

Online Exchange Instructions

Step 1: Sign into your online account

[Click here to access the login page](#) > the Login button is located on the right side of the black toolbar



If you have an existing online account simply enter your account number or email address and the password that you had used when logging into the site the first time. If you have forgotten your password select the “Forgot Password” link and a temporary one will be sent to the email address on file.

A screenshot of a login form. It has two input fields: 'Email / Account #' and 'Password'. Below the fields is a 'Login' button. Underneath the button are three links: 'New User' in red, 'Forgot Password?' in red, and 'Link Your Account' in red.

For customers who do not have an online account already set up, if needed, please contact your Wolf Pack representative and they can provide you with your Account Number and Pin Number. Select the “Link Your Account” option under the Login tab and proceed from there.

For any questions regarding account information or login information please contact the Wolf Pack Sales Office at 855-762-6451 for assistance.

After signing into your online account, select the “Manage My Account” button on the top toolbar.

My Account

A screenshot of a user's account dashboard. It is divided into two columns. The left column has three sections: 'My Profile' with a red header, 'Addresses' with a red header, and 'Phone Numbers' with a red header. Each section has an 'Edit' button. The right column has a 'My Tickets' section with a red header and a list of ticket-related actions: 'Season Renewal Application', 'Reissue', 'Exchange', 'Transfer', 'Cancel Pending Transfer', and 'Order History'. The 'Exchange' option is highlighted with a red rectangular box.

You will then be prompted to your home page for your account. Here you can edit your account info if needed and also utilize the online features for your tickets. Select the “Exchange” tab under My Tickets.

Step 2: Exchange Your Season Tickets

Please note, online exchanges can only be used on future games that have not yet occurred. If you have unused tickets from previous games, you must contact your season ticket rep to process the exchange. Exchanges processed by your reps must be done within 72 hours of the new game that you intend on using your tickets for.

After selecting the exchange button on the “My Account” page, you will see all games within your season ticket package listed.

Exchange

Select an event or item to exchange

Hartford Wolf Pack 2016-2017 Season

-  **Hartford Wolf Pack 2016-2017 Opening Night**
Friday, October 14, 2016 at 7:15 PM
XL CENTER
-  **Hartford Wolf Pack vs St. John's IceCaps (October 23, 2016)**
Sunday, October 23, 2016 at 5:00 PM
XL CENTER
-  **Hartford Wolf Pack vs Hershey Bears (October 26, 2016)**
Wednesday, October 26, 2016 at 7:00 PM
XL CENTER
-  **Hartford Wolf Pack vs Lehigh Valley Phantoms (October 28, 2016)**
Friday, October 28, 2016 at 7:15 PM
XL CENTER
-  **Hartford Wolf Pack vs Utica Comets (October 29, 2016)**
Saturday, October 29, 2016 at 7:00 PM
XL CENTER
-  **Hartford Wolf Pack vs Lehigh Valley Phantoms (November 2, 2016)**
Wednesday, November 2, 2016 at 11:00 AM
XL CENTER
-  **Hartford Wolf Pack vs Bridgeport Sound Tigers (November 4, 2016)**
Friday, November 4, 2016 at 7:15 PM
XL CENTER
-  **Hartford Wolf Pack vs Wilkes-Barre Penguins (November 13, 2016)**
Sunday, November 13, 2016 at 5:00 PM
XL CENTER

Select the game that you would like to exchange.

After the game is selected, it will prompt you to the next screen where you will confirm that you want to move forward with the exchange. Check the box on the right side of the screen to select the ticket(s) and then hit “Next” at the bottom of the screen. The example below shows an account with one Adult Full Season and One Youth Full Season ticket in the account.

	Friday, October 14, 2016 at TBA XL CENTER Hartford Wolf Pack 2016-2017 Season
\$21.00	<input checked="" type="checkbox"/>
\$10.00	<input checked="" type="checkbox"/>
\$31.00	

Cancel
Next

This will take you to the page where you will select the game you would like to exchange your ticket(s) for. Once the game is selected, you will be able to utilize the Pick Your Own seat map to select specific seat locations or use the best available option.

Exchange
Select a new event

Select a new event

Hartford Wolf Pack 2016-2017 Opening Night

Friday, October 14, 2016 at TBA

Cancel

If you are exchanging an adult and a youth ticket (similar to the example shown) you will need to select the price types for the exchange. After selecting the tickets from the Pick Your Own map, click on the seat details” located at the bottom of the screen.

Requested Quantity: 2

● Available
 ● Unavailable
 ● Requested

Cancel

You will then select the price type(s) for the exchange – one adult exchange and one youth exchange. The exchange cost will be \$0.00. Hit “Continue” to proceed with the exchange.

On the following screen, you will review the

Section	Row	Seat	Type	Price	Remove All
LA:117	E	1	FULL SEASON ADUI	21.00	
LA:117	E	2	YOUTH STH EXCHA	10.00	

Hide Details
Requested Quantity: 2
Exchange Cost: \$0.00
Continue

exchange details and select the delivery method for the new tickets. Print at Home and Mobile Delivery options are both available. If you would like to change the game or seat locations that you are exchanging, you may do so at this time. Click "Next" to proceed to the next page.

Exchange

Review the new seats and select a delivery method



Hartford Wolf Pack 2016-2017 Opening Night
Friday, October 14, 2016 at TBA

[Change Event](#)

1 X FULL SEASON ADULT EXCHANGE
Red - Outside 8

1 X YOUTH STH EXCHANGE
Red - Outside 8
LA:117, Row E, Seat 2

[Change Seats](#)

New Ticket Cost	\$31.00
Old Ticket Cost	\$31.00
Exchange Cost	\$0.00

Delivery Method Select ▼

Cancel
Next

The following page will allow you to once again review all of your exchange details to make sure that everything is correct. If you would like to proceed with the exchange, you will select the "Yes, Submit Exchange" button at the bottom. If you wish to cancel the exchange, select the "Cancel Exchange" button.

Exchange

Is the following information correct?

New Item



Hartford Wolf Pack 2016-2017 Opening Night
Friday, October 14, 2016 at TBA
XL CENTER

1 X FULL SEASON ADULT EXCHANGE
Red - Outside 8
LA:117, Row D, Seat 5

1 X YOUTH STH EXCHANGE
Red - Outside 8
LA:117, Row D, Seat 6

Delivery Method Print At Home

Old Item



Hartford Wolf Pack 2016-2017 Opening Night
XL CENTER

Cost Breakdown

New Ticket Cost	\$31.00
Old Ticket Cost	\$31.00
Delivery Charge	\$0.00
Exchange Fee	\$0.00
Exchange Cost	\$0.00

Cancel Exchange
Yes, Submit Exchange

After submitting the exchange, you will receive the following message:

Please destroy your original tickets. They are no longer valid.

Exchange

Your exchange has been processed.

Your exchange confirmation and your tickets will be emailed shortly after the exchange is processed. Please note, you will receive two (2) separate emails – the confirmation email and the email containing your tickets.