KWIK STAR



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DIGITAL TICKETING GUIDE



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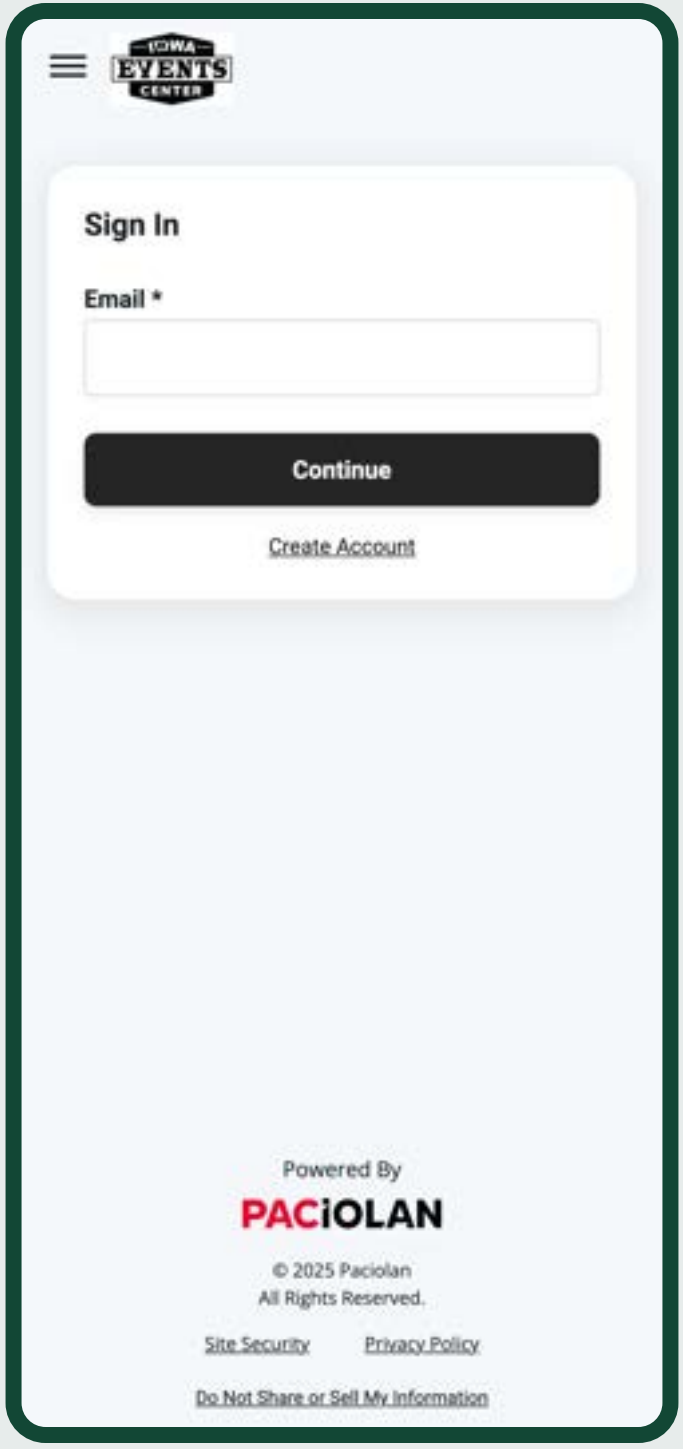
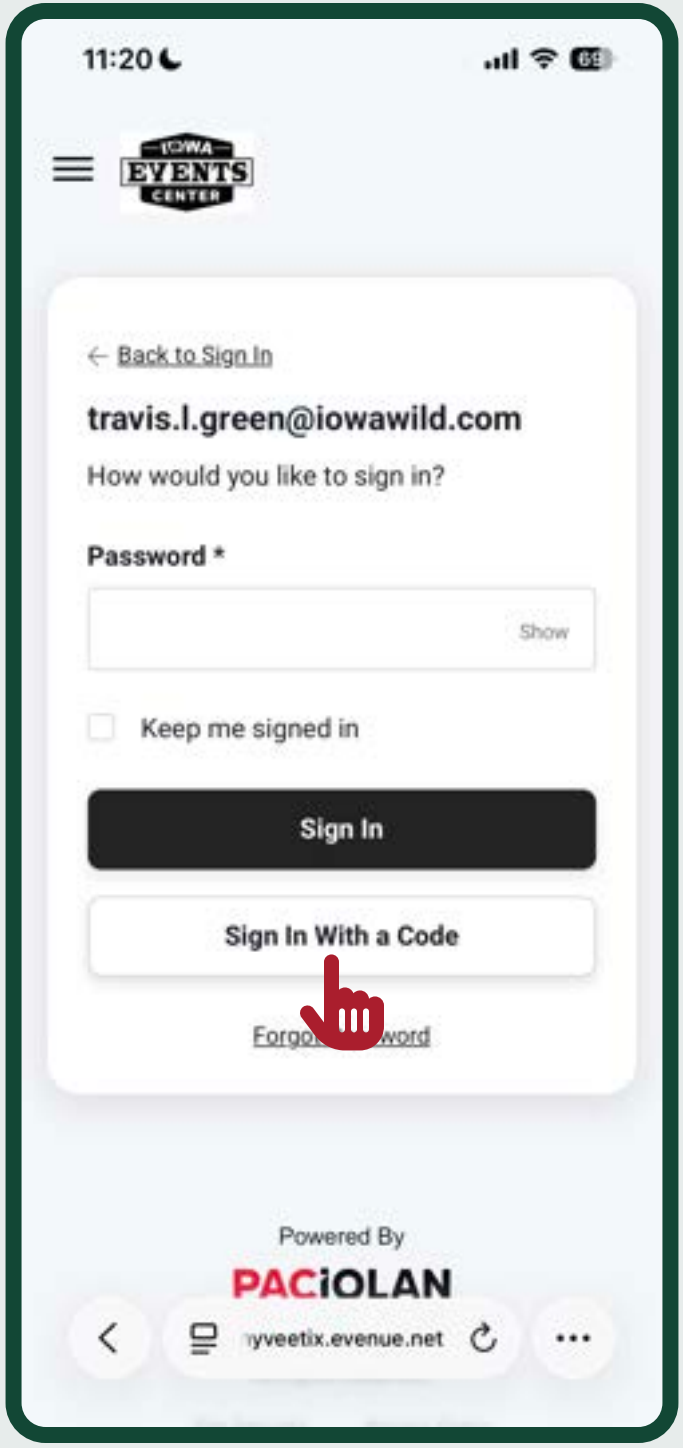


ACCESSING YOUR TICKET ACCOUNT

Managing your tickets in “My Account” is quick, secure, and gives you full control over how you use your seats.

HOW TO LOGIN:

On your mobile device, iPhone (Safari) or Android (Chrome), go to **iowawild.com/myaccount** and log in with your email and password.



ACCESSING YOUR TICKET ACCOUNT

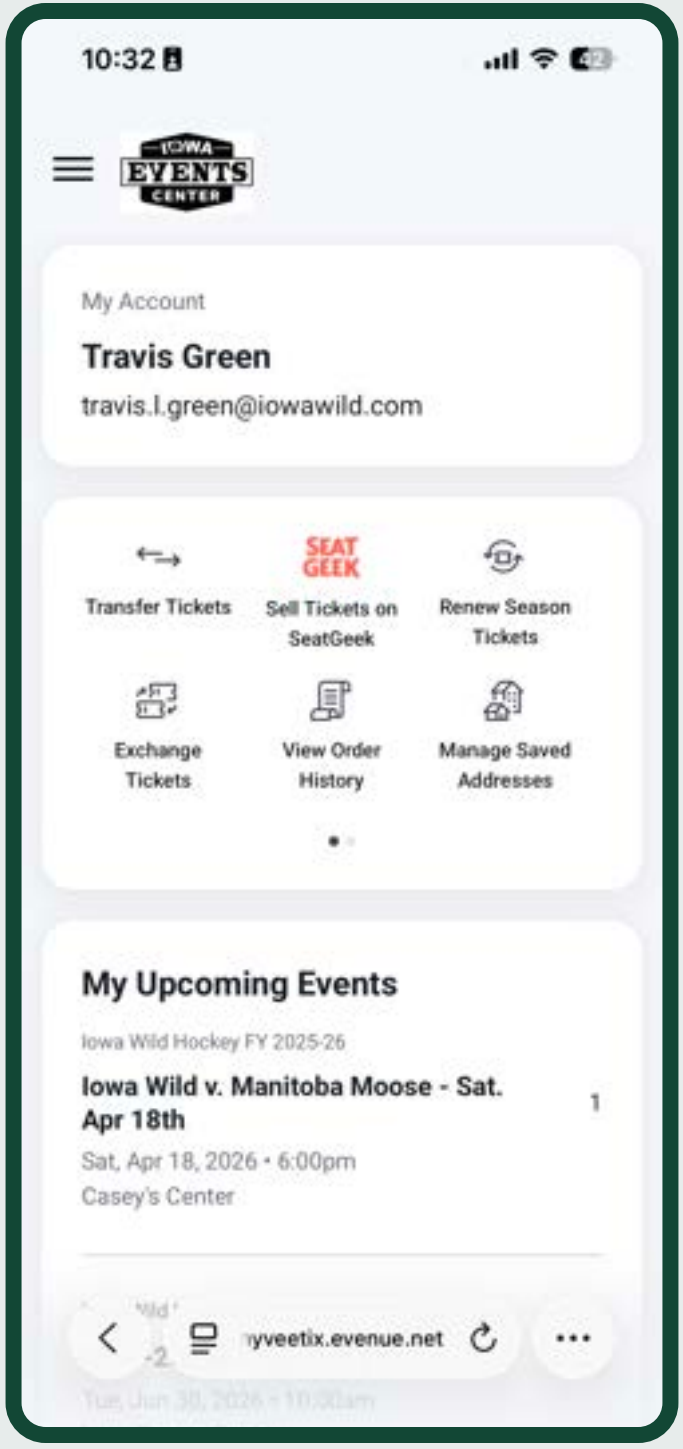
Managing your tickets in "My Account" is quick, secure, and gives you full control over how you use your seats.

LOGIN TROUBLE:

Don't remember your password? Use the **"Sign in with a Code"** feature to have a temporary code emailed to you for account access.

ONCE LOGGED IN, YOU CAN:

- View tickets for upcoming games
- Add tickets to your mobile wallet
- Transfer tickets to friends/family
- Exchange game tickets (Season Ticket Members only)
- Update account info and settings



ADDING TICKETS TO MOBILE WALLET

Make entry fast and simple, add your tickets to your Apple Wallet or Google Wallet prior to the game.

HOW TO ADD TICKETS:

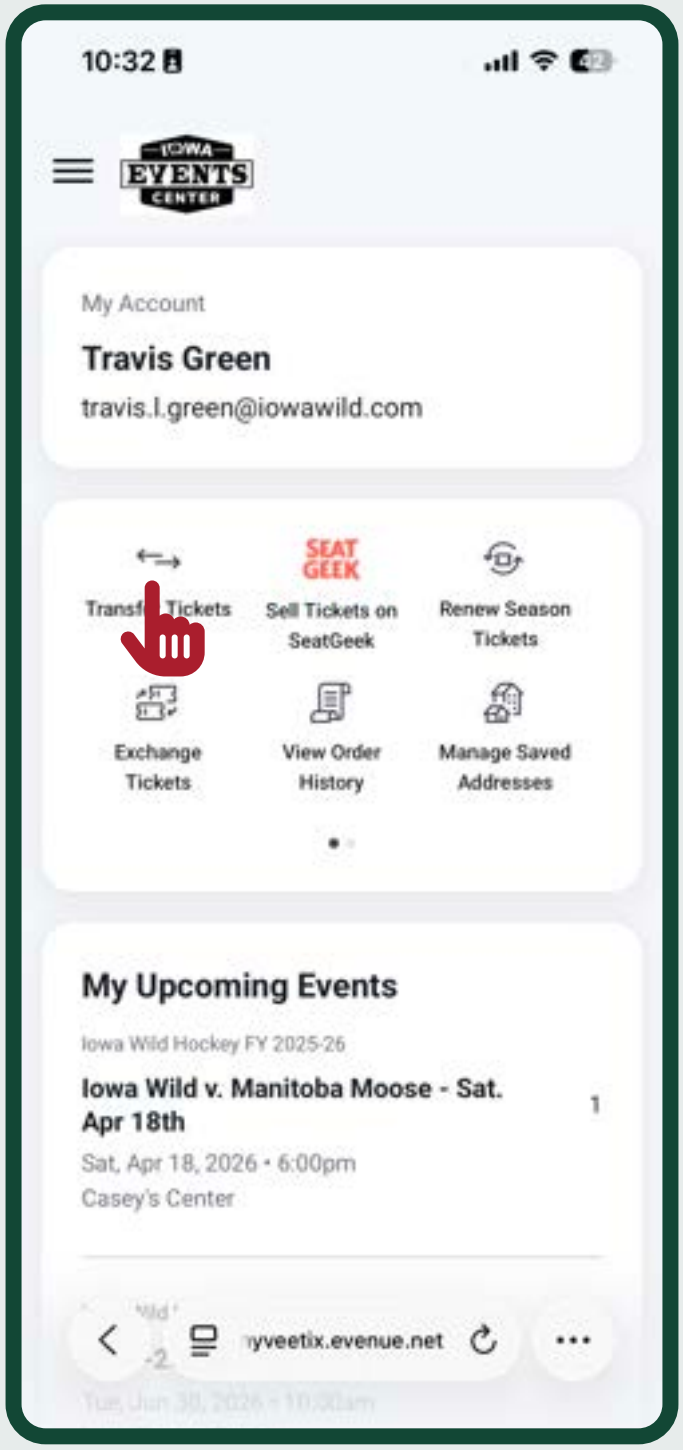
1. Open your game ticket in "My Account"
2. Tap **"Add to Apple Wallet"** or **"Add to Google Wallet"**
3. Upon arrival at Casey's Center, open your mobile wallet and hold your phone near the scanner to enter.

TICKET TIP:

If you have multiple tickets, swipe left/right in your wallet to view each one.



TRANSFERRING A GAME TICKET



TRANSFERRING A GAME TICKET

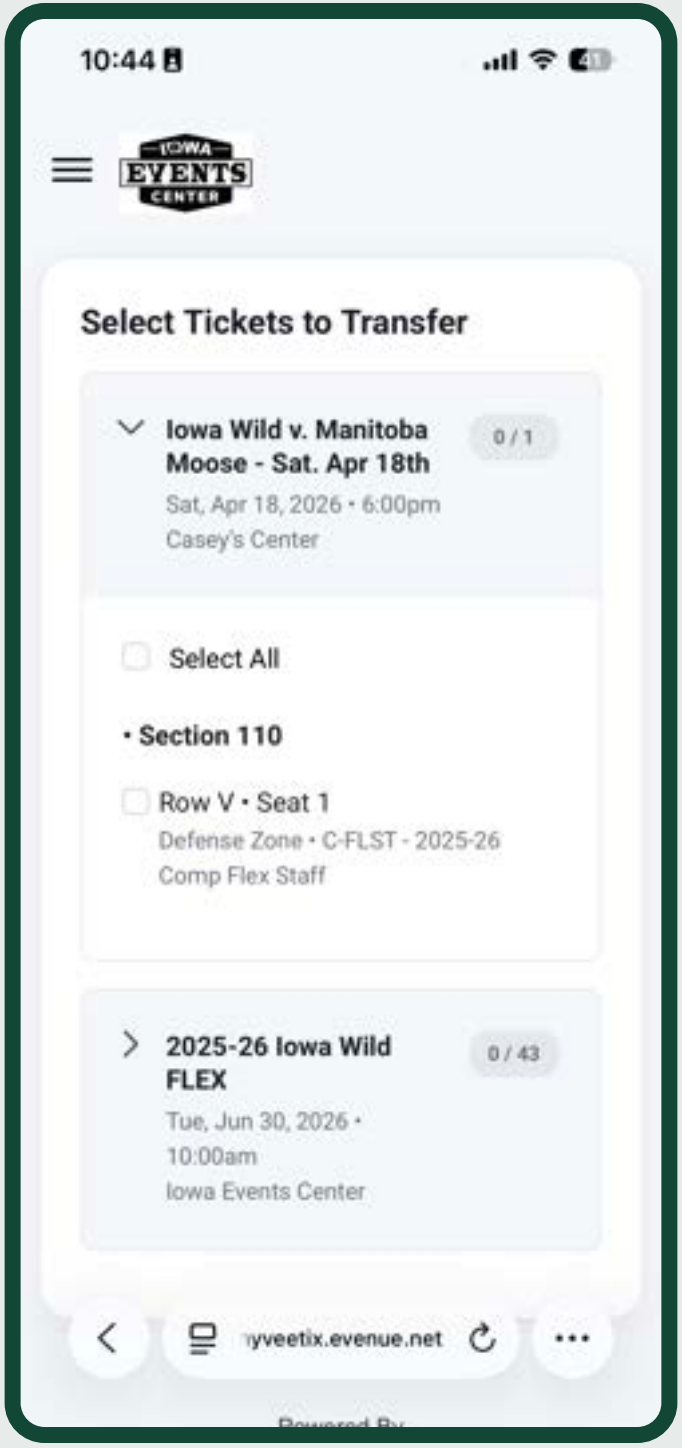
Transfer the seats like a pro,
send your tickets to any fan in just a few taps.

STEP ONE:

Tap **"Transfer Tickets"**

*Note Transfer is for sending tickets to someone else.

You can also transfer tickets directly from the My Tickets page.



TRANSFERRING A GAME TICKET

Transfer the seats like a pro,
send your tickets to any fan in just a few taps.

STEP TWO:

Select the game you are transferring tickets from and select the seats you want to transfer. Tap **Continue.**



TRANSFERRING A GAME TICKET

Transfer the seats like a pro,
send your tickets to any fan in just a few taps.

STEP THREE:

Enter the mobile number or email of the person you would like to transfer the tickets to. Tap **Review Transfer**.



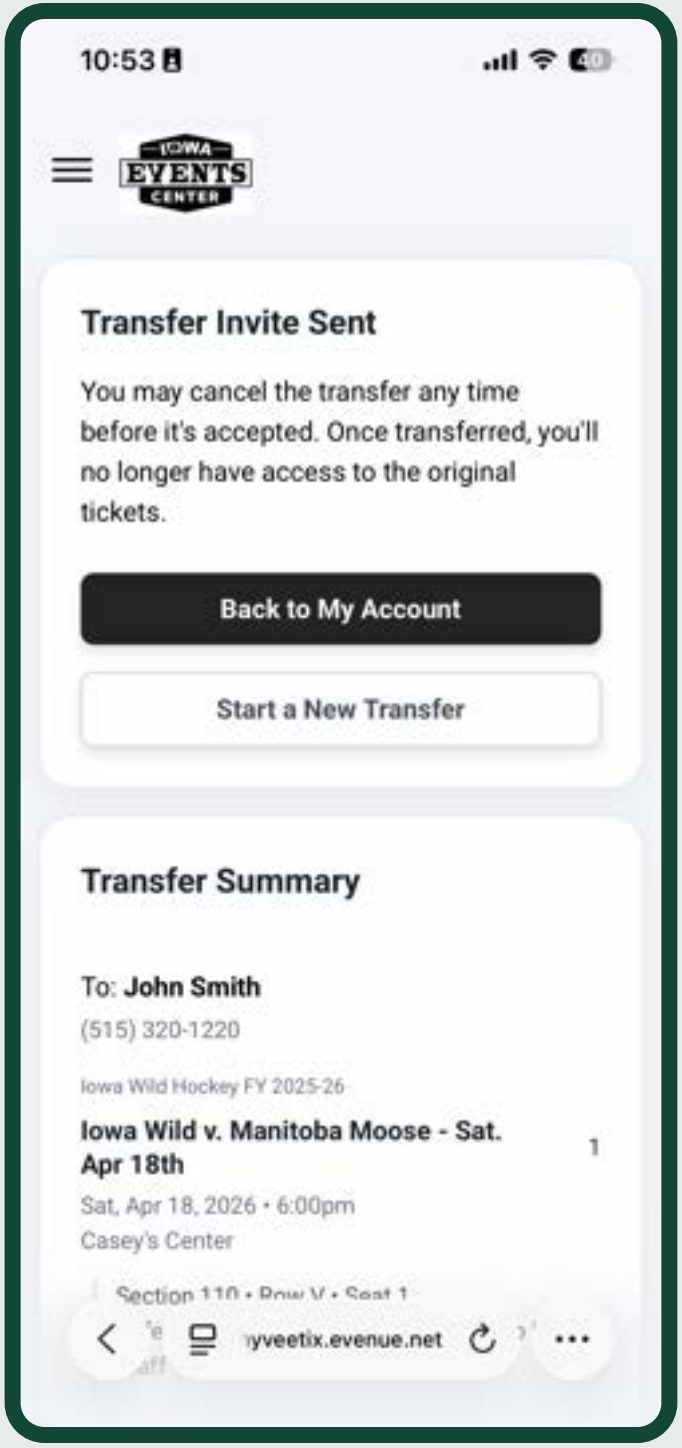
TRANSFERRING A GAME TICKET

Transfer the seats like a pro,
send your tickets to any fan in just a few taps.

STEP FOUR:

Once you have reviewed the recipient's phone number or email address, tap **Transfer Ticket(s)**.

Have more tickets to transfer? Tap **Start A New Transfer** to transfer tickets.



TRANSFERRING A GAME TICKET

Tranfer the seats like a pro,
send your tickets to any fan in just a few taps.

STEP FIVE:

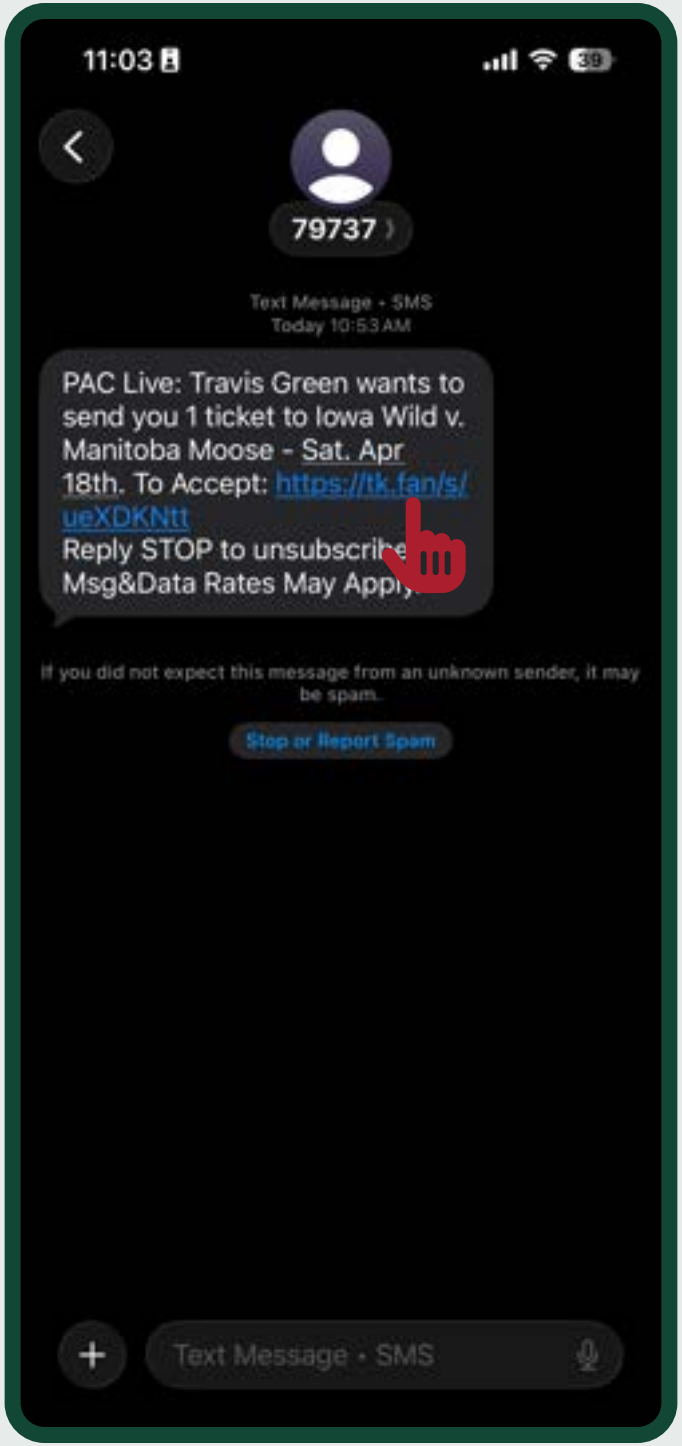
You will see a confirmation screen once the transfer has been sent. The recipient will then be sent instructions for claiming the tickets. You will receive an email once the transfer is accepted.

PENDING TRANSFER:

Your tickets will now have a pending transfer notice alerting you when the transfer is complete. To cancel or view details of your transfer tap **Pending Transfer**.



ACCEPTING A TICKET TRANSFER

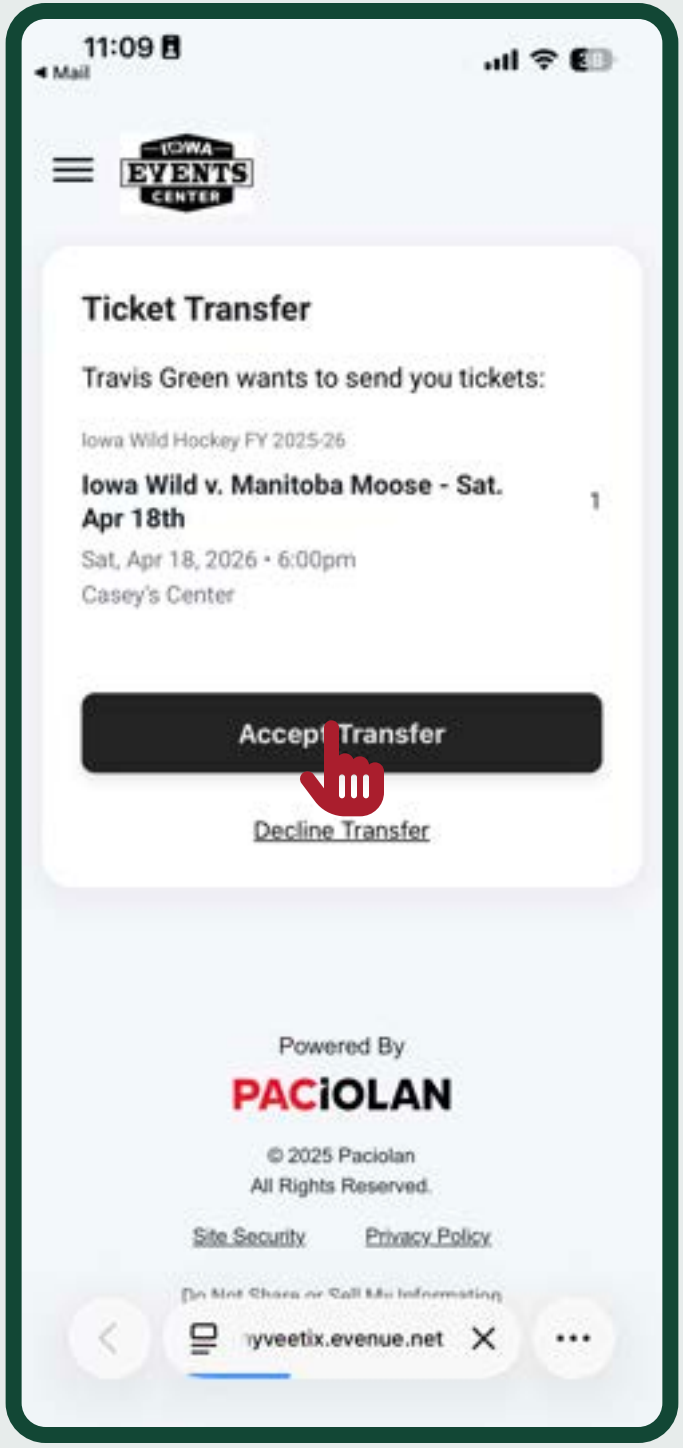


ACCEPTING A TICKET TRANSFER

Complete the transfer by tapping the link and accepting your ticket. From there, you're all set and game-ready.

STEP ONE:

You will receive a text message or email that someone is sending you tickets. Tap **on the link** in the message to accept.



ACCEPTING A TICKET TRANSFER

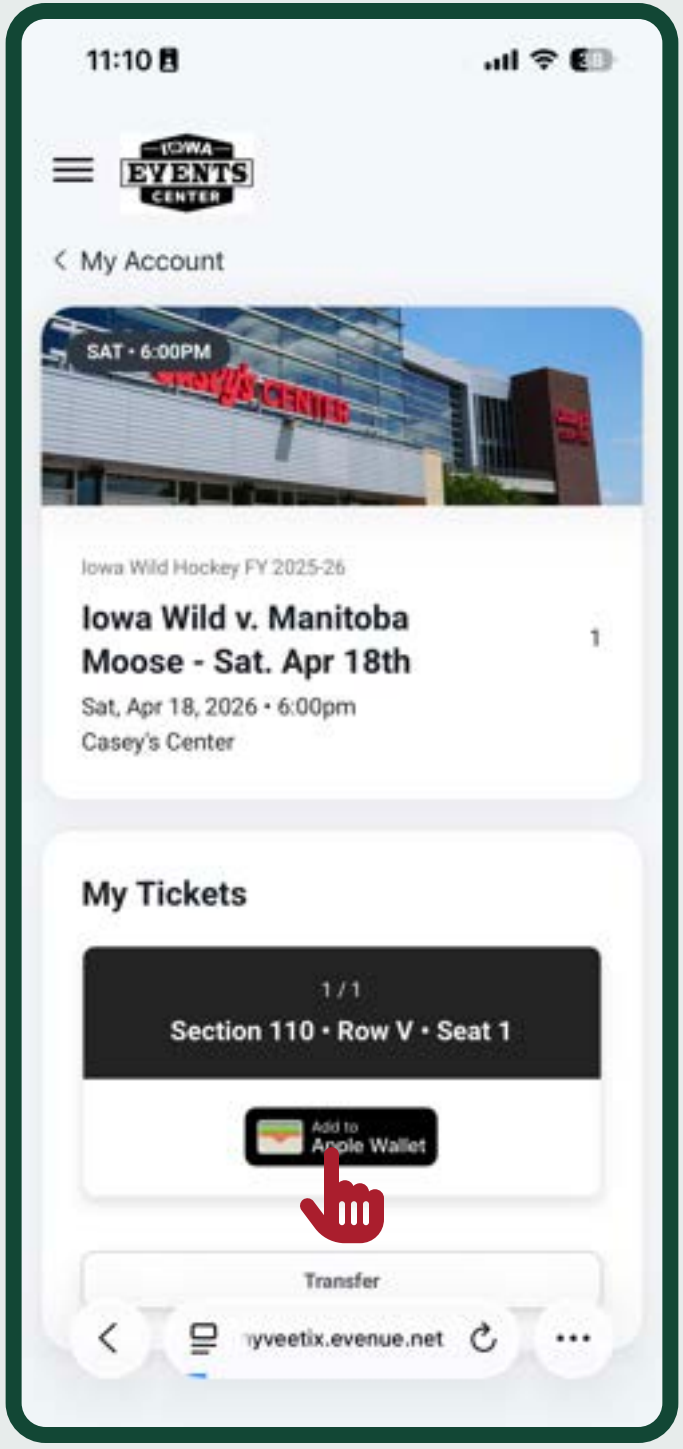
Complete the transfer by tapping the link and accepting your ticket. From there, you're all set and game-ready.

STEP TWO:

Tap **"Accept Transfer."**

NOTE:

If receiving the transfer via email, you must accept the tickets on your mobile phone. Tickets must be displayed on a mobile phone from your digital wallet.



ACCEPTING A TICKET TRANSFER

Complete the transfer by tapping the link and accepting your ticket. From there, you're all set and game-ready.

STEP THREE:

Tap on the **"Add to"** icon to add to your Apple Wallet or Google Wallet.

NOTE:

If you have a Hy-Vee Tix Account, sign in using your email address/account number and password. If you do not have an account, simply create one.

Add to Apple Wallet

Add to Google Wallet



ACCEPTING A TICKET TRANSFER

Complete the transfer by tapping the link and accepting your ticket. From there, you're all set and game-ready.

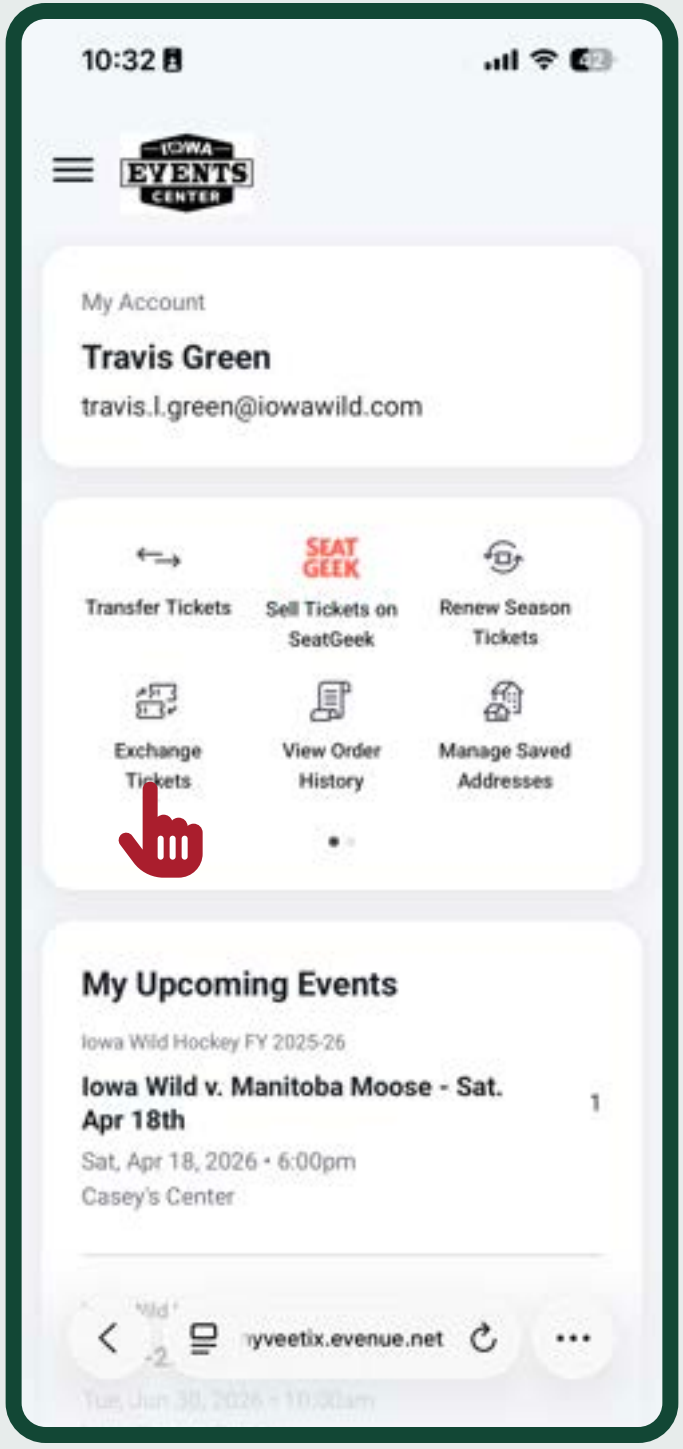
STEP FOUR:

Present your mobile ticket to the attendant and enjoy the game at Casey's Center.



EXCLUSIVE WILD 365 SEASON TICKET MEMBER BENEFIT

EXCHANGING YOUR GAME TICKETS

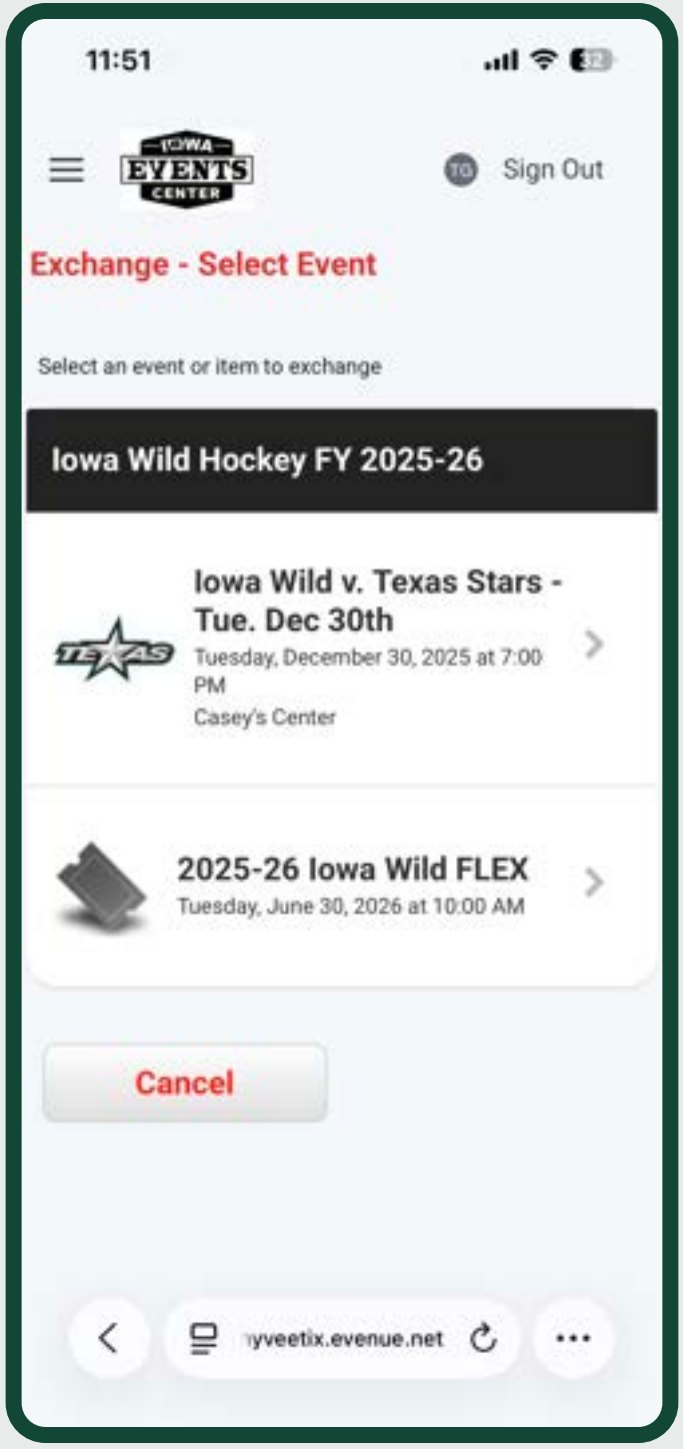


EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP ONE:

Tap the **"Exchange Tickets"** icon.

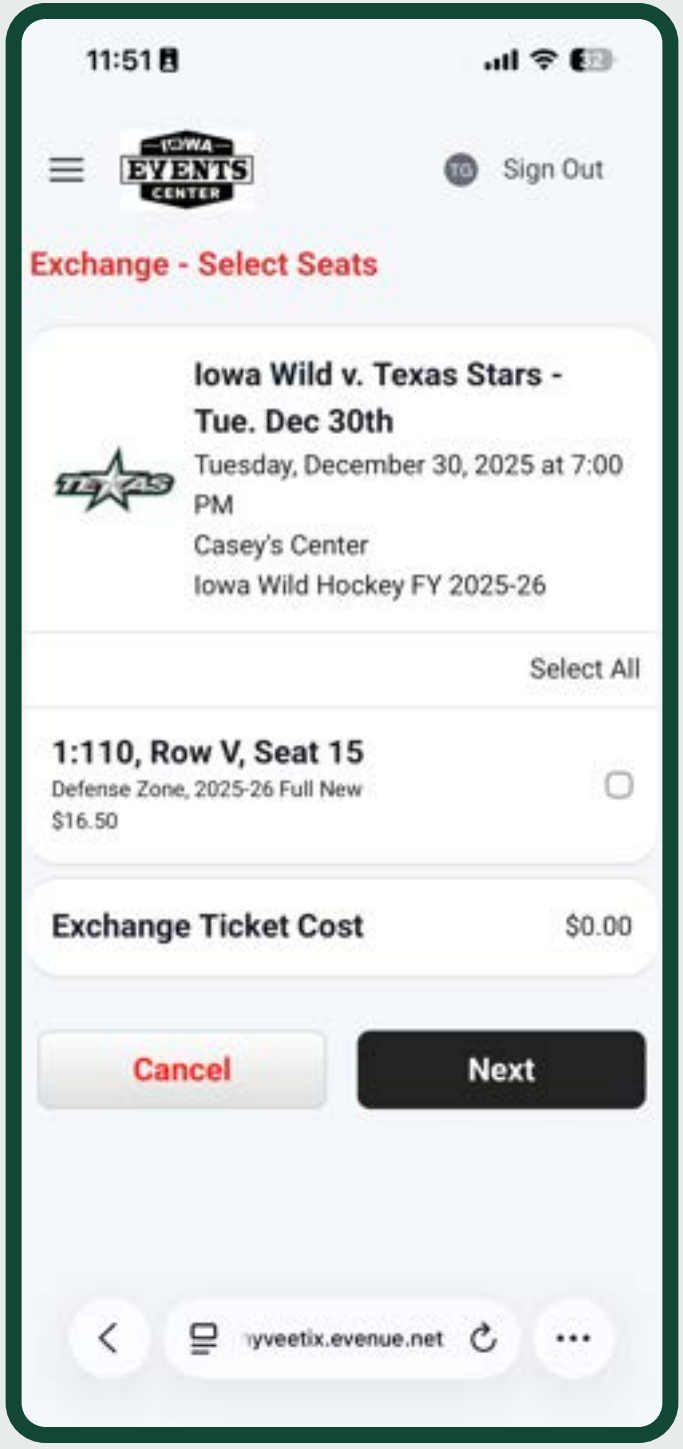


EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP TWO:

Select the game that you currently hold tickets for and want to exchange.



EXCHANGING YOUR TICKETS TO ANOTHER GAME

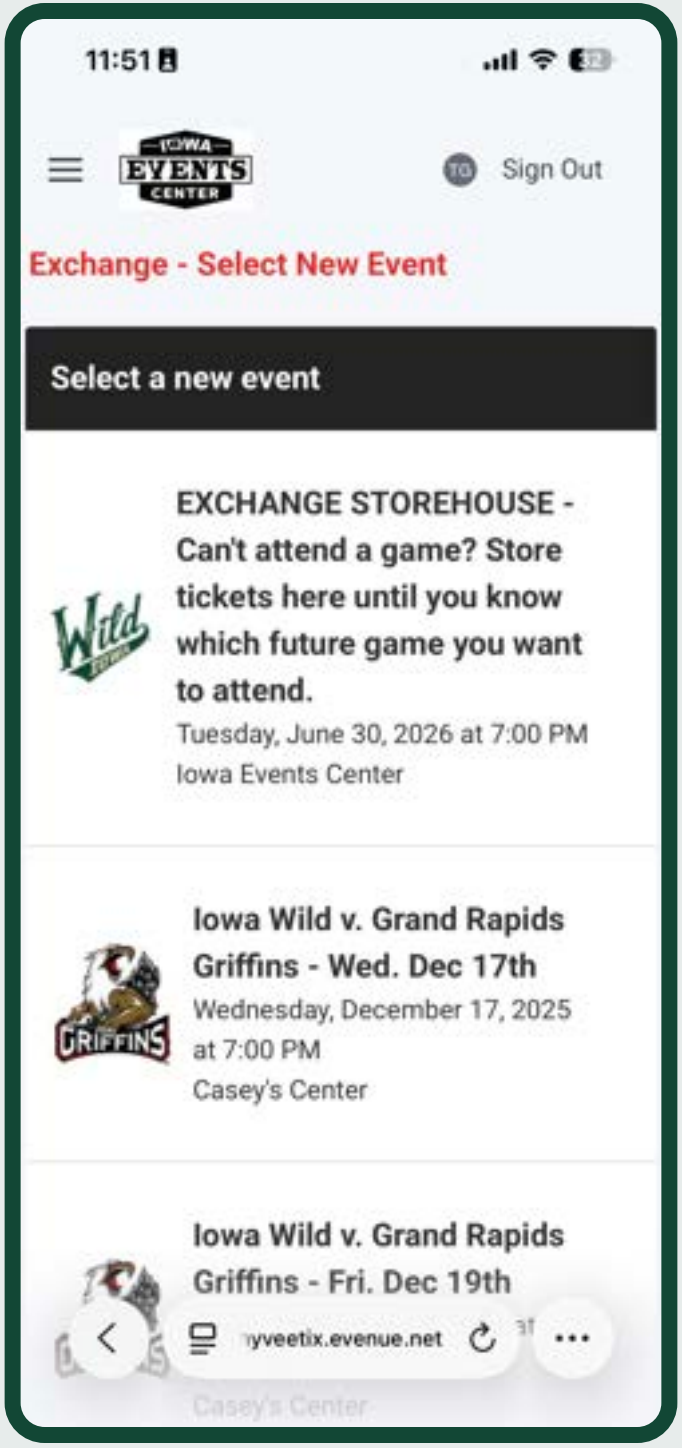
Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP THREE:

Select the seats you want to exchange, then press **Next**.

NOTE:

All selected seats must be from the same game to complete the exchange.



EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP FOUR:

Select the new game you want to exchange your tickets to.

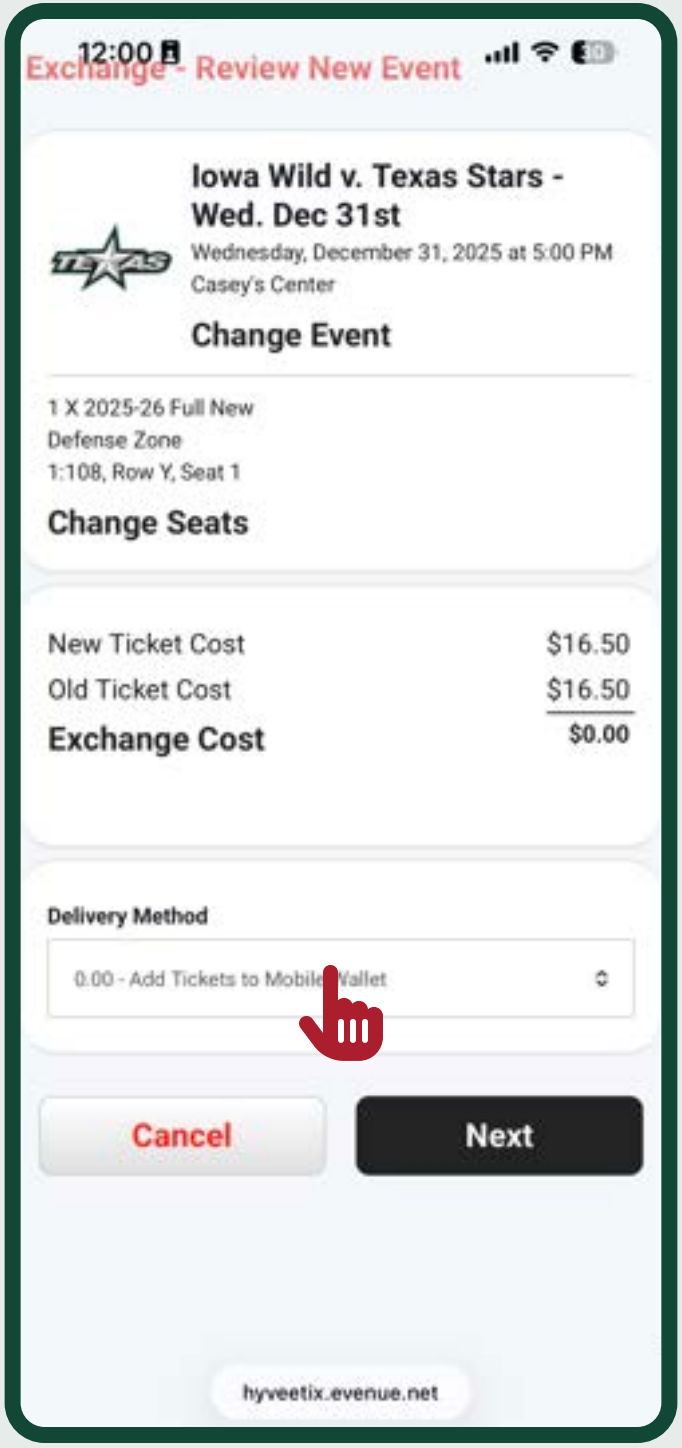


EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP FIVE:

Browse the seat map and select your preferred seat(s) for the future game.

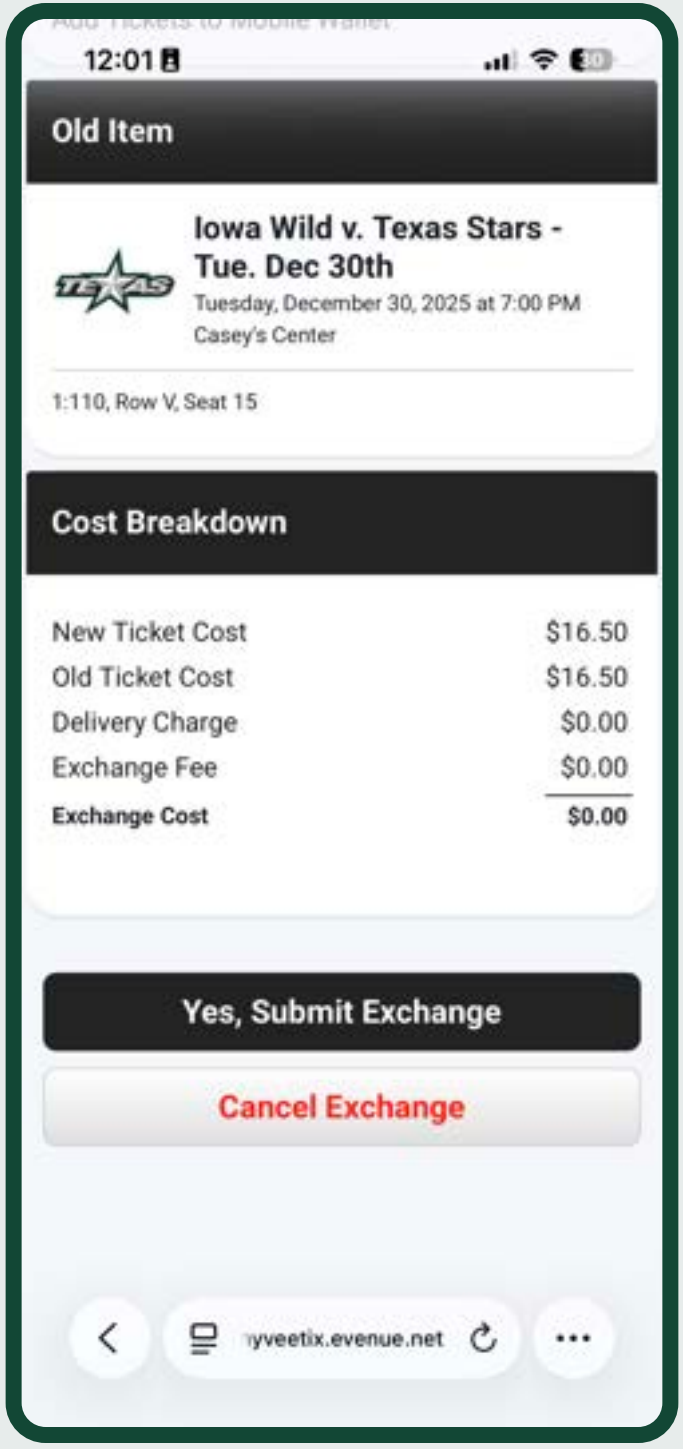


EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP SIX:

Select a delivery option from the dropdown, then tap **"Next"** to continue.



EXCHANGING YOUR TICKETS TO ANOTHER GAME

Season Ticket Members, make a smooth line change by exchanging your seats for a future game and never miss a moment of the action.

STEP SEVEN:

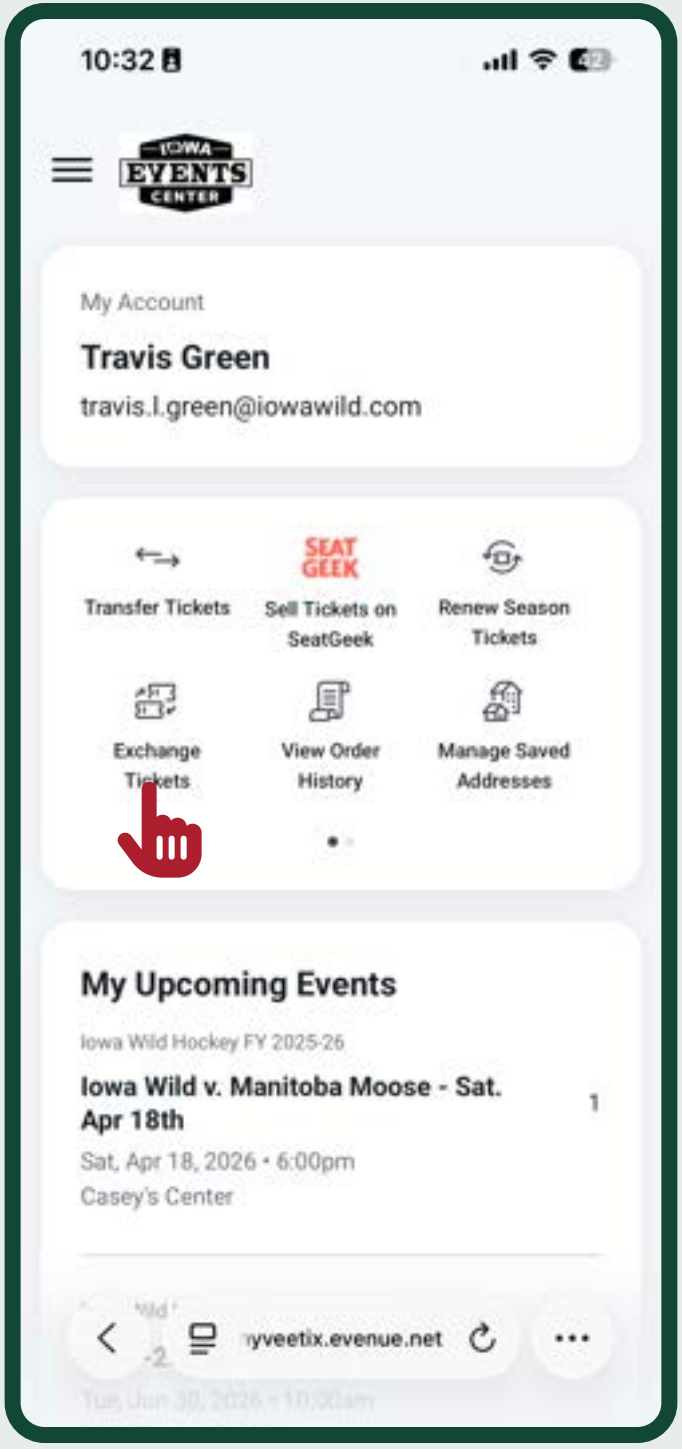
Double-check the game date, seat locations, and cost summary. When everything looks correct, tap **"Yes, Submit Exchange."**

EXCHANGE COMPLETE:

Once you see the confirmation screen, tap **Go To My Account** to return to your ticket list. Your updated tickets will now appear in your account.



EXCHANGING TO THE STOREHOUSE

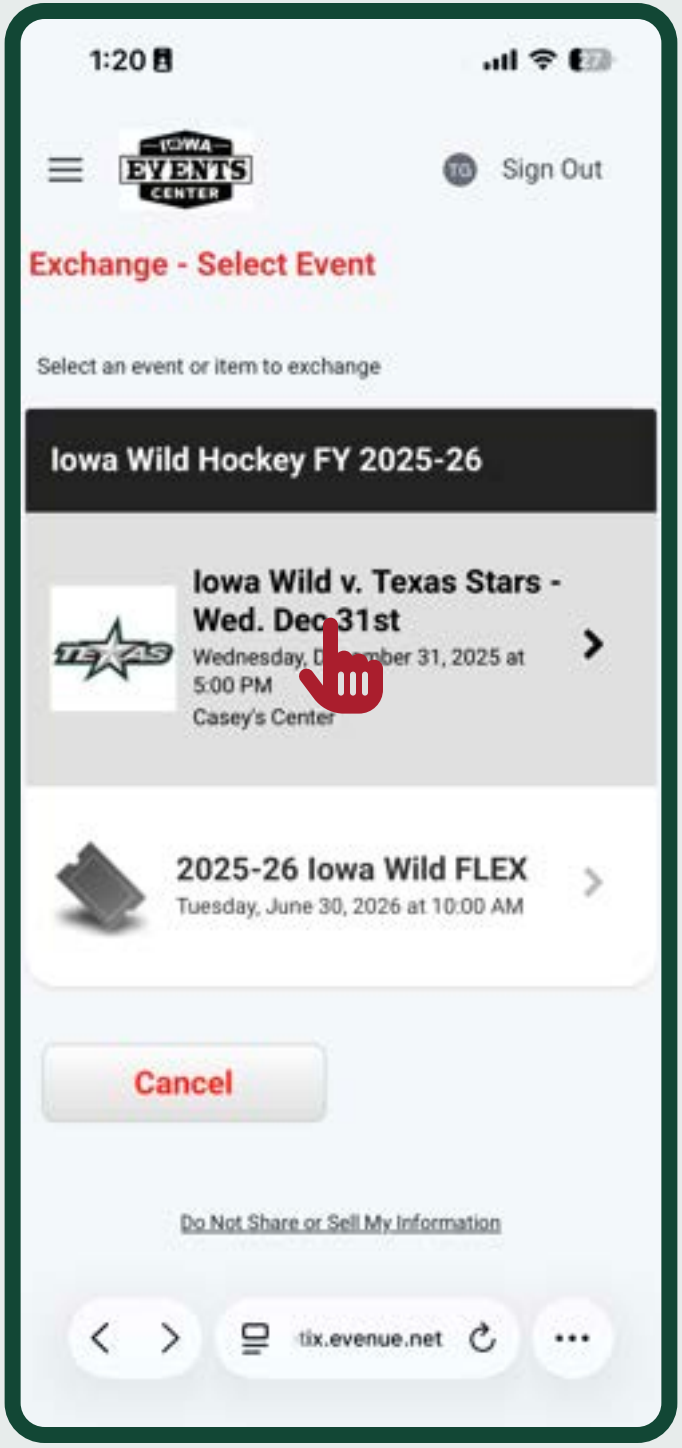


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP ONE:

On your account page tap the **"Exchange Tickets"** icon.

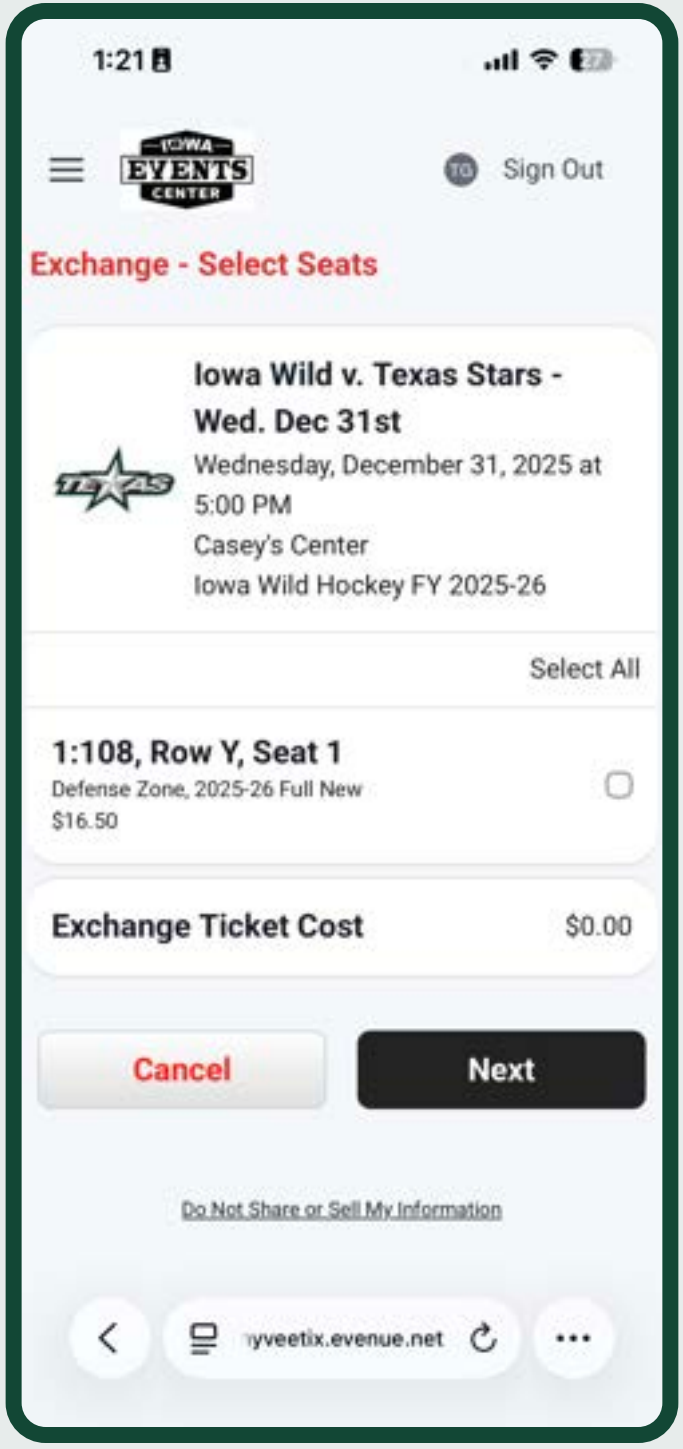


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP TWO:

Find and **select the game** you want to exchange to the Storehouse.

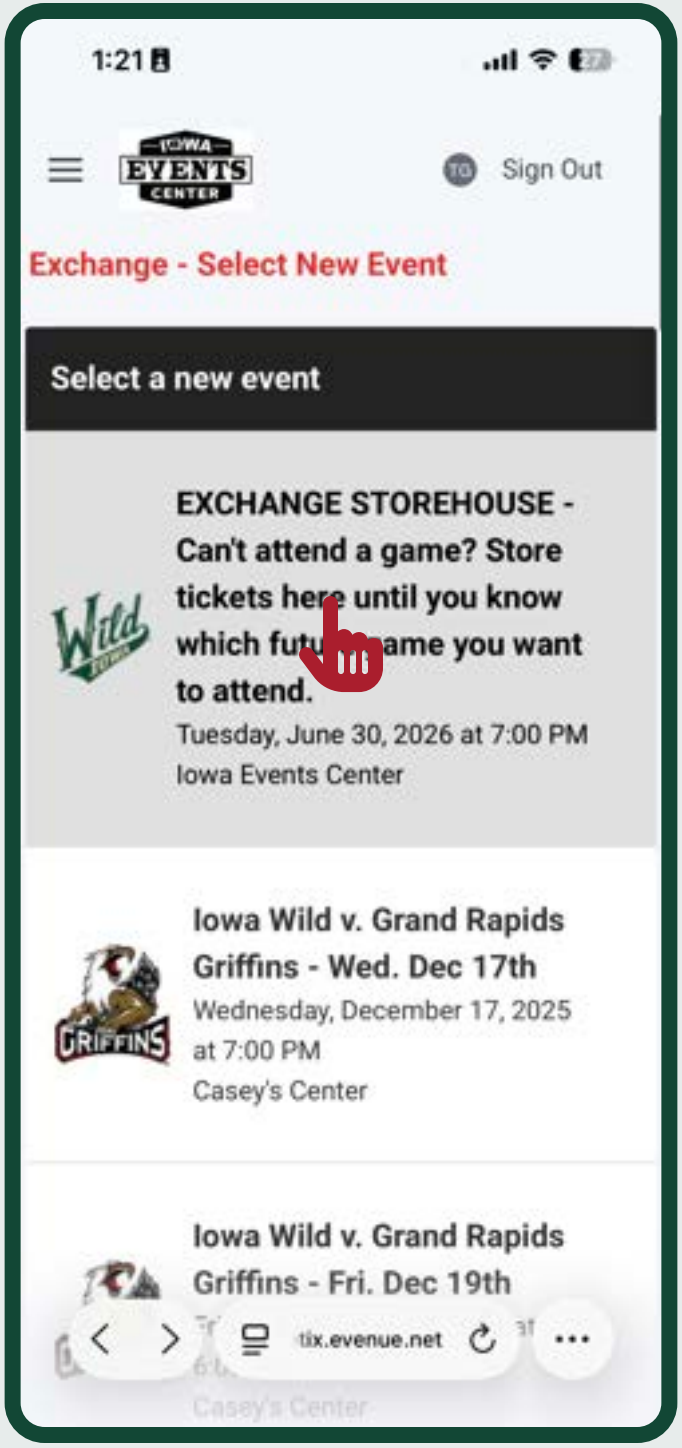


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP THREE:

Select the seat(s) you wish to exchange, then tap **Next**.

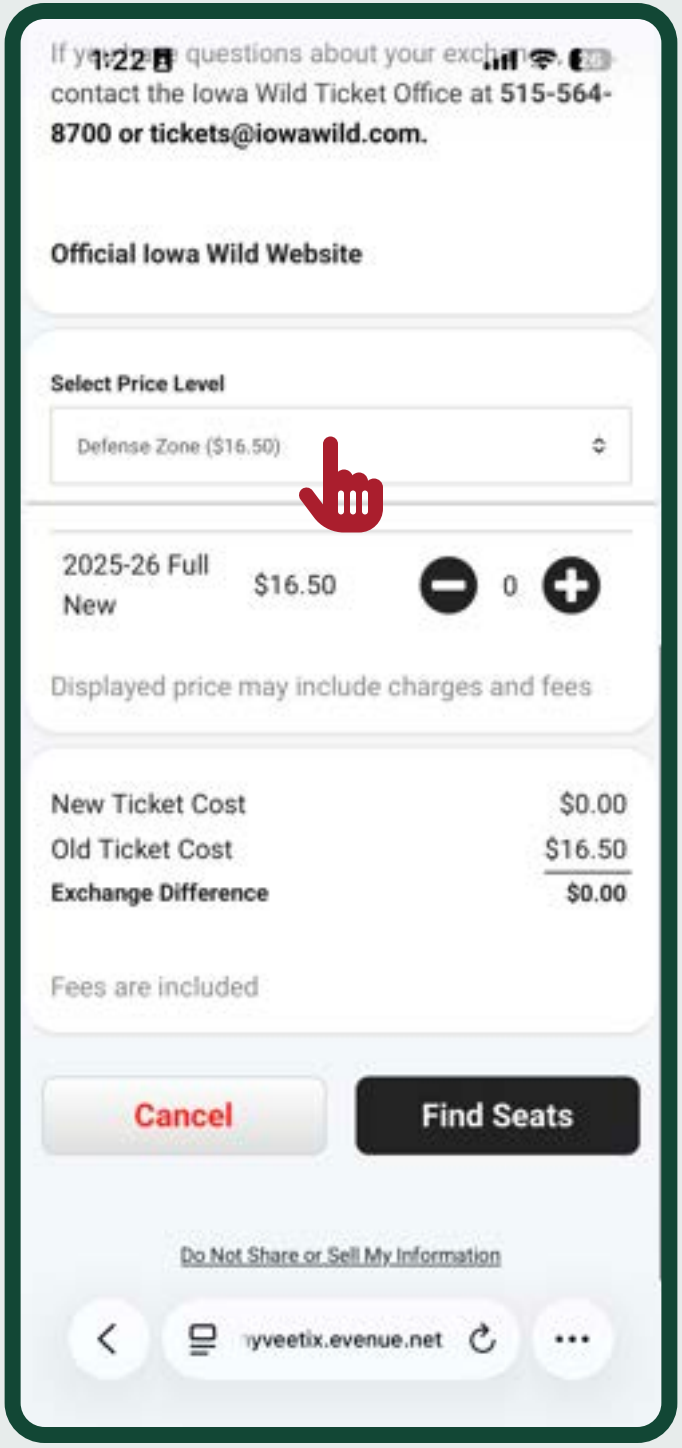


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP FOUR:

Select **"Exchange Storehouse"** at the top of the page.

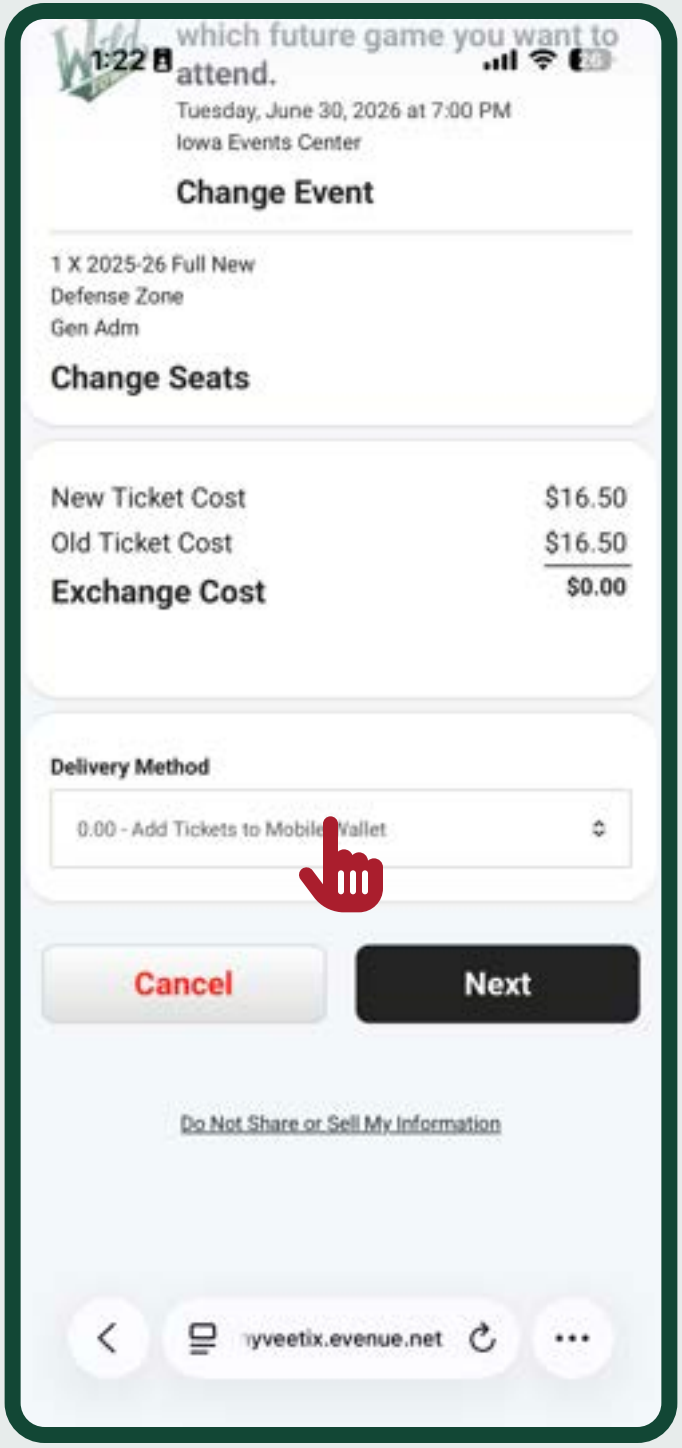


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP FIVE:

Select the same price level as your original ticket (Make sure the Exchange Difference = $0).

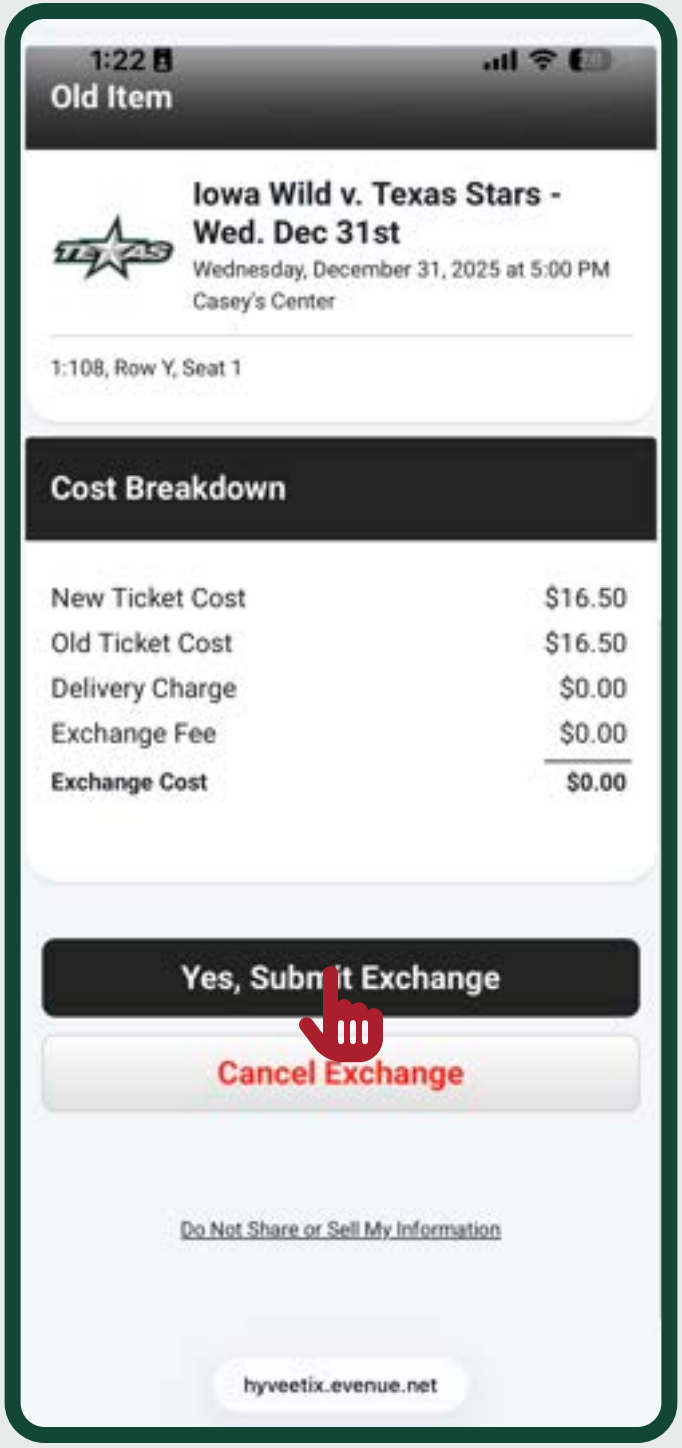


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP SIX:

Choose your delivery method and tap **Next**.

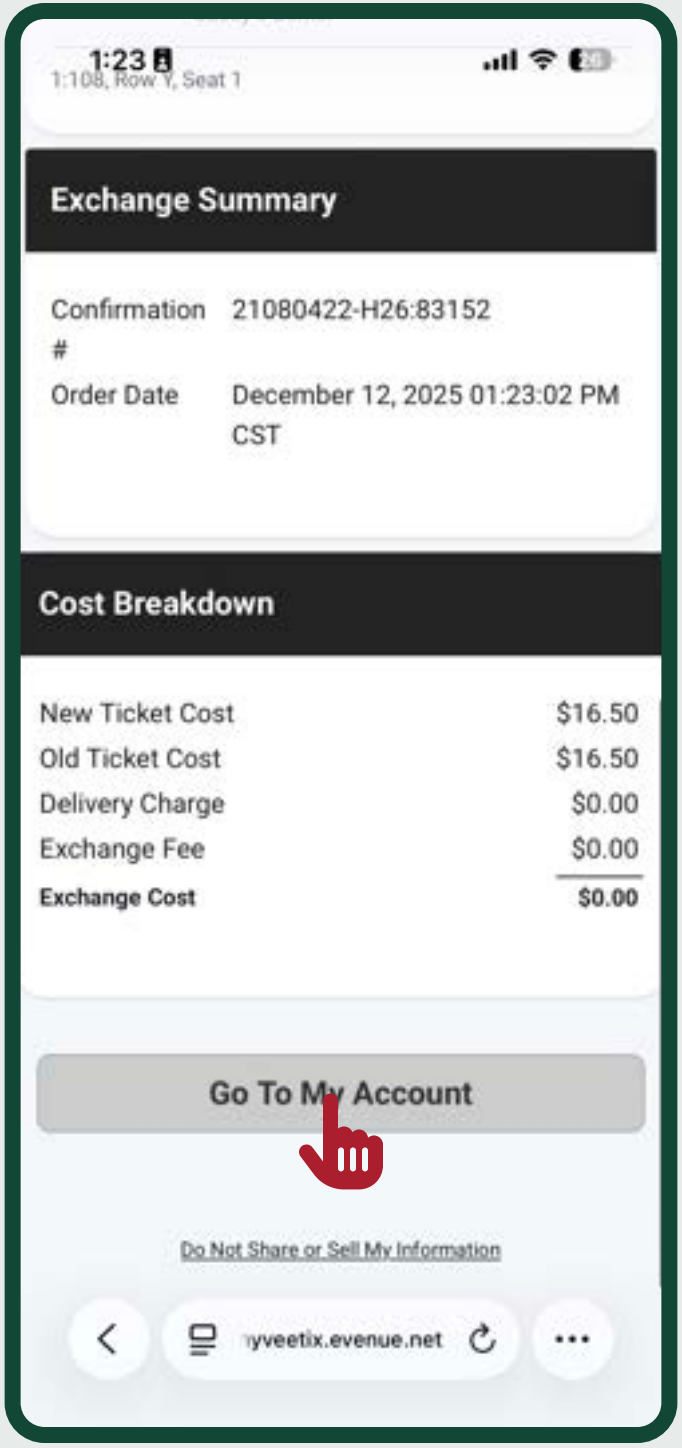


EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP SEVEN:

Tap **"Yes, Submit Exchange"** to complete the exchange.



EXCHANGING YOUR TICKETS TO THE STOREHOUSE

Plans changed? Make the save and stash your tickets in the Storehouse for a future Iowa Wild game.

STEP EIGHT:

Exchange complete, tap **"Go To My Account"** to go back to your account page.

NOTE:

Your tickets are now in the Exchange Storehouse. All exchange tickets must be converted to game tickets before the last game of the regular season. Tickets not exchanged out from the Storehouse don't roll over to next season and have no monetary value.



ACCESSING THE IOWA WILD GAME

You will receive your tickets with NFC-enabled tap-to-enter technology. Follow these steps to make getting into the game quick and easy.

ARRIVING AT CASEY'S CENTER:

1. Open your mobile wallet (Apple Wallet or Google Wallet) and find your Iowa Wild ticket.
2. Hold your phone near the ticket reader at the entry point to tap for entry.
3. Check your seat location on your mobile device and keep your phone handy to show the usher.

NOTE:

Screenshots won't work. Tickets must be added to a mobile wallet for entry.