

# MURRAY STATE

## ATHLETICS

### MOBILE TICKETING FAQs

#### What is changing?

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- Beginning in the Winter of 2020, all tickets will be distributed via mobile delivery and no physical ticket sheets will be printed.
- Season ticket holders will use the [am.ticketmaster.com/murray](https://am.ticketmaster.com/murray) account through the GoRacers.com website to access and manage their tickets.

#### Why is Murray State Athletics transitioning to mobile ticketing?

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- Going mobile is the safest, most convenient and flexible way to receive and manage tickets while increasing protection against fraud.
- Mobile tickets provide:
  - Reduced risk of lost, stolen, counterfeit or forgotten tickets
  - Quick and contactless entry into the venue

#### When will my tickets be available on my account?

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- Tickets will be viewable on your account on or around the 18<sup>th</sup> of November, 2020.

#### I've never used my Murray account manager account before. Do I already have an account? Do I need to create one?

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- If you have purchased tickets of any kind from the MSU ticket office, you already have an account in our ticketing system. If you do not know your password or are logging into your account for the first time, click on "Forgot Password" to have a temporary password emailed to you. If you do not know the email address associated with your account, need to update your email address or have additional questions, please contact the MSU Athletics Ticket Office at 270-809-3000 or [msu.tickets@murraystate.edu](mailto:msu.tickets@murraystate.edu).

#### If I purchased my tickets from Ticketmaster, can I still access them through GoRacers.com?

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- Yes, you will be able to access your tickets via the link on GoRacers.com by entering your email address and your Ticketmaster password.

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

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- MSU Athletics continuously strives to implement technological advances to provide our fans with a ticketing experience that is convenient, safe and secure. In accordance with this, print-at-home paper tickets (PDFs) have been discontinued.

### Will a screenshot, photocopy or picture of my ticket be permitted for entry?

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- No, a mobile ticket must be provided with your My MSU account from the link on GoRacers.com, or within your phone's digital wallet to gain entry.

### Can I have multiple ticket on a single phone?

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- Yes, you are able to swipe through your available tickets at the venue if your entire party is present. However, it is much easier to send each attendee their individual ticket.

### What if my entire party is not with me when I am ready to enter the venue?

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- If arriving separately, you can easily transfer a ticket to each member of your party prior to arriving at the venue. Once your guests have accepted the ticket transfer, they will be able to add the ticket to their phone's digital wallet.

### Does the person I transfer tickets to need a My MSU account?

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- Yes, if they do not already have one, they will create one in the acceptance process.

### Can I transfer tickets to someone after the event has started?

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- Yes, you can transfer tickets up to one hour after the event's start time.

### Am I able to transfer or give away a portion of my tickets to a game?

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- To help maintain social distancing guidelines and ticket integrity, you agree not to sell, transfer or otherwise provide any of your event ticket tickets to anyone other than family with whom you have been sheltering (or other trusted acquaintances), unless you are selling, transferring or otherwise providing all such tickets to one party for an event.

### What if I do not have a smartphone, or if my phone battery dies on game day?

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- Please contact the MSU Athletics Ticket Office to make alternate arrangements if you do not have a smartphone. For game day issues, visit the ticket office at the venue for assistance. Guest will be required to present a valid ID matching the name on the ticket account.

### What if Wi-Fi and/or cellular service is limited in the venue?

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- To ensure seamless entry we strongly encourage downloading and saving your tickets to your phone's wallet app (ex. Apple Wallet or Google Pay) prior to arrival at the venue. If you do not download your tickets in advance and are unable to download them at the venue, visit the ticket office with a valid form of photo ID for assistance. We strongly encourage you to save your tickets in your phone's wallet app prior to arriving at the arena or stadium.

### Important game day entry tips:

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- Arrive early and be sure to download or transfer your tickets prior to arriving at the venue. We highly recommend saving your tickets to your phone's wallet app (Apple Wallet or Google Pay).
- Be sure your phone is fully charged.
- Turn your screen brightness to high for easier scanning.
- Have your mobile ticket (QR code) prominently displayed before approaching the gates
- Swipe your barcode to access additional tickets in your account
- Visit the Ticket Office for additional assistance.