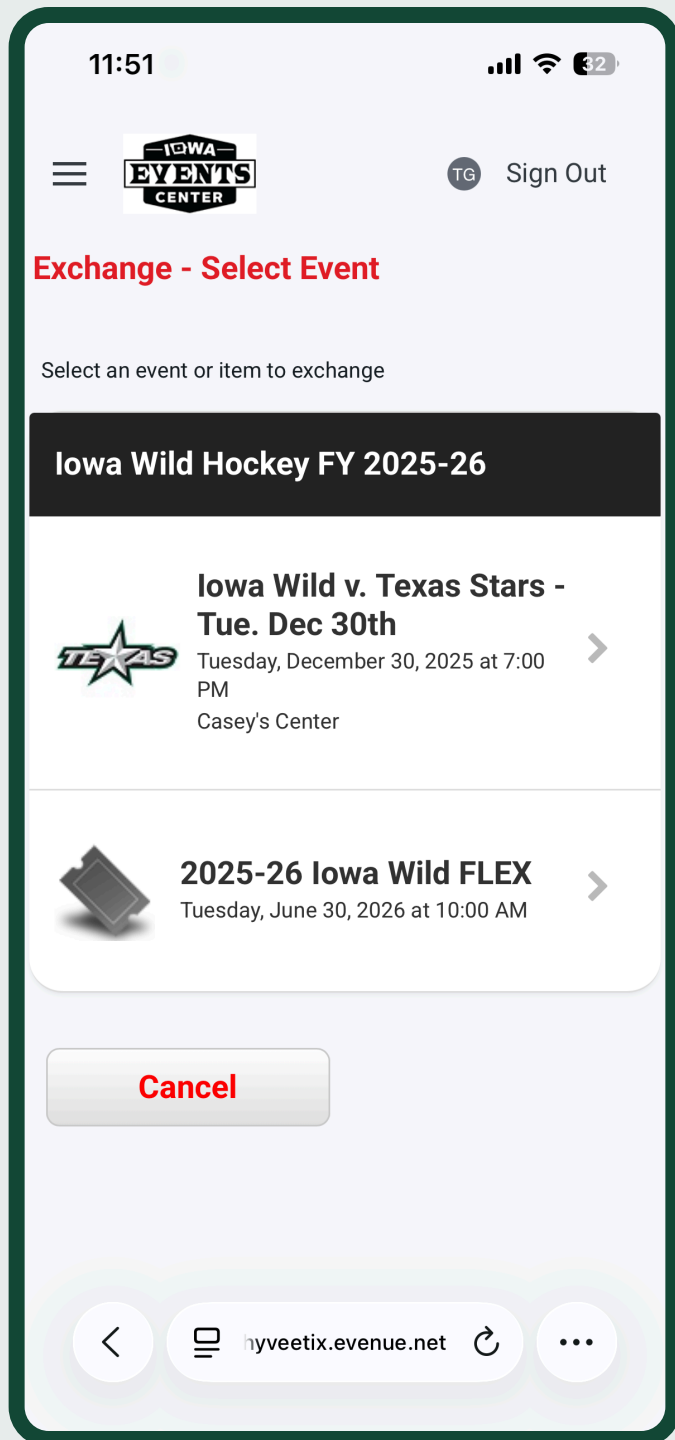


# EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

## STEP ONE:

Tap the **“Exchange Tickets”** icon.



# EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

## STEP TWO:

Select the game that you currently hold tickets for and want to exchange.

11:51

32

IOWA  
EVENTS  
CENTER

TG Sign Out

Exchange - Select Seats

Iowa Wild v. Texas Stars -  
Tue. Dec 30th

Tuesday, December 30, 2025 at 7:00  
PM

Casey's Center

Iowa Wild Hockey FY 2025-26

Select All

1:110, Row V, Seat 15

Defense Zone, 2025-26 Full New

\$16.50

Exchange Ticket Cost

\$0.00

Cancel

Next

<

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...

# EXCHANGING YOUR TICKETS TO ANOTHER GAME

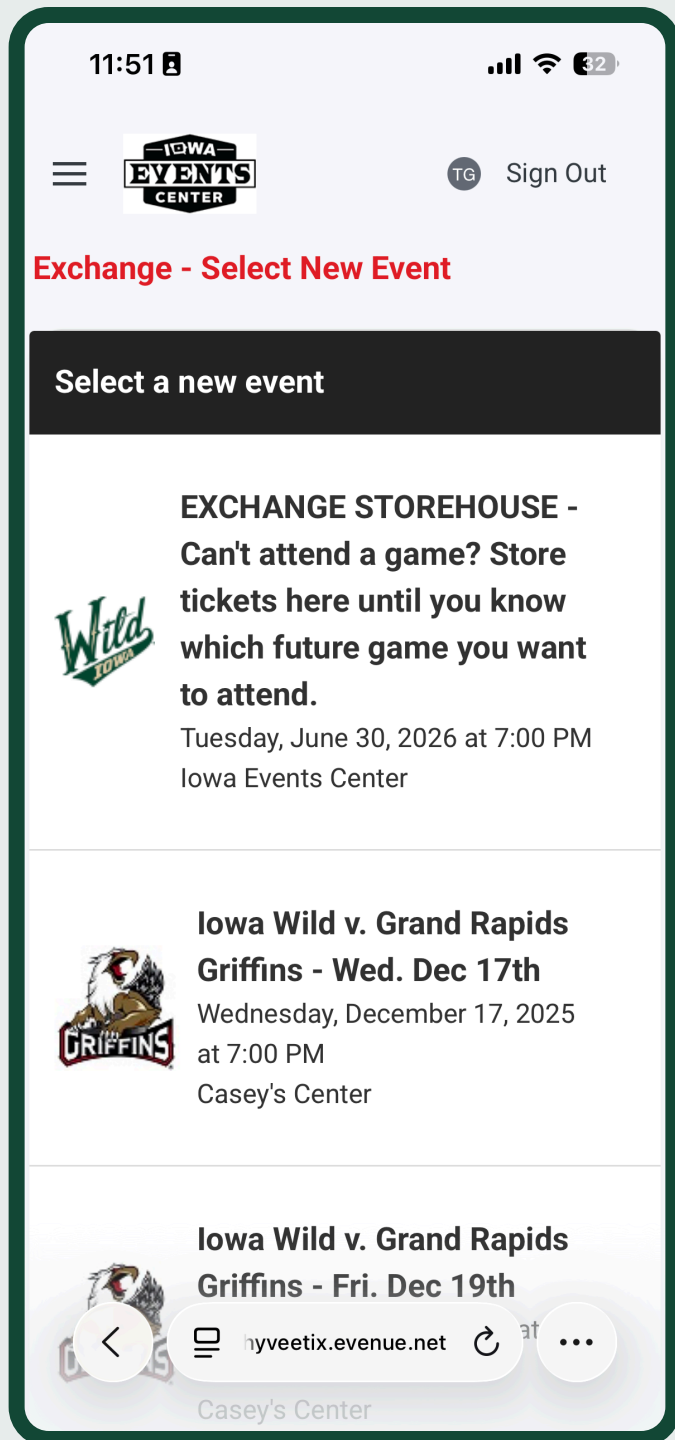
Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

## STEP THREE:

Select the seats you want to exchange, then press **Next**.

## NOTE:

All selected seats must be from the same game to complete the exchange.



# EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

## STEP FOUR:

Select the new game you want to exchange your tickets to.



# EXCHANGING YOUR TICKETS TO ANOTHER GAME


Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

## STEP FIVE:

Browse the seat map and select your preferred seat(s) for the future game.

12:00 Exchange - Review New Event

**Iowa Wild v. Texas Stars -  
Wed. Dec 31st**

 Wednesday, December 31, 2025 at 5:00 PM  
Casey's Center

**Change Event**

---

1 X 2025-26 Full New  
Defense Zone  
1:108, Row Y, Seat 1

**Change Seats**

---

New Ticket Cost	\$16.50
Old Ticket Cost	\$16.50
<b>Exchange Cost</b>	<b>\$0.00</b>

---

**Delivery Method**

0.00 - Add Tickets to Mobile Wallet

**Cancel** **Next**

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# EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.


## STEP SIX:

Select a delivery option from the dropdown, then tap **"Next"** to continue.

Add Tickets to Mobile Wallet

12:01

Old Item

 **Iowa Wild v. Texas Stars -  
Tue. Dec 30th**  
Tuesday, December 30, 2025 at 7:00 PM  
Casey's Center

1:110, Row V, Seat 15

**Cost Breakdown**

New Ticket Cost	\$16.50
Old Ticket Cost	\$16.50
Delivery Charge	\$0.00
Exchange Fee	\$0.00
<b>Exchange Cost</b>	<b>\$0.00</b>

**Yes, Submit Exchange**

**Cancel Exchange**

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# EXCHANGING YOUR TICKETS TO ANOTHER GAME

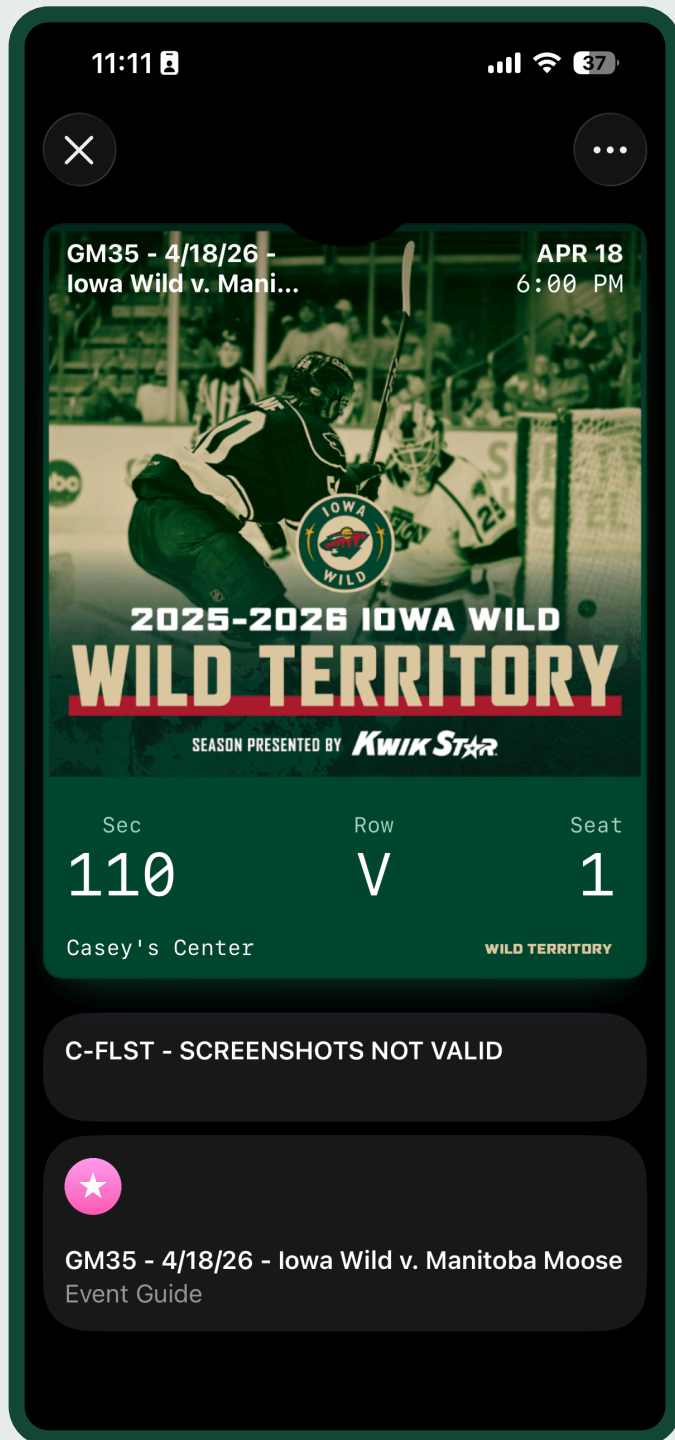
Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

## STEP SEVEN:

Double-check the game date, seat locations, and cost summary. When everything looks correct, tap **“Yes, Submit Exchange.”**

## EXCHANGE COMPLETE:

Once you see the confirmation screen, tap **Go To My Account** to return to your ticket list. Your updated tickets will now appear in your account.



# ACCESSING THE IOWA WILD GAME

You will receive your tickets with NFC-enabled tap-to-enter technology. Follow these steps to make getting into the game quick and easy.

## ARRIVING AT CASEY'S CENTER:

1. Open your mobile wallet (Apple Wallet or Google Wallet) and find your Iowa Wild ticket.
2. Hold your phone near the ticket reader at the entry point to tap for entry.
3. Check your seat location on your mobile device and keep your phone handy to show the usher.

## NOTE:

Screenshots won't work. Tickets must be added to a mobile wallet for entry.