

Seat Improvement Step by Step Instructions

1. To get started, sign into your [Account Manager](#).
2. Access the virtual views platform through the 'offers' tab.
3. Select '2022 Season Relocations'
4. Read the pop-up notification regarding relocation.
5. Look around the virtual views for different areas you may be interesting in making changes to your seats.

Relocating Seats

1. If you are looking to relocate your seats, select the 'trash can' icon next to the seat you are relocating.
 - a. Example: If you have section 225, row 18, seats 12-13 and want to relocate both, select the 'trash can' icon next to both seats.
2. The seats will say "seat to be relocated" after hitting the 'trash can' icon.
3. Hit 'continue' at the bottom right of the page.
 - a. **Please note:** Your current seats will not officially be dropped until you process payment on the new relocated seats.
4. Select the section and seat location you would like to relocate to.
 - a. Once you have selected seats, you will see the two new seats on the right side of the page.
 - b. If you are wanting to add on seats at this point, you can do so as well.
 - c. **Please note:** We do not allow for single stranded seats, so we'd suggest looking for a location where a single stranded seat is not left behind.
5. If you are happy with your relocation, select 'checkout' in the bottom right.
6. The message "Are you sure you want to continue to the Checkout page?" will pop up, select 'confirm'.
7. This page will show you the seats you returned and the new seats you are relocating to.
8. Review the seats and payment items.
 - a. Select 'Pay in Full' or '2022 Payment Plan'
 - b. Select 'Purchase'

Adding Seats

1. If you are looking to add seats and keep your current seats, select the 'continue' button at the bottom of the page.
 - a. There is a limit of 2 additional seats per account in this process. Any added seats must stay with the existing account holder.
 - b. If you are looking to relocate and add, please refer to the "Relocating Seats" step by step instructions.
2. The message "You have not selected any seats to upgrade. Do you want to continue to the selection screen and purchase new additional seats?" will appear. Select 'Just add new seats.'
3. Select the section and seat location you would like to add seats in.
 - a. Once you have selected seats, you will see the two new seats on the right side of the page.
4. If you are happy with your additional seats, select 'checkout' in the bottom right.
5. The message "Are you sure you want to continue to the Checkout page?" will pop up, select 'confirm'.
6. This page will only show you the seats you added onto your account.
7. Review the seats and payment items.

- a. Select 'Pay in Full' or '2022 Payment Plan'
- b. Select 'Purchase'

Please Note: You have already began payment on your current season ticket location therefore it will not appear on the payment page.

If you have additional questions regarding the Seat Improvement Process, please contact the FC Cincinnati ticket office at 513-977-5425.