





WELCOME

UK Athletics is pleased to offer the Kentucky Football Virtual Venue™ platform, a visual and interactive tool that will allow you to participate in our 2018 Kentucky football seat upgrade process online, instead of over the phone or in person.

This unique technology will provide you the ability to view, compare and select the best available seats according to your individual preferences directly from your computer. It will also allow you to view available seating any time after your appointment day and time until the process is complete on **May 30, 2018**.

Access to the seat selection process will be provided through My UK Account. We encourage you to take a few moments to read through this step-by-step guide to familiarize yourself with online process. If you have additional questions, please contact the UK Ticket Office at (800) 928-2287, or send an email to **uktickets@uky.edu**.

Please note: Ticket holders who require **accessible seating** should call the UK Ticket Office at (800) 928-2287, at or after your appointment time, to be assisted with accessible seating options. These seats are not available online. Likewise, ticket holders wishing to change the location of their **letter winner seats** should call the UK Ticket Office at or after their appointment time.

Let's Get Started!



STEP 1

My UK Account Log In Page

W W	ILDCATS.
My UK Account	_{powered} by ticketmaster∘ faq ∣ contact us
Welcome to My UK Account Through My UK Account, BBN has access to: • Buy & Renew Ticket Packages • Manage Tickets (Print, Transfer & Sell) • Donate to the K Fund • Edit Account Information • Subscribe to UK Athletics Emails	Contact UK Athletics UK Ticket Office Joe Craft Center 338 Lexington Avenue Lexington, KY 40506 Phone: (800) 928-2287 Fax: (859) 323-1269 UKTickets@uky.edu
My UK Athletics Account Manager I have an account. Account ID or E-mail Address Password Forgot Your Password? Remember me	K Fund Office Joe Craft Center 338 Lexington Avenue Lexington, KY 40506 Phone: (859) 257-6300 KFund@uky.edu Hours: Monday - Friday, 9 AM - 4 PM ET
Every season ticket holder already has an account. If you do not know your Account ID and/or your password, click the 'Forgot Your Password?' link above and input your email address associated with your account. UK STUDENTS: DO NOT CREATE A NEW ACCOUNT. You will need to log in to your student account through the My UK Student Account link located on UKStudentTix.com.	

To log in to My UK Account, visit **UKathletics.com/upgrades** and click on the "**UPGRADE NOW**" button at the top of the page. You may also log in from **UKathletics.com/MyUKAccount**.

Log in using your Account ID and password. **Do not set up a new account, as it will not work for selection.** If you have forgotten your password or have trouble logging in, call the UK Ticket Office at (800) 928-2287. You may also use the "Forgot Your Password" link and a temporary one will be sent to the email on file in your ticket account.





STEP 2 My UK Account Home Page

		WILDCATS.
My UK Accour	it	powered by ticketmaster *
		home faq contact us view cart log out
Hello, Steve Wildcat You are currently in Account 2473298	Purchase Tickets	
edit my profile	BUY PLANS & PACKAGES Buy season tickets & mini-plans	BUY SINGLE-GAME TICKETS Buy single-game tickets through Ticketmaster.
	My Invoices	New Invoices Completed Invoices
Upgrade Seats When your appointment opens, click continue to browse available seats for the 2018 football	There are no outstanding invoices on your acco	unt. If you wish to view your invoice history please click on the link above.
season and upgrade your seat locations if you wish.	Manage My Tickets	
Kirkind Member Profile	Ticket Management Options	
Current Donor Level (2018 Fiscal	Step-by-step instructions and answers to frequently	asked questions can be found in our Digital Ticketing Guide .
Year): No donor level achieved \$0.00	TRANSFER PRINT Transfer tickets to friends & family. Print you	r ticket. List your tickets for sale.
Achieve The Next Donor Level: Scratch \$1.00		
Minimum amount required to achieve the Scratch donor level: \$1.00		manage my tickets
View Benefits by Donor Level Donation History for 2018 Fiscal Year	My Upcoming Events	

To begin the seat selection process, find the "Upgrade Seats" icon on the left-hand side, and click "continue".



STEP 3 S

Start Seat Selection Page

My UK Account				powered by ticketmaster*			
				home faq contact us log out			
Welcome Steve Wildcat	2018 Football Seat Selection						
You are currently in Account 2473298 owned by Steve Wildcat	READY TO SELECT	YOUR SEATS?					
Quick Links	Your Current Sea	ıts					
Home	Below are your tickets that are eligi Click the check box next to the			ere are seats you wish to keep the			
Account Settings	same, do NOT select them below. select your locations for those seat	If you have purchased new or a					
Manage My Tickets				. If you need more than 15 ck in, so that your session does			
Buy Plans & Packages	not time out. Remember, when choosing your n	ew seats, you must select the	same quantity of seats that	: you have checked belo w. To			
Change Password	Remember, when choosing your new seats, you must select the same quantity of seats that you have checked below . To change your quantity, please call (800) 928-2287.						
	Season	Seats	Price/Qty	Status			
Need Assistance?	Season Package - 7 Home Games + <u>Show Events</u>	Section 9 Row 28 Seat 11, 12 Renewal	US \$310.00 x 2 (US \$44.29 avg. per ticket)	Currently Available view eligible upgrade items			
If you have questions, please call (800) 928-2287. Phone hours are Mon-Fri, 9:00 am - 5:00 pm (extended until 5:00 pm daily during upgrade process). All times are eastern.				continue			
If you require accessible/disability seating, please call (800) 928-2287 at your appointment time, and we will assist you with seat selection over the phone or in person at the Joe Craft Center. If you have letter winner tickets, these are not available to upgrade online and you will not see these tickets on the right. Please call (800) 928-2287 if you wish to change the location of your letter winner tickets.							

This page displays the seats that are eligible to upgrade for 2018. The system will allow you to do an even exchange for the number of seats that you check on this screen. If you need to change your quantity, please call the UK Ticket Office at (800) 928-2287. If you have multiple seat blocks in your account, you may choose to upgrade them at the same time or separately.

Click the check box next to your seat block(s) you wish to change, and click "continue".



STEP 4

Section Availability

My UK Account

powered by **ticketmaster***



You have now entered the Kentucky Football Virtual Venue[™] that shows available sections for you to select. The navigator tab on the upper left allows you to see different aerial views of Kroger Field. You can also choose to only view the lower level in order to show availability in sections under the overhang. Use the Section Map on/off toggle in the middle of the navigation bar to view corresponding K Fund donations in each section.

Sections highlighted in **GREEN** have seats available to select, while sections highlighted in **RED** have no seat availability. Roll your cursor over a section to see details of the seating area, including how many seats remain in that section, season ticket price and K Fund donation.

When you're ready to select your seats, click on your preferred section to see seat availability.



STEP 5 Seat Availability



Once inside your preferred section, available seats will display in **GREEN**. Your current seats will display in **PURPLE**. Available inventory may change quickly, depending on how many other customers are also selecting seats. When standing on the field looking up into the section, lower seat numbers are on your right, and higher seat numbers are on your left.

You can use the "Zoom & Pan" tool to zoom in or out of the section. To move to a different section, use the back button within the Kentucky Football Virtual Venue[™], NOT your browser's back button. Clicking a specific seat will open a window providing a 360-degree view from the seat.

Guidelines for Selecting Seats

- You may not leave a single seat
- The number of seats you select must be equal to the number of seats you started with
- If you require accessible or letter winner seating, please call (800) 928-2287 at your appointment time



STEP 6

Choose Your Seats



To Select your Seats:

- 1. From within the seating window, click "ADD to cart". The seat you have selected will turn from GREEN to YELLOW.
- 2. You must add each seat to your cart one at a time.
- 3. You may only view and compare two seats at a time, and can only add them to the cart from the seating window.
- 4. Continue to select different **GREEN** seats and add them to your cart, until you have selected the correct quantity of seats.
- 5. If you wish to change your seats, click on a yellow seat and click "**REMOVE from cart**" from within the seating window.
- 6. Once you have selected your seats, click the "Checkout" tab in the upper right corner. IMPORTANT: Continue to Step 7 in this guide to officially hold your seats.



STEP 7 Hold Your Seats



Once in the checkout tab, **review the seats you have selected in your shopping cart**, including the section, row, and seat numbers, as well as the season ticket price and the K Fund donation that may apply.

If you wish to change your mind and look at other seating options, click the red "X" circle next to the appropriate line in your cart, to remove that seat from the cart.

When you are ready to proceed, click the "CONTINUE" button.

IMPORTANT: Your seats are not officially held for you until you click "CONTINUE" and proceed to the next screen. Be sure these are the seats you want before clicking hold.



STEP 8 Review Your Seat Selection

	our Seat Selection			Total Damations \$450.00
New Seats:	Number Of Seats: 2	0	Total Price: \$620.00	Total Donation: \$450.00
Section 9	26	Seat 8	Ticket Price \$310.00	Donation \$225.00
9	26	7	\$310.00	\$225.00
If above seats are not cor correct, please click CON	rect or if you wish to make a change, please click NTINUE.	BACK. If above seats are	Total Pric Total Don	
			Total Cos	t: \$1,070.00
				CONTINU

Review your seat selection information and click "CONTINUE".

IMPORTANT: Please do not use your browser's back button, as this will cause your session to expire. To change your seat selection at this point, you must click the "Back" button located at the top of this screen. If your session times out for any reason after this step, please call the UK Ticket Office immediately at (800) 928-2287, as your seats may still be reserved in a queue.

NOTE: The K Fund donation and ticket price that displays during selection may not necessarily reflect UK faculty/staff discounts. The UK faculty/staff discount applies to a maximum of two (2) tickets, and your account may be adjusted after selection. K Fund donation discounts do not apply to premium seating areas (suites, loge boxes and club seats).



STEP 9 Accept Your Seat Selection

My UK Account					powered	by ticketmaster*
					home f	faq contact us log ou
Welcome Steve Wildcat	2018 Footba	Il Seat Se	election			
You are currently in Account 2473298 owned by Steve Wildcat	REVIEW SEA	ATS & KEE	P GOING			
	Your additional items w	vill be released in 5:	00 minutes.			
202 200 209 209 209 206 205 209 209 202 201						
	YOU ARE I					
				you are selecting (right nt, click "change seats" in		
	Note: The Amount Due (if applicable) may be rolled into a payment plan and charged on 6/1/18, or charged as a single payment toda; The Amount Due does NOT include any applicable per seat K Fund Donations. If your seat selection results in a K Fund donation increase, this donation will be charged separately within three (3) business days or rolled into a payment plan charge on 6/1, dependir on your payment plan selection on the next page (single payment vs. deferred payment). If you paid your renewal by cash/check, we will contact you for any additional K Fund amount owed.					
	Current Seats			New Seats		
€ view larger	Туре	Seats	Price/Qty	Туре	New Seats	Price/Qty
Need Assistance?	2018 Football Season Tickets	Section 9 Row 28 Seat 11, 12 Renewal	US \$310.00 x 2 (US \$44.29 avg. per ticket)	2018 Football Season Tickets	Section 9 Row 26 Seat 7, 8	US \$310.00 x 2 (US \$44.29 avg. per ticket)
If you have questions, please call (800) 928-2287. Phone hours are Mon-Fri, 9:00 am - 4:00 pm. All times are						change seats
eastern.	SummaryC	lick ACCEI	PT Below			
				Cos	t of Current Seats:	US \$620.00
					Upgrade Cost:	US \$0.00
			Cost of	New Seats (US \$310.00	Davg. per ticket): Paid to Date: ?	US \$620.00 - US \$620.00
					Amount Due:	US \$0.00
				service fees will be added ment is made. Note: You i		
	cancel					accept

Now that you are back in Account Manager, this page gives you one last chance to review your seat selection. Review your current seats that you are releasing on the left side, as well as your new seats on the right side. If you wish to change your seats again at this point, click "**change seats**" to start the process over. Otherwise, click "**accept**" to complete your seat selection. Once you have accepted your seat selection, you will not be able to change seats.

Please note that the amount due does not include any per seat K Fund donations (if applicable) as the Account Manager system only displays the cost of the season tickets.



STEP 10 Select Delivery Method

	X	=/				WILDCATS
1. Delivery		2. Billing		3. Confirma	ation	
Your tickets are on hold. Your tickets will be released.	ou have 4:00	minutes to complet	e this page. Aft	er 4:00 min	utes these	~
Order Summary Select your delivery method (:	standard mail o	r will call). Season tic	Explanation of			
Class mail by mid-August.	Quantity F	Nico	Select Delivery	Mothod	Total	
2018 Football Season Tickets B Show Plan and Seats Info	2 L	JS \$310.00 er ticket	Select Delivery Select Delivery Mail (US \$0.00	y Method ∨ Method		
Additional Questions	5		Will Call (US \$0	D.00)		
NEW SEASON TICKET PURC addition to the price of the s areas, please select an optic payment method for your K I your K Fund donation to a p Installments" on the next sc PARTICIPATING IN THE UP your seats, the ticket office results in an additional K Fur business days. If you are cu will be rolled into your final in	HASERS ONLY season ticket. 1 on (options 1-3 Fund donation. ayment plan, b reen. GRADE PROCE will review all d due, this don rently on a pa	If you select seats in only) regarding your If you select the opt e sure to choose "Pay SS: If you are current online upgrades. If yon hation will be charged yment plan, any addd	the K Fund preferred ion to add r in tly upgrading ur upgrade within (3)	my full K donation next wee O Optio my K Fun to my pa O Optio not select in the K F	within the ek. on 2: Add od donation yyment plan. on 3: I am cting seats Fund areas. ting in the rade	
By con	tinuing to the r	iext page, you agree	to the <u>Terms of U</u>	<u>Jse</u> .	Continue	

Select your delivery method and check the button "I am participating in the upgrade process" then click "Continue". Season tickets selected for "Mail" delivery are scheduled to be delivered by First Class mail in early August.



STEP 11 Purchase Tickets (IF PAID IN FULL)

			WILDCATS.
1. Delivery	2. Billing	3. Confirmation	
tickets are on hold. You have 4: ets will be released. er Summary	00 minutes to complete this page. Afte	er 4:00 minutes these	
rder Summary			
Event	Seats		
2018 Football Season Tickets Groger Field View Seat Map 19 Show Chosen Events	Section 9, Row 26 Seat 7 Seat 8	US \$310.00 US \$310.00	
Delivery: <u>Mail</u>		US \$0.00	
Paid To Date		- US \$620.00	
TOTAL:	ne "Purchase Tickets" button, I understan	US \$0.00 d that I am forfeiting my	
went seat locations for the new locatio questions regarding your order please cor	n listed above and I agree to the <u>terms o</u> tact customer service at 800-928-2287	Purchase Tickets	

Check the box to agree to terms/conditions, and click "**Purchase Tickets**" to complete the process. Congratulations! Your new season tickets for the 2018 football season have been placed in your account.

See Step 12 for details regarding K Fund donation payments.



STEP 11 Purchase Tickets (IF ON PAYMENT PLAN)

Your tickets are on hold. You have 2:00 mi tickets will be released	2. Billing	3. Confirmation	1. Payment Plan	2. Billing 3.	Confirmation
	ninutes to complete	this page. After 2:00 minutes these	Your tickets are on hold. You have tickets will be released.	4:00 minutes to complete this page. After	4:00 minutes these
der Summary			Order Summary		
e TOTAL below does not include any applicab Fund donation increase, this donation will b o a payment plan charge, depending on whici cash/check, we will contact you for any add s expensive seats, the difference will be crec	be charged separately ch payment option yo Iditional K Fund amour	v within three (3) business days or rolled u select below. If you paid your renewal nt owed. Likewise, if you have selected	Event	Seats	
expensive seats, the difference will be cred	dited to your card by	the ticket office.	2018 Football Season Tickets Kroger Field	Section 9, Row 26	
Event	Seats		View Seat Map	Seat 7 Seat 8	US \$310.0 US \$310.0
2018 Football Season Tickets	Section 9, F	2011 26	Show Chosen Events		
Kroger Field	Seat 7	US \$310.00			
/iew_Seat_Map	Seat 8	US \$310.00	Delivery: Mail		US \$0.00
Show Chosen Events			Paid To Date		- US \$413.94
- F			Paid to bate		- 03 \$413.9
Delivery: <u>Mail</u>		US \$0.00	TOTAL:		US \$206.06
Paid To Date		- US \$413.94			
TOTAL:		US \$206.06	Select Payment Amount		
			Specity your current payment amount	t. To view your payment plan schedule, <u>wick he</u>	ere.
elect Payment Plan Option			Amount due today	US \$0.00	
you initially paid for your ticket renewal in full	II. please select Singl	e Payment below. To retain the payment	○ Other amount		
an option, which will defer any remaining char	rges until 6/1, please	select Deferred Payment Plan below.	(Must be greater than amount du	ue today)	
<u>Single Payment</u>	1	Make one payment for the full value of the invoice. For Seat Upgrade Process Only -		nd name exactly as it appears on your credit c	ard statement.
	1				
Deferred Plan (Upgrades Only)		Final installment will be charged on June 1, 2018	First Name	Steve	
	3	Final installment will be charged	First Name Last Name E-mail Address	Steve Wildcat uktickets@uky.edu	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split	Last Name	Wildcat	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address	Wildcat uktickets@uky.edu	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split	Last Name E-mail Address Address City State / Province	Wildcat uktickets@uky.edu Test Account Lexington KY	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code	Wildcat uktickets@uhy.edu Test Account Lexington	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code Phone	Widcat uktickets@uky.edu Test Account Lexington KY 40506	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code Phone Card Type	Wildcat uktickets@uky.edu Test Account Lexington KY	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code Phone Card Type Card Number	Widcat uktickets@uky.edu Test Account Lexington KY 40506	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code Phone Card Type Card Number Expiration Date	Wildcat Uklickets@uky.edu Test Account Lexington KY 40506 American Express January 2018	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code Phone Card Type Card Number	Wildcat Uklickets@uky.edu Test.Account Lexington KY 40506	
		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address City State / Province Postal / Zip Code Phone Card Type Card Number Expiration Date	Wildcat Uklickets@uky.edu Test Account Lexington KY 40506 American Express January 2018	
New Sales - 3-Month Plan		Final installment will be charged on June 1, 2018 For New Sales Only: Split payment into three installments	Last Name E-mail Address Address Address City State / Province Postal / Zip Code Phone Card Type Card Number Expiration Date For your protection, we ask that you of Credit Card ID By clicking the "Purchase Tickets" but the new location listed above and I ag	Widcat uktickets@uky.edu Test Account Lexington KY 40506	r located on your

If you originally purchased your tickets on a payment plan, you may select the "**Deferred Plan (Upgrades Only)**" option to defer all charges until the June 1 installment date. Selecting "Single Payment" will pay off your ticket balance as part of this transaction. *See Step 12 for details regarding K Fund donation payments.*

By selecting Deferred Payment Plan, your amount due today will be \$0. Enter your billing information for the June 1 installment and click "**Purchase Tickets**" to complete the process. Congratulations! Your new season tickets for the 2018 football season have been placed in your account.



IF ON PAYMENT PLAN

STEP 12 Final Confirmation Page & Email

IF PAID IN FULL

Order Confirmation)	Order Confirmation		
Questions? Contact the UK Ticket Office at (800) Your order has been placed.	928-2287.			Questions? Contact the UK Ticket Office a Your order has been placed.	at (800) 928-2287.	
Steve Wildcat Test Account Lexington, KY 40506				Steve Wildcat Test Account Lexington, KY 40506		
Confirmation Number:				Confirmation Number: 4336019	2018 football season! The UK Ticket Office	
4335966 Thank you for selecting your seats for the 2018 for account within three (3) business days. If your se dot, depanding on which option you selected. If you for any additional K Fund amount owed. Likewise, credited to your card by the ticket office. Note: 1 office reserves the right to move your seats one I	at selection results in a K Fund don 3) business days or rolled into a pay ou paid your renewal by cash/check if you selected less expensive seats n order to maximize seating availabi	ation increase, this ment plan charge on , we will contact you , the difference will be lity, the UK Ticket		account within three (3) business days. If donation will be charged separately within 6/1, depending on which option you select for any additional K Fund amount owed. Li credited to your card by the ticket office.	'your seat selection results in a K Fund dona three (3) business days or rolled into a payr ted. If you paid your renewal by cash/check, kewise, if you selected less expensive seats, Note: In order to maximize seating availabili ats one to the left or right to avoid stranding	ation increase, this ment plan charge on , we will contact you , the difference will be ity, the UK Ticket
If you have any guestions, please contact us at (800) 928-2287.	-		Event	Seats	
Event	Seats			2018 Football Season Tickets Kroger Field <u>View Seat Map</u>	Section 9, Row 26 Seat 7 Seat 8	US \$310.00
2018 Football Season Tickets	Section 9, Row 26			Show Chosen Events		
Kroger Field View Seat Map	Seat 7	US \$310.00		Delivery: Mail		US \$0.00
Show Chosen Events	Seat 8	US \$310.00		Paid To Date		- US \$413.94
Delivery: Mail		US \$0.00		TOTAL:		US \$206.06
Paid To Date		- US \$620.00		Your credit card will be charged according	to the following schedule.	
TOTAL:				Deferred Plan (Upgrades Only)		
IOTAE:		US \$0.00		Amount Due at Payment Date June 1, 2018	Balance US \$206.06	
Account #: 2473298				TOTAL	US \$206.06	
Delivery will be sent to: Steve Wildcat Test Account Lexington, KY 40506 USA Questions Summary: The following is a summary of your question respo	nses that will be submitted to the S	eason Ticket office:		Account #: 2473298 Delivery will be sent to: Stave Wildat Test Account Logation, KY 40506 USA Payment: Billed to XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
NEW SEASON TICKET PURCHASERS ONLY: K Fur addition to the price of the season ticket. If you s	nd seats require a donation in select seats in the K Fund areas,	I am participating in the seat		Questions Summary: The following is a summary of your question	on responses that will be submitted to the Se	ason Ticket office:
please select an option (options 1-3 only) regarding for your K-Ind donation. If you select the option payment plan, be sure to choose "Pay in Installme PARTICIPATING IN THE UPCRADE PROCESS: If j seats, the ticket office will review all online upgra additional K-Fund due, this donation will be charge are currently on a payment plan, any additional	ng your preferred payment method to add your K Fund donation to a nts" on the next screen. you are currently upgrading your des. If your upgrade results in an d within (3) business days. If you	upgrade process.		NEW SEASON TICKET PURCHASERS ONL addition to the price of the season ticket. please select an option (options 1-3 only) for your K Fund donation. If you select the payment plan, be sure to choose "Pay in 1 PARTICIPATING IN THE UPGRADE PROCE seats, the ticket office will review all onlin	If you select seats in the K Fund areas, regarding your preferred payment method e option to add your K Fund donation to a nstallments" on the next screen. ESS: If you are currently upgrading your	I am participating in the seat upgrade process.
are currently on a payment plan, any adoutional c installment payment on June 1. Note: If you are currently purchasing season ticke re-adjusted to the correct price within three (3) b apples to a maximum of two (2) tickets. Eligibility are mailed.	its at the UK employee rate, your usiness days of your selection. The	faculty/staff discount		additional K Fund due, this donation will be are currently on a payment plan, any adde installment payment on June 1. Note: If you are currently purchasing seas re-adjuated to the correct price within th		faculty/staff discount
		Co to My Account				Co to My Assourt
		Go to My Account		l	J	Go to My Account
<u></u>				·		

Last, you'll see a confirmation page and receive a confirmation email, showing your new seat locations. If you do not get to this step, please call the UK Ticket Office at (800) 928-2287.

The UK Ticket Office will review all online upgrades. If your online upgrade results in an additional K Fund donation due, this donation will be charged within three (3) business days. If your account was on a payment plan and you selected the Deferred Payment Plan option when upgrading, any additional charges will be rolled into your final installment payment on June 1. If you originally paid your renewal by cash/check, we will contact you for any additional K Fund amount owed. If you select less expensive seats, the difference will be credited back to you. Please contact the UK Ticket Office at (800) 928-2287 or **uktickets@uky.edu** with billing questions.

At this point, if you wish to upgrade a different seat block within your account, you may click "**Go** to **My Account**" and return to the "**Upgrade Seats**" button to begin the process.