How to Use Your Flagship Flex Pack

24 hours after purchase, patrons will have the ability to begin exchanging vouchers for game tickets. All exchanges must be finalized 24 hours prior to the event start time. Learn how to exchange your vouchers for game tickets:

**STEP 1:**
Go to www.UMassAthletics.com/Tickets. Hover your mouse over MY Account at the top menu bar and click "Sign in".

**STEP 2:**
If you already have linked your account, please skip this step. If you have not linked your box office account to your online account, you have the ability to exchange vouchers for game tickets. Click Exchange at the right.

**STEP 3:**
Once logged into your account, under your Manage My Account function, you have the ability to exchange your vouchers for game tickets. Click Exchange at the right.

**STEP 4:**
Select the vouchers that you would like to redeem for game tickets.

**STEP 5:**
Choose the game you would like to exchange tickets out of. Note: You are only able to exchange tickets for games that have not been played yet.

**STEP 6:**
Find your seats that you want to exchange into. You can either choose by price level or you can choose by using our Select a Seat map. Note: The number of vouchers exchanging must match the number of seats you select.

**STEP 7:**
Review your seats and select a delivery method.

**STEP 8:**
Review that the exchange is correct and click "Yes, Submit Exchange." Please destroy your original vouchers they are no longer available. If you have any questions, please call 1-866-UMASS-TIX.