DIGITAL TICKETS

THE BEARCATS ARE IMPLEMENTING SEVERAL CHANGES TO MAKE YOUR TICKETING EXPERIENCE EASIER THAN EVER.

CINCINNATI BEARCATS DIGITAL TICKETS

Fans receiving tickets purchased through the Bearcats Ticket Office will now receive tickets in a digital QR code format to display on your mobile phone rather than receiving physical tickets or print at home tickets.

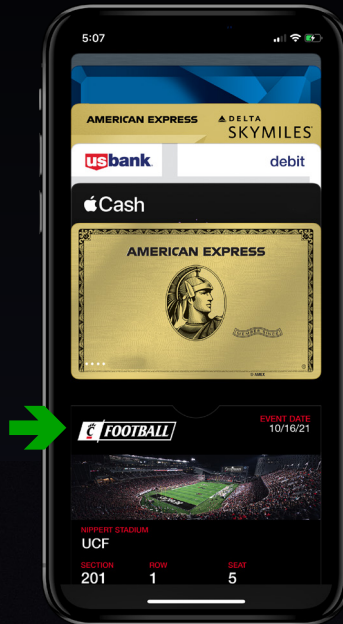Digital tickets will be sent to you from:
uc.tickets@uc.edu

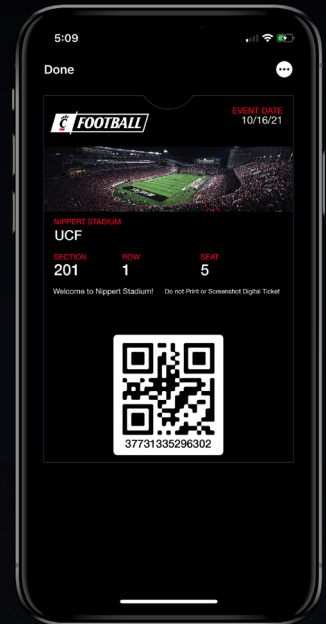Follow these steps when you receive your tickets and getting into your event will be a breeze.

IPHONE USERS
PLEASE DOWNLOAD YOUR TICKETS TO YOUR APPLE WALLET

Prior to the event, add your ticket to your Apple Wallet
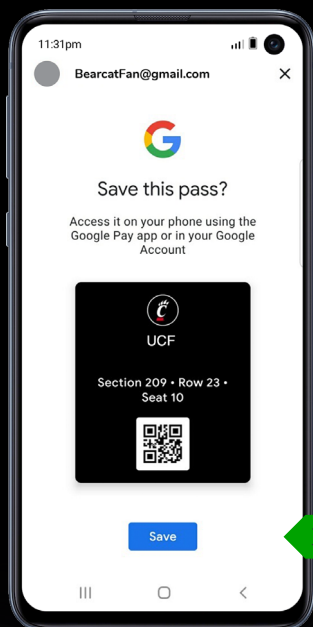
Access your ticket in your Apple Wallet app

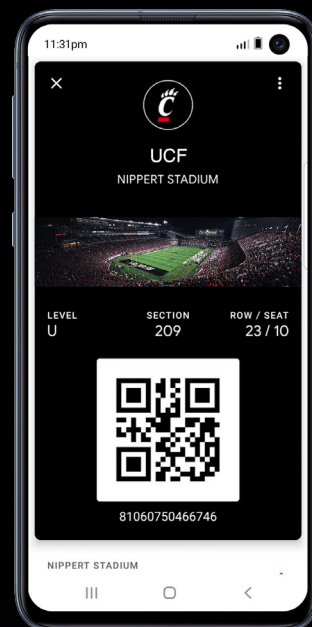**At the gate open your ticket and display**

ANDROID USERS
PLEASE DOWNLOAD YOUR TICKETS TO YOUR GOOGLE PAY WALLET

Prior to the event, add your ticket to your Google Pay Wallet

Access your ticket in your Google Pay app
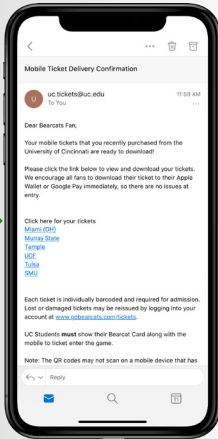
At the gate open your ticket and display

It is recommended that you open the email on your phone and save your ticket(s) to your Apple Wallet, Google Pay or Download the Mobile PDF and save on your phone.

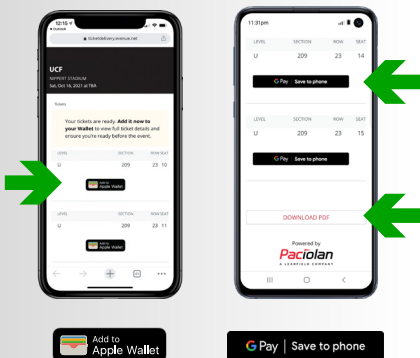# DIGITAL TICKETS: STEP BY STEP

1

Open your email on your smartphone

You will receive an email with a link to your tickets. Tap the link of the Event Name you wish to save.

To avoid tickets sending to Junk Mail, add **uc.tickets.edu** to your phone's Contact List.
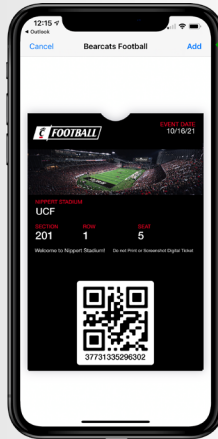
2

Tap to save your tickets to your smartphone

Tap the button to add your tickets to your Apple Wallet or Google Pay App. Tickets will be saved on your phone for easy access.

—— **OR** ——

Tap 'Download PDF' to save tickets on your phone as a viewable PDF

[DOWNLOAD PDF]

3

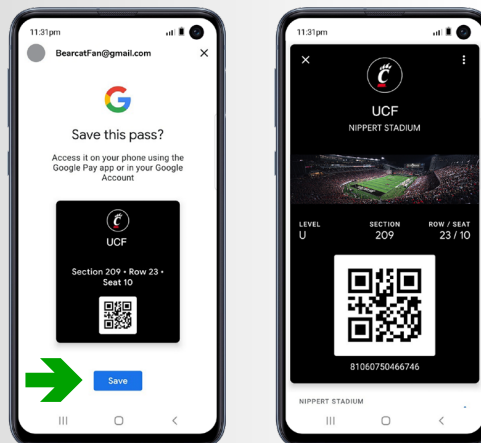### For Apple Wallet, just tap 'Add'

Tap the 'Add' button to add your tickets to your Apple Wallet. On event day, your iPhone will notify you on your home screen with a quick access notification icon.

Your ticket can be found in your Wallet app on your iPhone.
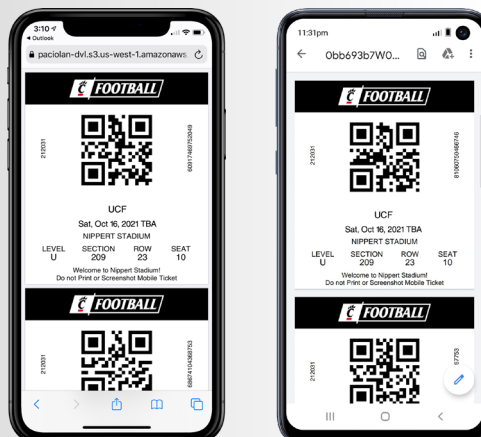
Wallet

3

For Google Pay, just save to your phone

Tap 'Save to phone' and your pass will save to your Google account. You can access your ticket(s) in the Google Pay App on event day.

Your ticket can be found in your GPay app on your phone.

G Pay

3

Instead of Apple Wallet or Google Pay, you can Download PDF tickets to save to your smartphone

With a PDF, all tickets ordered will display in one document. You will be able to scroll to **page 2** to view your ticket(s).

After you open your tickets, you can save the mobile PDF in your phone's 'Documents' or 'Files' app.

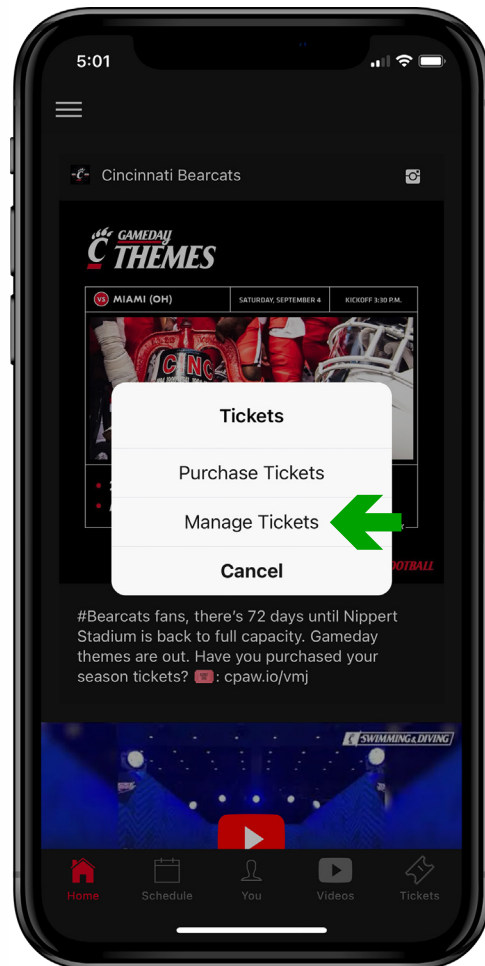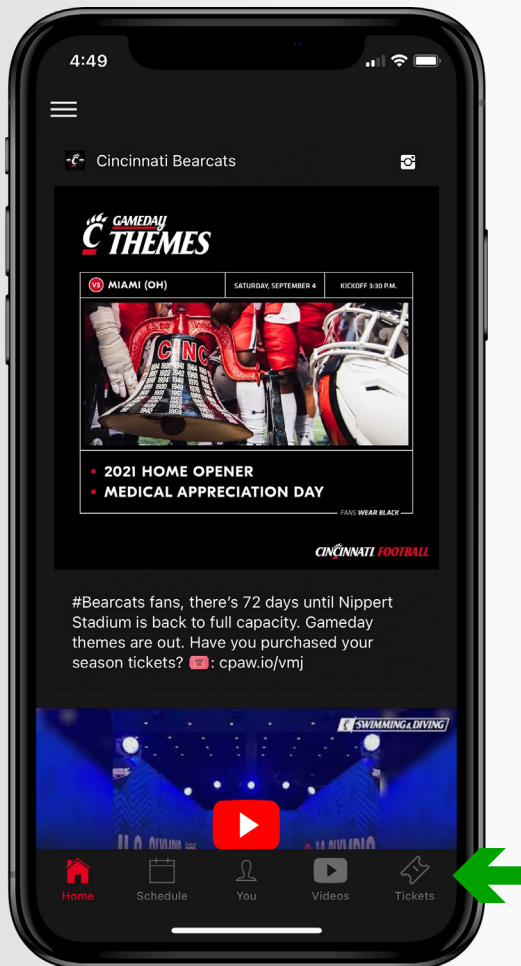Your smartphone must have a PDF reader installed.

THE CINCINNATI BEARCATS APP
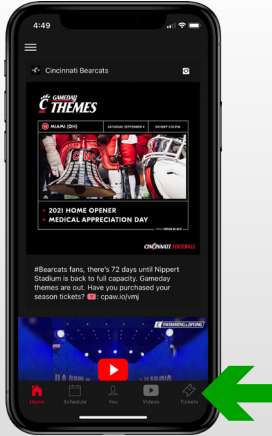
Bearcats

LOST YOUR TICKETS?

Download the **Cincinnati Bearcats App** and login to your Ticket Account to access your tickets and be able to transfer!
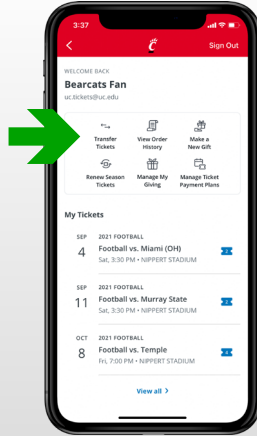
Click on **Manage Tickets** and login to your Bearcats Ticket Account. The list of games you have purchased will be listed.
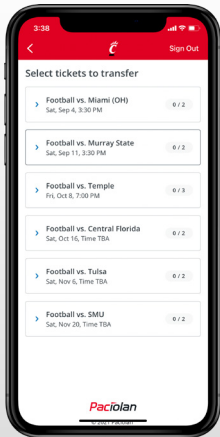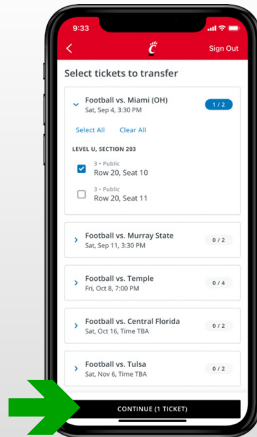
HOW TO TRANSFER TICKETS
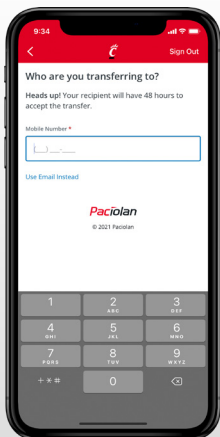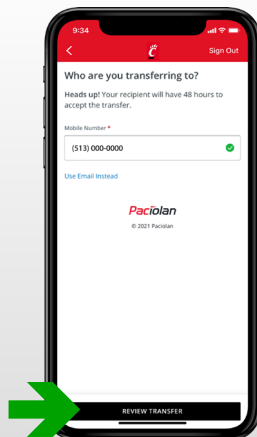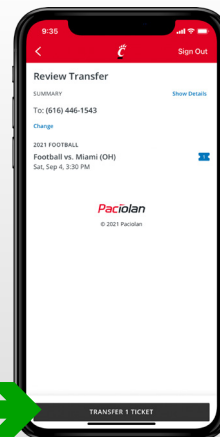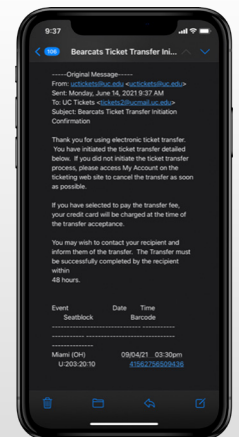
1.

2.

1. Open the Bearcats App & click on "Tickets" on the bottom right.

2. Log in to your Bearcats Online Ticket Account. Once logged in you will see a list of games you have tickets to, along with different options on how to manage your tickets and account. Click on **"Transfer Tickets."**

3.

4.

3. A list of your available games will appear. Click on the game you would like to transfer tickets from. Then a list of tickets will appear. Click on the seat locations you would like to transfer.

4. Once you have finished selecting your tickets, click the "Continue" button at the bottom of the page.

5. Enter the mobile number of the person you are transferring the tickets to.

6. Click "Review transfer."

7. Here you will see a "Transfer Summary." If everything is correct click "Transfer (# of) tickets."

8. You'll receive an email saying "Bearcat Ticket Transfer Confirmation."
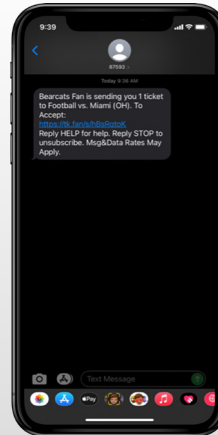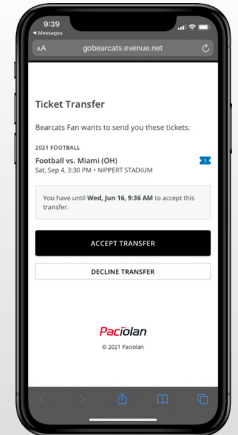
5.

6.

7.

8.

ACCEPTING A TRANSFER TICKET

1. You will receive a text saying that someone is sending you tickets. Click the link to proceed.

2. Click "Accept Transfer."

3. Log in to your account using your email address and password. If you don't already have an account scroll to "New Online Customer" and click "Register Now" to create an account.
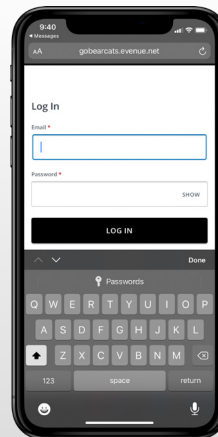
4. Add tickets to your Apple Wallet or Google Play.
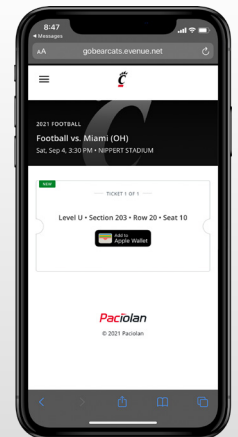
1.

2.

3.

4.

THINGS TO REMEMBER

1. **Do not print out your digital ticket** as printed mobile tickets will not be accepted at the gate.

2. It is extremely important to **download your tickets in advance of the game** as there is limited cellular coverage in the vicinity of the venue.

3. On gameday, you may go straight to the gate and present your ticket from your phone's wallet.

If you require additional help, please contact your account manager or Bearcats Ticket Office at **1-877-CATS-TIX** during our regular hours of operation. Monday-Friday 8am-5pm