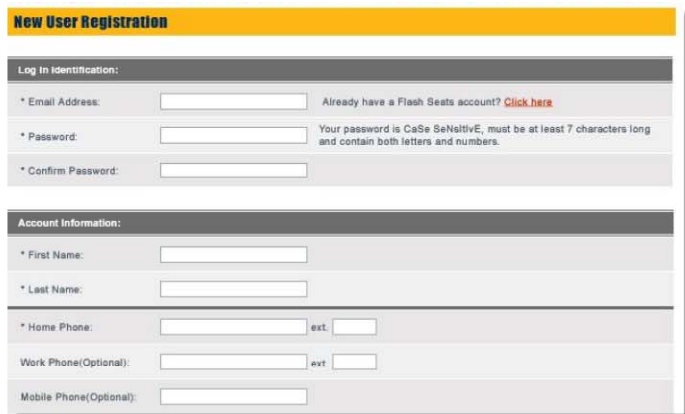


The *Getting Started Guide* gives you an overview of how to use the Flash Seats® system. It gives you the basic steps involved in Registering Your Account, Selling Your Tickets, Buying Tickets, Transferring Your Tickets, and Entering Your Event. For more details on Flash Seats, go to <http://flashseats.com>.

Registering Your Account



New User Registration

Log In Identification:

* Email Address: Already have a Flash Seats account? [Click here](#)

* Password: Your password is CaSe SeNsItivE, must be at least 7 characters long and contain both letters and numbers.

* Confirm Password:

Account Information:

* First Name:

* Last Name:

* Home Phone: ext.

Work Phone(Optional): ext.

Mobile Phone(Optional):

Register

To register, you need to complete a quick and easy form.

1. Go to the Flash Seats home page at <http://flashseats.com>.
2. Click **Register** at the top of the page.
3. Complete the form, and click the **Sign Up** button.

Verify Your Email Address

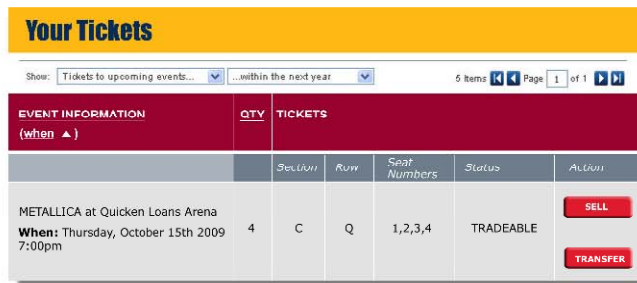
Once you register successfully, you will receive a verification email that contains a verification link and code.

1. Open the verification email.
2. Click the link included in the email, and then login with your email address and password.

Add Identification to Your Account

To enter events, you need to add identification, which will be swiped as you enter, to your account. To add identification, go to **Account/Identification**.

Selling Your Tickets



Your Tickets

Show: [Tickets to upcoming events...] ...within the next year 5 Items Page 1 of 1

EVENT INFORMATION (when ▲)	QTY	TICKETS				
		Section	Row	Seat Numbers	Status	Action
METALLICA at Quicken Loans Arena When: Thursday, October 15th 2009 7:00pm	4	C	Q	1,2,3,4	TRADEABLE	<input type="button" value="SELL"/> <input type="button" value="TRANSFER"/>

Listing Your Tickets for Sale

1. Log in, and then click **Tickets**.
2. Find the event for which you want to sell your tickets.
3. Click the **Sell** button.
4. Complete the form for your listing.
5. Click the **Preview Your Listing** button.
6. Click the **Confirm Offer** button. Your tickets are now listed for sale.

Accepting a Bid (Selling Tickets Now)

If you've placed tickets for sale and want to sell them to a bidder, you need to accept the bid.

1. Log in, and then click **Tickets**.
2. Find the tickets you want to sell.
3. In the **Highest Bid Price** column, click the **Sell Now** button.
4. To proceed with the sale, click the **Confirm Sell Now** button.

For answers to some of the most common questions about Flash Seats, go to <http://flashseats.com> and click FAQs.

Buying Tickets

Bidding on Tickets

The seller must accept your bid in order for you to gain ownership of the tickets.

1. Log in, and then click **Buy** at the top of the page.
2. Find the event and tickets you want to bid on.
3. Click the **Place Bid** button.
4. Complete the bid form.
5. Click the **Preview Bid** button.
6. Click the **Confirm Bid** button. Your bid is now placed.

Buying Tickets Now

To buy tickets without placing a bid, you can buy tickets now.

1. Log in, and then click **Buy**.
2. Find the tickets you want to purchase.
3. Click the **Buy Now** button.
4. Choose how many tickets you want to purchase and how you want to pay for the tickets.
5. Click the **Continue** button.
6. Click the **Confirm Payment** button.
The tickets are placed into your account.

Transferring Your Tickets

1. Log in, and then click **Tickets**.
2. Find the tickets you want to transfer.
3. Click the **Transfer** button.
4. Select the tickets you want to transfer, enter the information for the person you're transferring them to, and click the **Preview 'Flash Transfer'** button.
5. Click the **Confirm Transfer** button.
The tickets are transferred.

Entering Your Event

After you've confirmed that you have tickets in your account and have completed your account registration, including adding an electronic ID (e.g., credit card, driver's license), you are ready to enjoy your event.

1. Go to the venue and look for the Flash Seats gates.
2. Have your registered electronic ID ready and hand it to the Guest Services Representative at the gate.
3. Your ID will be swiped to verify you have tickets on your account.
4. The Guest Services Representative will give you a Seat Locator, identifying the location of your seats.

Note: Remember that the Seat Locator simply shows the location of your seats in the venue; it is not a ticket and cannot be used for entry into the venue. With Flash Seats, your ID is what gets you into the venue.