

2021 SEASON SEAT MEMBERSHIP DIGITAL TICKETING GUIDE



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This Digital Ticketing Guide is here to serve as a reference for convenient and simple access to control your Season Seat Membership, tickets, and WestStar Club passes for the 2021 Season. To provide flexibility to you, there are multiple ways to access your Online Ticket Account Manager to control your tickets and WestStar Club passes.

- **If you prefer to manage and control your account on your smartphone, please view the [Mobile Device Access Guide](#) on pages 3 through 9 to learn how to utilize your Online Ticket Account Manager.**
- **If you prefer to manage and control your account on your desktop computer, please view the [Desktop Access Guide](#) on pages 10 through 15 to learn how to utilize your Online Ticket Account Manager.**



2021 SEASON SEAT MEMBERSHIP

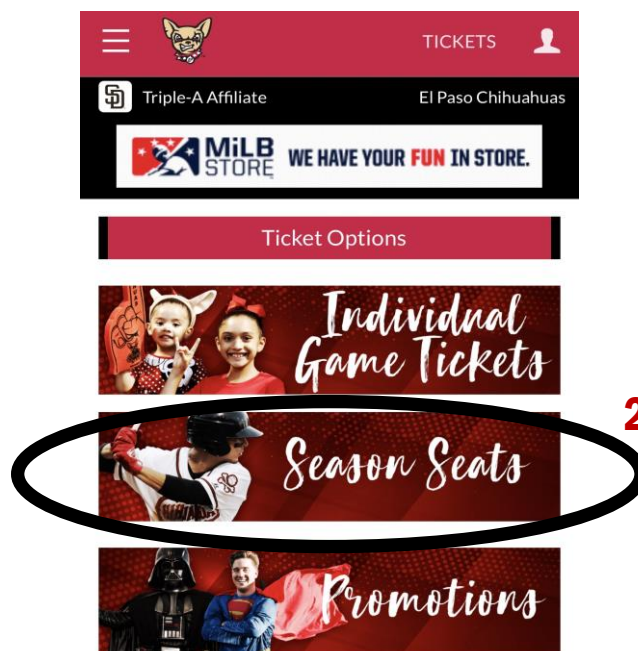
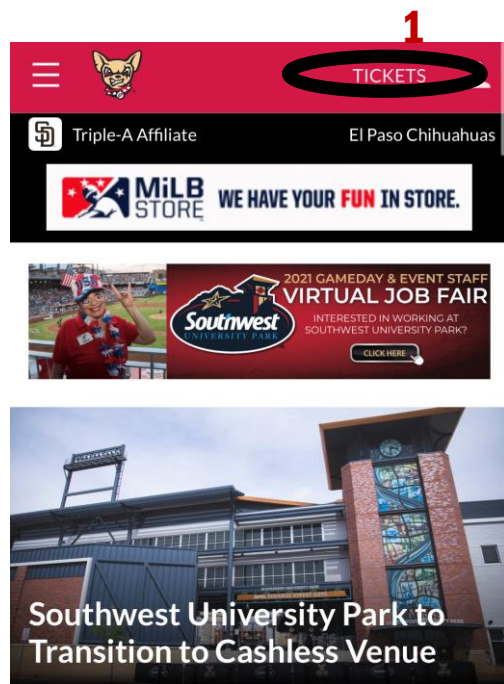
MOBILE DEVICE ACCESS GUIDE



MOBILE DEVICE ACCESS GUIDE

Pages 3 - 9

ACCESS MEMBERSHIP ONLINE TICKET ACCOUNT MANAGER



MOBILE DEVICE ACCESS

The Online Ticket Account Manager is your convenient digital platform to control your Membership:

1. Visit EPChihuahuas.com on your device and click “Tickets” in the upper righthand corner
2. Scroll and click on the “Season Seats” icon
3. Scroll and click on the “Season Seat Membership Manager” icon



ACCESS MEMBERSHIP ONLINE TICKET ACCOUNT MANAGER



MOBILE DEVICE ACCESS

To access your Online Ticket Account Manager for the first time, please contact your Account Executive for your Account Number and temporary password. After your first login using your Account Number, you may then use the email address associated with your Membership account as the username in the future.

1. Enter the email address and password associated with your Membership account to login



1

EMAIL
Chico@epchihuahuas.com

PASSWORD
.....

☐ Remember Me

[Forgot Password?](#)

LOG IN

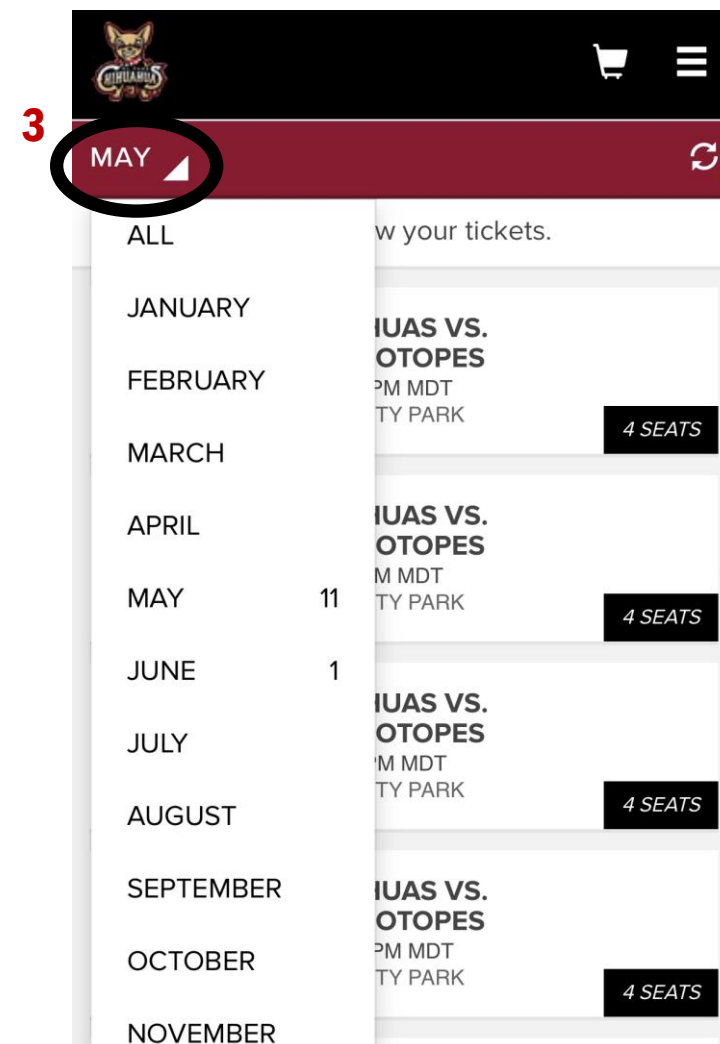
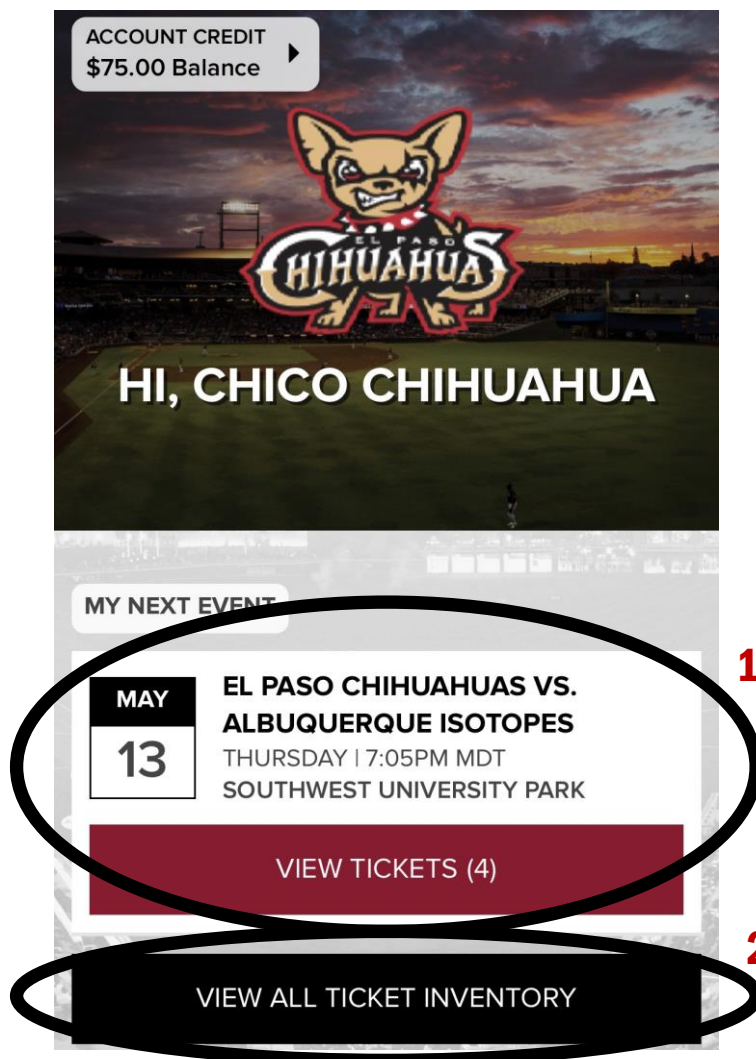
SIGN UP

VIEW AND CONTROL MEMBERSHIP TICKETS



MOBILE DEVICE ACCESS

1. To view your ticket(s) for the next game in your package click “View Tickets”
2. To view all tickets in your package, click “View All Ticket Inventory”
3. You can also filter tickets by month using the month dropdown
 - Paid tickets can be scanned for entry directly from your mobile device, forwarded to a guest, or exchanged for a future game ticket based on the Chihuahuas Exchange Program

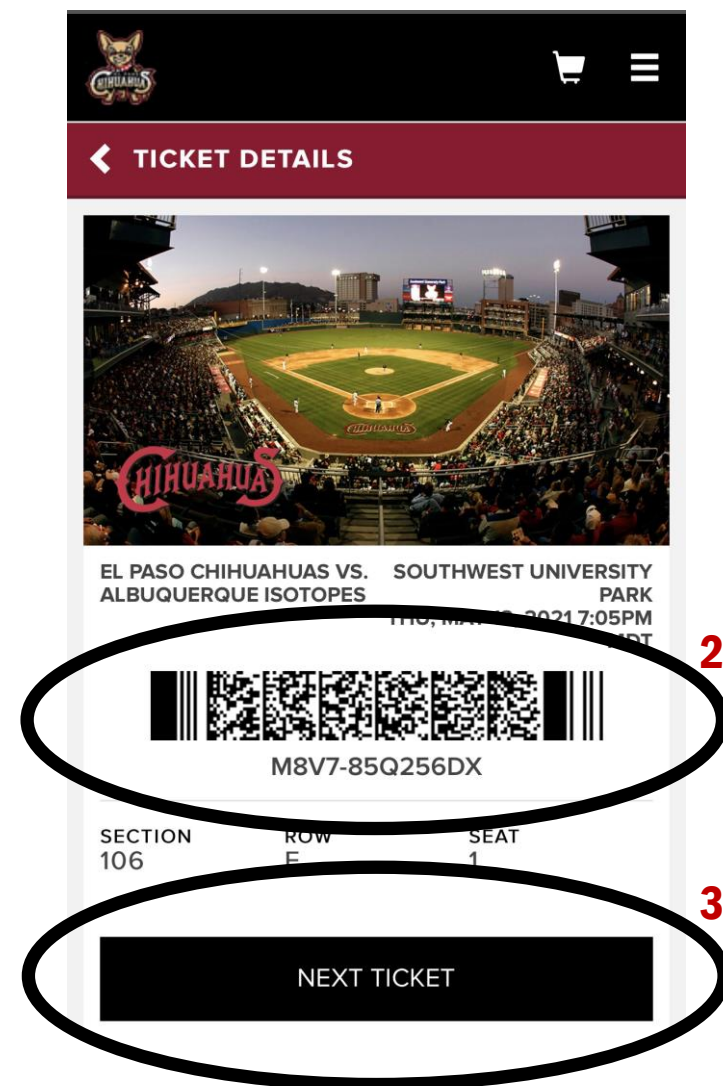
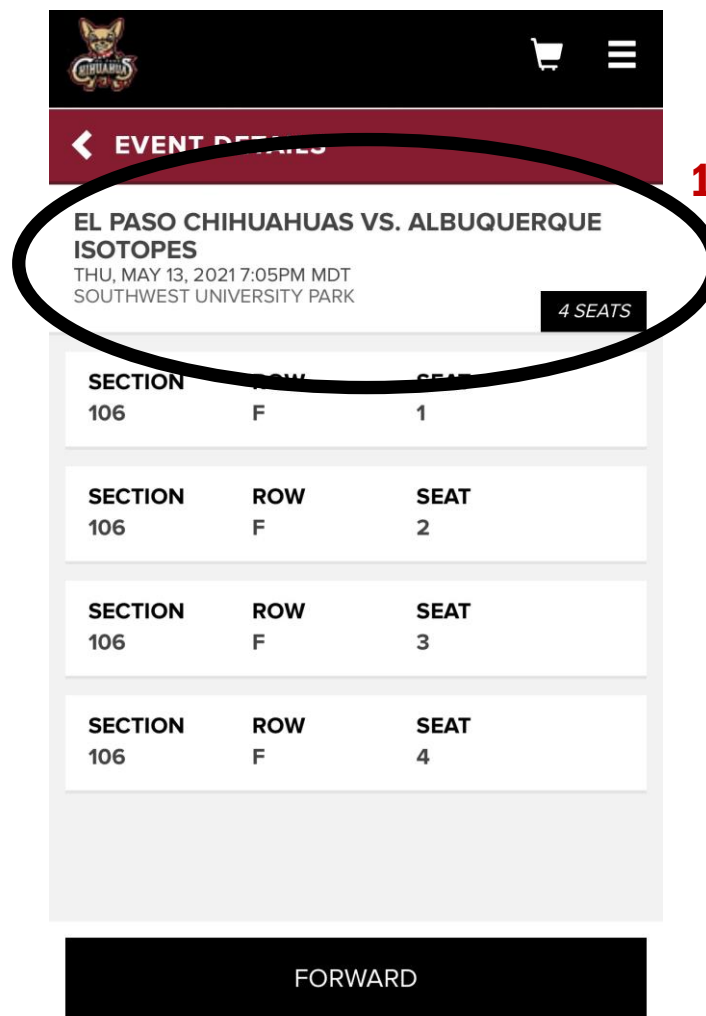


VIEW AND CONTROL MEMBERSHIP TICKETS



MOBILE DEVICE ACCESS

1. Click a specific game to view your ticket(s) for that game
2. Click on a specific ticket to view the barcode and scan for entry
3. View the next ticket for this game by clicking “Next Ticket”



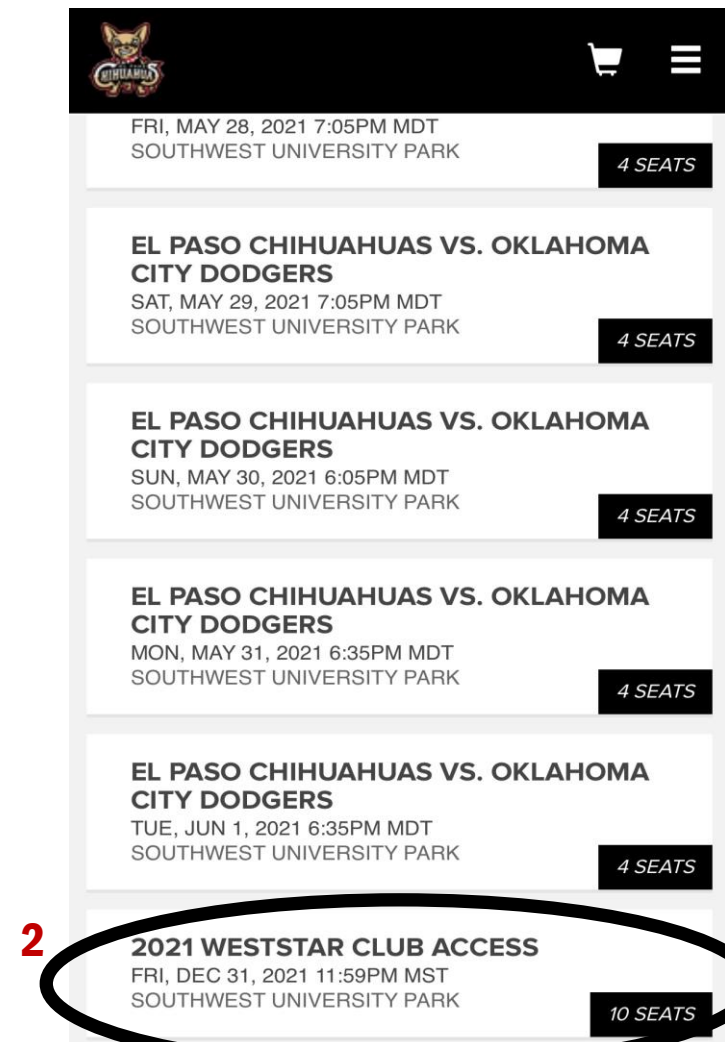
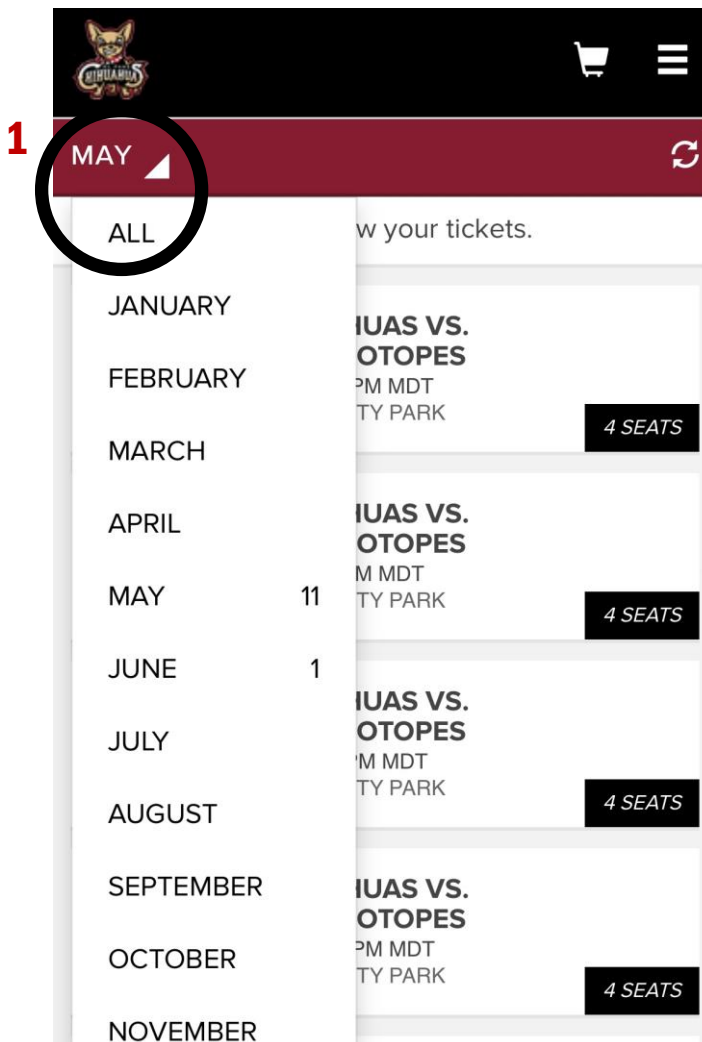
VIEW AND CONTROL WESTSTAR CLUB PASSES



MOBILE DEVICE ACCESS

Your 2021 WestStar Club pass allotment, replacing the white cards from past seasons, are also located in your Online Ticket Account Manager:

1. To view and control your WestStar Club passes throughout the season click “View All Inventory” and change the month dropdown to “All”
2. Your WestStar Club pass allotment will appear at the bottom of the list of active games
 - From this point, you can select the correct number of passes and scan them at the Ticket Information Table for access to the WestStar Club or forward a certain number of passes to guests



SHARE AND FORWARD TICKETS & WESTSTAR CLUB PASSES



EVENT DETAILS

2021 WESTSTAR CLUB ACCESS
FRI, DEC 31, 2021 11:59PM MST
SOUTHWEST UNIVERSITY PARK

10 SEATS

SECTION	ROW	SEAT
WSC	1	*
WSC	1	*
WSC	1	*
WSC	1	*

2021 WESTSTAR CLUB ACCESS
SOUTHWEST UNIVERSITY PARK
FRI, DEC 31, 2021 11:59PM MST

UKW7-3NV645MG

SECTION	ROW	SEAT
WSC	1	*

WSC Add On

NEXT TICKET

SECTION	ROW	SEAT
WSC	1	*
WSC	1	*
WSC	1	*
WSC	1	*
WSC	1	*

FORWARD

SECTION	ROW	SEAT
WSC	1	*
WSC	1	*
WSC	1	*
WSC	1	*
WSC	1	*

CHOOSE FRIEND



MOBILE DEVICE ACCESS

1. Click on a specific ticket/pass to view, scan, and share your tickets and WestStar Club pass allotment
2. Click a specific ticket or WestStar Club pass to view the barcode and scan
3. Scroll to the bottom and click "Forward"
4. Select the correct number of tickets or WestStar Club passes to forward
5. Click "Choose Friend" to choose a friend from the existing list that you have saved or save a "New Friend"

2021 SEASON SEAT MEMBERSHIP

DESKTOP ACCESS GUIDE



DESKTOP ACCESS GUIDE

Pages 10 - 15

ACCESS MEMBERSHIP ONLINE TICKET ACCOUNT MANAGER



DESKTOP ACCESS

The Online Ticket Account Manager is your convenient digital platform to control your Season Seat Membership:

1. Visit [EPChihuahuas.com](https://epchihuahuas.com) on your desktop computer and hover over “Tickets & Promotions”
2. Select “Ticket Account Manager”



1

TICKETS & PROMOTIONS

Individual Tickets

Promotions

Season Seat Information

Ticket Terms & Conditions

Ticket Account Manager

Group Outings

Premium Hospitality Areas

Party & Patio Suites

Southwest University Park Virtual Tour

Special Offers

2

1. Click “Start”
2. Continue Download
3. Enjoy Free Browser!

2021 GAMEDAY & EVENT STAFF
VIRTUAL JOB FAIR

INTERESTED IN WORKING AT
SOUTHWEST UNIVERSITY PARK?

CLICK HERE

ACCESS MEMBERSHIP ONLINE TICKET ACCOUNT MANAGER



DESKTOP ACCESS

To access your Online Ticket Account Manager for the first time, please contact your Account Executive for your Account Number and temporary password. After your first login using your Account Number, you may then use the email address associated with your Membership account as the username in the future.

1. Enter the email address and password associated with your Membership account to login



Log in or Register

Please log in or create an account to get started

Enter Account and Password

Account #

chico@epchihuahuas.com

Password

Note: Your password is case-sensitive.

LOG IN

CREATE A NEW ACCOUNT

RESET PASSWORD

RETRIEVE ACCOUNT NUMBER

VIEW AND CONTROL MEMBERSHIP TICKETS



DESKTOP ACCESS

1. To view tickets throughout the season, click “My Ticket Inventory”
2. Use the “Ticket Action” dropdown to select the correct action
 - Paid tickets can be forwarded to a guest, exchanged for a future game ticket based on the Chihuahuas Exchange Program, or printed as a PDF to scan for entry
 - Click the specific game to view and your ticket(s) for that game will appear
3. You can also filter your tickets by month using the month dropdown



EPCHIHUAHUAS.COM THE OFFICIAL SITE OF THE EL PASO CHIHUAHUAS

MILB.COM

TRIPLE-A AFFILIATE

SPECIAL OFFERS

MY TICKET INVENTORY

DO LIST

MY ACCOUNT

MY HISTORY

LOG OUT

Inventory (Account: chico@epchihuahuas.com [7001772])

Help and Information

Chico Chihuahua: Manage your ticket inventory

Welcome to My El Paso Chihuahuas, your online ticket manager

Close

1. Events are listed by either month or purchased order. Click the arrow icon next to the event you are interested in to see tickets for that event.

2. Choose an action in the Ticket Action drop down, find the tickets you want, and click "Continue" at the bottom of the page.

3. To view all your activity, click the History tab at the top of the page. For detailed help, click "Help and Information" at the top of this page.

☐ Click to have this drawer closed when you return to this page

Ticket Action: Select an action

Select an action

Forward Tickets

Exchange Tickets

Print Tickets

Events and Seats

Order

Show Actionable Only

May 2021

All Days/Time

El Paso Chihuahuas vs. Albuquerque Isotopes
Thursday 05/13/21 @ 7:05PM MDT

El Paso Chihuahuas vs. Albuquerque Isotopes
Friday 05/14/21 @ 7:05PM MDT

El Paso Chihuahuas vs. Albuquerque Isotopes
Saturday 05/15/21 @ 7:05PM MDT

El Paso Chihuahuas vs. Albuquerque Isotopes
Sunday 05/16/21 @ 1:05PM MDT

El Paso Chihuahuas vs. Albuquerque Isotopes
Monday 05/17/21 @ 6:35PM MDT

El Paso Chihuahuas vs. Albuquerque Isotopes
Tuesday 05/18/21 @ 6:35PM MDT

El Paso Chihuahuas vs. Oklahoma City Dodgers
Thursday 05/27/21 @ 7:05PM MDT

Details >

Seats: 4

Details >

Seats: 4

Details >

Seats: 4

Details >

Seats: 4

Details >

Seats: 4

Details >

Seats: 4

Details >

Seats: 4

Details >

Seats: 4

How To Use:

Step 1: Select an Action
Select your desired action from the action list to the left.

Step 2: Select Events and Seats
Select your desired events and seats from your inventory list.

Step 3: Proceed
For "ticket forwarding" select your desired friend assignments and complete the action. For all others, proceed to the next step.

If you are having any issues please call 915-533-BASE (2273)

VIEW AND CONTROL WESTSTAR CLUB PASSES



DESKTOP ACCESS

Your 2021 WestStar Club pass allotment, replacing the white cards from past seasons, are also located in your Online Ticket Account Manager:

1. To view and control your WestStar Club passes click “My Ticket Inventory”
2. Change the month dropdown to “All Months”
3. Your WestStar Club pass allotment will appear at the bottom of the list of active games
4. From this point, you can select the correct number of passes to print or forward a certain number of passes to guests



Ticket Action: Select an action ▼

Events and Seats: Select an action

Event Order Show Actionable Only All Days/Time ▼

All Months ▼
All Months
May 2021
June 2021
December 2021

▶ El Paso Chihuahuas vs. Albuquerque Isotopes Sunday 05/16/21 @ 1:05PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Albuquerque Isotopes Monday 05/17/21 @ 6:35PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Albuquerque Isotopes Tuesday 05/18/21 @ 6:35PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Oklahoma City Dodgers Thursday 05/27/21 @ 7:05PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Oklahoma City Dodgers Friday 05/28/21 @ 7:05PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Oklahoma City Dodgers Saturday 05/29/21 @ 7:05PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Oklahoma City Dodgers Sunday 05/30/21 @ 6:05PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Oklahoma City Dodgers Monday 05/31/21 @ 6:35PM MDT	Details > Seats: 4
▶ El Paso Chihuahuas vs. Oklahoma City Dodgers Tuesday 06/01/21 @ 6:35PM MDT	Details > Seats: 4
▶ 2021 WestStar Club Access Friday 12/31/21 @ 11:59PM MST	Details > Seats: 10

Total Selected: 0

SHARE AND FORWARD TICKETS & WESTSTAR CLUB PASSES



DESKTOP ACCESS

1. Use the “Ticket Action” dropdown to select “Forward Tickets”
2. Select the correct game and ticket(s)/WestStar Club passes to forward
3. Click “Choose Friend” and:
 - Choose a friend from the existing list that you have saved
 - Click “New Friend” to save a new guest
4. Click “Continue” and you and your guest will receive a confirmation email to confirm delivery



The screenshot shows the Season Seat website interface. The 'Ticket Action' dropdown menu is open, showing options: Forward Tickets, Select an action, Forward Tickets, Exchange Tickets, and Print Tickets. The 'Forward Tickets' option is selected. The list of games and tickets is displayed, with the first game selected. The 'Your Friends' list is visible on the right, with a 'NEW FRIEND' button. The 'CONTINUE' and 'CANCEL' buttons are at the bottom right.

Game	Ticket	Status
El Paso Chihuahuas vs. Albuquerque Isotopes Thursday 05/13/21 @ 7:05PM MDT	106 IRow F ISeat 1	Active Ticket
El Paso Chihuahuas vs. Albuquerque Isotopes Thursday 05/13/21 @ 7:05PM MDT	106 IRow F ISeat 2	Active Ticket
El Paso Chihuahuas vs. Albuquerque Isotopes Thursday 05/13/21 @ 7:05PM MDT	106 IRow F ISeat 3	Active Ticket
El Paso Chihuahuas vs. Albuquerque Isotopes Thursday 05/13/21 @ 7:05PM MDT	106 IRow F ISeat 4	Active Ticket

Total Selected: 4

ADDITIONAL ACTIONS TO MANAGE MEMBERSHIP TICKETS



- Within your Online Ticket Account Manager, you can utilize a variety of special actions including:
 - Recall tickets forwarded to a guest who may no longer be able to attend
 - Add tickets to your digital wallet like an airline boarding pass
 - Exchange paid tickets from your Membership account based on the Chihuahuas Exchange Program
 - Purchase additional game tickets at your special Season Seat Member rate
 - Renew your Membership for the 2022 Season with a convenient payment plan

We are excited to see you throughout the 2021 Season! If you need any assistance accessing your Online Ticket Account Manager or taking advantage of the convenient features available within it, please do not hesitate to reach out.

Go Chihuahuas!



Season Seat Membership Sales & Service Team
El Paso Chihuahuas

O: (915) 533-BASE (2273)

E: ticketservices@epchihuahuas.com

