CHICAGO FIRE FC
ACCOUNT MANAGER
EXCHANGE FLOW

1. Visit am.ticketmaster.com/chicagofire
2. Sign In
3. Click ‘Manage Tickets’ in Menu Ribbon

4. Click on the Match or Voucher that you’d like to exchange out of
5. Click the ‘… More’ button & click ‘Exchange’
   a. PLEASE NOTE: This is also where you can Transfer, Resell and Donate tickets
6. Check the box(es) of the ticket(s) you’d like to exchange
7. Click the ‘Exchange’ button

8. Click ‘Continue’ to accept the terms and conditions
9. Click the match that you’d like to exchange into & click ‘Continue’

10. Select desired seat location on the Interactive Seat Map & click ‘Checkout’
   a. PLEASE NOTE: In the online flow, Club can only be exchanged for Club and Non-Club can only be exchanged for Non-Club.
11. Review the details of your exchange & click ‘exchange seats’ to complete the exchange process

a. PLEASE NOTE: If a plan is not paid in full and the ticket being exchanged out of is not paid for, the exchange process will require payment for the value of the seats being exchanged.