

JOB AID

Post-ticketing seat selection

If you're having trouble selecting a seat in an online booking tool, don't worry! You can do so on Southwest.com® or the Southwest app after your reservation has been booked and ticketed. Follow the instructions in this guide to quickly and easily choose or update your seat.

If you have additional questions after reviewing this job aid, please reach out to your Southwest Airlines® contact. Thank you!



Instructions for

Desktop devices

- 1 Visit Southwest.com® and select **Flight/Hotel/Car/Vacations/Cruises** in the navigation bar.
- 2 Under Flight, click **Manage Reservations**.
- 3 On the Lookup Reservation page, enter your **confirmation number, first name, and last name**, then click **Lookup Reservation**.
- 4 Select **Upgrade or Modify Seats**.
- 5 When the seat map appears, choose your **desired seat** and click **Select**.
- 6 Review your chosen seat, then click **Continue** at the bottom of the page.
- 7 Enter the **email address** where you'd like to receive your updated receipt and click **Confirm seat changes**.

You will not be charged for an eligible seat selection unless you choose to purchase a seat upgrade.

- 8 You're all set! Your seat has been updated, and you'll receive a confirmation email.



Instructions for

Mobile devices

- 1 Open the Southwest mobile app and tap **More** in the bottom right corner of the screen.
- 2 Select **Manage Reservations**.
- 3 Select **Flight**.
- 4 Enter your **confirmation number, first name, and last name**, then tap **Retrieve reservation**.
- 5 Once your itinerary appears, tap **Upgrade seats** at the bottom of the screen.
- 6 On the seat map, select your **desired seat**, confirm it's correct at the bottom of the screen, then tap **Continue**.
- 7 Enter the **email address** where you'd like your updated receipt sent then tap **Confirm seat change**.

You will not be charged for an eligible seat selection unless you choose to purchase a seat upgrade.

- 8 You're all set! Your seat has been updated, and you'll receive a confirmation email.