

CONTACTLESS TICKETING FAQ

WHAT DOES THIS CHANGE?

NO HARD TICKETS WILL BE ISSUED. ALL TICKETS WILL BE IN THE FORM OF MOBILE OR PRINT-AT-HOME.

WHAT ARE THE BENEFITS?

WE EXPECT THAT SOME SOCIAL DISTANCING GUIDELINES WILL REMAIN COME THIS FALL AND WE ARE MAKING A SHIFT THAT WE BELIEVE WILL MAXIMIZE THE SAFETY FOR OUR FANS. SHOULD ANY CHANGES IN GAME TIMES OR DATES OCCUR, YOUR TICKET WILL BE UPDATED AUTOMATICALLY. THIS CHANGE WILL ALLOW US TO ENSURE TIMELY DELIVERY OF TICKETS TO FANS. YOU WILL ALSO BE ABLE TO ELECTRONICALLY FORWARD YOUR TICKET ON TO OTHER LOBO FANS SHOULD THE NEED ARISE. MOBILE TICKETS ARE MORE SUSTAINABLE AS THE NEED TO PRINT, STAPLE, AND BIND BOOKS TOGETHER IS NO LONGER NECESSARY

WHEN WILL I RECEIVE MY TICKETS?

FANS WILL RECEIVE AN EMAIL CLOSER TO THE BEGINNING OF THE SEASON WITH THEIR MOBILE TICKETS THAT THEY WILL THEN ADD TO THEIR MOBILE WALLET (APPLE WALLET, GOOGLE PAY).

WHAT IF I OPTED TO RECEIVE PRINTED TICKETS?

FANS WHO HAVE ALREADY RENEWED THEIR SEASON TICKETS AND CHOSE TO HAVE THEM MAILED WILL BE CONTACTED IN THE COMING WEEKS TO CHOOSE ONE OF THE CONTACTLESS DELIVERY METHODS. WE STRONGLY ENCOURAGE FANS TO OPT FOR THE MOBILE OPTION AS THIS OPTION IS THE SAFEST AND PROVIDES MOST FLEXIBILITY TO THE FAN.

WHAT IF I DON'T HAVE WI-FI CONNECTIVITY ON GAME DAY?

BEFORE ARRIVING TO THE GAME, DOWNLOAD YOUR TICKETS TO APPLE WALLET OR GOOGLE PAY. ONCE THE TICKETS ARE DOWNLOADED TO YOUR MOBILE WALLET, YOU NO LONGER NEED INTERNET CONNECTIVITY TO ACCESS YOUR TICKETS.

CAN I HAVE MORE THAN ONE TICKET ON THE SAME MOBILE DEVICE?

YES. ALL TICKETS AND PASSES YOU WOULD NORMALLY RECEIVE IN PRINTED FORM WILL NOW BE AVAILABLE ON YOUR SMARTPHONE. YOU CAN VIEW ALL YOUR TICKETS BY SWIPING LEFT OR RIGHT ON YOUR SMARTPHONE. IT IS ENCOURAGED THAT YOU TRANSFER A TICKET TO EACH MEMBER OF YOUR PARTY TO ALLOW FOR THE EASIEST ENTRY INTO THE VENUE.

WHAT ARE THE DEVICE AND SOFTWARE REQUIREMENTS FOR MOBILE ENTRY?

DIGITAL TICKETS CAN ONLY BE USED ON DEVICES WITH THE APPLE WALLET OR GOOGLE PAY APPS INSTALLED. FOR THE BEST EXPERIENCE ON AN IPHONE, WE RECOMMEND THAT YOU UPDATE TO THE LATEST VERSION OF IOS. APPLE PAY IS SUPPORTED ON IOS 8.1 (AND HIGHER) ON THE IPHONE 6 OR HIGHER. GOOGLE PAY IS SUPPORTED ON DEVICES USING ANDROID 5.0 (AND HIGHER). MANY POPULAR ANDROID PHONES SUPPORT GOOGLE PAY, INCLUDING SAMSUNG GALAXY (S6 EDGE OR HIGHER), LG (Q8, Q7, G7 THINQ, V35 THINQ) AND GOOGLE PIXEL. FOR QUESTIONS CONTACT THE LOBO TICKET OFFICE AT 505-925-LOBO OR BY EMAIL AT LOBOTICKETS@UNM.EDU.

WHO DO I CONTACT IF I STILL NEED ASSISTANCE?

PLEASE CONTACT THE LOBO TICKET OFFICE MONDAY-FRIDAY BETWEEN THE HOURS OF 8:30 A.M. AND 5 P.M. AT 505-925-LOBO OR BY EMAIL AT LOBOTICKETS@UNM.EDU.

WHAT IF THE 2020 FOOTBALL SEASON IS ADJUSTED IN ANY WAY?

AS THE CORONAVIRUS SITUATION DEVELOPS, WE WILL CONTINUE TO UPDATE FANS ON ANY NEW GUIDELINES THAT MAY GO INTO EFFECT TO KEEP EVERYONE SAFE. IN THE EVENT THE 2020 FOOTBALL SEASON CANNOT BE PLAYED AS SCHEDULED, THERE WILL BE VARIOUS TICKET CREDIT, REFUND, AND DONATION OPTIONS OFFERED.