It's time to renew your Football Season Tickets for 2023!

The online **Chaparral Stadium Varsity Football Season Ticket**Renewal Period is <u>Wednesday</u>, <u>April 19th thru Friday</u>, <u>May 5th</u>.

Seats not renewed during this time period will be released for public sale.

During this time, you will have two options to purchase the *exact same* seats you had last season.

1) Online

The fastest and most convenient way to renew is online, through *Account Manager*. Simply copy and paste the following link into your browser and follow the steps below. https://www.etix.com/ticket/customerSignIn2z/customerSignIn.do?organization_id=5405 &method=doLogin

- Login to your eTix Account.
- Confirm that you are given the same seat locations as last year by clicking on the Order ID number under "My Invoices".
- Use a major credit card (Visa, MC, Discover, AMEX) to pay for your tickets.
- Confirm your contact information including name, address, phone and email.
- YOU WILL NEED TO DOWNLOAD YOUR ELECTRONIC TICKETS PRIOR TO EACH GAME.

Forgot your Password?

- Click "Having trouble logging in?".
- Enter your username (your email address) in the "First time logging in?" or "Forgot your Password" sections (whichever applies).
- Click "Send Password" and your password will be emailed to you. Link will expire in ten minutes. Please check Spam Folder.

2) By Phone

Customer Support for Etix: 800.514.3849

Support Hours: Mon-Sat 9AM-8PM EST, Sun 12PM-8PM EST

OR fill out the following form: https://www.etix.com/ticket/online/help2.jsp

Please note:

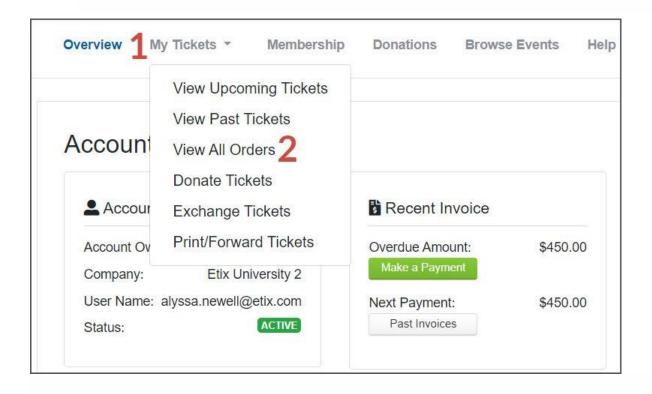
- You CAN DROP unwanted seats at the time of renewal.
- NO NEW SEATS CAN BE ADDED during the renewal period.
- NO EXCHANGES OR UPGRADES until Monday, May 15th. All exchanges and upgrades will be handled by eTix only from May 15th thru 29th, 2023.
- ADA seating will be handled over the phone by calling eTix at 800.514.3849.

Other Helpful Information:

HOW TO DROP SEATS through Account Manager, <u>during the Renewal</u> <u>Period.</u>

First, login into Account Manager using directions above.

- 1. Click My Tickets.
- 2. Click View All Orders.



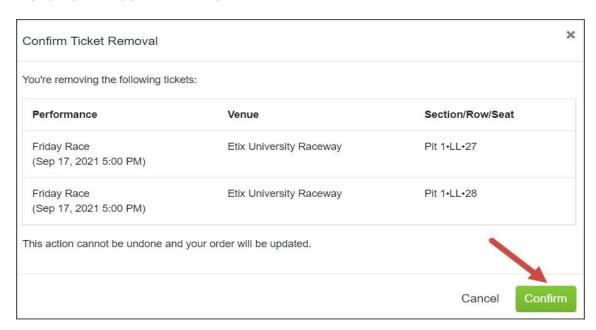
Click the Reserved Order ID.



- 1. Select the **RESERVED Tickets to Remove**.
- 2. Click Remove.



A pop-up will appear for the patron to confirm the ticket removal. Click Confirm.



The page will refresh with the order information. The tickets are now in **VOID status**.

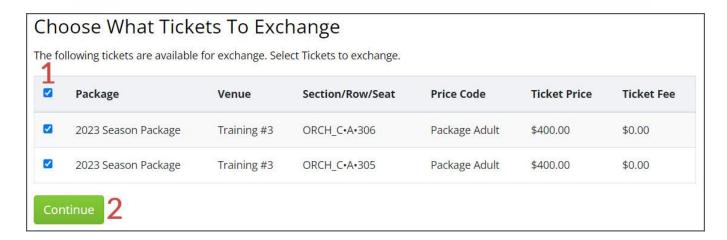


HOW TO EXCHANGE SEATS through Account Manager, <u>during the</u> <u>Exchange Period.</u>

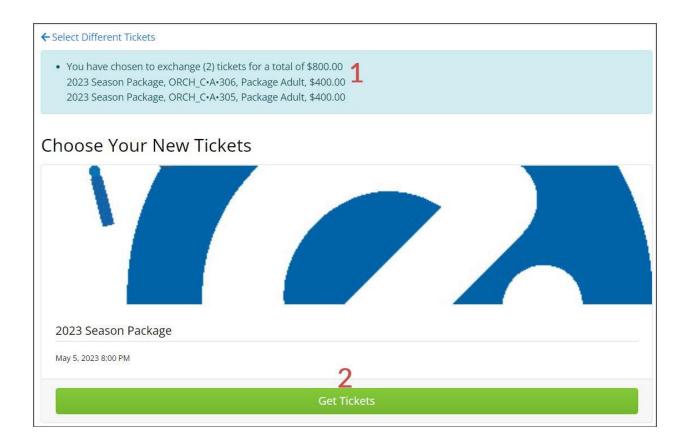
From the **Account Manager portal**, under the My Invoice section, locate the correct Order and Click **Exchange**.

My Invoices			
Order ID	Item	Amount	Actions
254074812	Total Invoice Amount	\$207.10	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount	\$207.10	Pay Now
254074985	Total Invoice Amount	\$800.00	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	/
	Next Payment Amount	\$800.00	Pay Now Exchange

- 1. Select the **Package Tickets** to exchange.
- 2. Click Continue.



- 1. Review the **Tickets you've selected to exchange**.
- 2. Click Get Tickets.



- 1. Click to View Seating Chart.
- 2. All performances within the Package display.
- 3. Choose your **Seat Selection Method**.
- 4. Choose the **Section to exchange to**.
- 5. Select the **Number of Tickets by Price Code**.
- 6. Click Add Tickets.

