



BEARCATS TICKET OFFICE

Mobile Tickets: Instructional Guide

Mobile ticket delivery is an electronic delivery method by which your tickets are emailed directly to you on your smartphone. These tickets are optimized for display on your smartphone device. You will receive an email containing all of your tickets that can be scanned on your smartphone via the QR codes provided.

BENEFITS

- Avoid waiting in "Will Call" lines to pick up your tickets. Go straight into the games!
- Save \$5 in ticket handling fees
- No need to print your tickets! Simply present your smartphone with tickets at the gate.

SPECIAL NOTES

Mobile tickets will arrive as an attachment in the email. All tickets for the same event will be in the same PDF. If you are using any spam filters and want to ensure that you receive the email containing your tickets, please add our email address uctickets@uc.edu, to your approved spam filter list. Please set your email to accept attachments.

PDF attachments may be used on any type of smartphone with a PDF viewer (such as Apple, Android, Windows, etc).

BEARCATS TICKET OFFICE

2751 O'Varsity Way, Suite 480
Cincinnati, OHIO 45221

1-877-CATS-TIX
Monday-Friday: 8am-5pm

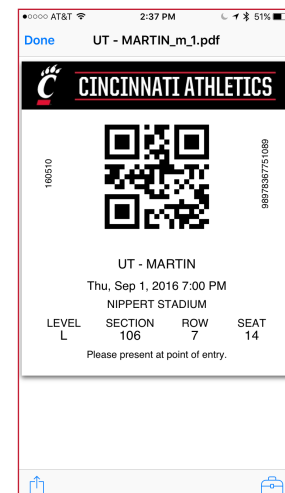
1 Order your Bearcats Football tickets at:
GOBEARCATS.COM/TICKETS

2 Choose mobile tickets as your preferred delivery method.

3 You will receive one email that contains your tickets. Each game will be presented as a separate PDF that will open as a QR code that can be simply scanned at the gates.

4 Present your mobile ticket on your smartphone at the gate. Cincinnati scans all tickets at each facility using the QR code on each ticket.

Mobile tickets are individually barcoded allowing one scan per entry so any attempts to duplicate, alter, or sell any copies of the mobile ticket may result in admittance being refused to the event. This provides heightened security by identifying counterfeit and stolen tickets.



Mobile Delivery Ticket



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Mobile Tickets: FAQ

Mobile ticket delivery is an electronic delivery method by which your tickets are emailed directly to you on your smartphone. These tickets are optimized for display on your smartphone device. You will receive an email containing all of your tickets that can be scanned on your smartphone via the QR codes provided.

Q Why mobile tickets?

A

- 1.) Avoid waiting in "Will Call" lines to pick up your tickets.
- 2.) Prevent your tickets from getting lost in the mail or stolen.
- 3.) No need to print your tickets! Simply present your smartphone with the ticket at the gate.

Q How do mobile tickets work?

A

- 1.) For mobile PDF, you will receive one email with one PDF attachment per event. All tickets for the same event will be in one PDF attachment. **ALL GAMES WILL BE IN ONE EMAIL.**
- 2.) The ticket that is emailed to you is a valid ticket. Make sure you protect it like you would any other ticket. Each ticket contains a unique barcode that is scanned at the event. If any copies are made of the ticket, only the first scan of the barcode will be allowed for entry. If a unique barcode has already been scanned, the attendant will be alerted and entry will be denied.

Q What software do I need?

A

- 1.) PDF attachments may be used on any type of smartphone with a PDF viewer (*such as Apple, Android, Windows, etc.*).
- 2.) Make sure you have email capabilities to access the QR code on your smartphone.

Q Why haven't I received my mobile tickets?

A

- 1.) Make sure you have used the correct email address.
- 2.) Check your junk/spam mail folder.
- 3.) Make sure that your spam guard and junk mail settings allow you to receive emails with attachments.
- 4.) Please allow at least two hours for your emails to arrive.

Q Who do I contact if I still need assistance?

A

- 1.) Please contact the Bearcats Ticket Office by phone at 1-877-CATS-TIX or email us UCTICKETS@UC.EDU
- 2.) Stop by the Bearcats Ticket Office located at the Richard E. Linder center between the hours of 8am and 5pm.

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