# How to Do a Self-Service Exchange

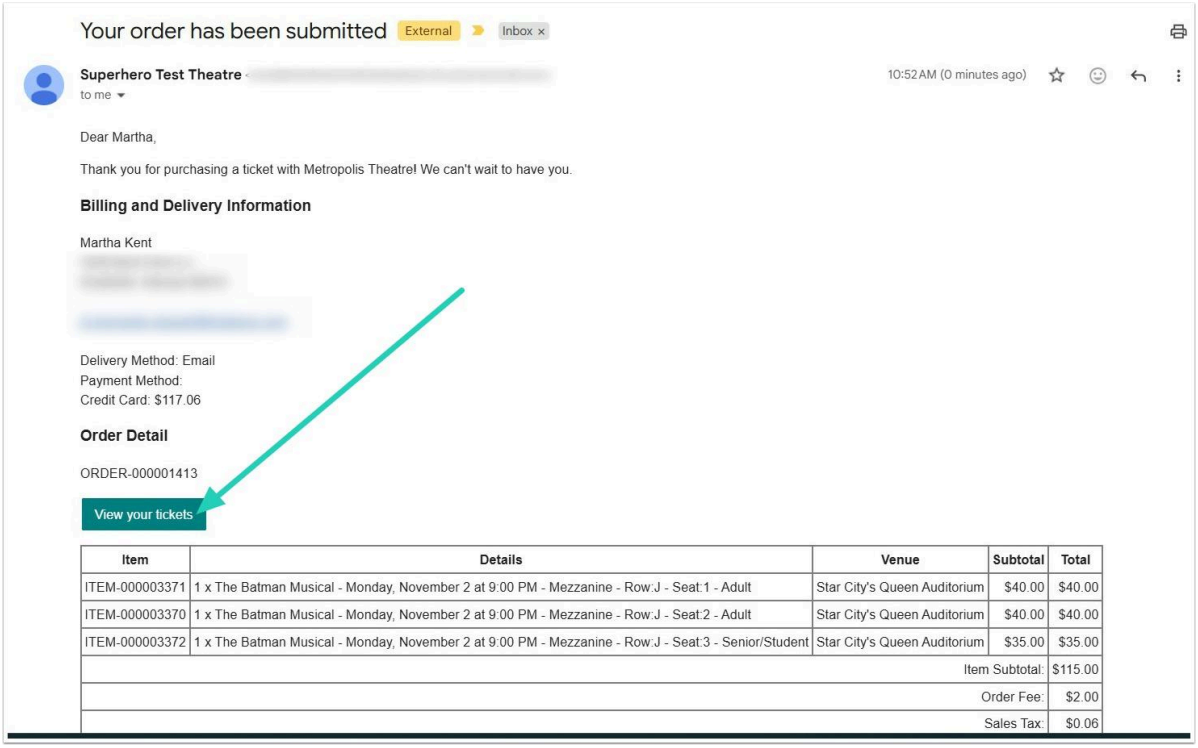
Self-service exchanges allow you to exchange your tickets online from one event to another. We'll go step-by-step through processing a self-service exchange online.

Here are the major steps:

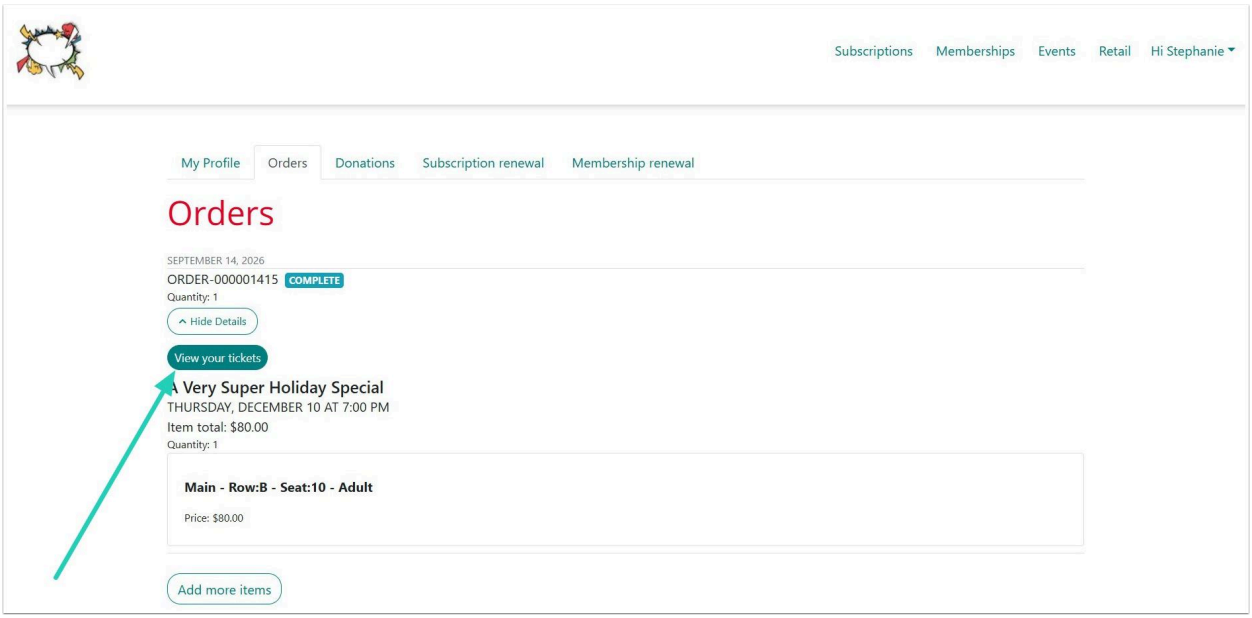
1. Start an exchange
2. Select tickets to exchange
3. Select new event
4. Select new tickets
5. If available, enter a discount code
6. If needed, enter payment information

# 1. View your tickets online

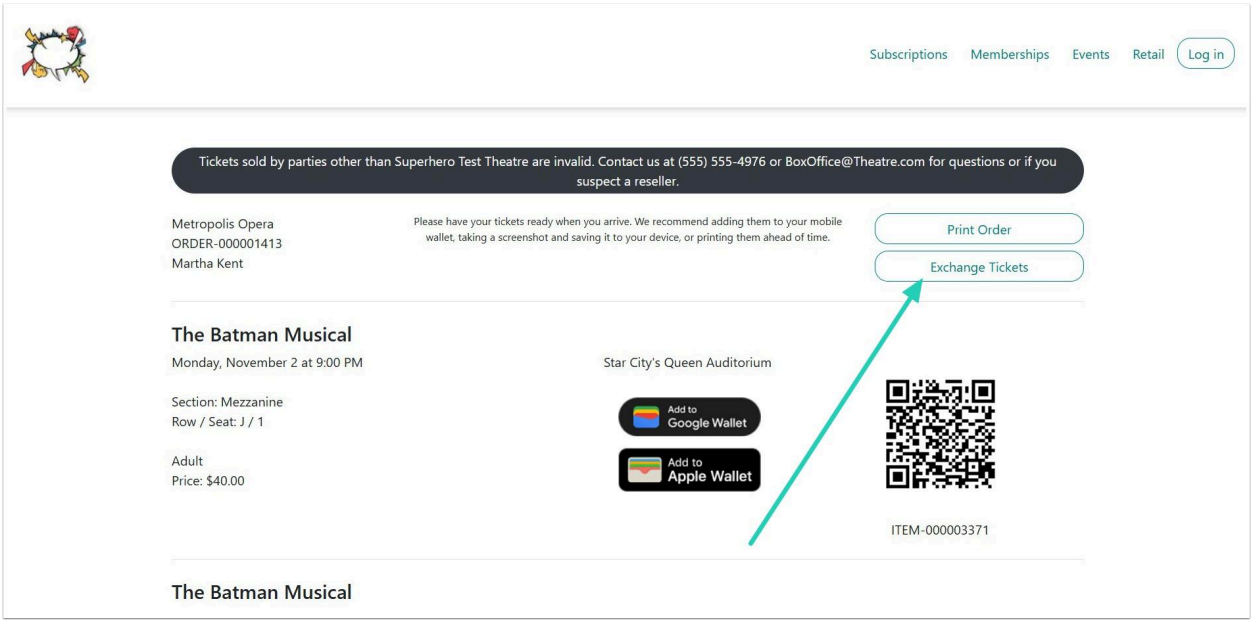
## You can do this from your confirmation email



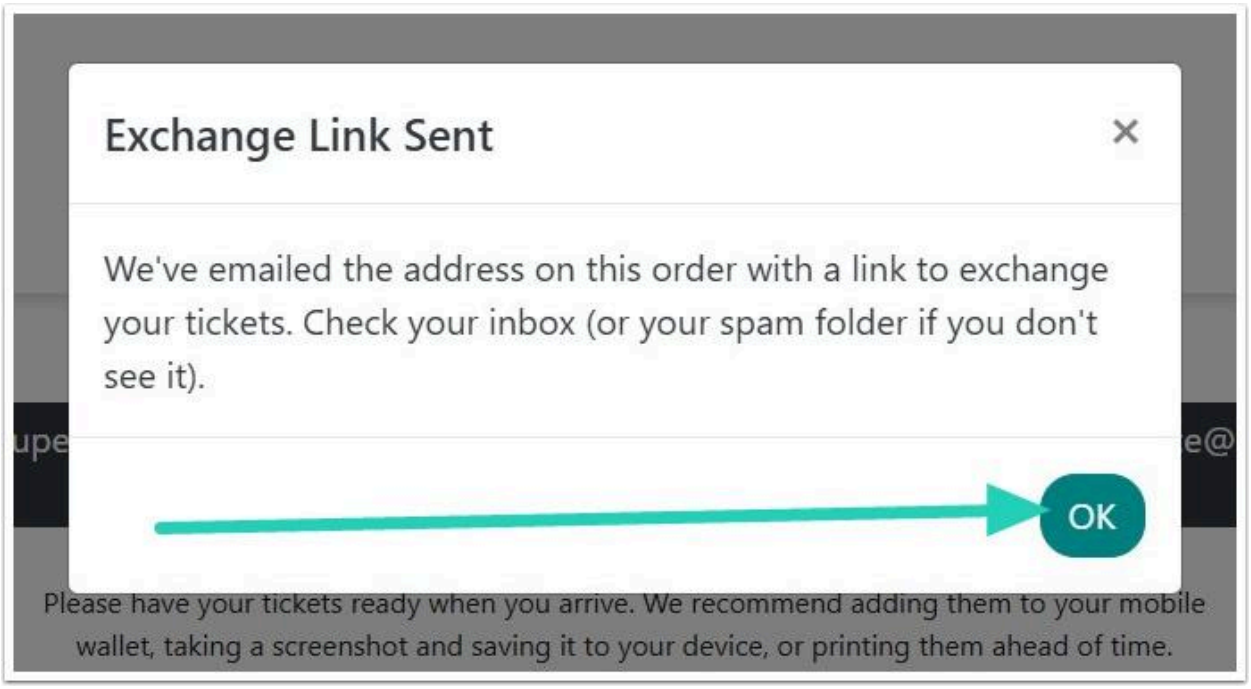

## Or from PatronPortal, if you have login access



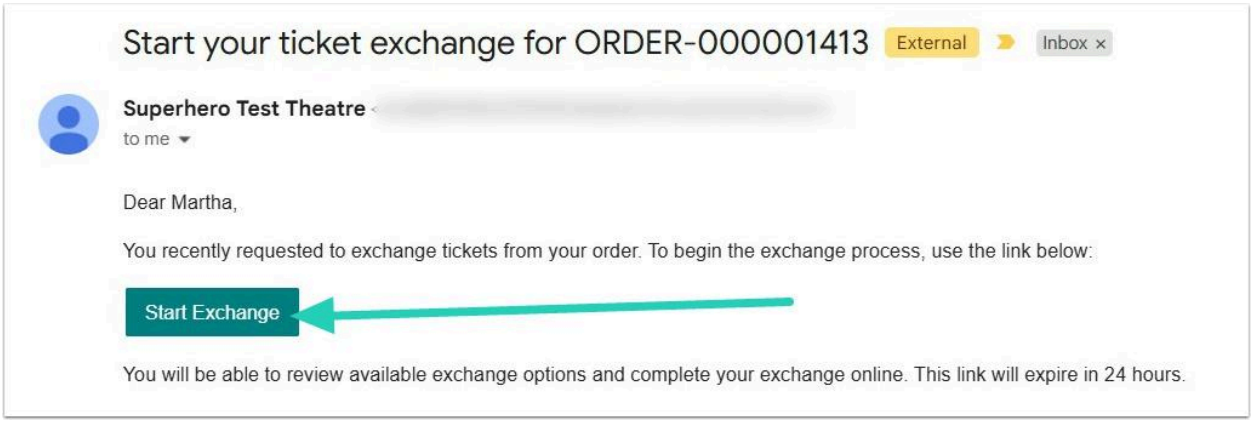
## 2. Click “Exchange Tickets”



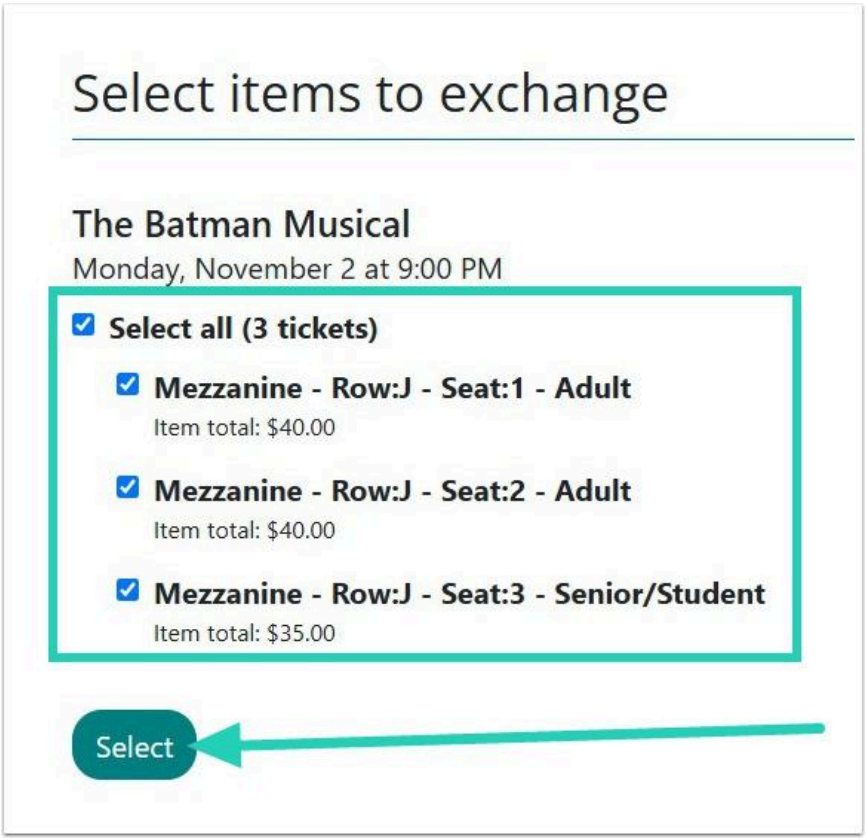

## 3. Click “OK”



4. From the email you received, click “Start Exchange”

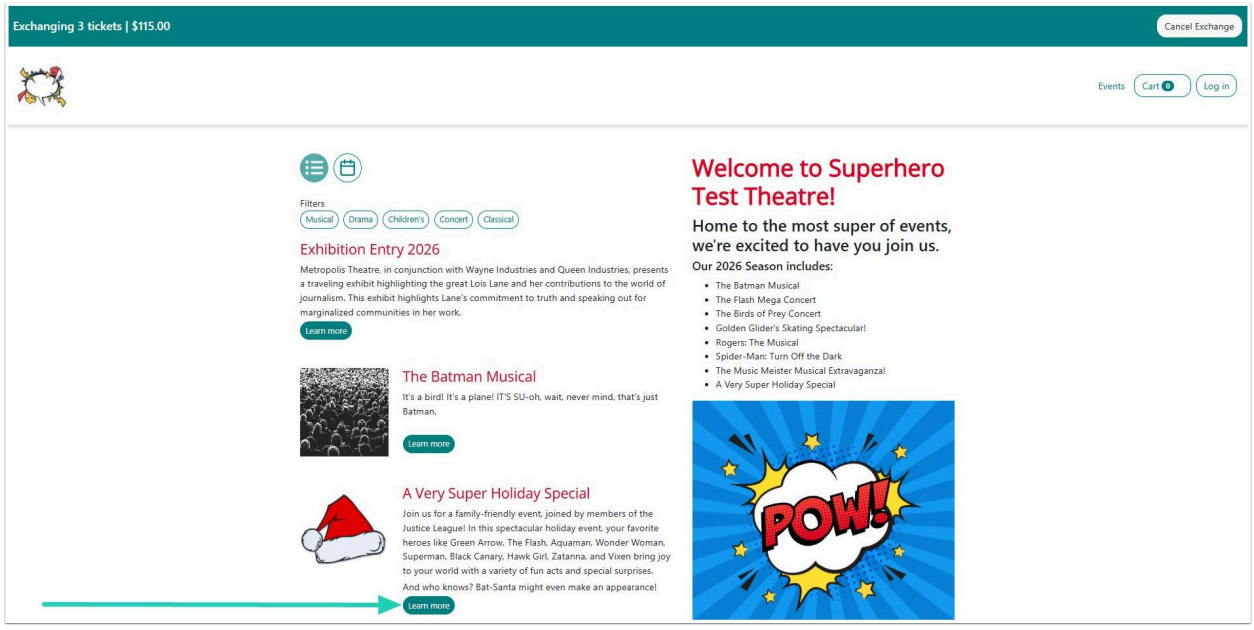



5. Select tickets to exchange

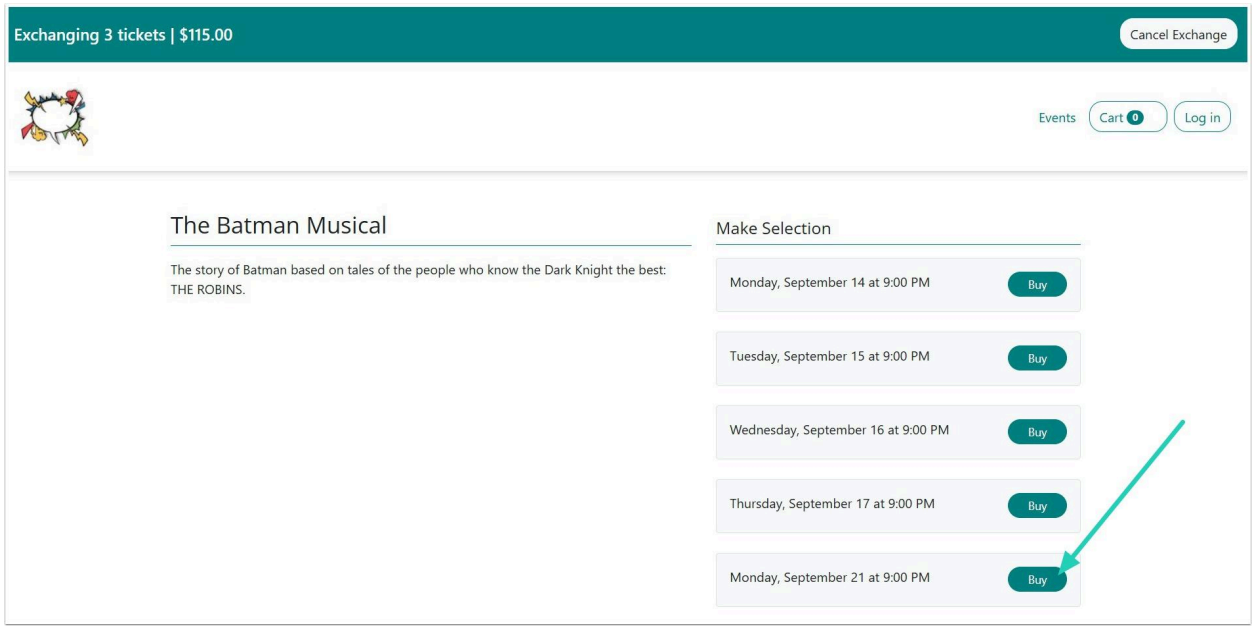


# 6. Select your new event

## You may be able to select from any event for sale



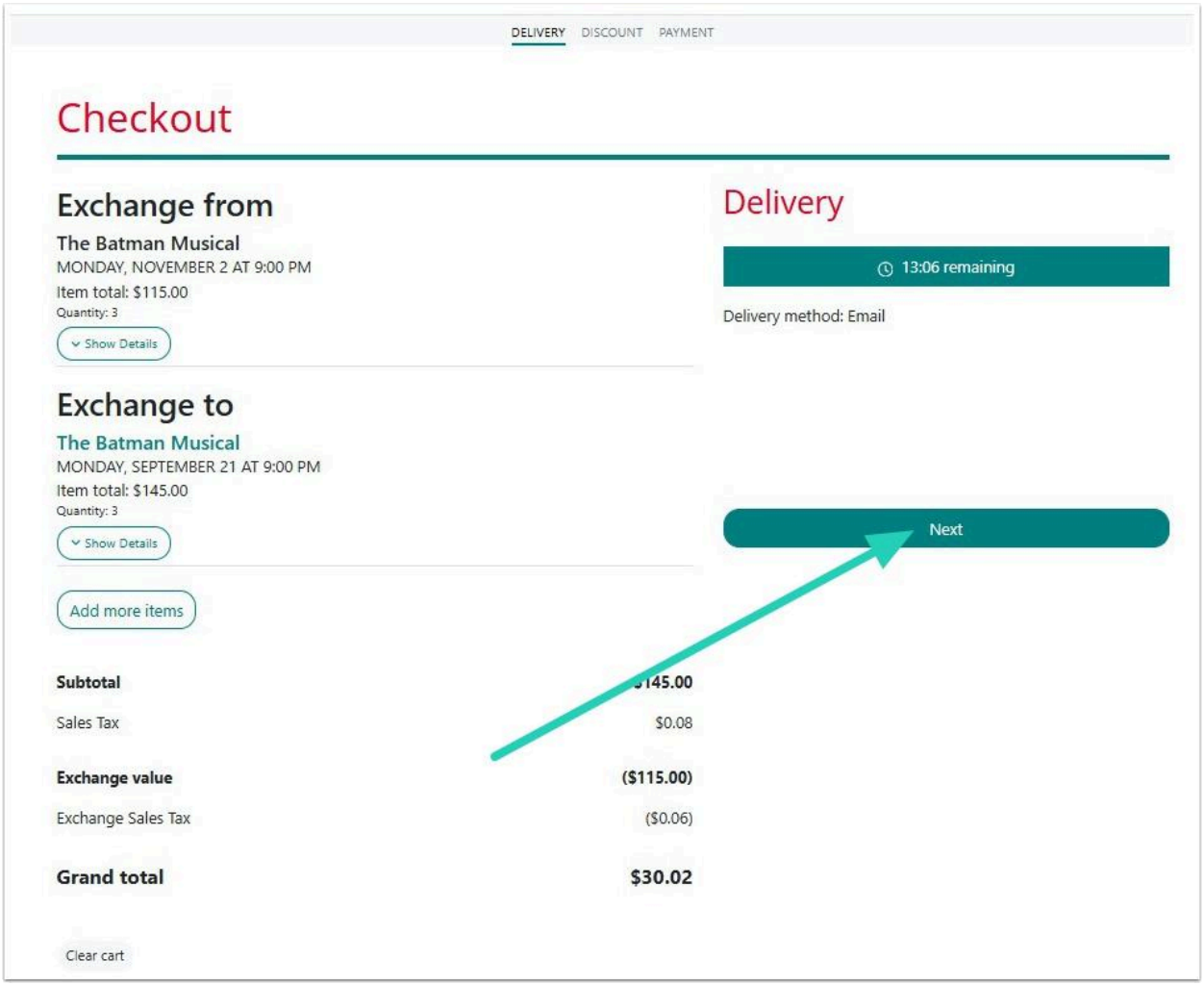

## Or from a different instance of the same event



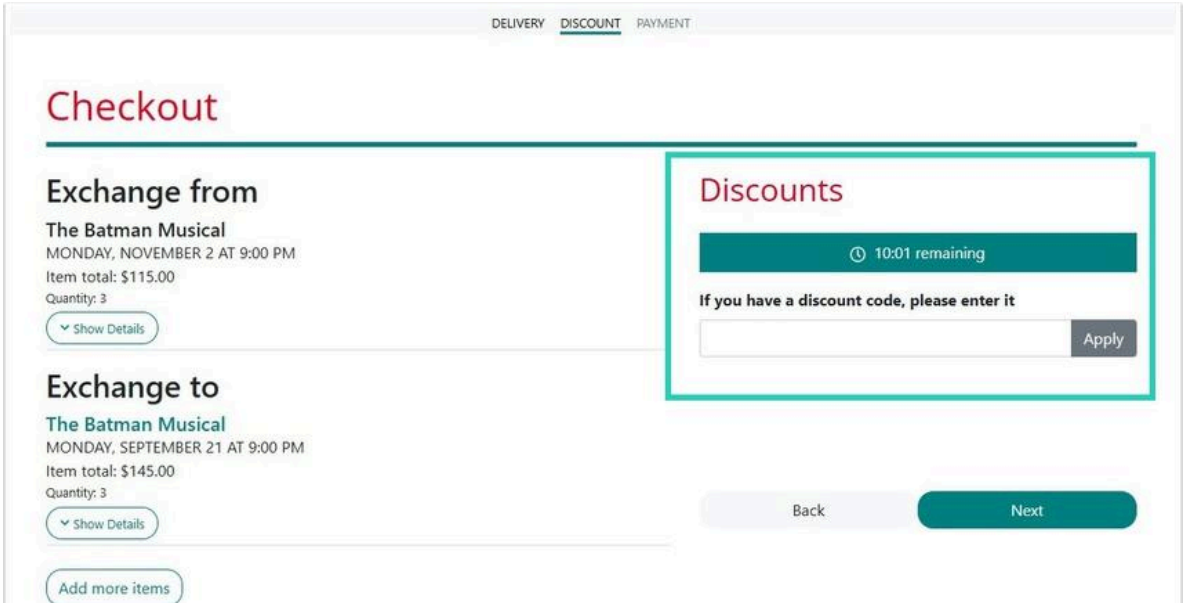
7. Select your new seats or tickets

This will be similar to how you originally purchased your tickets

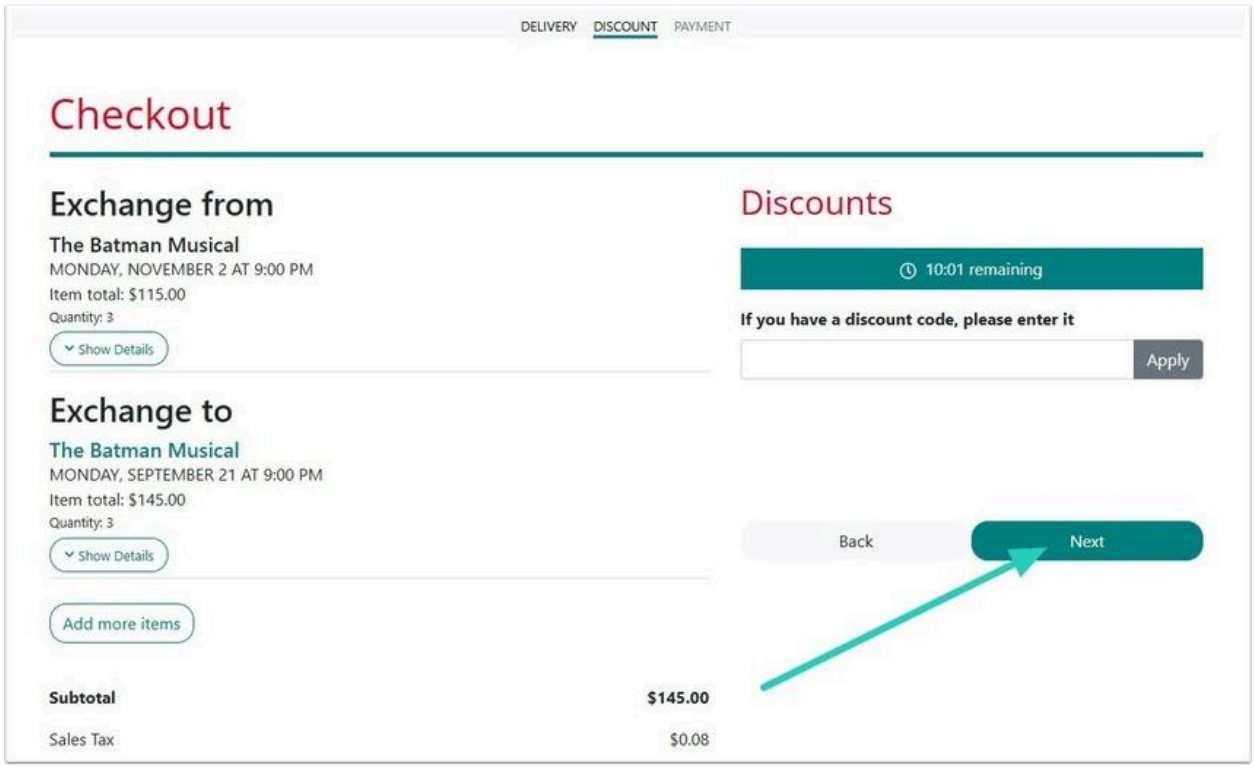
8. Click “Next”



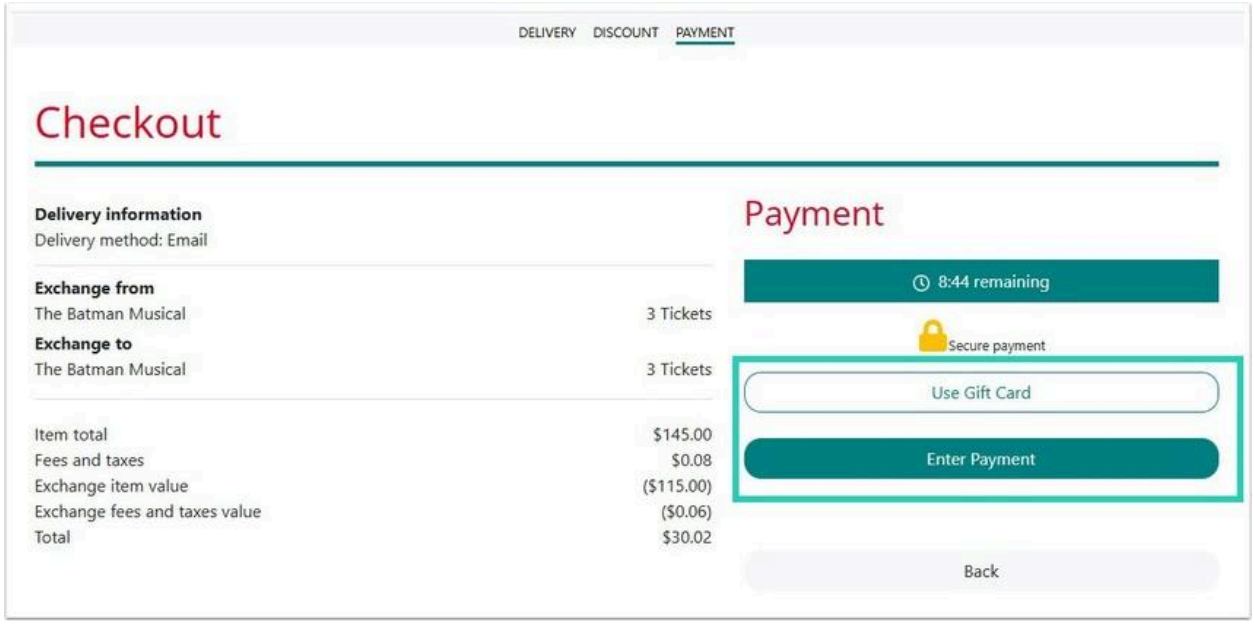
9. If one is available, optionally enter a discount code



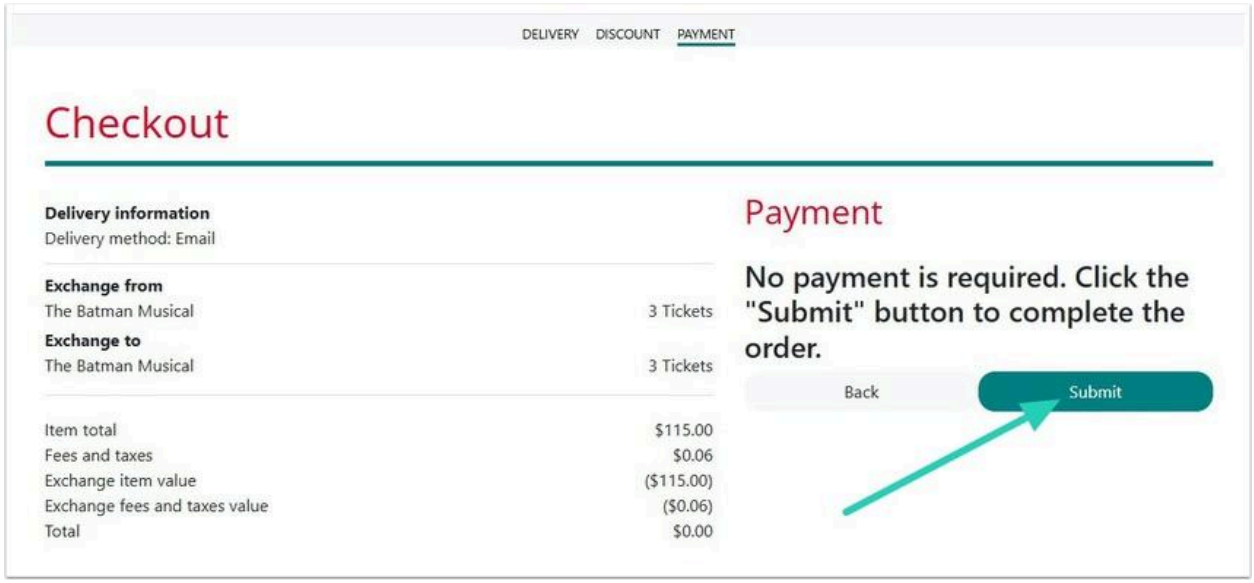

10. Click “Next”



11. If needed, enter payment information




12. If no payment is needed, click “Submit”




You’ll receive an email confirming your exchange.