

HOW TO ACCESS YOUR TICKETS

All Minnesota Lynx are electronic. If you do not already have a FlashSeats account, you will need to register using the same e-mail address you give us.

To get started, please see the “Getting Started Guide” on FlashSeats website (<https://www.flashseats.com/Default.aspx?pid=519&ss=0>) or you can get the basics from the information below.

What is Flash Seats?

Flash Seats is an ID-based digital ticketing system that allows you to enter an event with any form of convenient digital ID, such as a credit card or a Mobile ID through the Flash Seats mobile app. This concept, similar to the e-ticket in the airline industry, allows you to manage your season tickets via the Internet. It also gives you the ability to sell, buy and transfer seats through a marketplace endorsed by your team or venue.

How do I become a Flash Seats account holder?

Simply go to the Flash Seats web page at www.flashseats.com and click **Register** at the top of the page. You will be asked to enter some basic account information, followed by your credit card or driver's license information. **YOU WILL NOT BE CHARGED.** Your credit card/driver's license information is simply a unique identifier. After completing the account information, you may buy, sell or manage any seats in your account.

You can also register using the Flash Seats mobile app. The Flash Seats mobile app is compatible with iOS 6.1 or later for iPhone and iPod Touch and with Android 2.3.3 or later for the Android devices.

Learn more about Flash Seats App for [iPhone](#) and [Android](#).

How can I be sure my credit card will not be charged?

Your credit card **WILL NOT BE CHARGED** unless you are purchasing tickets on Flash Seats. It is only used to identify you as the owner of tickets when you enter events.

How do I add a card to my account?

You can add a driver's license, state ID card, or a credit/debit card to your account in order to enter events. To add cards, log into the site, click **Account**, and then click **Identification**.

Flash Seats FAQs

Questions about entering the venue

How do I get into the arena?

Flash Seats eliminates paper tickets! Instead of a paper ticket, you can enter with the Flash Seats mobile app on your phone or choose any convenient form of digital ID (credit card or driver's license) as your method of getting in to the arena. Your card will be swiped by a Guest Services Representative using a

handheld device. You will receive a [Seat Locator](#) identifying your seats. **It's really fast!** Remember that the Seat Locator simply shows the location of your seats in the arena; it is not a ticket and cannot be used for re-entry into the arena. With Flash Seats, your ID is what gets you into the arena.

If I forget my identification, can I still get into the event?

If you arrive without your registered identification, just go to the Flash Seats Resolution Window at the Box Office. You will need to provide some form of ID and verification information previously entered in your account profile.

Don't forget you can enter events with the Flash Seats mobile app on your phone. Just download the app to your phone, log into your Flash Seats account and show your Mobile ID to the gate attendant who will scan it for entry. The Flash Seats mobile app is compatible with iOS 6.1 or later for iPhone and iPod Touch and with Android 2.3.3 or later for the Android devices.

Learn more about Flash Seats App for [iPhone](#) and [Android](#).

What if I don't have a digital ID on my account at the time of the event?

When you arrive at the event, go to the Flash Seats Resolution Window at the Box Office, and a representative will help you enter an ID for your account.

If you have an iPhone or an Android phone, you can enter the event with the Flash Seats mobile app on your phone. Download the app to your phone, log into your Flash Seats account and show your Mobile ID to the gate attendant who will scan it for entry.

The Flash Seats mobile app is compatible with iOS 6.1 or later for iPhone and iPod Touch and with Android 2.3.3 or later for the Android devices.

Learn more about Flash Seats App for [iPhone](#) and [Android](#).

How can I be sure my tickets are good?

Teams and venues that allow their tickets to be sold on Flash Seats endorse it as their official secondary marketplace. If seats are listed in your Flash Seats account and you have at least one form of valid ID associated with your account, such as a credit card or a Mobile ID through the Flash Seats mobile app on your phone, you have everything you need to go to the event. At the event, just swipe your ID at the gate and then enter the arena. With [digital ticketing](#), you never have to worry about lost, stolen, or counterfeit tickets.

What if my guests arrive at different times?

Most people find it best to TRANSFER the seats to their guests prior to the event. This way your guests will be able to enter **whenever they arrive** using their own ID.

What if my credit card or license is lost or stolen?

If your credit card is lost or stolen and then replaced by your credit card company before the event, you can register the new card on Flash Seats and remove your old card. If you do not have your credit card upon arriving at the event, you will need to go to the Flash Seats Resolution Window at Will Call to verify your identity.

If my access is digital, how will the usher know where to seat me?

Once you arrive at the gate and scan your Mobile ID or swipe your credit card or driver's license, a Seat Locator will be printed with your seat location on it. Just take the Seat Locator to the ushers and they will be able to seat you accordingly. Remember that the Seat Locator simply shows the location of your

seats in the arena; it is not a ticket and cannot be used for re-entry into the arena. With Flash Seats, your ID is what gets you into the arena.

What happens if my credit card doesn't work at the gate?

You will be escorted to the Flash Seats Resolution Window at the Box Office, where your account information will be verified. After confirming that there are seats for that particular event on your account, your [Seat Locator](#) will be printed. Just take it to the ushers and they will be able to seat you accordingly.

You can also enter events with the Flash Seats mobile app on your phone. Just download the app to your phone, log into your Flash Seats account and show your Mobile ID to the gate attendant who will scan it for entry. The Flash Seats mobile app is compatible with iOS 6.1 or later for iPhone and iPod Touch and with Android 2.3.3 or later for the Android devices.

Learn more about Flash Seats App for [iPhone](#) and [Android](#).

Does each person need their own ID?

No, each person does not have to have their own ID. You can swipe in your entire party with a single swipe or scan of any ID associated with the account. The Guest Services Representative will ask how many people are with you when you swipe your card. If you have guests that will arrive separately from you, you can transfer them each a ticket. This allows them to create their own Flash Seats account and enter with their own ID when they arrive.

Flash Seats FAQs

Questions about transferring seats

How do I transfer seats?

To transfer seats:

- Log in to your Flash Seats account, and click **Tickets**.
- Find the tickets you want to transfer.
- In the **Action** column, click the **Transfer** button. A page appears showing the details of the event.
- In the **Which tickets do you want to transfer** section, click each of the tickets you want to transfer. If you want to transfer all your tickets, click the **select all** link.
- In the **To whom do you want to transfer these tickets** section, enter the following information for the person you want to send the tickets to:
 - First Name
 - Last Name
 - Email
 - Re-enter Email
 - Message to Recipient
 - Recipient's Phone Number
- After you enter the necessary information, click the **Preview 'Flash Transfer'** button. A page appears, summarizing the details of the event and to whom you're transferring the tickets.
- Click the **Confirm Transfer** button. A page appears, telling you the tickets have been transferred.

How will I know when I have been transferred seats?

You will receive an email with the event details. Follow the instructions in the email to create an account or login to your existing account on the Flash Seats site.

Once I have a Flash Seats account, do I have to accept the transfer every time?

No. Once you have an account set up, you do not have to visit your account every time you are transferred seats. The seats will be automatically associated with your account. Be sure before you head to the event, though, that you have a credit card or driver's license listed on the account.

Can seats be transferred to a person even if they don't have a Flash Seats account?

Yes, but they must create an account to access to their seats. If a credit card or driver's license is not entered into the system, they will need to go to the Flash Seats Resolution Window at the Box Office and have an account created for them.

Can I cancel a transfer?

It depends on whether the people you're transferring to already have a Flash Seats account. If they already have an account, the seats are transferred instantaneously to their account, so you cannot cancel a transfer once you've initiated it. If the people you're transferring to do not have a Flash Seats account and do not pick up the tickets you've transferred, you can cancel a transfer.

If seats are transferred to me, how will I know where they are?

Once you arrive at the gate and swipe your credit card or driver's license, a [Seat Locator](#) will be printed with your seat location on it. Take this [Seat Locator](#) to the usher and they will be able to seat you accordingly. This information can also be viewed by finding the appropriate event on your Flash Seats account.