

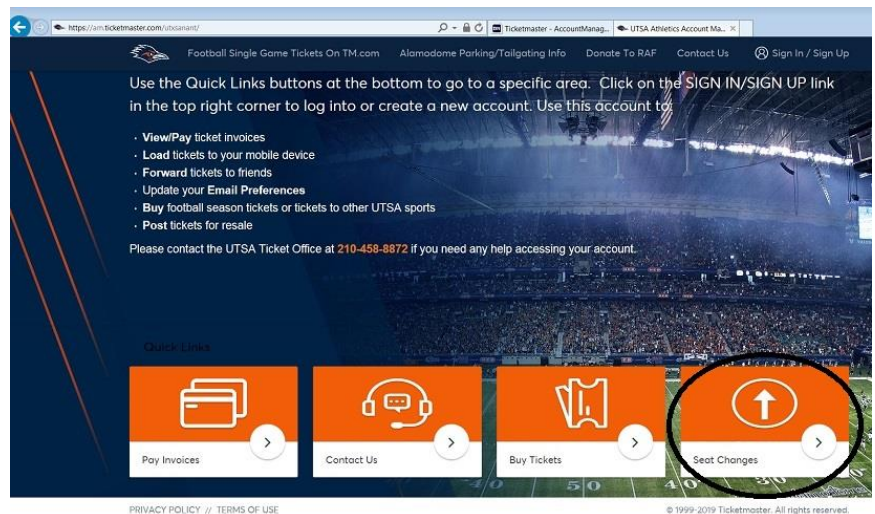
Football Season Ticket Seat Change/Upgrade Process

Below are instructions for upgrading or selecting a new seat location for your football season tickets. Everyone has received an e-mail with the time you are eligible to log in and see what other seats are available. At the time of your selection appointment, simply follow these directions to select your new location yourself.

If you would rather speak with an Account Representative or if you have any questions or problems during this process, please call the UTSA Ticket Office at 210-458-UTSA (8872) and someone will help you with the seat selection.

1. At the time of your appointment (**but not before**), sign in to your UTSA Athletics Account Manager account at this web page: <https://am.ticketmaster.com/utxsanant/>
This web page can be found on www.goUTSA.com on the *Tickets* page. The link to it is called *My UTSA Account*.

Click on the **Seat Changes** tile at the bottom right of the home screen.



2. Sign in to your account using the primary email address listed on your account and your password. You can click on the **Forgot Password** link to have a temporary one emailed to your primary email address.

3. Select all listed current tickets that you've purchased and click on the continue button. **Comp tickets will not show up to upgrade online. Please call the ticket office at 210-458-8872 if you have complimentary seats that you need to relocate.**

The screenshot shows the 'Seat Change/Upgrade Process' page on the UTSA website. On the left, there is a sidebar with 'Welcome' (Account owned by), 'Choose Your Seats' instructions, and 'Quick Links' (home, manage my tickets, account settings). The main content area is titled 'TICKETS TO BE SELECTED' and 'Your Current Tickets'. It contains a table with the following data:

| Type | Seats | Price | Status |
|--|---|--|--|
| <input type="checkbox"/> Full Season Ticket for the 2019 UTSA Football season | Section 144 Row 29 Seat 23, 24 New Season Ticket | US \$93.00 x 2 (US \$13.83 avg per ticket) | Currently Available view eligible upgrade items |
| <input checked="" type="checkbox"/> Full Season Ticket for the 2019 UTSA Football season | Section 236 Row 4 Seat 5, 6, 7 Renewal Season Ticket | US \$169.00 x 3 (US \$24.67 avg per ticket) | Currently Available view eligible upgrade items |

Below the table is a 'continue' button with a right-pointing arrow. A red arrow points to the 'continue' button, and another red arrow points to the 'Full Season Ticket for the 2019 UTSA Football season' row.

4. Then a section map will come up with all sections that you are eligible to pick seats in. **Only seats at your current price level will show up as available online. To upgrade your seats to a section with a higher required donation, please call the Ticket Office at 210-458-UTSA. Select the section you want to look at and then a map will appear showing exactly what seats are available in that section. Use the tools at the right side of the page to zoom in or scroll to other sections.**

The screenshot shows the 'Select New Seats' page on the UTSA website. It features a 'Pricing Options' section with 'Average Price per Event (US \$)' and a 'Current Seats' list. The main area is a stadium seating chart with a 'SELECT SEAT' overlay. The overlay shows a price of 'US \$148.00 (Full Price)'. Below the chart, there are buttons for 'Available', 'Also Available', and 'Not Available'. At the bottom, there is a 'Selected Seats' section with a 'Show Details' link and a 'COST:' field. A 'Cancel' button and a 'Checkout' button are also visible.

Simply select the new seats you would like and then confirm your selections. Or click on the CANCEL or LOG OUT buttons at any time to keep your current seats and make no change.