



**STUDENT**

**DIGITAL TICKETING GUIDE**

# ACCESSING CWS & RUPP ARENA

## STEP 1:

When you arrive at Commonwealth Stadium or Rupp Arena, go directly to the student entry gates. At Commonwealth Stadium, students may enter through gates 14 and 15. At Rupp Arena, students may enter through the far left High Street entrance.

## STEP 2:

Present your valid UK Student ID. Student ID's are required for entry with student tickets.

## STEP 3:

At Commonwealth Stadium, present your mobile or paper ticket to the gate attendant. The attendant will scan the barcode on your smartphone or paper ticket. At Rupp Arena, students are unable to use mobile tickets. Instead, present your paper ticket to the gate attendant.



If you have problems with your tickets prior to entering Commonwealth Stadium, visit the ticket office between gates 9 and 10. At Rupp Arena, the ticket office is located at the exterior ticket windows to the right of the High Street entrance.

# MY UK STUDENT ACCOUNT

Through your My UK Account, you will have 24-hour access to manage your tickets free of charge! Using your My UK Student Account, you can:

- « Purchase your season football tickets
- « View your ticket(s) on your mobile device (*select events*)
- « Print or reprint your ticket(s) to any home or campus printer

Managing your tickets through your My UK Student Account is extremely convenient, simple and secure and allows you the ultimate flexibility in using your seats.


To log in to your My UK Student Account via a desktop computer, use your account ID (student ID number with the 9) or the primary email address on your account. If you are logging in with a mobile device, you must use the primary email address on your account.

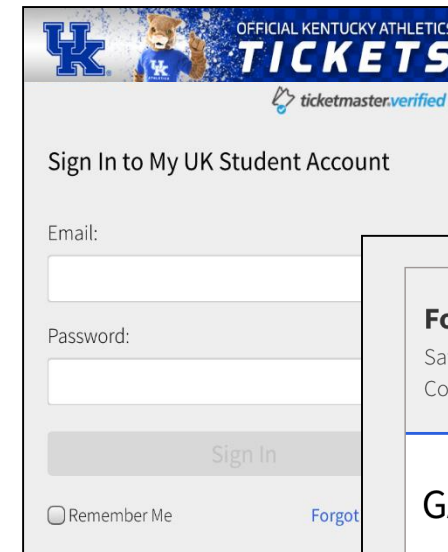
If you do not know your password, click on “Forgot Your Password?” to have a temporary one emailed to you. If you have any questions, please contact the UK Ticket Office at 800.928.2287 or [studenttickets@uky.edu](mailto:studenttickets@uky.edu).

The screenshot displays the 'University of Kentucky AccountManager' website, powered by Ticketmaster. The header features the 'OFFICIAL KENTUCKY ATHLETICS STUDENT TICKETS' banner with the UK Athletics logo and the mascot. The navigation bar includes links for 'home', 'faq', 'contact us', 'view cart', and 'log out'. The main content area is divided into several sections: a user greeting 'Hello, UK Ticket Office' with an 'edit my profile' link; a 'view all quick links' dropdown; an 'Upcoming Dates' section with a notice that student season football tickets will be available for purchase on June 2 at 9:00 am, and a link to the student football ticket website; an 'Address Book' section with an 'add a contact' link; a 'Student Ticketing' section with a 'BUY TICKETS' button and a link to purchase student football season tickets; a 'Manage My Tickets' section with a 'My Ticket Options' sub-section containing a 'PRINT' button and a 'manage my tickets' button; and a 'My Upcoming Events' section with a note about using a smartphone to view tickets.

# MOBILE ENTRY

## FOOTBALL AT CWS

- STEP 1:** Visit [UKStudentTix.com](http://UKStudentTix.com) on your smartphone's web browser (iPhone, Android or Windows smartphone) and click on the **My UK Student Account** tab.
- STEP 2:** Enter the email address associated with your account and your password. Tap **Sign In**.
- STEP 3:** Tap the **ALL EVENTS** tab and select the event in which you wish to view your ticket(s). Your ticket(s) for that event will be listed.
- STEP 4:** Tap the arrow ( > ) on the individual ticket to display the barcode.
- STEP 5:** Your mobile ticket displays for your first seat. To view additional tickets, swipe left. To view more information about your ticket, tap the  icon.



OFFICIAL KENTUCKY ATHLETICS  
**TICKETS**  
ticketmaster.verified

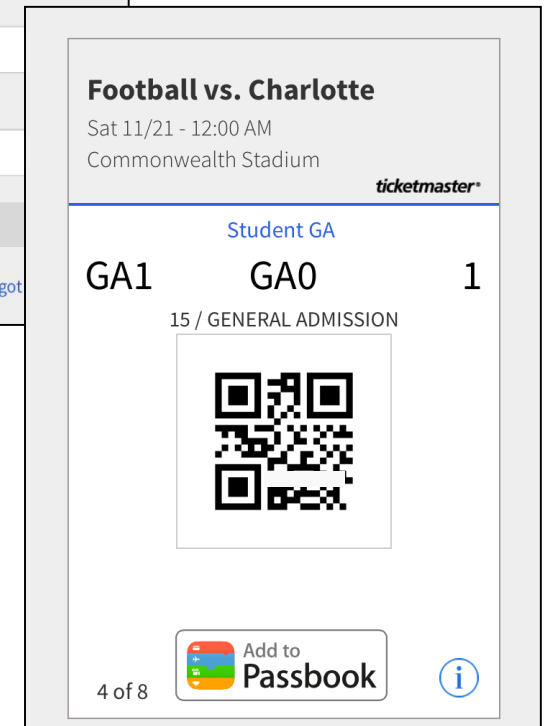
Sign In to My UK Student Account

Email:

Password:

Sign In

Remember Me [Forgot](#)






**Football vs. Charlotte**  
Sat 11/21 - 12:00 AM  
Commonwealth Stadium  
ticketmaster\*

Student GA

GA1	GA0	1
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15 / GENERAL ADMISSION



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Passbook for iPhone Users: After viewing your tickets, tap **Add to Passbook** and then, on the next screen, tap **Add**.

# PRINTING FOOTBALL SEASON TICKETS

- STEP 1:** Visit [UKStudentTix.com](https://www.ukstudenttix.com) on your desktop web browser and click on the [My UK Student Account](#) tab.
- STEP 2:** Enter your account ID or the email address associated with your account and your password. Click [continue](#).
- STEP 3:** Select [manage my tickets](#) and then click the [Advanced Options](#) text.
- STEP 4:** In the [Choose an Action](#) dropdown menu, select [Print-at-Home](#). All September games will appear. Click [Done](#) to add them to your list of games to print. Alternatively, you may uncheck any games you do not want to print.
- STEP 5:** On the bottom bar, click [Oct](#) to see the October games available for printing. Once again, click [Advanced Options](#) and [done](#) to add them to your list of games to print. Finally, repeat this process for the [Nov](#) games.
- STEP 6:** The tickets you have selected are now stored in your queue in the upper-right-hand corner of your screen. Continue the process of printing your tickets by clicking [print](#).

- STEP 7:** On the next page, a pop-up box will appear. If you need to cancel the original barcodes and re-issue new barcodes (i.e. you lost a ticket and need a replacement), check the box next to [Reprinting tickets?](#) Click [Continue to print](#).
- STEP 8:** Confirm all details, agree to the terms of use and click [submit](#).
- STEP 9:** The print summary page will appear. Your tickets will automatically download as a PDF to either be printed immediately or saved for later printing. Please note, when printing from the PDF file, each game will print on a separate page. Further, you will receive a confirmation email that you have printed your tickets.

If the PDF does not automatically download, click the [print](#) button on the right.

**Ticket printing cuts off 30 minutes prior to the event start time.**



View the next page to see important reminders about print-at-home tickets and entry procedures at Commonwealth Stadium.

# IMPORTANT FOOTBALL REMINDERS

## PRINTING:

- Ticket printing will cut off **30 minutes prior** to the event start time.
- Print-at-Home tickets must be printed full size on a standard 8.5" x 11" sheet of paper.
- If your barcode is not clear or the ink is too light, you may experience a delay when entering the game.

## ADMISSION:

- Students may only enter Commonwealth Stadium through gates 14 or 15.
- To enter with a student ticket, you must present a valid UK Student ID.
- We do not permit photocopies, scans, or pictures of hard tickets or QR codes to be used to gain entry into any of our venues or events.
- Wildcard Student IDs (2013 and earlier) will not be valid for admission. **You must have an updated and valid UK Student ID.**

## FURTHER QUESTIONS?

- Contact the UK Ticket Office at (800) 928-2287 or [StudentTickets@uky.edu](mailto:StudentTickets@uky.edu).
- UK Ticket Office Hours: Monday – Friday, 9 a.m. – 4 p.m.
- On game day, the UK Ticket Office opens at Commonwealth Stadium (between gates 9 and 10) at 10 a.m. regardless of the event start time.

## STUDENT ID QUESTIONS:

- Call the UK Student ID Office at (859) 257-1378.

# IMPORTANT MEN'S BASKETBALL REMINDERS

## TICKETS:

- Student tickets purchased through the lottery are unable to be reprinted. Please keep your tickets in a safe and secure place.

## ADMISSION:

- Students may only enter Rupp Arena through the far left High Street entrance.
- To enter with a student ticket, you must present a valid UK Student ID.
- We do not permit photocopies, scans, or pictures of hard tickets or QR codes to be used to gain entry into any of our venues or events.
- Wildcard Student IDs (2013 and earlier) will not be valid for admission. **You must have an updated and valid UK Student ID.**

## FURTHER QUESTIONS?

- Contact the UK Ticket Office at (800) 928-2287 or [StudentTickets@uky.edu](mailto:StudentTickets@uky.edu).
- UK Ticket Office Hours: Monday – Friday, 9 a.m. – 4 p.m.

## STUDENT ID QUESTIONS:

- Call the UK Student ID Office at (859) 257-1378.