

FREQUENTLY ASKED QUESTIONS

WHAT ARE MOBILE TICKETS?

Mobile tickets at Indiana University provide maximum flexibility to IU fans by putting your tickets into the palm of your hand via your smartphone (iPhone or Android required). Beginning with the 2020 football season – and including all ticketed sports at Indiana University – mobile tickets are the most efficient way to fans to utilize their ticket benefits.

WHAT ARE THE BENEFITS OF MOBILE TICKETS?

Mobile ticketing puts everything you need to have an enjoyable experience coming to an IU event right into your pocket via your smartphone. No more remembering to grab your tickets before you leave home or making sure you grabbed the right tickets for that game.

- Entrance into the stadium is quicker and easier than ever before
- Mobile tickets significantly reduce frequent issues associated with paper tickets including lost or stolen ticket, shipping delays, forgotten tickets, or counterfeit tickets
- Mobile tickets are more sustainable, as the need to print, staple, and bind books together is no longer necessary

CAN I HAVE MULTIPLE TICKETS ON A SINGLE PHONE?

Yes! All of the tickets and passes you would normally receive in printed form will now be available on your smartphone.

WHAT IF I NEED HELP ON GAME DAY? NO SERVICE? BATTERY ISSUES?

Indiana University Athletics encourages fans to login to their account and add their tickets to their mobile wallets as soon as they are available. Waiting to do so from the stadium could mean you are unable to do so with reliable cellular service. If you are still unable to successfully access your mobile tickets on game day, attendants at the ticket office will be able to assist fans with valid IDs for their accounts.

HOW DO I MANAGE MY TICKETS?

Your first stop to manage tickets is the “My Account” section of the Indiana University Tickets homepage. After logging in, you will see available tickets in your account. From there, you can view, transfer or resell your tickets right from your phone. *Step-by-step guides will be made available for fans prior to the arrival of season tickets into your account this summer.*

HOW FAR IN ADVANCE CAN I ACCESS MY TICKETS?

Once the season ticket and mini-plan seat allocation and upgrade process has been completed, tickets will be available in your account. The IU Ticket Office anticipates access to tickets will be available in early August.

WHAT IF I DON'T HAVE A SMARTPHONE OR I HAVE ADDITIONAL QUESTIONS ABOUT MOBILE TICKETING AT THIS TIME?

We understand change can bring about many questions, and that's why we've created the IU Athletics Ticketing Hotline. Click [HERE](#) to submit a request and a member of our ticket office team will be in touch as soon as possible to answer your questions.

WHAT IF I DON'T HAVE AN IPHONE OR ANDROID SMARTPHONE?

If you do not have a smartphone that runs on iOS or Android, please contact the IU Athletics Ticket Office at 812-855-4006 for assistance.

CAN I STILL PRINT MY TICKETS FROM HOME?

Tickets will no longer include a print-at-home option. This decision was made to protect the integrity of your season tickets and prevent the fraud and counterfeit problems that have steadily increased in recent years.

