

## Digital Ticketing for South Dakota State Athletics

### What are digital tickets?

Digital tickets use email or text messaging to instantly send tickets directly to your smartphone or email address. All mobile tickets must be scanned in on an Android or Apple mobile device while print-at-home tickets must be printed and scanned at the gate.

### What are the benefits of digital tickets?

- A safer experience provided by contactless ticket distribution and entry
- The convenience and flexibility of all ticket management being online, meaning your tickets are readily available to download and transfer
- Enhanced security to reduce risk of lost, stolen, forgotten, or fraudulent tickets
- Avoiding waiting in will call lines to pick up your tickets
- An environmentally friendly delivery process as there are no longer tickets being printed or mailed

### Digital ticket delivery

Digital tickets will be sent directly to your email address or phone number on file. Please verify the spelling and numbers are correct before finalizing your purchase/transfer. Once you receive your email or text, a link with your tickets will arrive and tap/click the link of the event you wish to add to your mobile wallet or print. For mobile tickets, add your tickets to your digital wallet to ensure quick and easy access at the gate. For print at home tickets, print your tickets before leaving for the stadium and keep in a safe place. Last, present your mobile or print at home ticket at the gate and the barcode will be scanned directly from your phone or piece of paper.

### Transfer instructions

1. Login to your [My Account](#)
2. Click "Transfer Tickets"
3. Select the game(s) you wish to transfer
4. Type in the mobile number or email address of the person you wish to transfer the ticket(s) to
5. The recipient will receive a link to login or create an account in order to accept the transfer
6. Once the transfer has been accepted, you will receive an email confirmation that they are ready to cheer on the Jacks!

### Accepting a transfer instructions

1. Click the link in the text/email
2. Login to your account or create a new account if you do not have one. You should use the same account to accept the transfer(s)
3. Click "accept transfer"
4. Add the ticket(s) to your mobile wallet as it is recommended to download your tickets prior to gameday or print your print at home tickets prior to arrival

### FAQ

- Can I take a screen shot of my barcode and send someone else via text message or email?
  - No, to reduce fraud and counterfeit tickets, screenshots of your digital ticket or pictures of your barcode will not be valid for entry. Screenshots also lead to scanning issues on gameday at the gates.
- May I have multiple tickets on one phone?
  - Yes, you have the ability to swipe through multiple tickets on your mobile wallet. We do recommend transferring each person their own ticket in case you wish to enter the gates at separate times.
- What if I lose/delete my ticket delivery email?
  - If the ticket delivery email can't be recovered, go to your MyAccount page and re-issue the ticket(s). If you need further assistance, please contact the Jackrabbit Ticket Office.
- What if my phone dies on gameday?
  - If your phone dies on the day of the game, please visit the Jackrabbit Ticket Office on the west side of the stadium with your photo ID ready. Assistance can only be provided if the tickets are under your name.
- When will I receive my digital tickets?
  - Before each season tickets will be sent out two weeks before the first home event of the year. After that date all tickets will be sent at the time of purchase instantly.
- Who do I contact if I need assistance?
  - If you need assistance with any aspect of ticketing, please contact the Jackrabbit Ticket Office by calling 605-688-5422 or email at [sdsu.tickets@sdstate.edu](mailto:sdsu.tickets@sdstate.edu).