



# DEPAUL ATHLETICS MOBILE TICKETS

## OVERVIEW

### YOUR PHONE IS YOUR TICKET!

In an effort to provide a more convenient, safe and secure gameday experience, DePaul Athletics will transition to mobile tickets for all ticketed athletic events, beginning with the 2021-22 season. All Blue Demon mobile tickets are accessible online through your DePaul Athletics ticket account. Mobile ticketing will also help provide an additional level of security, guarding against the production of fraudulent and counterfeit tickets.

### DELIVERY

Once tickets have been added to your account, you will receive an email confirmation and can select the designated game. Basketball tickets will be available late October.

### ADD

Select the designated game and choose to add tickets to your digital wallet. It is recommended you save your tickets to your mobile phone for quick and easy access when at the gates.

### TRANSFER

If you cannot make it to the game, you can transfer your tickets to friends and family directly from your account on your mobile phone.

### PRESENT

Access your tickets via the digital wallet on your mobile device, and simply scan the QR code on each ticket to enter the venue. Each mobile ticket should be kept secure and treated like any other valid ticket.

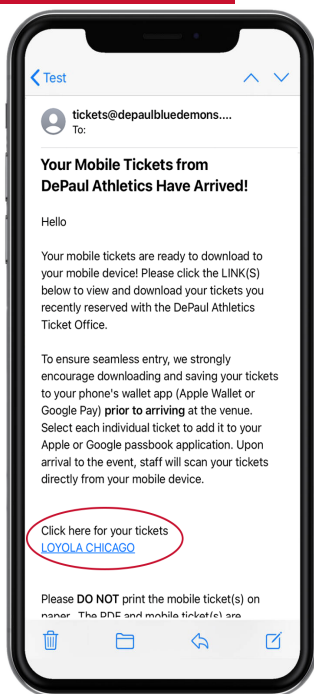


# HOW TO



# ADD TO MOBILE WALLET

## STEP 1

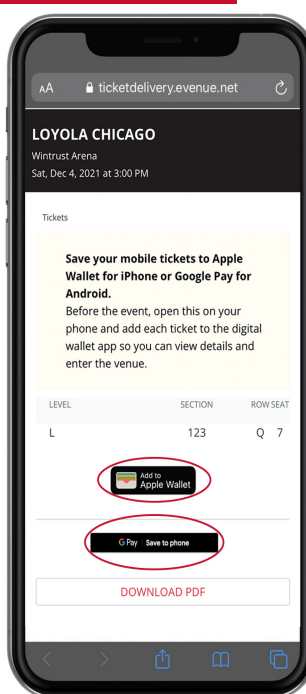


### Open Ticket Link

Mobile ticket links are sent via an email and/or a text message. Using your phone, open the message and tap on the link to access the tickets.

The email sender is:  
[tickets@depaulbluedemons.com](mailto:tickets@depaulbluedemons.com)

## STEP 2



### Ticket Access Page

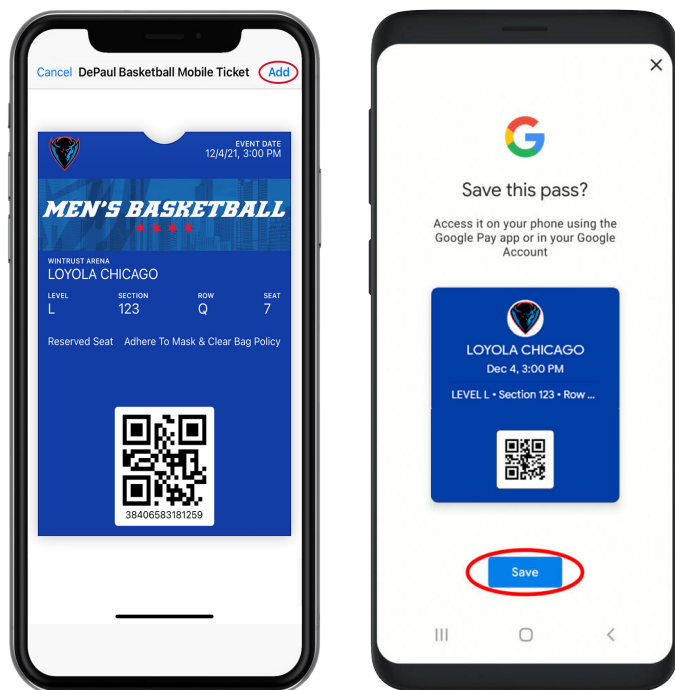
On the ticket access page, tap the “Add to Apple Wallet” or “GPay Save to Phone” button. This will open your mobile wallet.

Each game ticket will need to be added individually. Repeat Steps 2-3 for additional tickets.

## STEP 3

### Add to Mobile Wallet

Follow the Apple or Android setup steps and tap the “Add” button for Apple Wallet or “Save” button for Google Play Wallet.



## STEP 4

### View in Mobile Wallet

Open your mobile wallet to access your ticket(s) and have your ticket ready to scan at the gate on gameday.



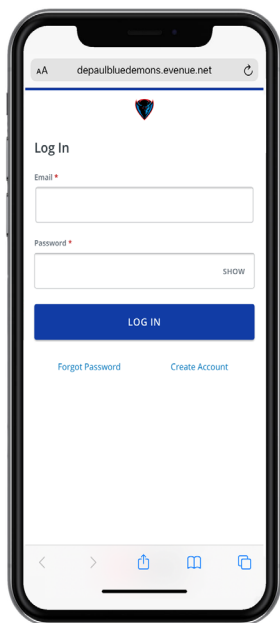
# HOW TO



# TRANSFER TICKETS

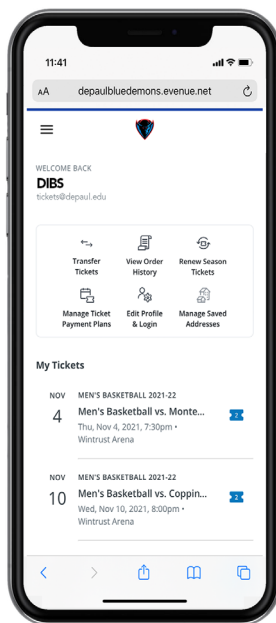
## STEP 1

**Log-in** to your DePaul Athletics ticket account at [DePaulBlueDemons.com/MyAccount](https://depaulbluedemons.com/MyAccount)



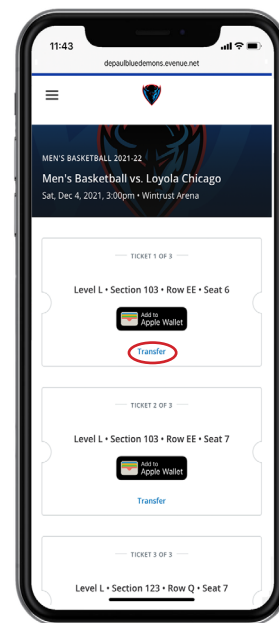
## STEP 2

From the **My Tickets Page**, select the game to access your tickets.



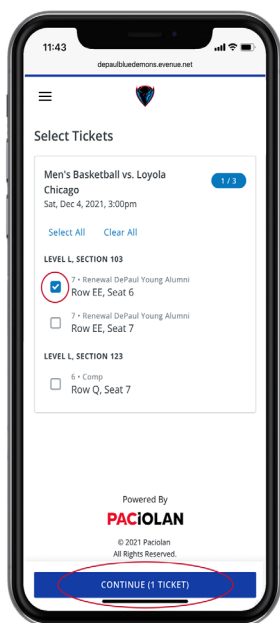
## STEP 3

**Select Transfer**



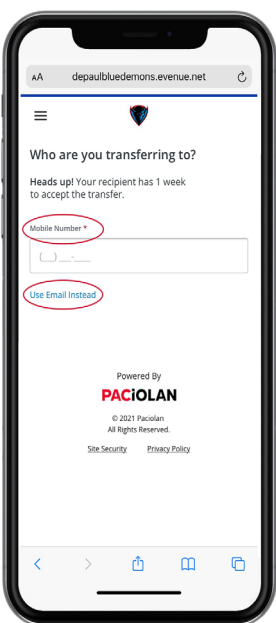
## STEP 4

**Select Tickets:** Check the box next to the ticket(s) you'd like to transfer.



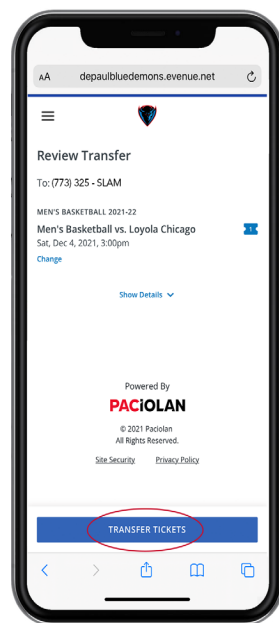
## STEP 5

Enter the **mobile number** or **email address** of the person receiving the tickets.



## STEP 6

Review the transfer & select **Transfer Tickets** at the bottom of the screen



**Ticket Transfer** is disabled 2 hours prior to men's and women's basketball events at Wintrust Arena. Ticket transfers must be **initiated** and **accepted** before this deadline.

# HOW TO



# ACCEPT A TRANSFER

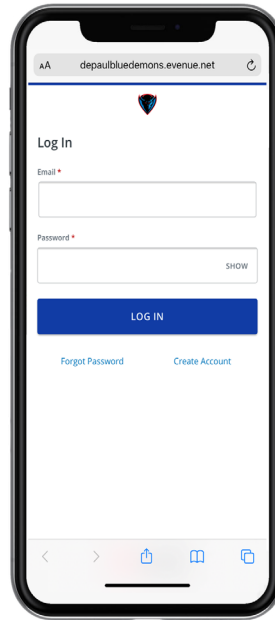
## STEP 1

The recipient will receive a text message or email with a link to accept the transfer.



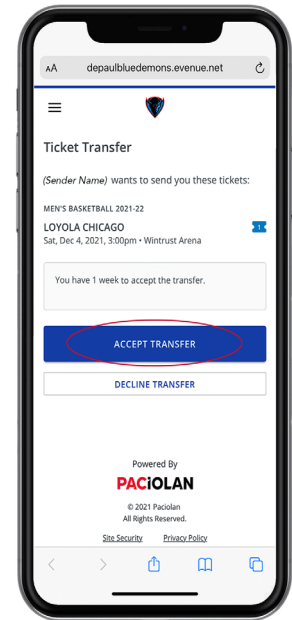
## STEP 2

Recipient will then log in or create a new DePaul Athletics Ticket Office account.



## STEP 3

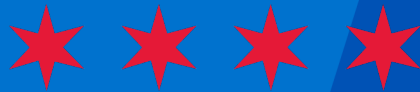
The individual can accept or decline the transfer. A user has 1 week to accept a transfer.



On gameday active transfers must be accepted no later than 2 hours prior to game time.

- **Ticket Transfer** is disabled 2 hours prior to men's and women's basketball events at Wintrust Arena. Ticket transfers must be **initiated** and **accepted** before this deadline.
- Transferring mobile tickets will result in a new barcode for the transferred ticket and will void the original ticket barcode.
- Once accepted, fans should add the tickets to their mobile wallet and have them ready to scan on gameday.
- There are no additional fees associated with transferring your mobile tickets

# MOBILE TICKET FAQ



## **Why is DePaul Athletics moving to mobile tickets?**

Mobile tickets will provide a safe and contactless environment for our fans. Mobile ticketing also provides:

- Quick and easy entry to all venues using your mobile phone or smart device
- Instant access to all your season tickets through [DePaulBlueDemons.com/MyAccount](https://depaulbluedemons.com/MyAccount)
- The ability to manage, transfer and sell your tickets at any time
- Reduced risk of lost, stolen, counterfeit or forgotten tickets

## **How does mobile delivery work?**

Beginning with the 2021-22 season, tickets for all DePaul Athletics events will no longer include a printable PDF option. This new contactless entry process is being implemented for the safety of our fans and staff. Mobile ticketing will also protect the integrity of your tickets and prevent fraud and counterfeit problems that often accompany PDF tickets. Printed PDF tickets WILL NOT be accepted at any DePaul Athletics venues for admittance. All season tickets and single game tickets are fully digital and only accessible via your mobile device. Your phone is your ticket.

## **Can I print my tickets from home?**

No, all tickets must be presented on your mobile device. Printed copies of mobile tickets will not be permitted for entry. For assistance on gameday, visit the venue box office.

## **How do I access my tickets on my smartphone?**

Review our Step-By-Step Mobile Ticket Instructions. When you arrive at the venue, have your ticket ready to scan on your mobile device. If you have guests and multiple tickets on your phone, swipe to navigate between the tickets.

## **I've never used my account page. Do I already have an account? Do I need to create a new one?**

- If you have previously purchased tickets from the DePaul Athletics Ticket Office, you already have a [DePaul ticket account](#).
- If you are accessing your account online for the first time, click '[Activate Your Account](#)' to link your existing account with a PIN number.
- If you do not know your password, click '[Forgot Password](#)' to have a temporary one emailed to you.
- If you do not know the email associated with your account or have additional questions, please contact the DePaul Athletics Ticket Office at 773-325-7526 or [tickets@depaul.edu](mailto:tickets@depaul.edu)

## **What if I don't have a smartphone or my phone is not compatible?**

Any smartphone that can browse the internet can load a mobile ticket. Please note, iPads do not support Passbook regardless of the iOS version. For devices without a digital wallet, Mobile PDF tickets can be downloaded and used on any type of smartphone with a PDF reader such as Apple, Android, Windows, etc. If you do not have a smartphone, please contact the DePaul Athletics Ticket Office at 773-325-7526 or [tickets@depaul.edu](mailto:tickets@depaul.edu) for assistance.

## **How many times will each ticket scan?**

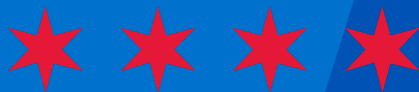
Each ticket will only scan ONE TIME. If you're sharing tickets with friends, please be careful and make sure everyone is using a different mobile ticket to enter the game.

## **When should I download my tickets?**

Before gameday! We strongly recommend downloading your tickets as soon as you receive the email that they are available. The easiest way to avoid any issues with your tickets on gameday is to ensure you have them downloaded into your mobile wallet before you get to the game.



# MOBILE TICKET FAQ



## **Why have I not received my ticket yet?**

If you have not received your tickets, before contacting the ticket office please:

- Make sure you have used the correct email address during purchase
- Check your junk or spam mail folder
- Adjust your spam guard and junk mail settings to receive emails with attachments
- Add our email address - tickets@depaulbluedemons.com - to your safe senders list
- Please allow at least 1 hour for emails to arrive

## **What if my entire party isn't with me when I am ready to enter the arena?**

All guests must be present to use tickets for entry. Guests are strongly encouraged to send each attendee their own individual ticket if arriving separately.

- If you know before gameday that members of your party will be entering the game at different times, we recommend transferring a ticket to those people ahead of time.

## **How do I transfer tickets? Is there a fee?**

- Tickets can be transferred through your DePaul Athletics Ticket Account via text or email
- As a reminder, ticket transfer is completely free of charge!

## **Does the person I am sending the ticket to need to have a DePaul Athletics Ticket Account?**

Yes. The recipient of the transfer will be sent a link to accept the tickets and they will be asked to sign-in to an existing DePaul Athletics Ticket Account or create a new one.

## **Can I cancel a transfer if I send them to the wrong person?**

Yes. Transfers can be cancelled up until the recipient accepts them. Simply click the "Cancel Transfer" button that will appear next to your transferred tickets on your DePaul Athletics Ticket Account.

## **How close to the start of the game can I transfer tickets to someone?**

Fans can transfer and accept tickets up to 2 hours prior to a Men's or Women's Basketball game at Wintrust Arena.

## **Who do I contact if I still need assistance?**

Please contact the DePaul Athletics Ticket Office for further assistance.

- Hours: Monday to Friday - 9:00 AM to 5:00 PM CST
- Phone: (773) 325-7526
- Email: tickets@depaul.edu