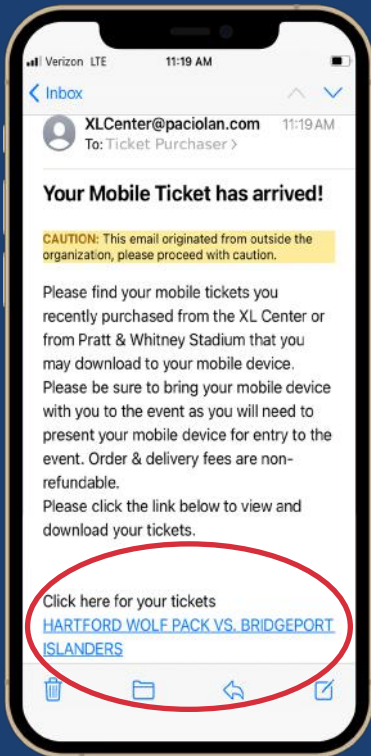




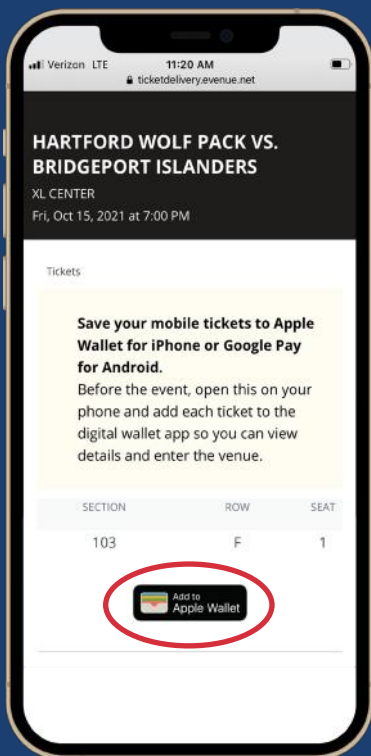
Mobile Ticketing How to Guide

How to Download Your Mobile Tickets For Apple



iOS Step 1: You will receive an email and / or text message

Using your phone, open the email and **tap** on the link to access the tickets

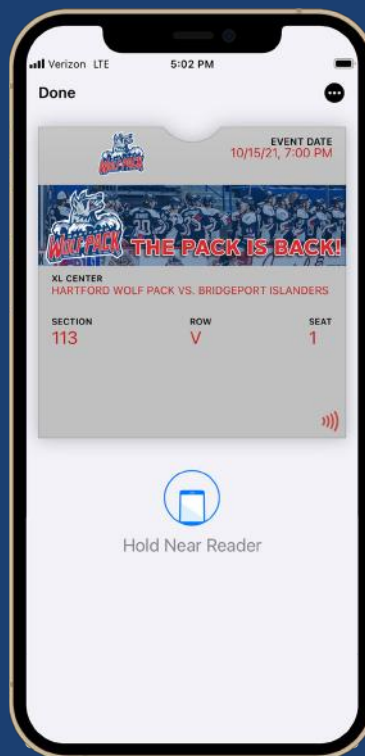


iOS Step 2: On the ticket access page, tap the **Add to Apple Wallet** button

This will open your Apple Wallet



iOS Step 3: Follow the Apple setup steps by tapping **Next** on the top right hand corner of the screen

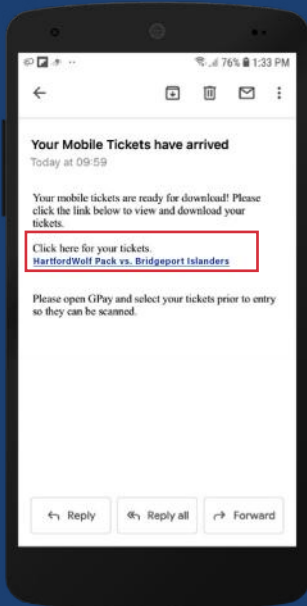


iOS Step 4: The ticket is then added to your wallet

You will see your ticket when you open your Apple Wallet

iOS Step 5: Our mobile tickets have NFC tech so all you have to do is hold the back of your phone to the back of the ticket scanner

How to Download Your Mobile Tickets For Android



Android Step 1:

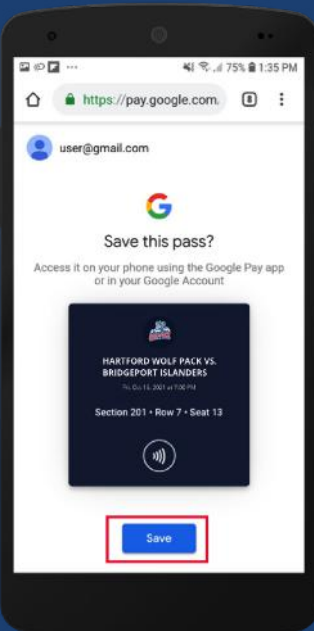
You will receive an email and / or text message

Using your phone, open the email and **tap** on the link to access the tickets



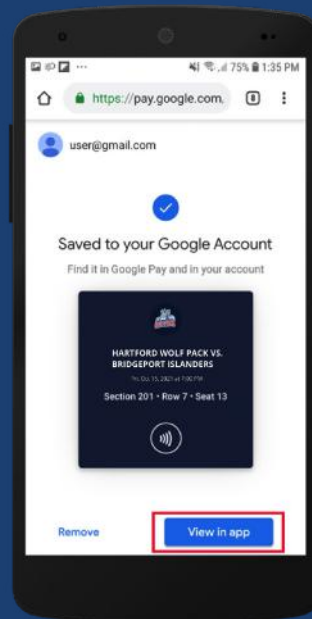
Android Step 2: On the ticket access page, tap the **GPay Save to Phone** button

This will open your Google Pay app



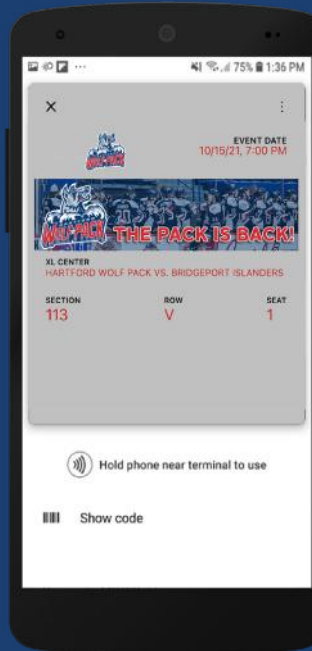
Android Step 3:

Next, tap the **Save** button, and the ticket will be added to your Google Pay Wallet



Android Step 4:

You will see your ticket when you tap the **View In App** button



Android Step 5: Our mobile tickets have NFC technology so all you have to do is hold the back of your phone to the back of the ticket scanner.

YOU ARE READY TO GO TO THE GAME AND READY TO SCAN YOUR TICKETS! 3

How to Login To Your Account

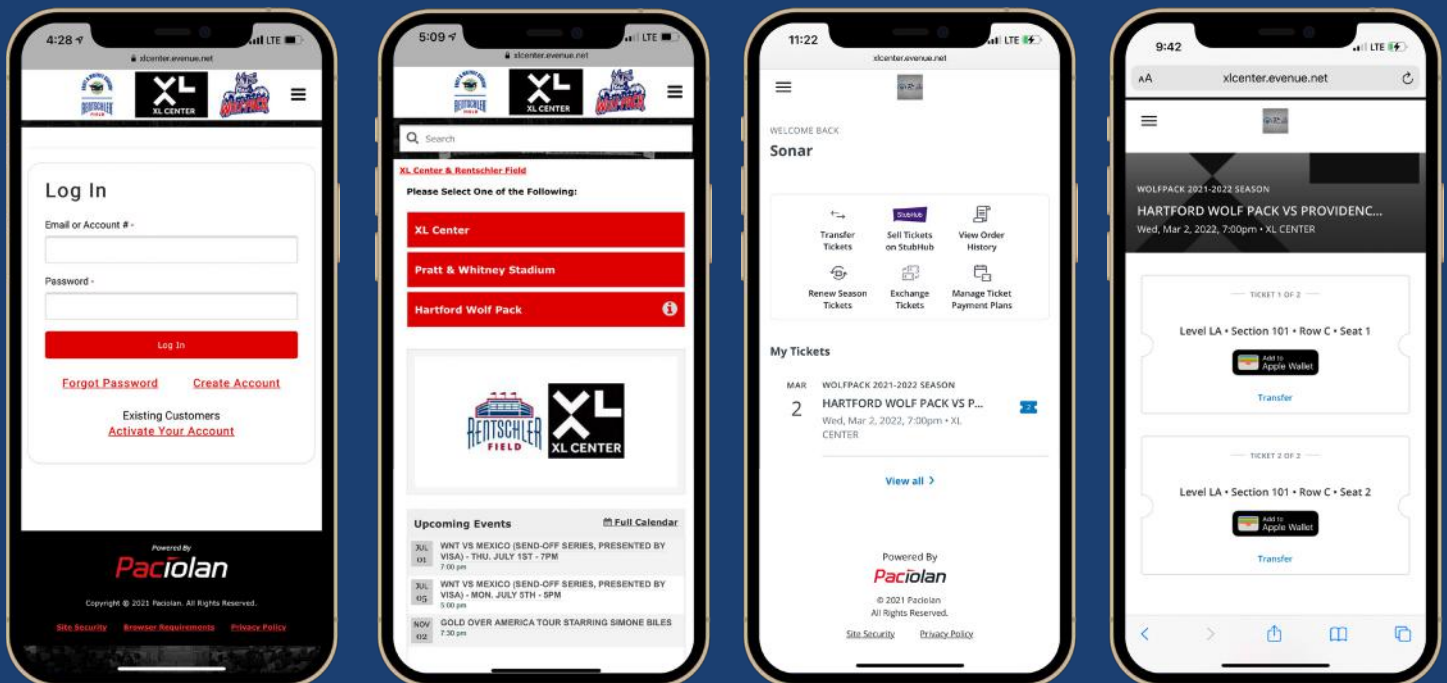
At the XL Center ticketing site you can access your tickets 24/7. Using your account you can

- View / add tickets on your mobile device.
- Transfer your tickets.
- Edit your account contact information.
- Renew your season tickets.

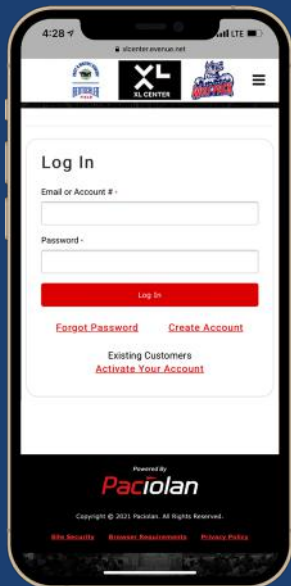
Step 1: Enter your email or account # and password into the Returning Online Customer fields.

Step 2: Attending the game? Add the tickets to your mobile wallet.

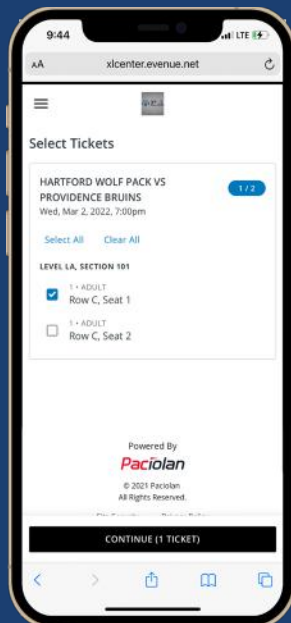
Step 3: Not attending the game? Transfer your tickets.



How to Transfer Your Mobile Tickets



Step 1: Login to your account using your email or account # and password

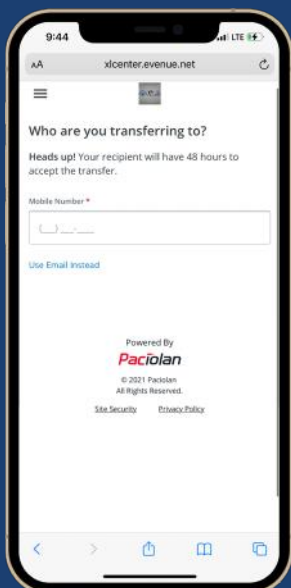


Step 2: Select the desired game you wish to transfer

Select a ticket from the desired game and click **Transfer**

Additional tickets can be added on the next screen

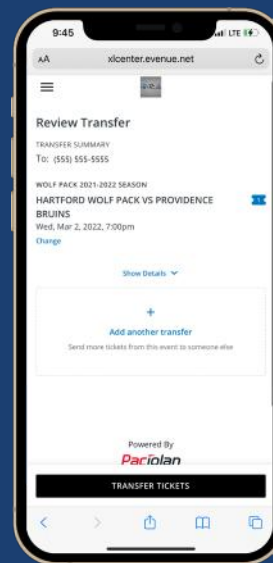
Select all the seats you wish to transfer and click **Continue**



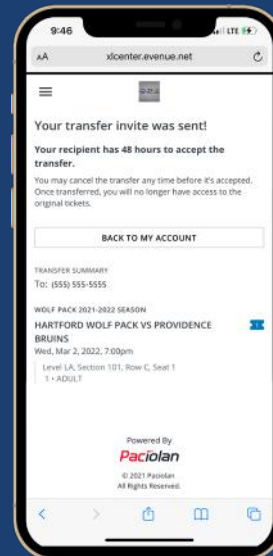
Step 3: Type in the mobile number of the person you wish to transfer the tickets to

Double check you have the right number

Click **Confirm**



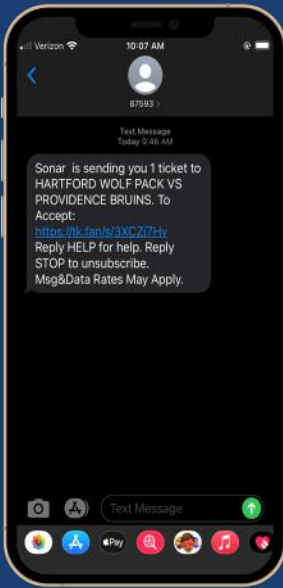
Step 4: Review your transfer and click **Transfer Tickets**



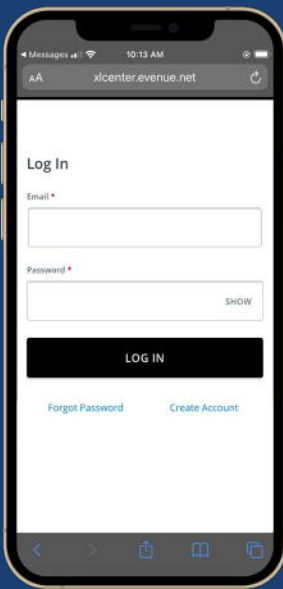
WHY TRANSFER YOUR TICKETS?

If you are arriving separately, sold / giving your tickets to someone else, or can't attend a game, transferring your tickets are a perfect option!

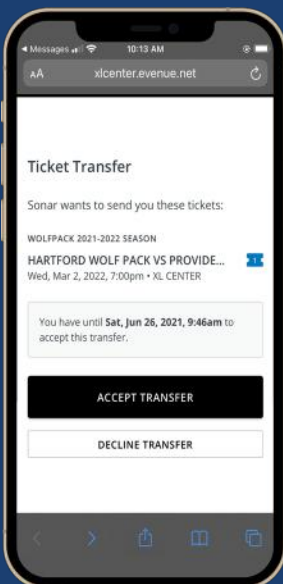
How to Accept A Transferred Ticket



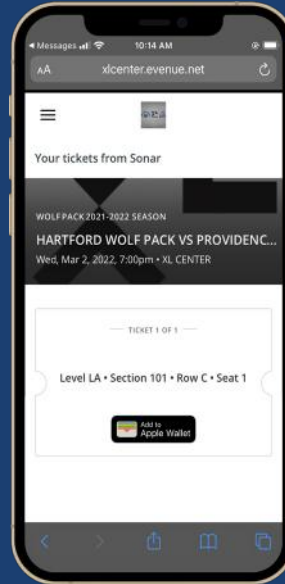
Step 1: You will receive a text message saying someone is sending you tickets



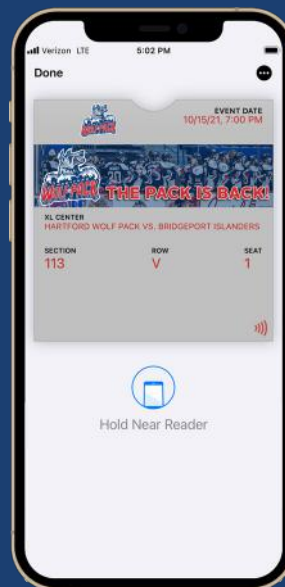
Step 2: Login to your account using your email or account # and password



Step 3: Click **Accept Transfer** the bottom will change, click it again to confirm



Step 4: View the 'How to Download Mobile Tickets' page and download the tickets to your mobile device



YOU ARE READY TO GO TO THE GAME!

FAQs

Why are we transitioning to Mobile Ticketing?

Adopting mobile ticketing allows for quick and convenient entry into the XL Center. It also reduces the risk of lost, stolen, or counterfeit tickets. Plus! It allows you to easily transfer or sell your tickets.

Why does my ticket not have a QR / bar code?

Our mobile tickets are equipped with NFC technology. All you need to do is hold the back of your phone to the back of the scanner and you are ready to enter the XL Center.

Can I have multiple tickets on the same mobile device?

Yes! You can view all your tickets by swiping left or right on your smartphone. We encourage you to transfer each ticket to each member of your party to allow for easier and faster entry.

Can I print my tickets at home or screenshot my tickets?

Tickets should not be printed at home or screenshotted.

Can me and my party arrive at different times?

Yes! Please view the 'How To Transfer Mobile Tickets' page to transfer tickets to your guests.

What if I don't have a smartphone?

We understand not everyone has a smartphone. Please call us at (860) 727-8010 for assistance. If you are a season ticket holder, please call your account rep at (860) 722-9425.

When should I download my tickets?

We recommend downloading your tickets at home prior to the game to ensure you don't have service connectivity issues.

What if I transfer my tickets to the wrong person?

If the tickets have not been accepted by the recipient, you can log into your account and cancel the transfer. Once they have been accepted, you no longer have access to them.

What if my phone runs out of battery or I don't have service when I arrive?

Please visit the Sunwave Gas + Power Ticket Office for assistance.

