



# NAU ATHLETICS DIGITAL TICKET GUIDE

[NAUATHLETICS.COM/MOBILEFIRST](http://NAUATHLETICS.COM/MOBILEFIRST)

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**JOIN THE SKYJACKS**  
**NAUTEAMBEHINDTHETEAMS.COM/JOIN**

# WELCOME TO NAU MOBILE FIRST



All NAU Athletics ticket purchase will now be in a mobile, QR code format.

Your tickets can either be accessed through your online account manager

***nauathletics.com/myaccount***

or via the email you will receive from

***tickets@nau.edu.***

# WELCOME TO NAU MOBILE FIRST

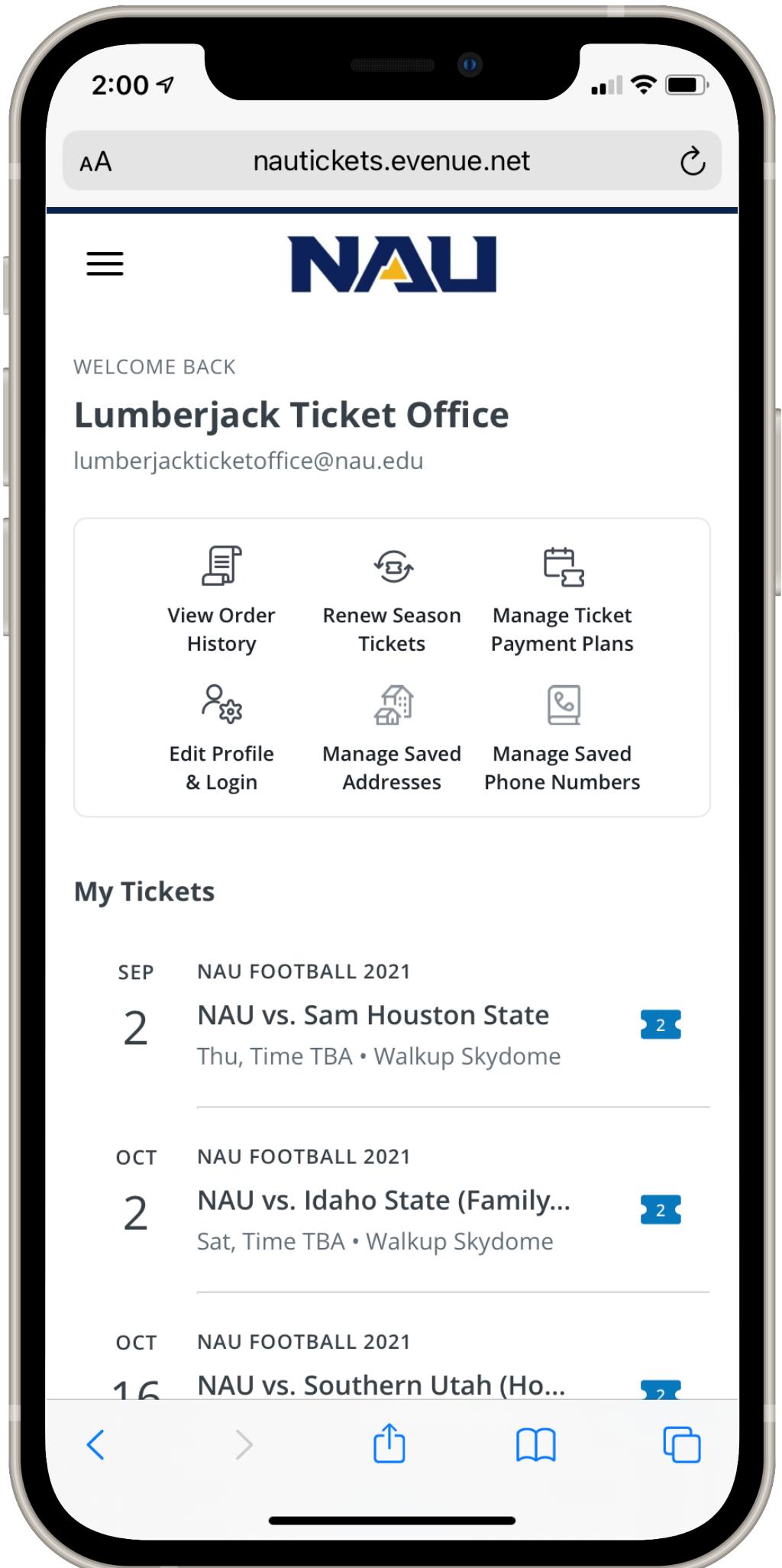


## BENEFITS OF DIGITAL TICKETS

- ▲ Contactless delivery and entry
- ▲ Easier and faster access into games
- ▲ No more forgetting your tickets at home! *Your phone is your ticket!*

*Any questions can be directed to the Lumberjack Ticket Office at (928) 523-0639 or [LumberjackTicketOffice@nau.edu](mailto:LumberjackTicketOffice@nau.edu)*

# MYACCOUNT 2.0 & LOGGING IN



Accessing all your tickets just got easier!

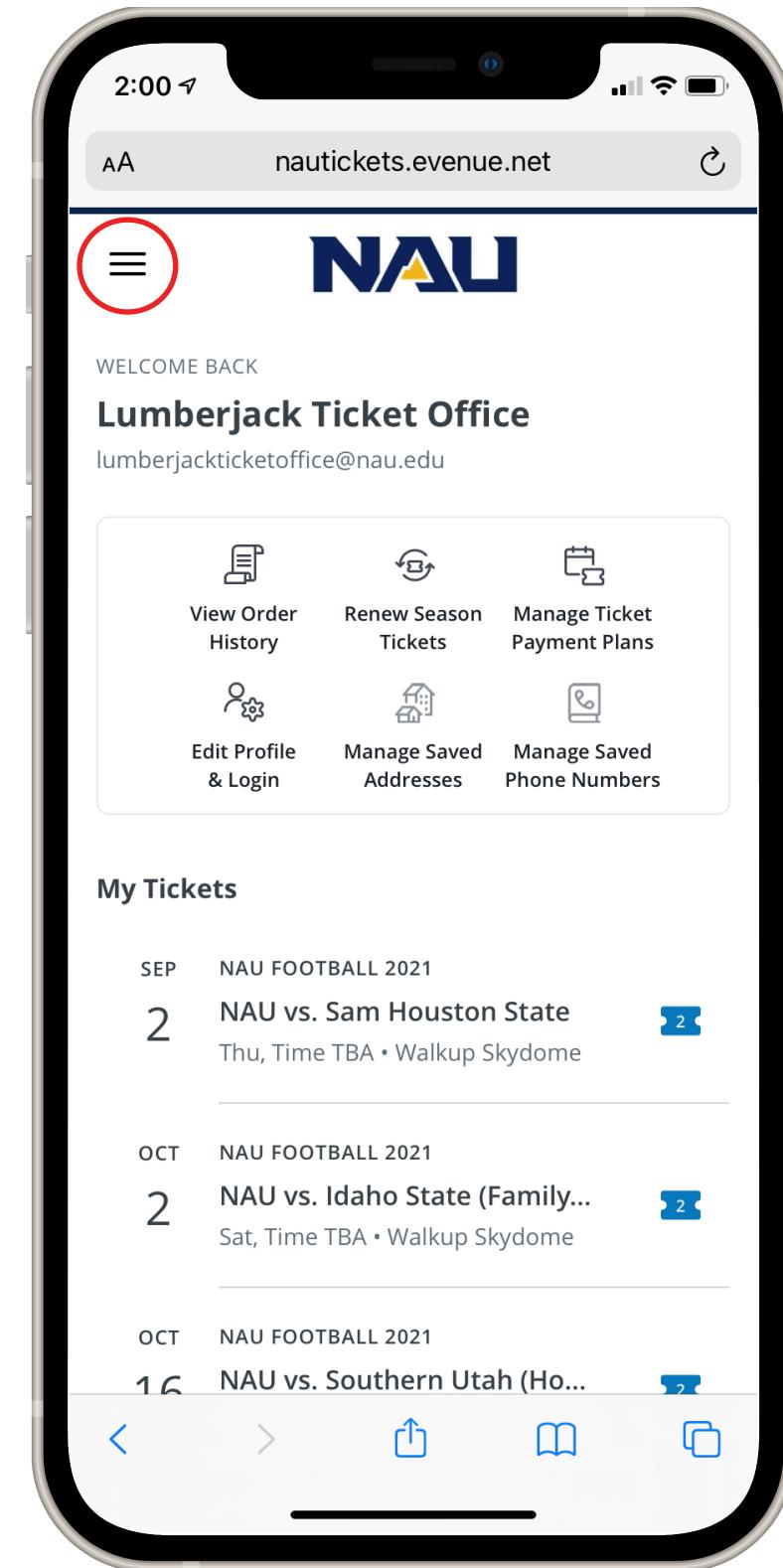
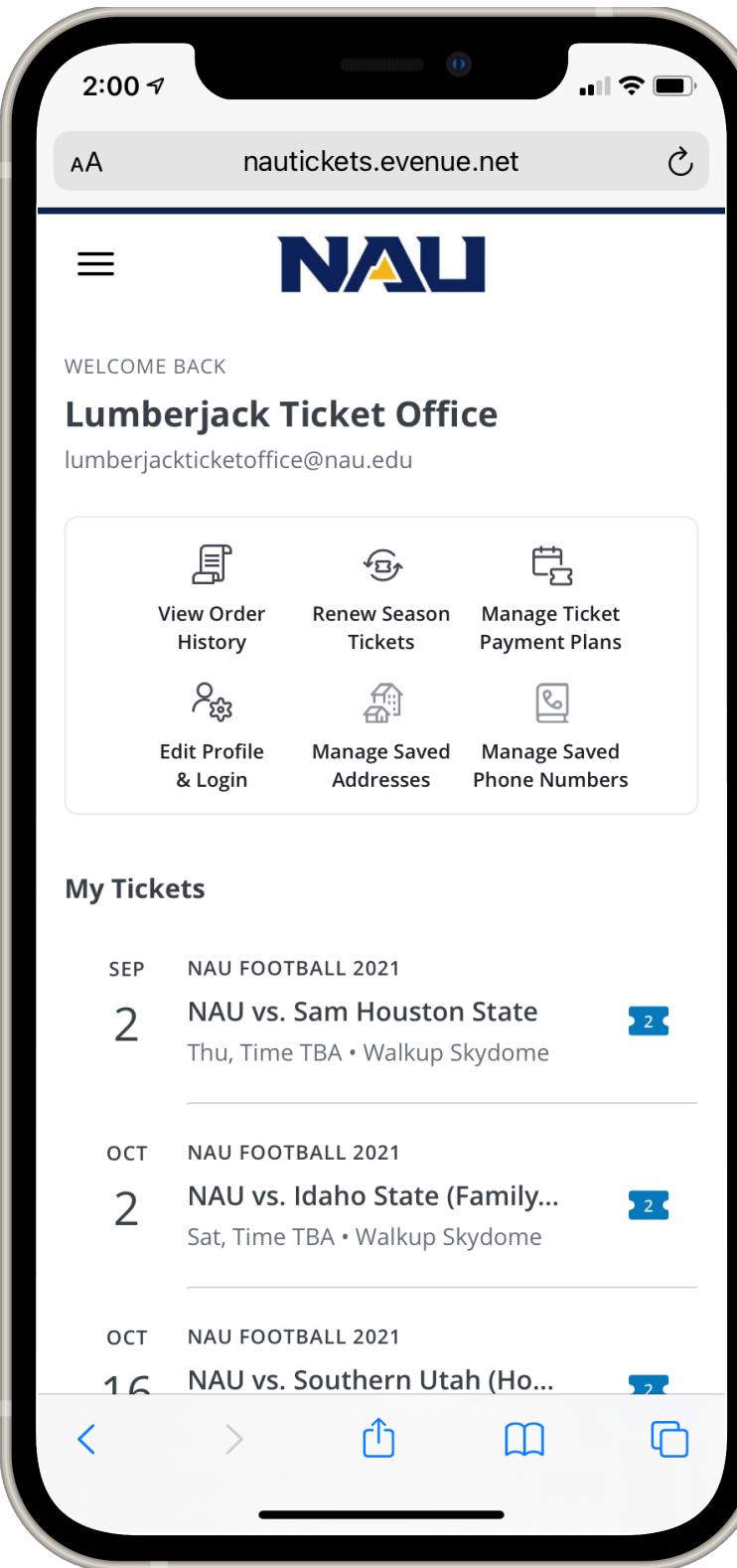
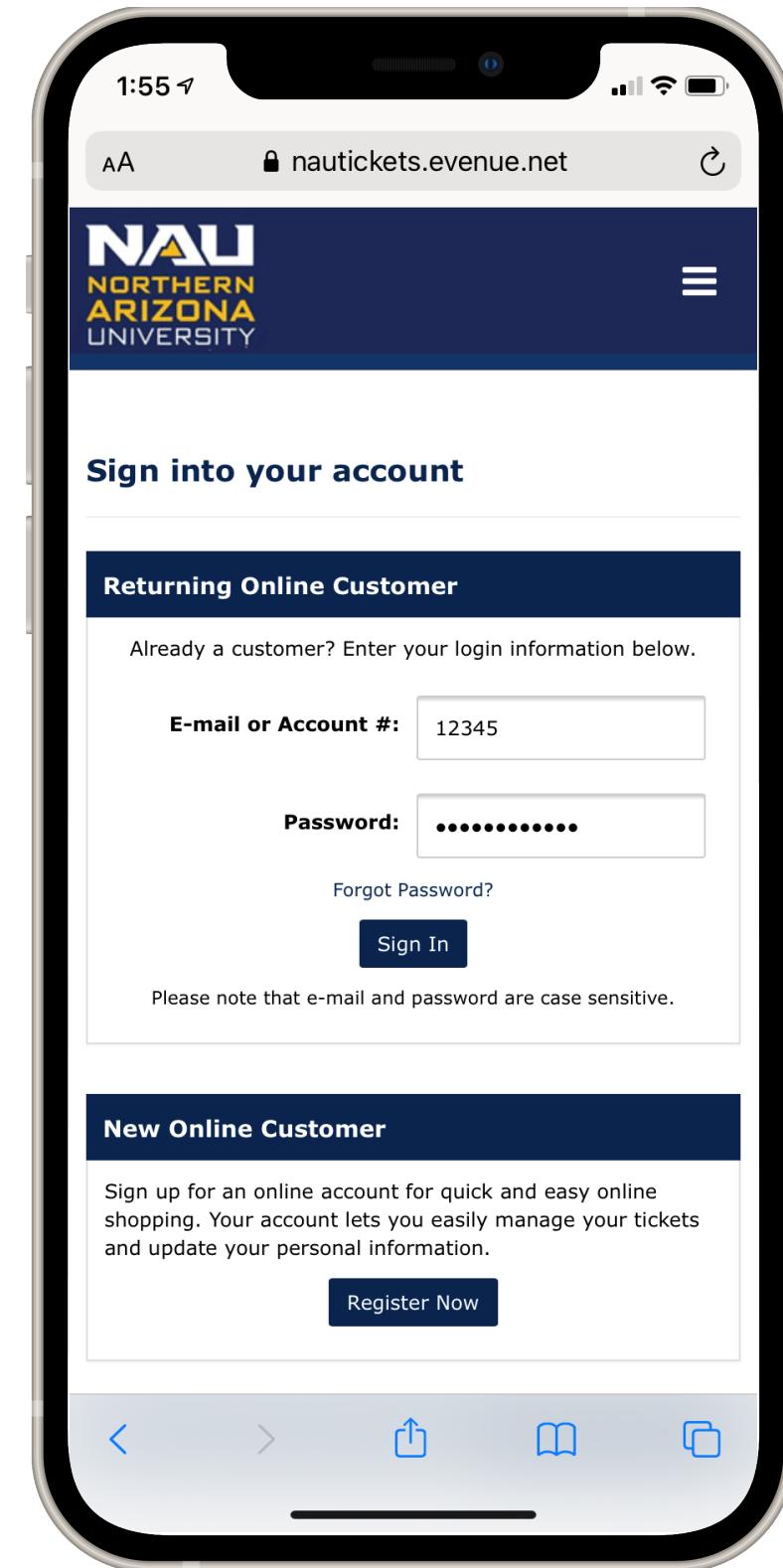
Login to your account at:

**NAUAthletics.com/MyAccount**

*If you don't know your login information, contact the Lumberjack Ticket Office*

Make sure that your phone number, email address, and mailing address are correct so we can communicate with you throughout the year.

# ACCESSING YOUR TICKETS

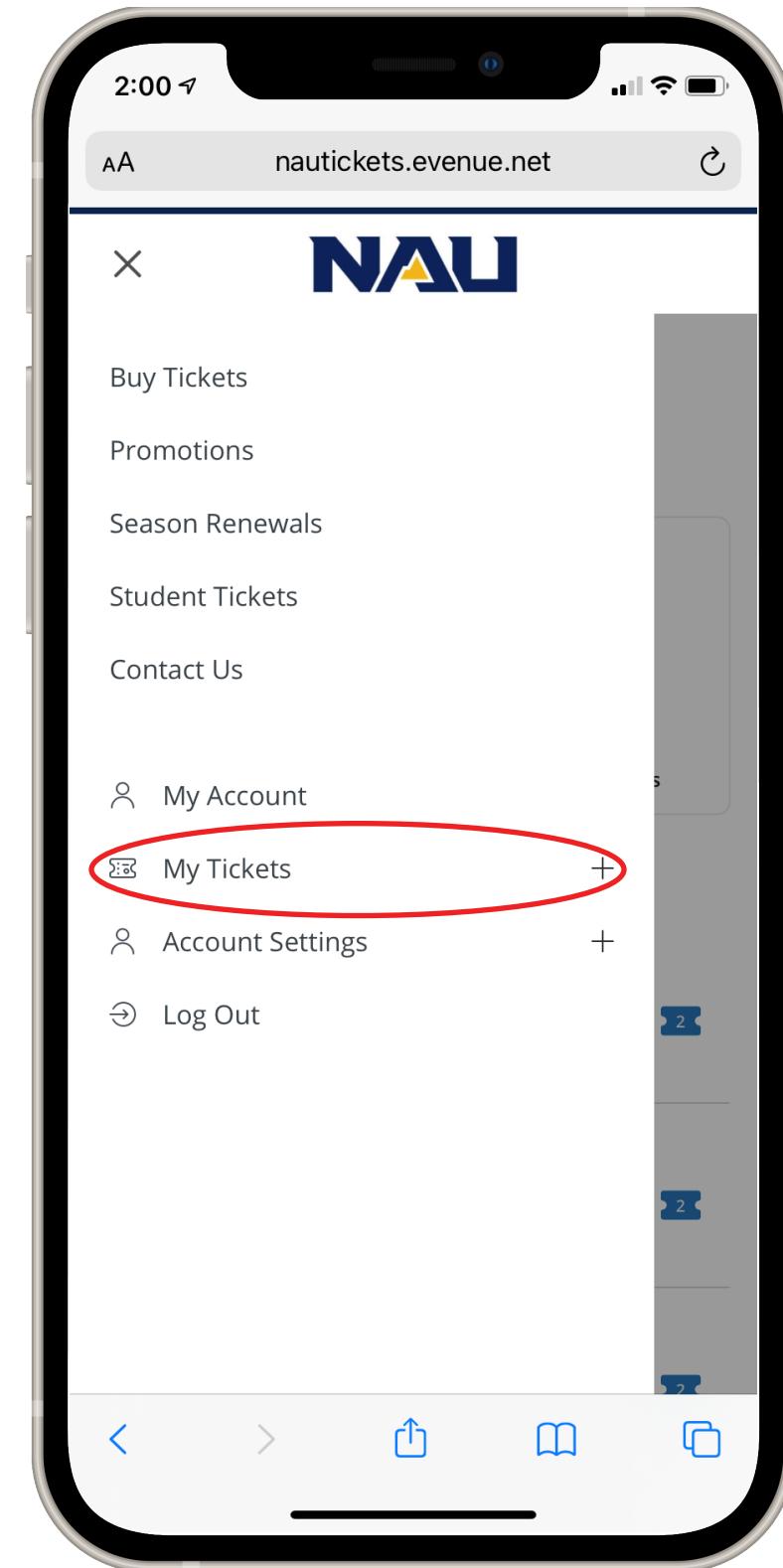


Visit **NAUAthletics.com/MyAccount** on your mobile device. If you are unsure if you have an account, you can contact the *Lumberjack Ticket Office* or click "**Register Now**" to create a new account.

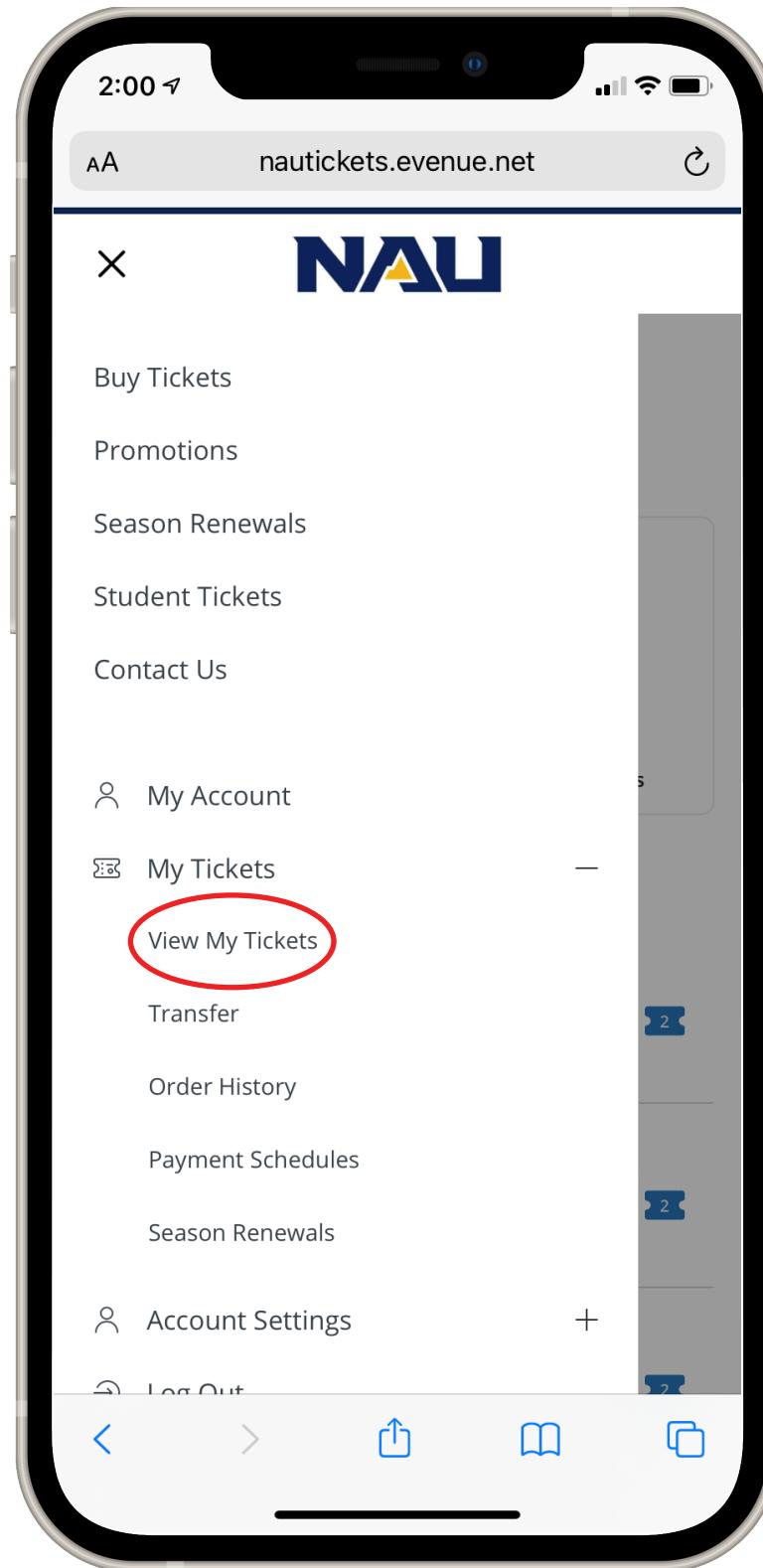
Once logged in, you will see your tickets! From here, you can buy tickets, renew your season tickets, and more!

For more details, click on the three lines in the upper left-hand corner

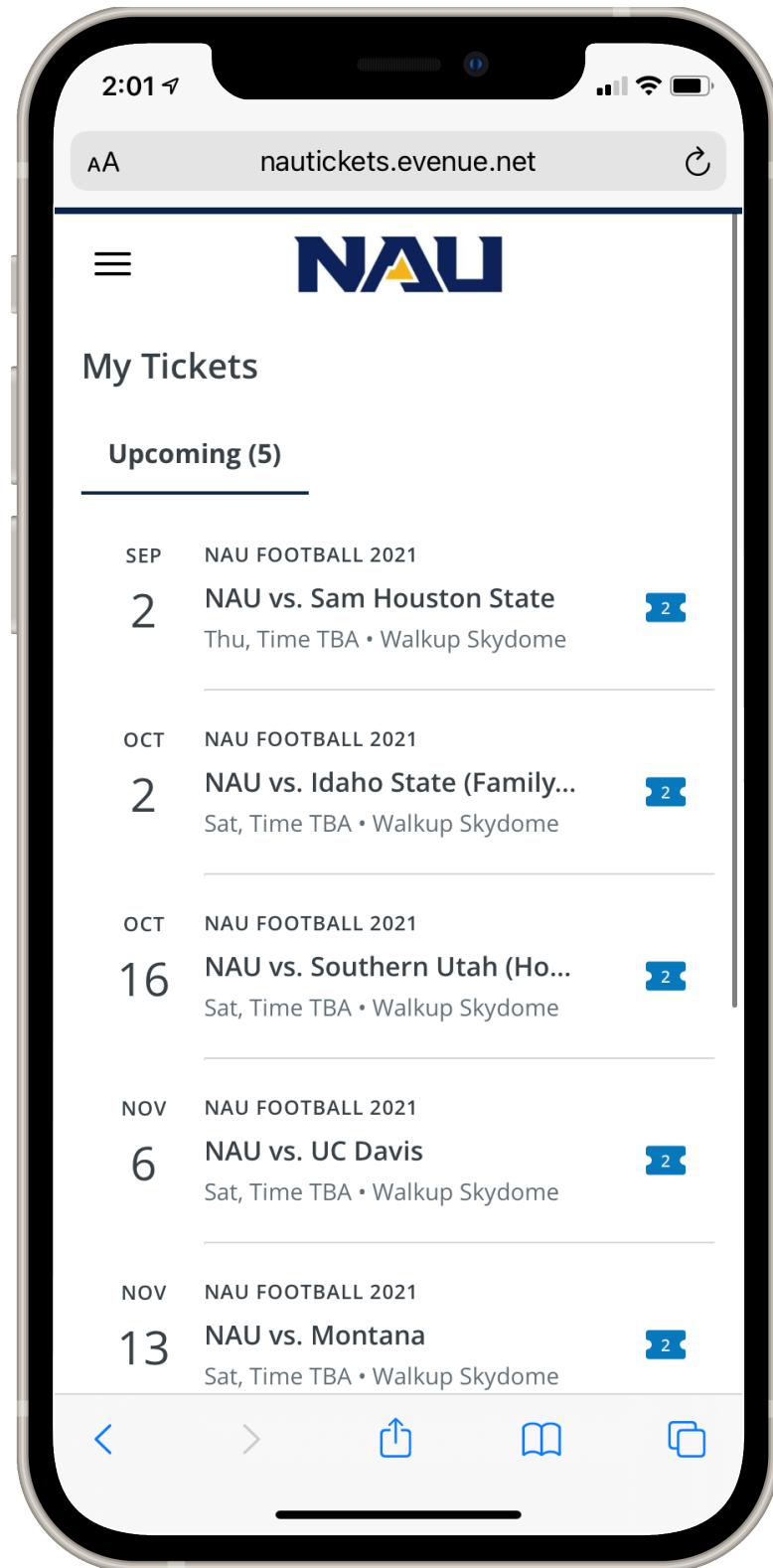
# ACCESSING YOUR TICKETS



Once in the menu, click "**My Tickets**" to view all your tickets in one place.



From here, you can transfer tickets, view your order history, and more!  
Click "**View My Tickets**".



Your upcoming events will display on this screen.

# ACCESSING YOUR TICKETS

## MOBILE WALLETS

With your mobile device, you will either need the Apple Wallet app (Apple users), or the Google Pay app (Android users).



*Apple Wallet*



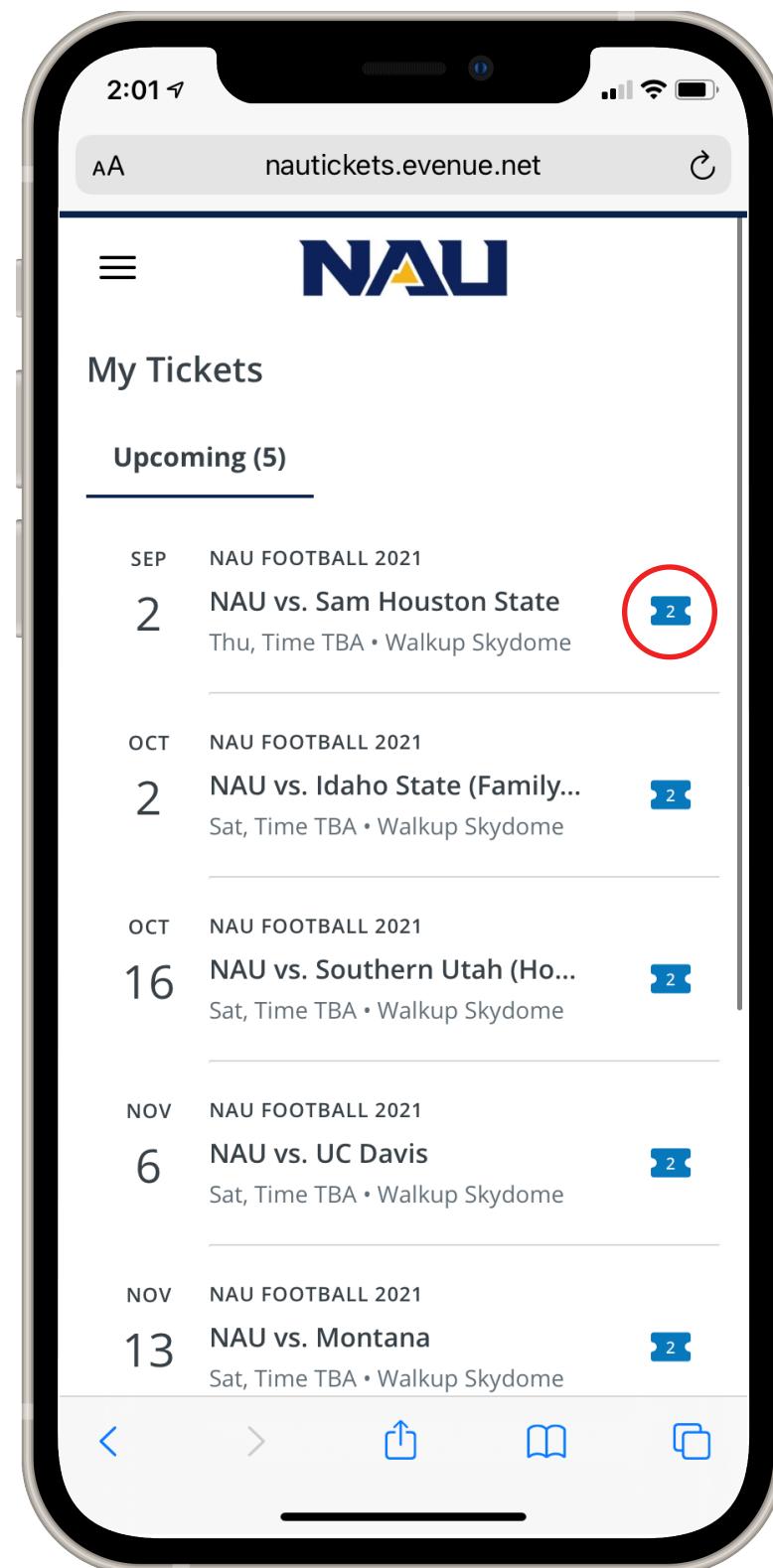
*Google Pay*

***Apple Wallet is available free on the App Store.***

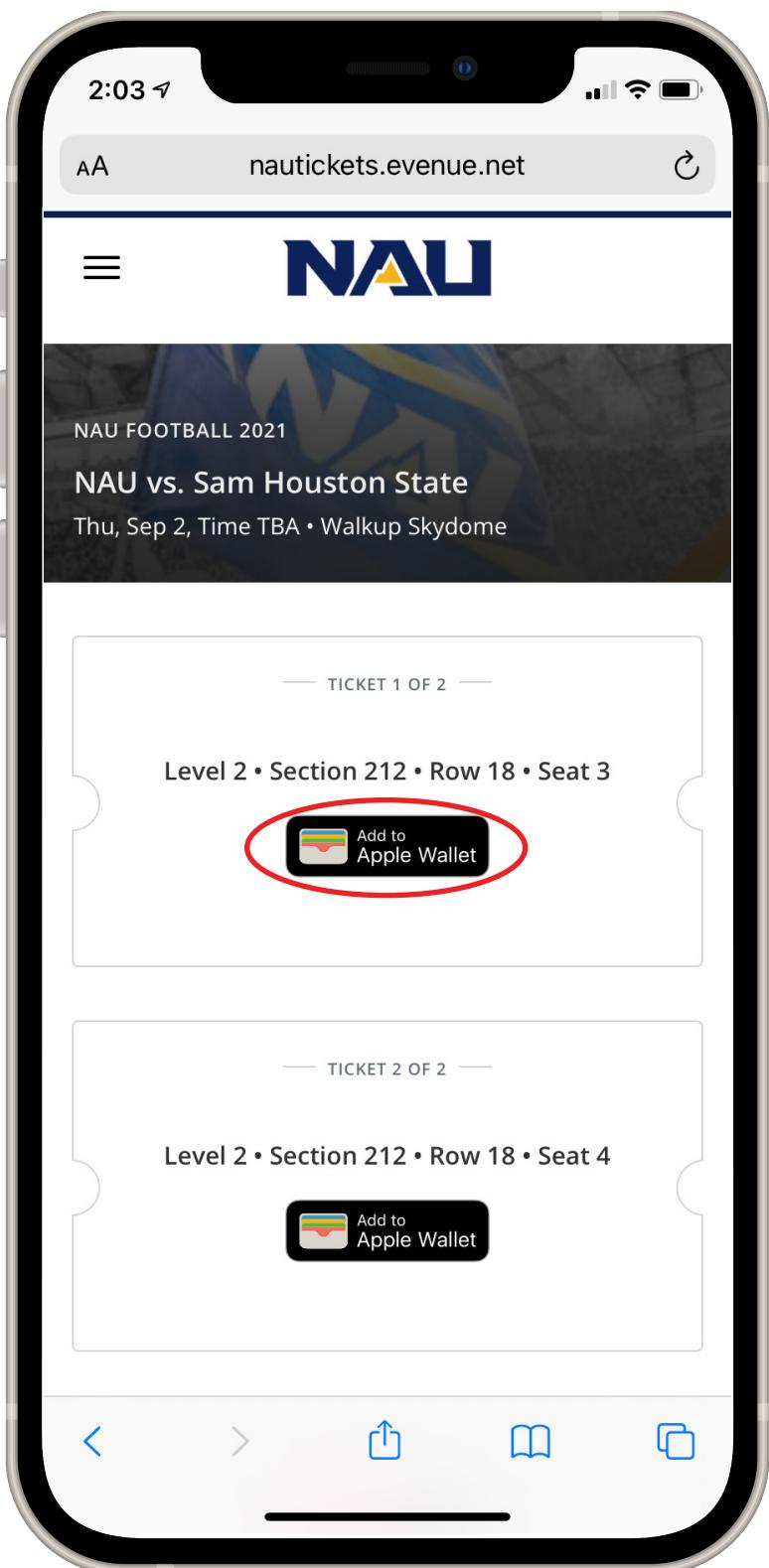
***Google Pay is available free on the Google Play Store.***

# ACCESSING YOUR TICKETS

## ADDING YOUR TICKET TO YOUR MOBILE WALLET



Once you've accessed your tickets in your online account manager, choose the game you would like to add to your mobile wallet.



Click the "Add to Apple Wallet" or "Add to Google Pay Wallet" button.



Simply click the "Add" button and your tickets will appear in your mobile wallet!

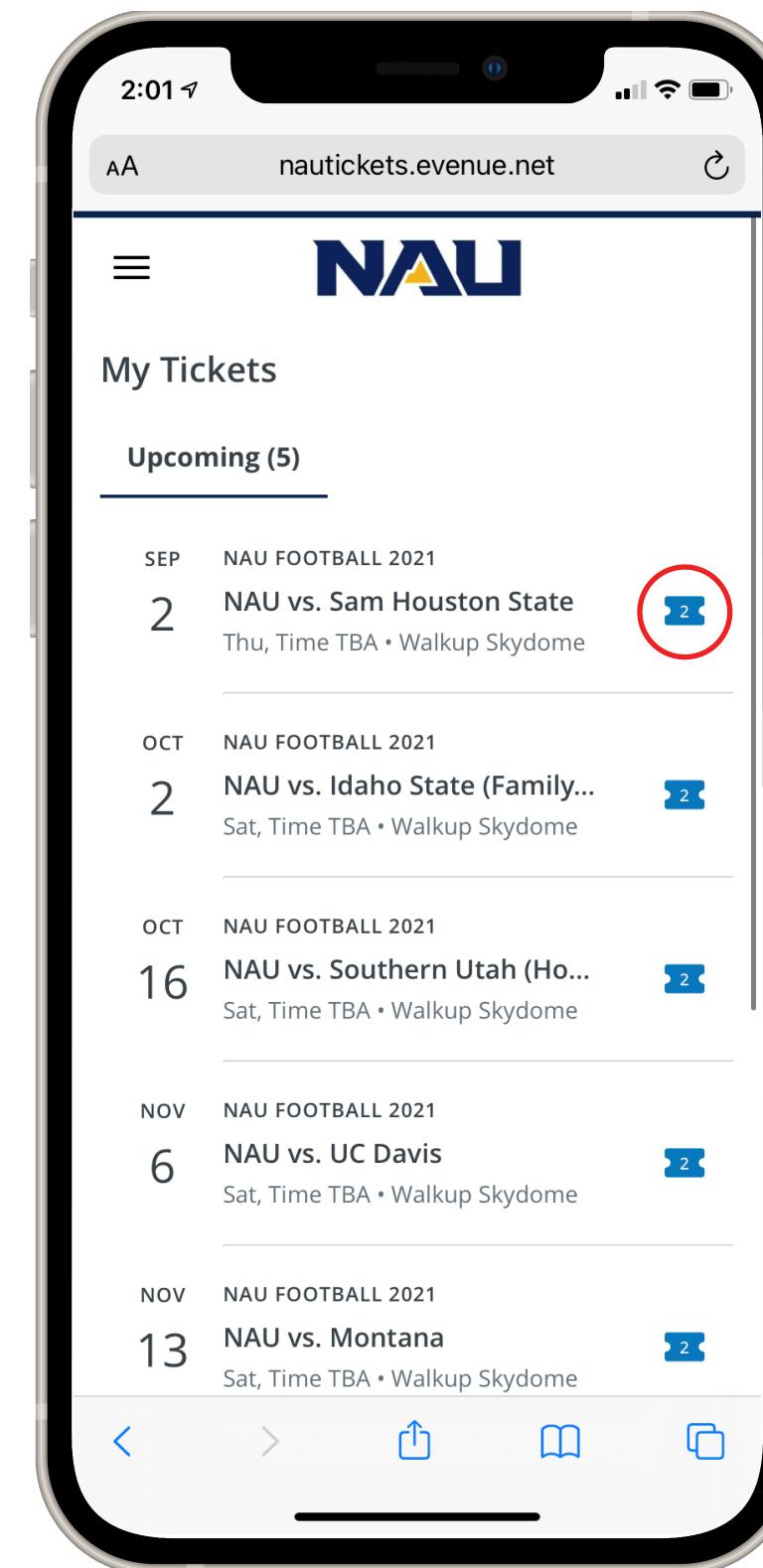
***Your tickets will now show in your mobile wallet with or without cell reception.***

# TICKET TRANSFERS

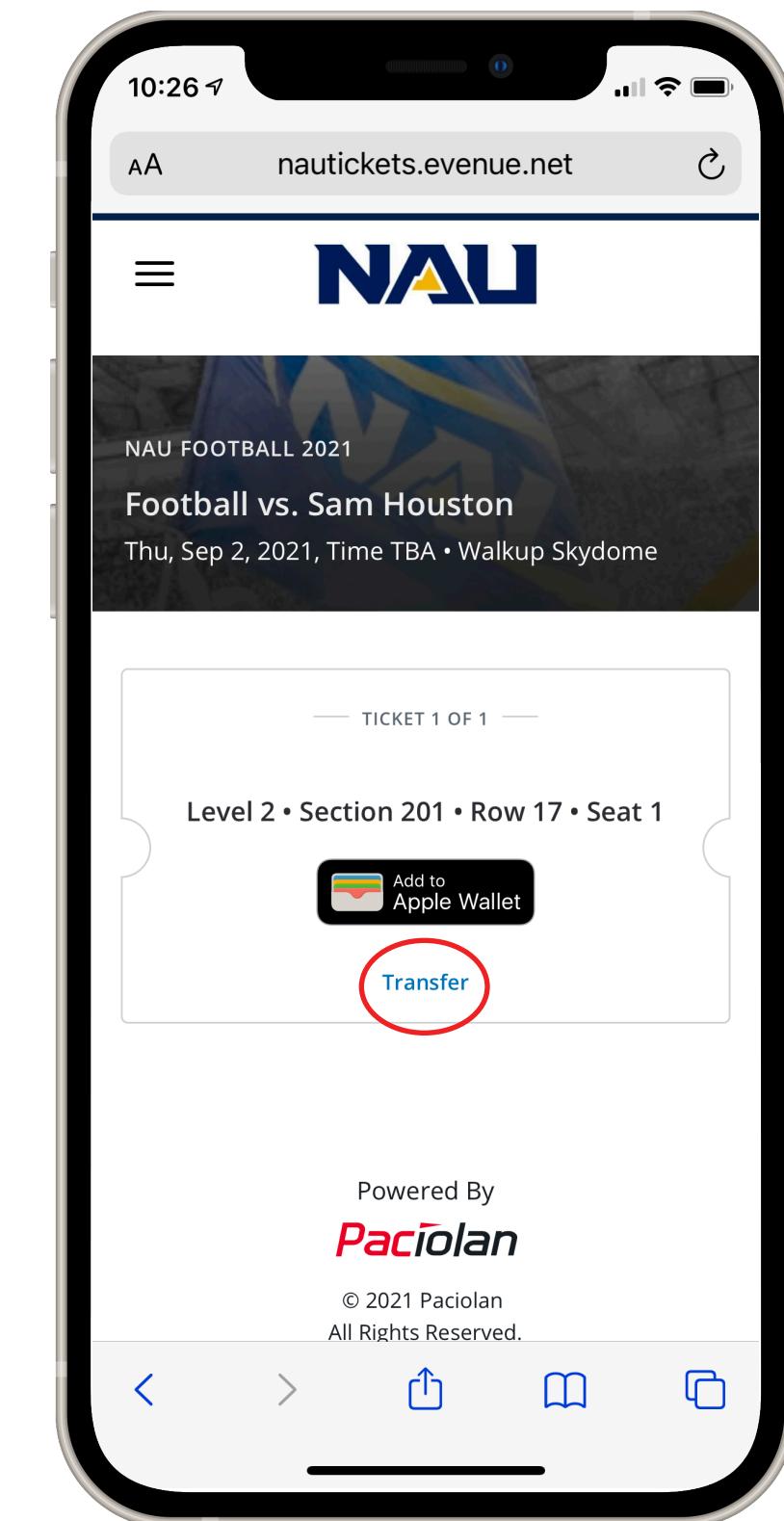
## HOW TO TRANSFER TICKETS TO A FRIEND

**You now have the ability  
to transfer your tickets  
directly to a friend!**

*Once a ticket is transferred, you cannot get it back.*



Once logged into your account, choose the game you wish to transfer tickets from.



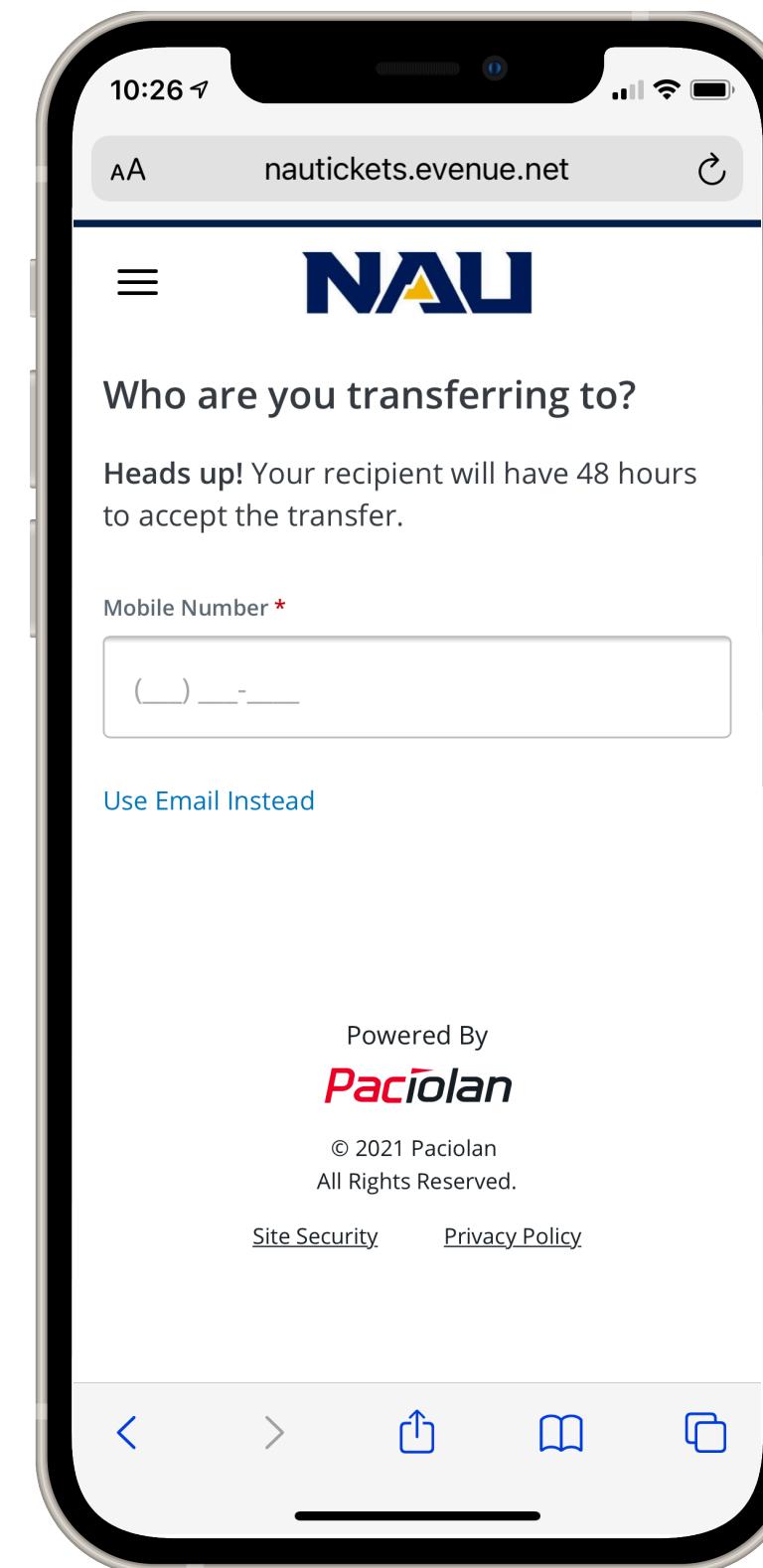
Click the "Transfer" button on the ticket you wish to transfer. You will then be able to select additional tickets if you wish.

# TICKET TRANSFERS

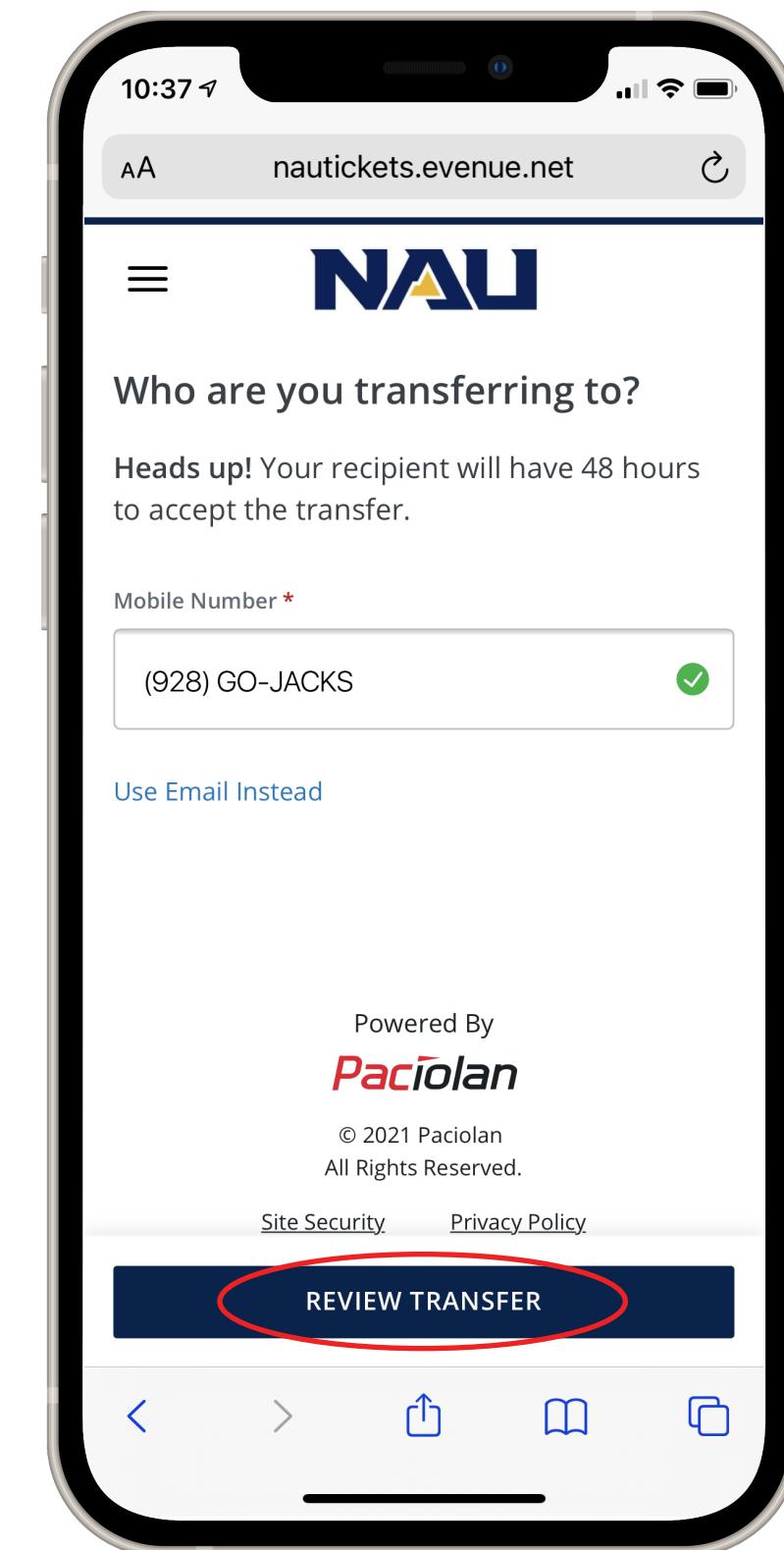
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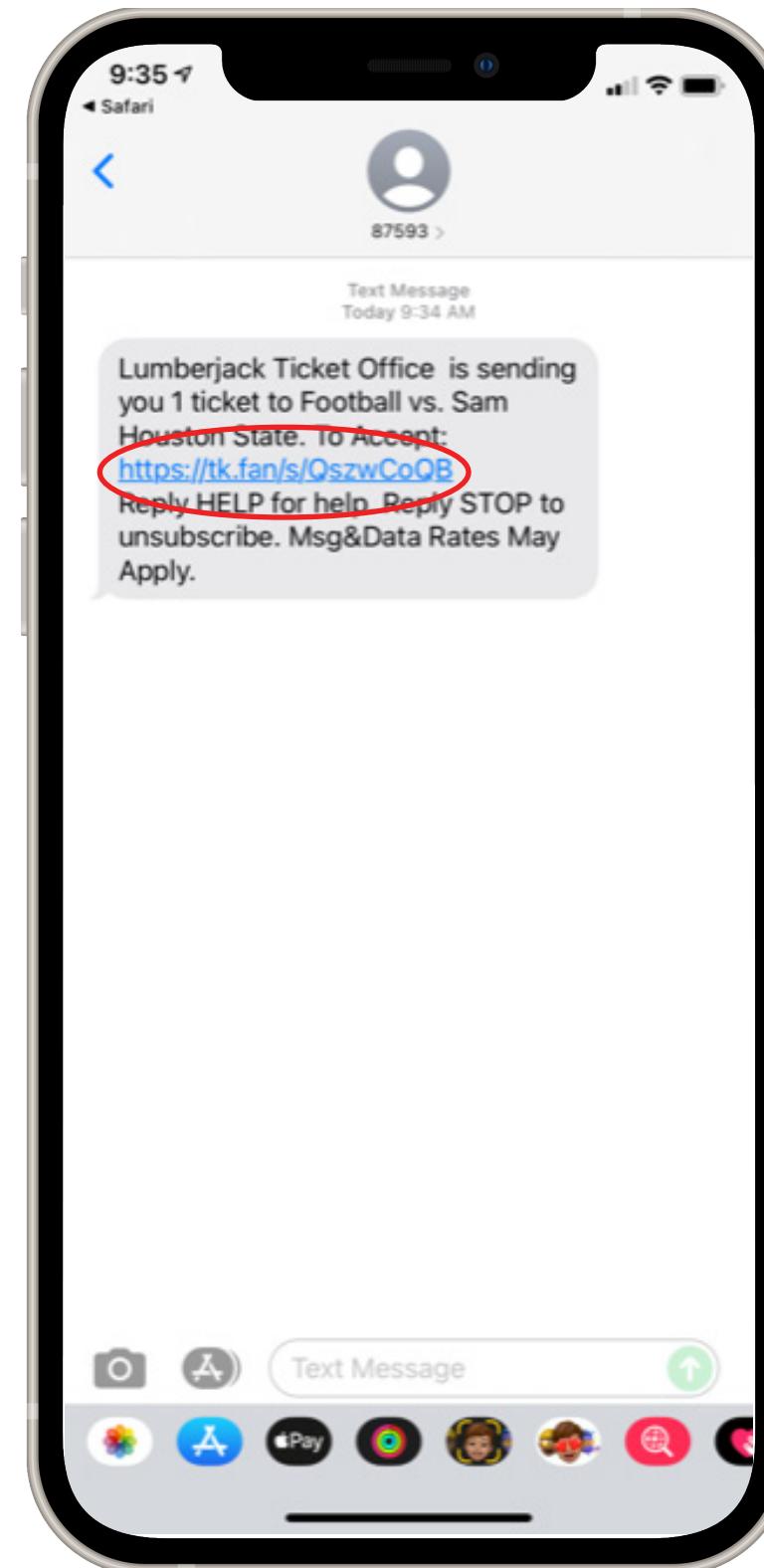
Enter the mobile phone number for the person you are transferring tickets to.



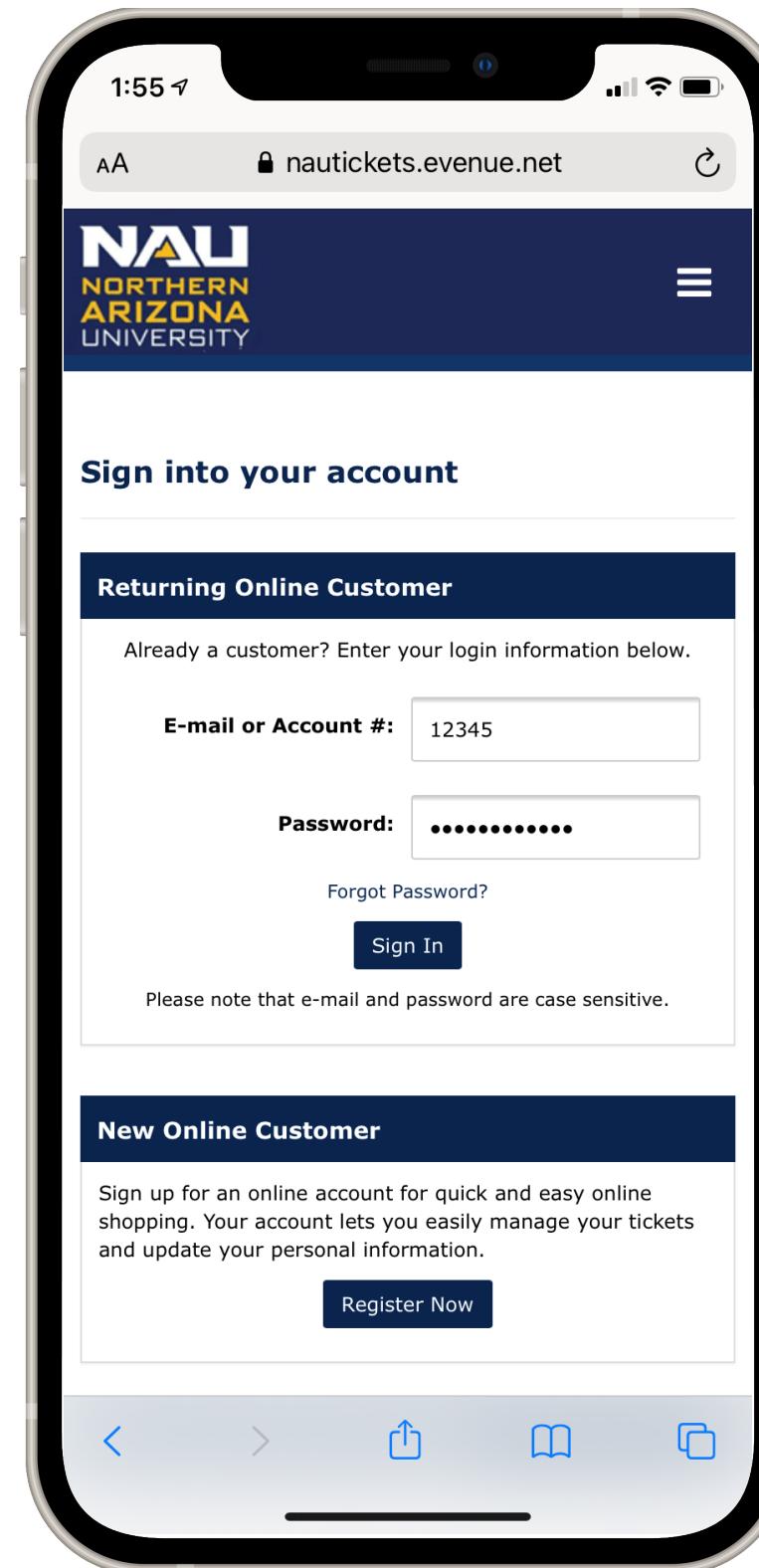
Click the "Review Transfer" button to send the tickets! This will send them a text message with a link to their tickets.

# TICKET TRANSFERS

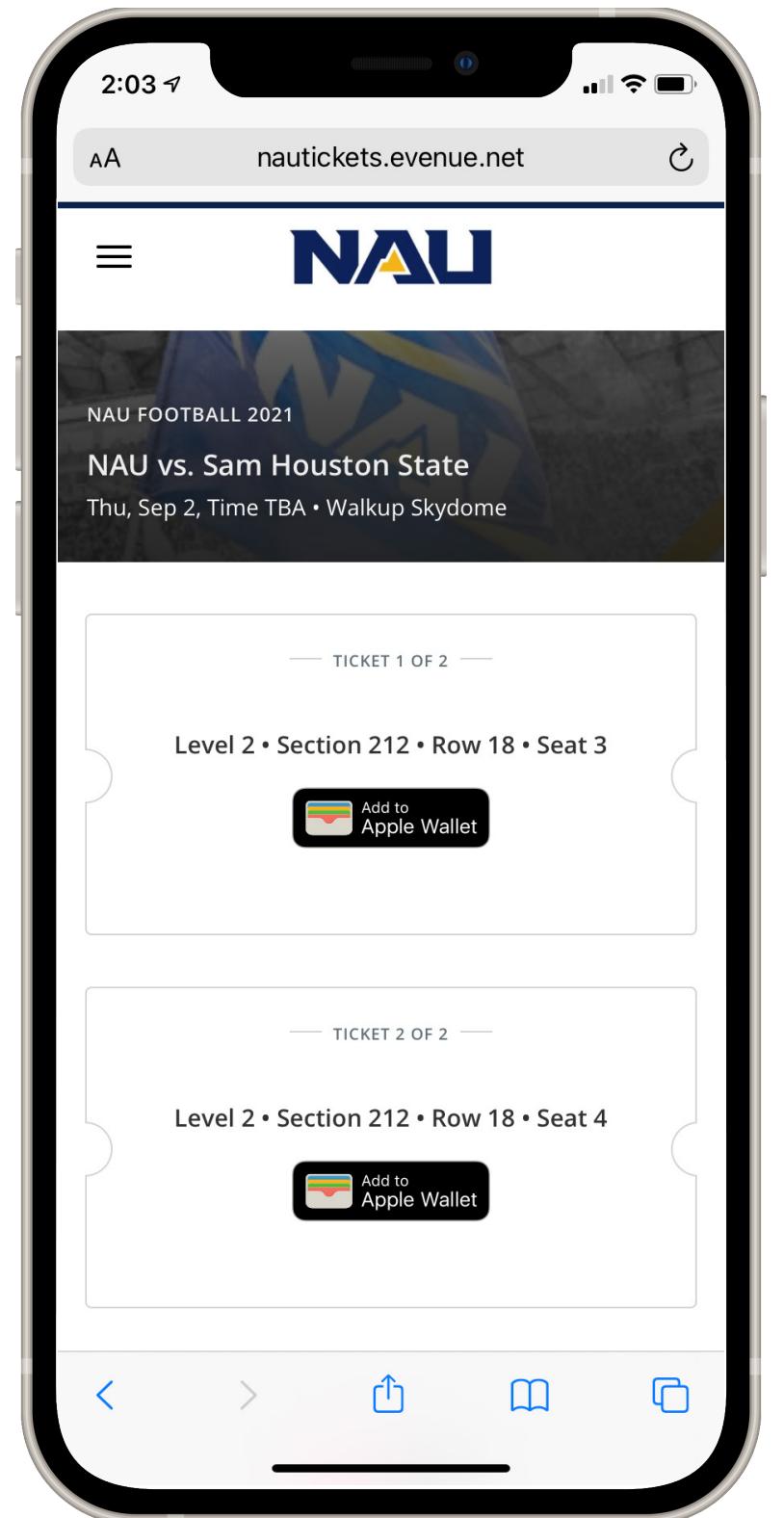
## HOW TO ACCEPT A TRANSFER



You've received a text message! Click on the link to retrieve your tickets.



You will be prompted to sign into your account. If you are unsure of your login information, you may either contact the Lumberjack Ticket Office or create a new account.



You can now add your tickets to your mobile wallet!

# PRINT-AT-HOME VS MOBILE TICKETS

Print-at-home tickets are made to be printed on an 8.5 x 11 inch sheet of white paper.

***Make sure you print them prior to arriving at the venue - THE REPRINT FEE IS \$5!***



Mobile tickets are meant to be saved to your mobile wallet and scanned directly from your mobile device!

***DO NOT PRINT your mobile tickets as they will not be scanned!***

# THINGS TO REMEMBER

*Here are some simple game day tips to make your day as smooth as possible!*

▲ Save your mobile tickets to your mobile wallet prior to coming to the venue.

*Once you're here, we cannot ensure internet or cellular connectivity.*

▲ Make sure your phone is charged!

▲ Have your ticket out and ready to be scanned before getting to the doors.

*It is recommended that you transfer each guest in your party their own individual ticket **if the party is arriving separately**.*

▲ Reference the seat location on your ticket.

*If you are unsure of where your seat is, locate an information booth or NAU Athletics staff member.*

▲ If you are posting images of your tickets online, cover the barcode to prevent fraud!

▲ NAU Athletics enforces a clear bag policy! For additional information, go to [NAU.edu/ClearBag](http://NAU.edu/ClearBag)

▲ Should you have any additional questions regarding digital tickets, please contact the Lumberjack Ticket Office.

▲ Enjoy the game and **Go Jacks!**

# FAQS

*Q: How do I know if I have an account?*

*A: If you have purchased tickets for an NAU Athletics event in the past, chances are that you have an account.*

*Q: What do I do if I do not know how to login to my account?*

*A: Contact the Lumberjack Ticket Office at (928) 523-0639 or [LumberjackTicketOffice@nau.edu](mailto:LumberjackTicketOffice@nau.edu) and they can assist you.*

*Q: What is my entire party isn't with me when I am ready to enter the game and I have their digital tickets?*

*A: Transfer tickets in advance so you do not have to wait for them. Since each person is entering the venue will need a ticket to get in, you can easily transfer each member their ticket prior to arrival. Visit [NAUAthletics.com/MyAccount](http://NAUAthletics.com/MyAccount) to start a ticket transfer.*

*Q: I transferred tickets but want them back. What do I do?*

*A: You cannot undo a ticket transfer. If you want your tickets back, you will need to contact the person you transferred tickets to.*

*Q: Can I print my mobile tickets?*

*A: No, they will not scan.*

*Q: Can I use a screenshot of my tickets?*

*A: No, they will not scan.*

## FAQS CONT'D

*Q: What if I can't connect to the internet to get into my account?*

*A: To ensure easy entry on game day, we recommend downloading your tickets and saving them to your mobile wallet prior to coming to the game. Once your tickets are in your mobile wallet, you do not need any connectivity to access them.*

*Q: How do I transfer tickets to a friend?*

*A: If you are sending or transferring tickets:*

- *Sign into your account at NAUAthletics.com/MyAccount and click on the game you would like to transfer tickets from*
- *Click the "Transfer" button*
- *Select the tickets you would like to transfer*
- *Enter the recipients mobile phone number*
- *Review and send*

*Q: Someone transferred me tickets – now what?*

*A: To accept tickets via mobile:*

- *Click the link in the text you have received*
- *Login to your account or create a new account*
- *View tickets in your account by clicking "View Tickets"*

*Q: What if my phone breaks?*

*A: Contact the Lumberjack Ticket Office prior to game day so we can reprint your tickets and put them at will call for you. There is a \$3 will call fee.*

**MAKE SURE TO CHECK OUT [NAUATHLETICS.COM/MOBILEFIRST](http://NAUATHLETICS.COM/MOBILEFIRST) FOR MORE INFORMATION AND RESOURCES**

**CONTACT THE LUMBERJACK TICKET OFFICE WITH ANY ADDITIONAL QUESTIONS**

**(928) 523 - 0639**

**LUMBERJACKTICKETOFFICE@NAU.EDU**

