



DIGITAL TICKETING GUIDE

ACCESSING CWS & RUPP ARENA

STEP 1:

When you arrive at Kroger Field or Rupp Arena, go directly to any entry point. For your convenience, a suggested entry gate may be printed on your ticket to assist you in finding the closest gate to your seat location.

STEP 2:

Present your mobile or paper ticket to the gate attendant. The attendant will scan the barcode on your smartphone or paper ticket.

STEP 3:

At Rupp Arena, a seat locator will print out for each valid ticket scanned on your mobile device. Use the seat locator to access your seat. At Kroger Field, you will not get a seat locator. Instead, use your mobile ticket to access your seat.

If you enter with a printed ticket, you will not get a seat locator. Instead, use your paper ticket to access your seat.



If you have problems with your tickets prior to entering Kroger Field, visit the UK 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 ACCOUNT

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

- « Renew and purchase tickets to your favorite UK sporting events
- « View your ticket(s) on your mobile device
- « Transfer your ticket(s) to friends
- « Print or reprint your ticket(s) to any home or office printer
- « Safely and securely sell your ticket(s) through TicketExchange

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

To log in to your My UK Account via a desktop computer, use your Account ID or the primary email address on your account. If you are logging in via 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.

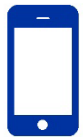
The screenshot displays the UK Athletics AccountManager website. At the top, there is a banner with the UK Athletics logo, a mascot, and the text "OFFICIAL KENTUCKY ATHLETICS TICKETS". Below the banner, the URL "UKathletics.com" is visible. The main heading is "UK Athletics AccountManager", with "powered by ticketmaster®" to its right. Navigation links include "home", "faq", "contact us", "view cart", and "log out". A sidebar on the left contains sections: "Hello, UK Ticket Office" (Account 101246, edit my profile), "view all quick links", "Donations" (donate now), "Digital Ticketing Guide" (Step-by-step instructions and answers to frequently asked questions can be found in our Digital Ticketing Guide.), and "Address Book" (Joe Wildcat, more). The main content area features "Purchase New Ticket Packages" (BUY PACKAGES/TICKETS, TICKETMASTER.COM), "Your Ticket & K Fund Invoices" (New Invoices, Completed Invoices), and "Manage My Tickets" (My Ticket Options). A yellow message box states: "There are no outstanding invoices on your account. If you wish to view your invoice history please click on the link above."

UKATHLETICS.COM/TICKETS

MOBILE ENTRY

FOR TICKETS PURCHASED FROM THE UK TICKET OFFICE

- STEP 1:** Visit UKathletics.com/MyUKAccount on your smartphone's web browser.
- 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 (i) icon.





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

UKATHLETICS.COM/TICKETS

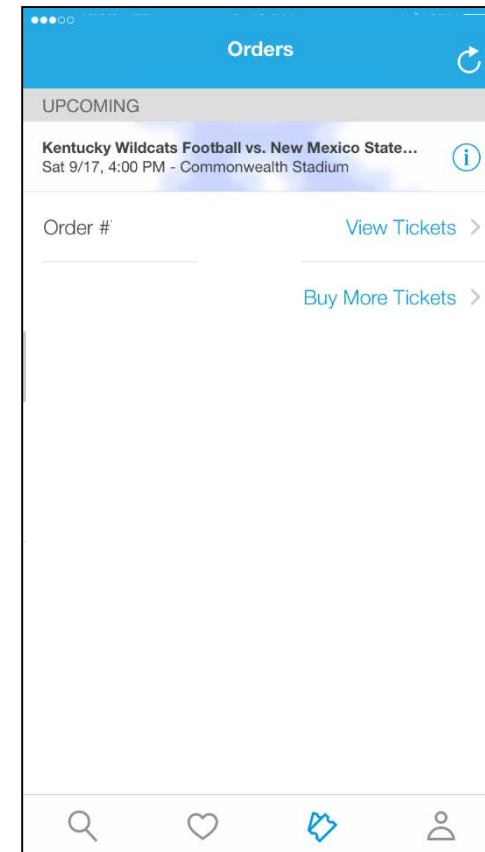
MOBILE ENTRY

FOR TICKETS PURCHASED FROM TICKETMASTER.COM

- STEP 1:** Download the Ticketmaster App to your smartphone. 
- STEP 2:** Open the app and tap the  icon at the bottom of screen.
- STEP 3:** Tap **Sign In** and enter your Ticketmaster account email and password that was used when purchasing the tickets. Tap **Sign In**.
- STEP 4:** Tap **View Tickets** next to the event you wish to view. Your ticket(s) for that event will be listed.
- STEP 5:** Swipe left over the ticket to view the barcode as well as other available actions.
- STEP 6:** Your mobile ticket displays for your first seat. To view additional tickets, swipe left. To view more information about your ticket, tap the (i) icon.



iPhone Wallet Users: After viewing your tickets, tap **Apple Wallet** and then, on the next screen, tap **Add**.



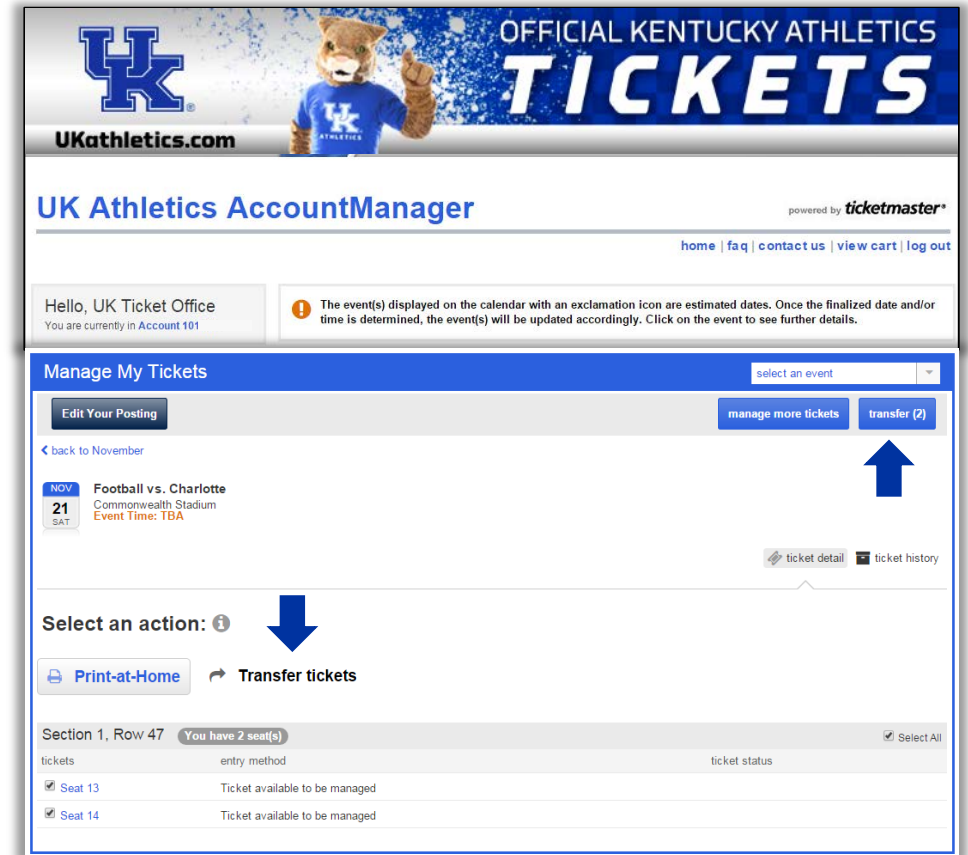
TRANSFER TICKETS TO A GUEST

DESKTOP VERSION

If you are arriving separately from your guests or cannot attend a game, you can easily transfer tickets through your My UK Account.

- STEP 1:** Visit UKathletics.com/MyUKAccount on your desktop web browser and log in to your My UK Account.
- STEP 2:** Select [manage my tickets](#); then select the specific event.
- STEP 3:** Click [Transfer tickets](#) on the top bar and then select the seats you want to transfer.
- STEP 4:** The tickets you have selected are now stored in your queue in the upper-right-hand corner of your screen. You can either select additional games or seats, or continue the process of transferring the selected seats by clicking [transfer](#) in the upper-right-hand corner.
- STEP 5:** On the next page, a pop-up box will appear. Click [Continue to transfer](#).
- STEP 6:** Select a recipient by clicking the circle to the left of the recipient's name. Or, click [Enter a New Contact](#) to add a new recipient to your address book.
- STEP 7:** Enter an optional message, choose an email reminder and select whether to display the item price. Click [next step](#).
- STEP 8:** Confirm all details, agree to the terms of use and click [complete transfer](#).

The recipient will receive an email notifying them of the pending transfer. In order to accept the tickets, the recipient will need to log in to their existing My UK Account or create a new account with the same email address to which the tickets were transferred. Once the recipient logs in, there will be a note on the top of the home screen indicating that they have a pending offer.



UKATHLETICS.COM/TICKETS

TRANSFER TICKETS TO A GUEST

MOBILE VERSION

If you are arriving separately from your guests or cannot attend a game, you can easily transfer tickets through your My UK Account on your smartphone.

- STEP 1:** Visit UKathletics.com/MyUKAccount on your smartphone's web browser.
- 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 transfer your ticket(s). Your ticket(s) for that event will be listed.
- STEP 4:** Select the checkbox in the upper left-hand corner of each ticket that you wish to transfer. Tap **Transfer**.
- STEP 5:** Select a recipient from the drop-down menu or click **New Contact** to add a new recipient.
- STEP 6:** Enter an optional message and take note of the offer expiration date and time. Tap **Send**.

The recipient will receive an email notifying them of the pending transfer. In order to accept the tickets, the recipient will need to log in to their existing My UK Account or create a new account with the same email address to which the tickets were transferred. Once the recipient logs in, there will be a note on the top of the home screen indicating that they have a pending offer.

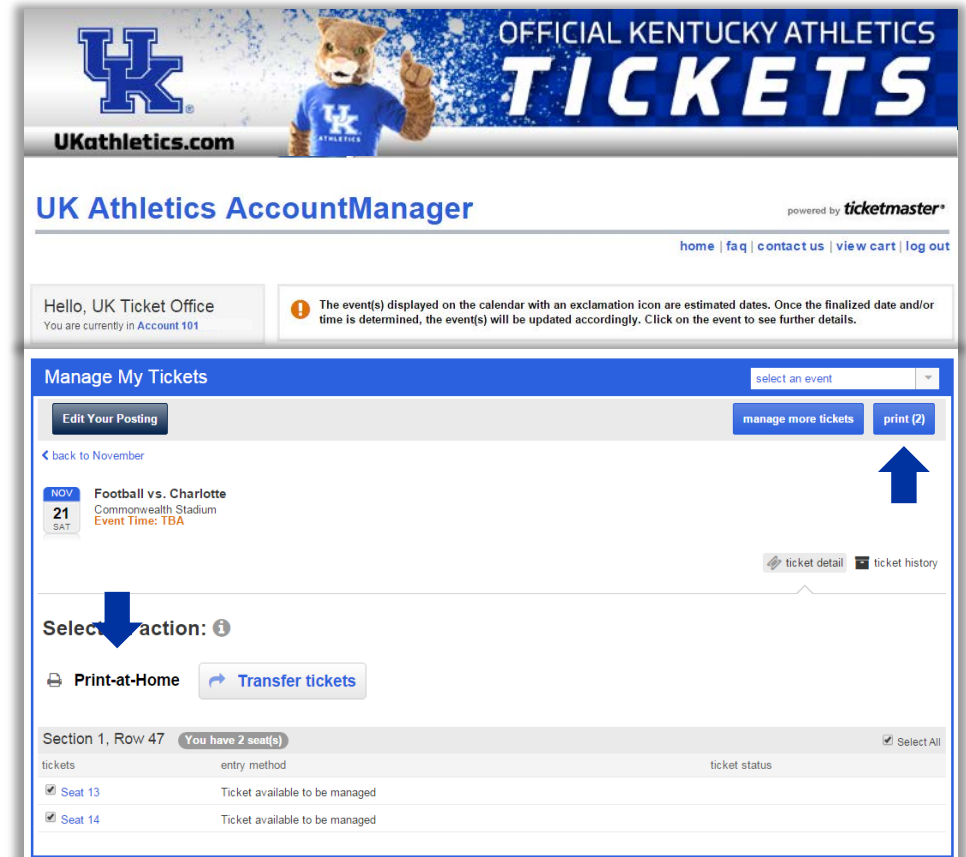
The screenshot displays the 'UKATHLETICS TICKETS' mobile app interface. At the top, there's a header with the UK Athletics logo, a mascot, and the text 'OFFICIAL KENTUCKY ATHLETICS TICKETS' and 'ticketmaster.verified'. Below the header are three tabs: 'NEXT EVENT', 'ALL EVENTS', and 'ACTIVITY'. The 'ALL EVENTS' tab is selected, showing the event 'Football vs. Charlotte' on 'Sat 11/21, 12:00 AM - Commonwealth Stadium'. Below the event details, there are two ticket listings. Each listing has a checkbox in the upper left-hand corner, which is checked. The first ticket is 'Section 1, Row 47, Seat 13' and the second is 'Section 1, Row 47, Seat 14'. Both are 'Reserved Seating (all ages) Ticket' and 'Eligible for Transfer'. At the bottom, there are two buttons: 'Transfer' and 'Sell'. The 'Transfer' button is highlighted with a blue border and a blue background, and the number '2' is displayed to its left.

	Section	Row	Seat
<input checked="" type="checkbox"/>	1	47	13
<input checked="" type="checkbox"/>	1	47	14

UKATHLETICS.COM/TICKETS

PRINT TICKETS

- STEP 1:** Visit UKathletics.com/MyUKAccount on your desktop web browser and log in to your My UK Account.
- STEP 2:** Select [manage my tickets](#); then select the specific event.
- STEP 3:** Click [Print-at-Home](#) on the top bar and then select the seats you want to print.
- STEP 4:** The tickets you have selected are now stored in your queue in the upper-right-hand corner of your screen. You can either select additional games or seats, or continue the process of printing your tickets by clicking [print](#) in the upper-right-hand corner.
- STEP 5:** On the next page, a pop-up box will appear. If you need to cancel the original barcodes and re-issue new barcodes, check the box next to [Reprinting tickets?](#). Click [Continue to print.](#) **
- STEP 6:** Confirm all details, agree to the terms of use and click [submit](#).
- STEP 7:** Your tickets will automatically download as a PDF to either be printed immediately or saved for later printing.

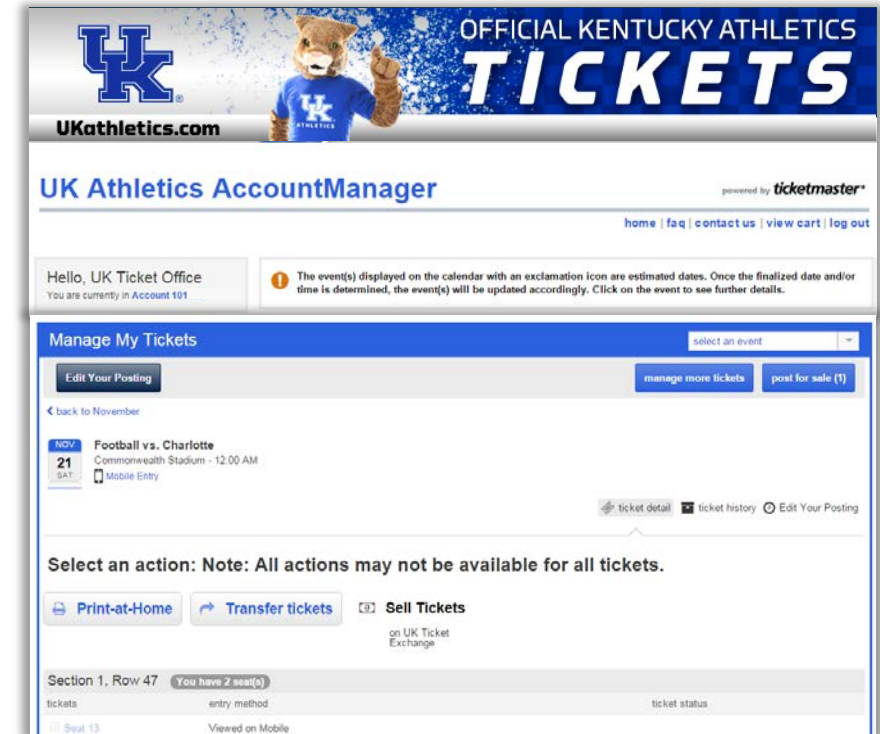


** The UK Ticket Office recommends re-issuing new barcodes when you transfer tickets to a friend or if your tickets have been lost or stolen.

TICKETEXCHANGE

POSTING TICKETS FOR SALE THROUGH MY UK ACCOUNT // DESKTOP VERSION

- STEP 1:** Visit UKathletics.com/MyUKAccount on your desktop web browser and log in to your My UK Account.
- STEP 2:** Select [manage my tickets](#); then select the specific event.
- STEP 3:** Click [Sell Tickets](#) on the top bar and then select the seats you want to sell.
- STEP 4:** The tickets you have selected are now stored in your queue in the upper-right-hand corner of your screen. You can either select additional games or seats, or continue the process of selling your tickets by clicking [post for sale](#) in the upper-right-hand corner.
- STEP 5:** On the next page, a pop-up box will appear. Click [Continue to post for sale](#).
- STEP 6:** Use the drop down menus to select the [Pricing method](#), [Your payout](#), the [Remove listing](#) date. You may also select up to three additional [Seat details](#). You may use the [Price Guide](#) tab to see the prices of recently sold tickets in your section.
- STEP 7:** If your tickets sell, payment will be made to you via direct deposit. In the [Verify your Details](#) section, complete the provided fields. Click [Continue](#).
- STEP 8:** Confirm the listing details, agree to the terms of use and click [Submit Listing](#).



Please allow up to 15 minutes for your ticket(s) to appear for purchase by potential buyers. You will receive a confirmation email once your tickets have been posted. **If you decide to attend the event or give your ticket(s) to a friend, it is your responsibility to remove the listing using the [Edit Your Posting](#) button in the [Manage My Tickets module](#) of My UK Account. All sales are final.**

UKATHLETICS.COM/TICKETS

TICKETEXCHANGE

POSTING TICKETS FOR SALE THROUGH MY UK ACCOUNT // MOBILE VERSION

- STEP 1:** Visit UKathletics.com/MyUKAccount on your smartphone's web browser.
- 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 post tickets for sale. Your ticket(s) for that event will be listed.
- STEP 4:** Select the checkbox in the upper left-hand corner of each ticket that you wish to post for sale. Tap [Sell](#).
- STEP 5:** If this is your first time selling on TicketExchange, you will need to set up your preferences. To do so, tap [Start](#).
- STEP 6:** Use the menu to select your pricing method. Tap [Next](#). Select when you want to remove your listing. Tap [Next](#). If your tickets sell, payment will be made to you via direct deposit. Complete the provided financial information and tap [Next](#).
- STEP 7:** Confirm if you want to allow your seats to be split. Tap [Next](#). Finally, you may select up to three additional seat details. Tap [Next](#).
- STEP 8:** Confirm your listing details. To edit your listing, tap [EDIT](#) in the bottom, right corner. Once you are satisfied with your listing, tap [Continue](#).

The screenshot displays the UK Athletics TicketExchange mobile app interface. At the top, there is a header with the UK Athletics logo, a mascot, and the text "OFFICIAL KENTUCKY ATHLETICS TICKETS" and "ticketmaster.verified". Below the header, there are three tabs: "NEXT EVENT", "ALL EVENTS", and "ACTIVITY". The "ALL EVENTS" tab is selected. The main content area shows two ticket listings. The first listing is selected, indicated by a checked checkbox. It shows "Section 211", "Row 39", and "Seat 5". Below this, it says "4" and "Reserved Seating (all ages) Ticket Eligible for Transfer & Sell". The second listing is not selected, indicated by an unchecked checkbox. It shows "Section 1", "Row 47", and "Seat 13". Below this, it says "1" and "Reserved Seating (all ages) Ticket Eligible for Transfer". At the bottom, there are two buttons: "Transfer" and "Sell".

	Section	Row	Seat
<input checked="" type="checkbox"/>	211	39	5
	4		
	Reserved Seating (all ages) Ticket Eligible for Transfer & Sell		
<input type="checkbox"/>	1	47	13
	1		
	Reserved Seating (all ages) Ticket Eligible for Transfer		

1 [Transfer](#) [Sell](#)

Please allow up to 15 minutes for your tickets to appear for purchase by potential buyers. You will receive a confirmation email once your tickets have been posted. **If you decide to attend the event or give the tickets to a friend, it is your responsibility to remove the listing using the [Edit Your Posting](#) button in the [Manage My Tickets](#) module of My UK Account. All sales are final.**

UKATHLETICS.COM/TICKETS

TICKETEXCHANGE

POSTING TICKETS FOR SALE THROUGH TICKETEXCHANGE.COM

- STEP 1:** Visit UKathletics.com/TicketExchange on your desktop web browser and click **Buy & Sell** under the sport in which you would like to post tickets for sale.
- STEP 2:** Select **Sell Tickets** next to the corresponding event in which you would like to post tickets for sale.
- STEP 3:** Select **CONTINUE** under the **TICKET HOLDER** heading. Please note, season ticket holders should reference the previous two pages of this guide to post their tickets for sale.
- STEP 4:** Log in to your TicketExchange account or register for a new account.
- STEP 5:** Enter the number of tickets you are posting for sale and their corresponding barcode numbers. You may also select up to three additional description notes. Click **Continue**.
- STEP 6:** Select one of the three ways to price your tickets. Fill in the corresponding **Price (each)** and **List Until** blanks. Click **Continue**.
- STEP 7:** Complete the credit card, billing and payment information blanks. Additionally, choose if you would like to be paid by check or direct deposit, if your tickets sell. Please note, all sellers are required to have a valid credit card on file to protect against fraudulent posts. Click **Continue**.
- STEP 8:** Review your posting for accuracy. Edit the **Price (each)** and **List Until** blanks, if needed. Check the box to accept the seller agreement. Click **List My Tickets**.

Please allow up to 15 minutes for your ticket(s) to appear for purchase by potential buyers. You will receive a confirmation email once your tickets have been posted. **If you decide to attend the event or give your ticket(s) to a friend, it is your responsibility to remove the listing using the [Current Listings](#) by clicking the [My Account](#) link in the upper-right-hand corner of the screen. All sales are final.**

The screenshot shows the 'Sell Your Tickets' interface for Columbia University Lions Mens Basketball. The page includes a progress bar with steps: Select Event, Seat Details (active), Set Your Price, Set Pay Method, Review Listing, and Confirmation. A message states: 'A barcode is required to list a ticket. If the barcode box below is not automatically populated with a number, please look at your ticket to retrieve the barcode and enter it accordingly.' The event details are: Columbia University Lions Mens Basketball at Kentucky Basketball, Dec 10, 2014 (Wed) 07:00 PM, Rupp Arena (Lexington, KY). The form includes fields for the number of tickets (set to 2), and two barcode fields (Ticket 1 Barcode: *****5747, Ticket 2 Barcode: *****9267). There is a 'Notes' section with a dropdown menu set to 'Optional - Select up to 3 notes'. A callout box points to the barcode fields with the text 'Find the ticket barcodes here.' and an image of two tickets. On the right, there is a 'My Account | FAQ' link, a 'Welcome back Ticketmaster (Sign out)' message, and an 'Important' section with information about splitting tickets and an example: 'For example: If you list 3 tickets, the first buyer can choose to buy all 3 tickets to complete your offering, or 1 single ticket, which would leave your listing to contain 2 tickets, an even number of tickets. Also, if you list 4 tickets, a customer can purchase all 4 tickets at once, or two separate customers can purchase two seats of two tickets, but a buyer cannot choose to buy an odd number of tickets from your listing.' At the bottom right are '« Back' and 'Continue »' buttons.

FREQUENTLY ASKED QUESTIONS

I have never used My UK Account before. Do I already have an account? Do I need to create a new one?

If you have ever purchased tickets from the UK Ticket Office, you already have an account in our ticketing system. If you do not know your password, click on “Forgot Your Password?” to have a temporary one emailed to you. If you do not know your Account ID or the email address associated with your account or have additional questions, please contact the UK Ticket Office at (800) 928-2287 or uktickets@uky.edu.

Can I reprint my own tickets?

If you simply left your tickets at home, football and men’s basketball season and single-game ticket holders have the option to view their tickets on their mobile device rather than having to reprint tickets. If you lost or misplaced your football or men’s basketball season or single-game tickets purchased from the UK Ticket Office, you can reprint your tickets via My UK Account. Use the “Mobile Entry from UK Ticket Office” or the “Print Tickets” section of this guide to assist you. Non-season ticket holders or those desiring a reprint for sports other than football or men’s basketball should call the UK Ticket Office.

I need to send my tickets to a friend. Can I send them a photocopy of my ticket?

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. Instead, please use “Transfer Tickets to a Guest” section of this guide to assist you in properly transferring the tickets.

Which events are mobile enabled?

At this time, only Kentucky football and men’s basketball home, regular-season events are mobile enabled.

I have viewed my mobile tickets on my smartphone, can I still use my hard tickets?

Yes, your hard tickets are still valid. Mobile tickets are just another way to access your tickets.

I’m a UK Student. How do I print my season football tickets online?

UK students should visit UKStudentTix.com for information related to student ticketing. Students may view and print their tickets through My UK Student Account. Ticket transfer and TicketExchange are not available for student accounts.

