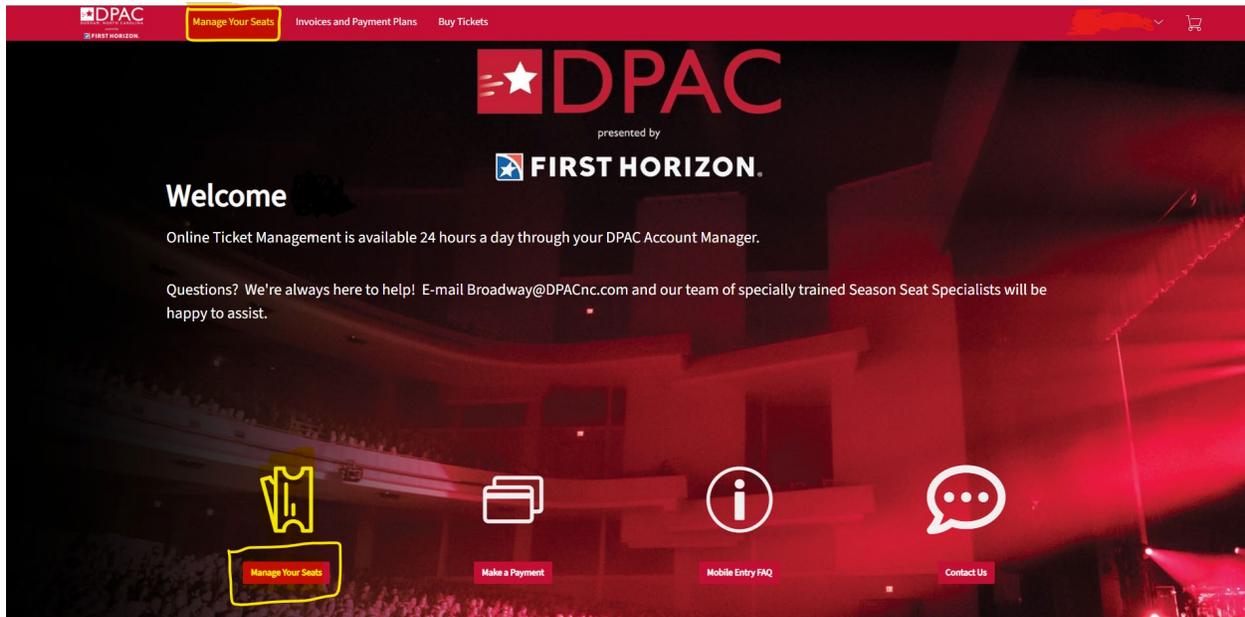


Account Manager Guide – Exchange seats Online

1. Log into your online Account Manager by entering your email address and password
*Note: If you do not remember your password, click “Forgot Password?” to reset it.
2. After you have logged in, click on the option that reads “Manage Your Seats” near the top or bottom of the screen.



3. You will be directed to a page that lists all your upcoming events. Please select “View Event Details” for the performance you would like to exchange.



Parking for THE GREAT GATSBY- Opens at 11:00AM

Sun • May 10, 2026 • 01:00 PM

Durham, NC — DPAC

[View Event Details](#)



The Great Gatsby - 5/10 at 1:00 PM

Sun • May 10, 2026 • 01:00 PM

Durham, NC — DPAC

[View Event Details](#)

4. Next, please select the “MORE” option and select “EXCHANGE”



The Great Gatsby - 5/10 at 1:00 PM

Sun • May 10, 2026 • 01:00 PM

Durham, NC — DPAC

 **Your Phone Is Your Ticket**
 For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)

My SafeTix™

TRANSFER SELL MORE

Tickets	EXCHANGE
<div style="display: flex; justify-content: space-between; align-items: center;"> Sec 4, Row J, Seat 201 > </div>	EXCHANGE
<div style="display: flex; justify-content: space-between; align-items: center;"> Sec 4, Row J, Seat 202 > </div>	EXCHANGE

Ready to Sell Your Tickets?

It's never been easier to list, sell and get paid on the world's largest ticket marketplace.

5. Select the seat locations you want to exchange and select “Continue”.



The Great Gatsby - 5/10 at 1:00 PM
Sun • May 10, 2026 • 01:00 PM
Durham, NC — DPAC

Exchange Tickets

Select the tickets for this event that you would like to exchange. Please note that the system does not allow you to downgrade and you may not be able to exchange multiple blocks of tickets at the same time.

Tickets

Select All (2)

Sec 4, Row J, Seat 201

Sec 4, Row J, Seat 202

Cancel

Continue

6. Next, please select the performance you would like to exchange into.



The Great Gatsby - 5/10 at 1:00 PM
Sun • May 10, 2026 • 01:00 PM
Durham, NC — DPAC

TICKETS SELECTED FOR EXCHANGE [EDIT](#)

- Sec 4, Row J, Seat 201
- Sec 4, Row J, Seat 202

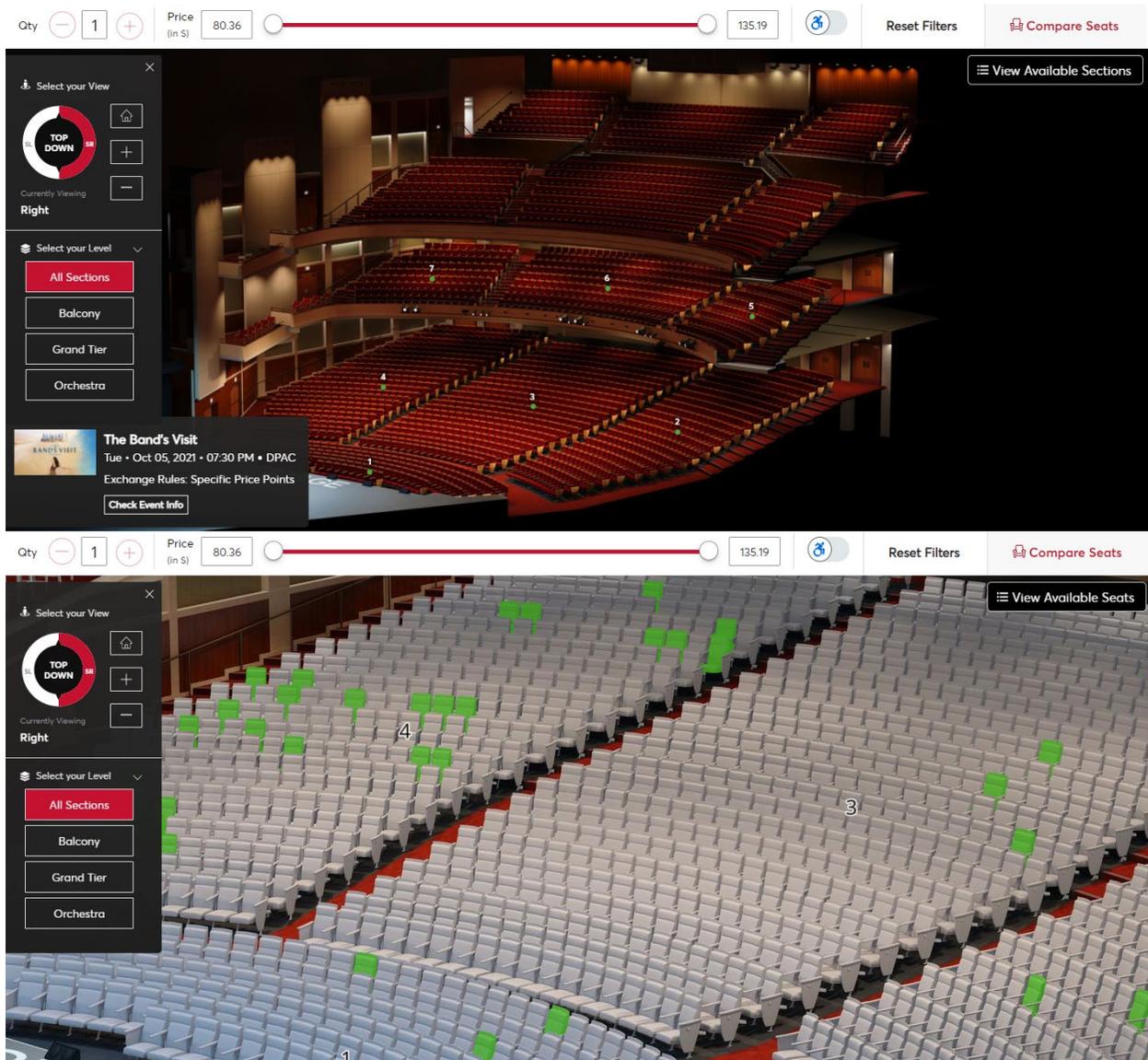
Exchange Tickets

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

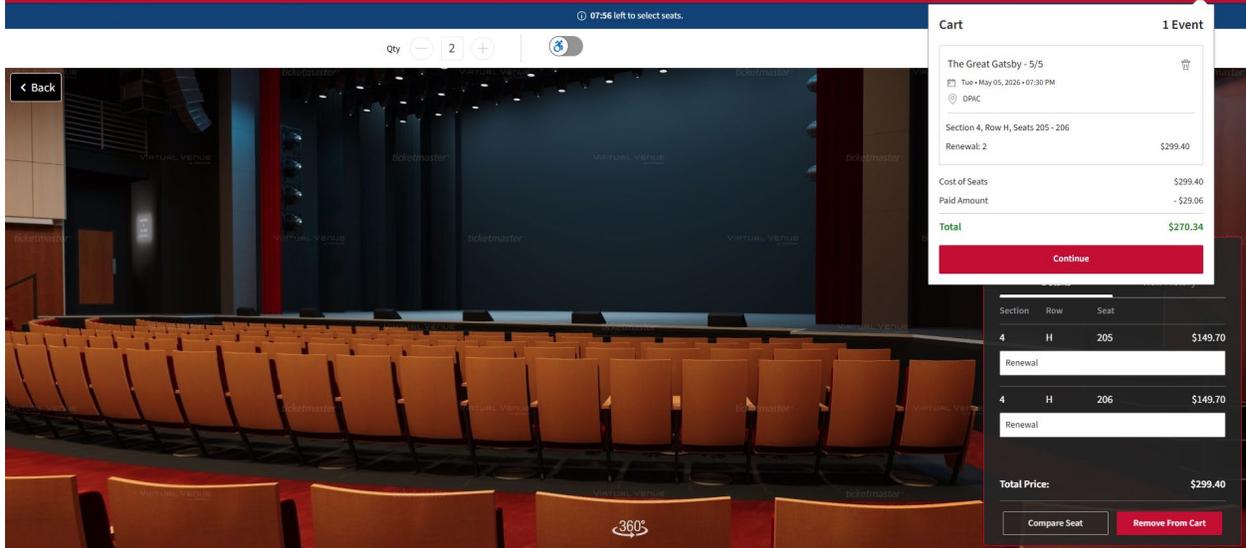
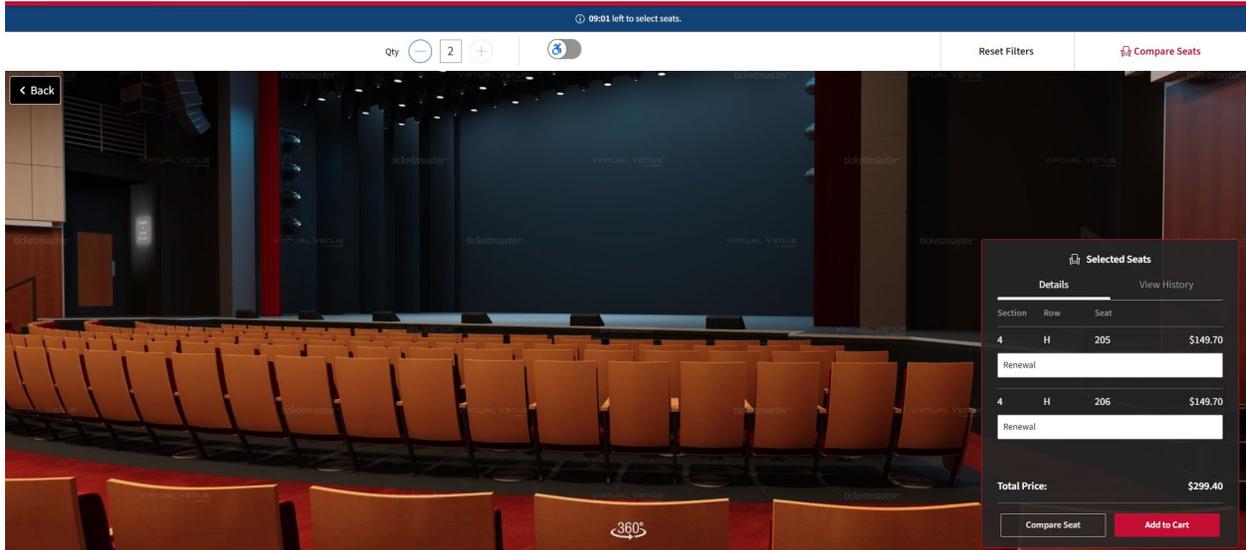
Available Events Sort By: Event Date

-  **The Great Gatsby - 5/5** [Select Event](#)
Tue • May 05, 2026 • 07:30 PM
Durham, NC — DPAC
-  **The Great Gatsby - 5/6** [Select Event](#)
Wed • May 06, 2026 • 07:30 PM
Durham, NC — DPAC
-  **The Great Gatsby - 5/7** [Select Event](#)
Thu • May 07, 2026 • 07:30 PM
Durham, NC — DPAC

7. You will then be redirected to a seat map of the desired performance. Select the area you would like to be seated in to view and choose your exact seats. You may also use the filters at the top to search based on quantity of seats and price.



- When you select the seat(s) you would like to exchange into, a view of the stage from those seats will appear along with the seat details. Click "Add to Cart" then click the cart and select "Continue" if you are ready to checkout.



9. You will be able to review the details of your exchange including any change in price. You can click “edit” to return to the map and select different seats. Click “Continue” to go to checkout.

Review the details of your exchange

Below is a final review of your exchange. Please carefully review your new date, time, and seating location before clicking Continue. If you are on a payment plan, you will have the option to continue your payment plan in the next screen.

New Event

[Edit](#)



The Great Gatsby - 5/5
QTY: 2 Tickets
Tue • May 05, 2026 • 07:30 PM
DPAC

New Tickets [^](#)

- Section 4, Row H, Seat 205-206

Event selected for Exchange

[Edit](#)



The Great Gatsby - 5/10 at 1:00 PM
QTY: 2 Tickets
Sun • May 10, 2026 • 01:00 PM
DPAC

Tickets Selected for Exchange [^](#)

- Sec 4, Row J, Seat 201
- Sec 4, Row J, Seat 202

Summary

Cost of New Seats: **\$270.34**
Section 4, Row H, Seat 205-206 \$270.34

Applied Credits: **\$0.00**
Total cost of new seats: \$270.34
Applied Credits: \$0.00

Total Amount Due: **\$270.34**

Note: Review your selections, your current seats won't be exchanged until your payment is successful.

Continue

10. Select delivery method, enter payment information, and select the box next to “I accept the Terms and Conditions” before clicking “Submit” to complete the exchange. Your exchange will not be complete until you click the “submit” button.

Complete the checkout steps and submit your payment

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click "Submit".

Delivery & Shipping ✓

G25GAT01: **Mobile**
View directly on your mobile device

Payments

Payment Options

[Redacted]

Payment Method

Card


No cards added yet
Click Add New Card to add a card to complete your purchase

[+ Add New Card](#)

Order Summary \$270.34

I accept the **Terms and Conditions**

[Pay Today - \\$270.34](#)

Cart items

1 Items Summary \$270.34

 **The Great Gatsby - 5/5** 🗑️
Section 4, Row H, Seat 205-206
\$270.34

Total Value \$270.34