

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

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

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, during the Renewal Period.

First, login into [Account Manager](#) using directions above.

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

The screenshot shows the Account Manager interface. At the top, there is a navigation bar with links: Overview, My Tickets (highlighted with a red '1'), Membership, Donations, Browse Events, and Help. Below the navigation bar, a dropdown menu is open for 'My Tickets', showing options: View Upcoming Tickets, View Past Tickets, View All Orders (highlighted with a red '2'), Donate Tickets, Exchange Tickets, and Print/Forward Tickets. On the left, the 'Account Overview' section displays: Account Overview, Company: Etix University 2, User Name: alyssa.newell@etix.com, and Status: ACTIVE. On the right, the 'Recent Invoice' section shows: Overdue Amount: \$450.00 with a 'Make a Payment' button, and Next Payment: \$450.00 with a 'Past Invoices' button.

Click the **Reserved Order ID**.

223221182	Dec 16, 2020 12:17 PM	Friday Race	Sep 17, 2021 5:00 PM	Purchase	\$130.00	\$130.00Balance Payment History
		Friday Race	Sep 17, 2021 5:00 PM			

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

Order Tickets:

2

1

Remove **Request Change**

<input checked="" type="checkbox"/>	Status	Performance	Venue	Section/Row/Seat	Price Code	Total
<input checked="" type="checkbox"/>	RESERVED	Friday Race (Sep 17, 2021 5:00 PM)	Etix University Raceway	Pit 1•LL•27	ADULT	\$65.00
<input checked="" type="checkbox"/>	RESERVED	Friday Race (Sep 17, 2021 5:00 PM)	Etix University Raceway	Pit 1•LL•28	ADULT	\$65.00

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

Confirm Ticket Removal ×

You're removing the following tickets:

Performance	Venue	Section/Row/Seat
Friday Race (Sep 17, 2021 5:00 PM)	Etix University Raceway	Pit 1•LL•27
Friday Race (Sep 17, 2021 5:00 PM)	Etix University Raceway	Pit 1•LL•28

This action cannot be undone and your order will be updated.

Cancel **Confirm**

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

Order Tickets:

Remove **Request Change**

<input type="checkbox"/>	Status	Performance	Venue	Section/Row/Seat	Price Code	Total
<input type="checkbox"/>	VOID	Friday Race (Sep 17, 2021 5:00 PM)	Etix University Raceway	Pit 1•LL•27	ADULT	\$65.00
<input type="checkbox"/>	VOID	Friday Race (Sep 17, 2021 5:00 PM)	Etix University Raceway	Pit 1•LL•28	ADULT	\$65.00

HOW TO EXCHANGE SEATS through Account Manager, during the Exchange Period.

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	<button>Pay Now</button>
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	<button>Pay Now</button> <button>Exchange</button>

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

Choose What Tickets To Exchange

The following tickets are available for exchange. Select Tickets to exchange.

1	<input checked="" type="checkbox"/>	Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
	<input checked="" type="checkbox"/>	2023 Season Package	Training #3	ORCH_C•A•306	Package Adult	\$400.00	\$0.00
	<input checked="" type="checkbox"/>	2023 Season Package	Training #3	ORCH_C•A•305	Package Adult	\$400.00	\$0.00


Continue 2

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

[← Select Different Tickets](#)

- You have chosen to exchange (2) tickets for a total of \$800.00 **1**
2023 Season Package, ORCH_C•A•306, Package Adult, \$400.00
2023 Season Package, ORCH_C•A•305, Package Adult, \$400.00

Choose Your New Tickets



2023 Season Package

May 5, 2023 8:00 PM

2

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**.

[← Select Different Event](#)

- You have chosen to exchange (2) tickets for a total of \$800.00
2023 Season Package, ORCH_C•A•306, Package Adult, \$400.00
2023 Season Package, ORCH_C•A•305, Package Adult, \$400.00

2023 Season Package

[Visit the Training #3 venue](#) [View Seating Chart](#)

1

Aladdin

Friday, May 5, 2023

8:00 PM

2

Lion King

Friday, June 9, 2023

8:00 PM

Mean Girls

Friday, July 14, 2023

8:00 PM

Wicked

Saturday, September 9, 2023

8:00 PM

Tickets for this event

Section

Price Level

Best Available

3

Section *

Note: Tickets may not be available in all price levels and sections.

ORCH_D=>X13 ▾

4

Number of Packages *

Limit 10 per order.

2 ▾

Package Adult : \$100.00~\$400.00 *

5

0 ▾

Package Child : \$125.00~\$200.00 *

* Does not include convenience or handling fees.

6

Add Tickets