

ACCESS YOUR TICKETS On Your Mobile Device



STEP 1

GO TO UTEPMINERS.COM/TICKETS AND SELECT "MY ACCOUNT."



STEP 2

LOG INTO YOUR ACCOUNT. IF YOU HAVE NOT SIGNED IN BEFORE, CLICK ON "SIGN UP" AND ENTER THE EMAIL ADDRESS USED TO PURCHASE TICKETS.



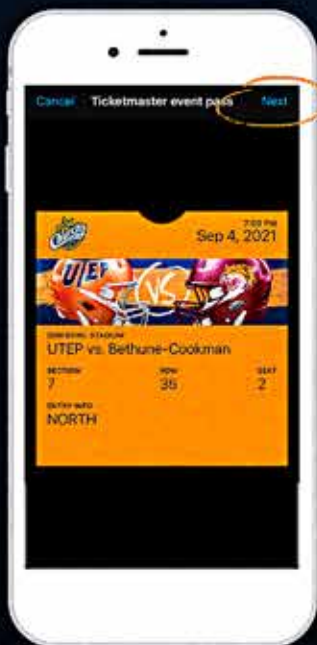
STEP 3

SELECT THE EVENT YOU WOULD LIKE TO MANAGE.



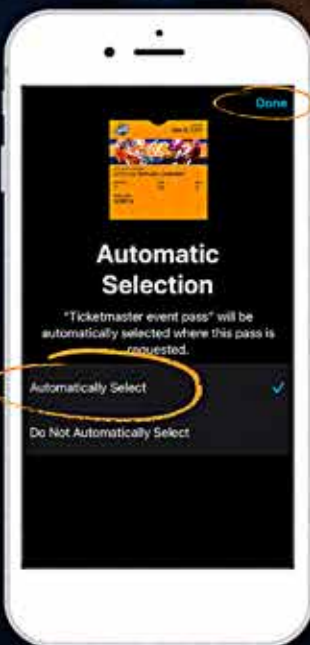
STEP 4

"ADD" TICKETS TO YOUR PHONE ON APPLE WALLET OR "SAVE" TICKETS TO YOUR PHONE ON GOOGLE PAY.



STEP 5

CLICK "NEXT" OR "SAVE" IF USING AN ANDROID DEVICE.



STEP 6

FOR IPHONE USERS, MAKE SURE "AUTOMATICALLY SELECT" IS CHECKED, THEN SELECT "DONE" AND GO TO YOUR APPLE WALLET TO VIEW YOUR TICKET. FOR ANDROID USERS, SELECT "VIEW TICKET" AND GO TO YOUR GOOGLE PAY APP TO VIEW YOUR TICKET. REPEAT THESE STEPS FOR ADDITIONAL TICKETS.



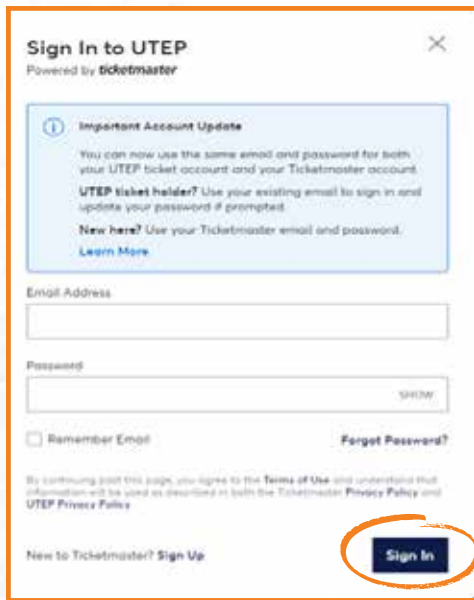
FOR MORE INFORMATION

Call: (915) 747-UTEP

Email: TICKETS@UTEP.EDU

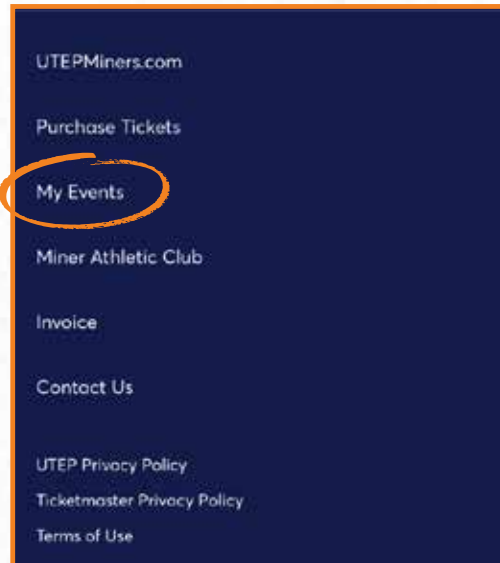
#Picksup

TO TRANSFER TICKETS:



STEP 1:

Go to **am.ticketmaster.com/UTEP** on your mobile device and log into your account. If you have not signed in before, click on **"Sign Up"** and enter the email address used to purchase tickets.



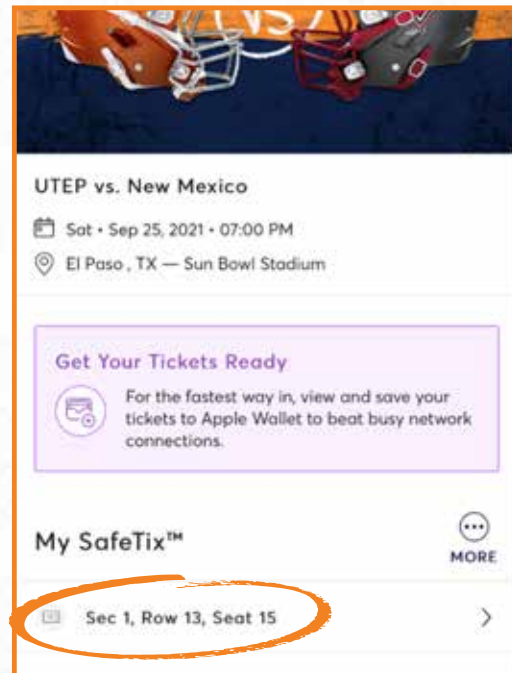
STEP 2:

Once logged in, select the menu button (displayed as ☰ in the top left corner), then click on **"My Events."**



STEP 3:

Select the upcoming event you want to transfer.

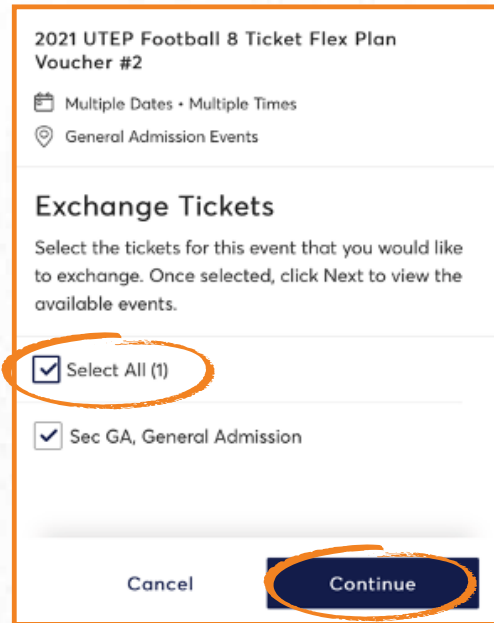


STEP 4:

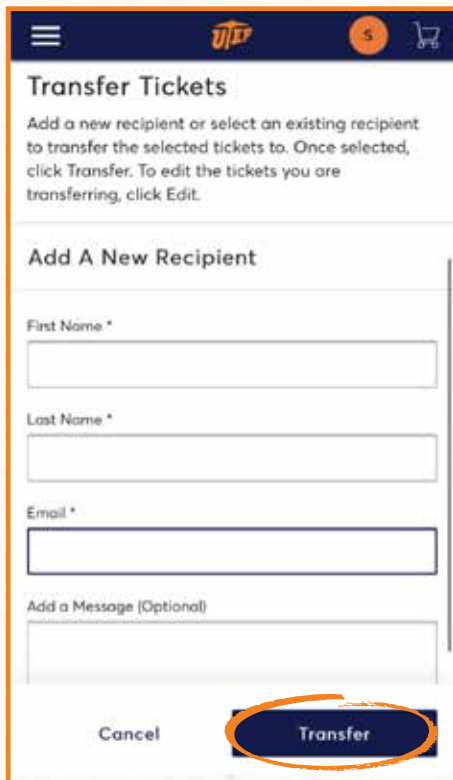
Select a ticket to transfer.



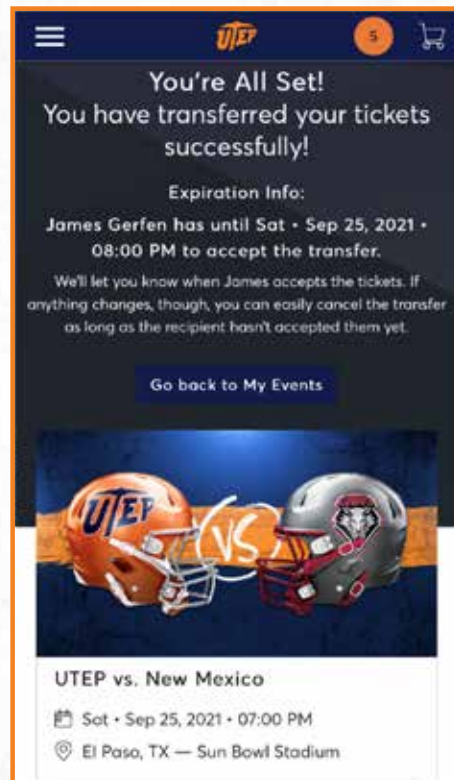
STEP 5:
Select **"Transfer."**



STEP 6:
Select only the tickets you want to transfer. To transfer all tickets, check the **"Select All"** box. Click **"Continue."**

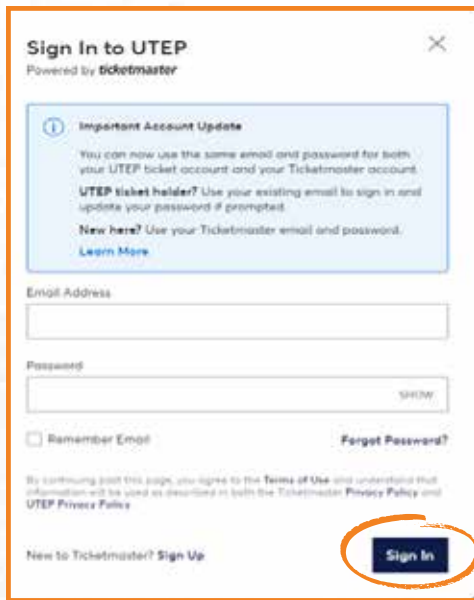


STEP 7:
Fill out the following information for the person you want to transfer the ticket to, then click **"Transfer."**



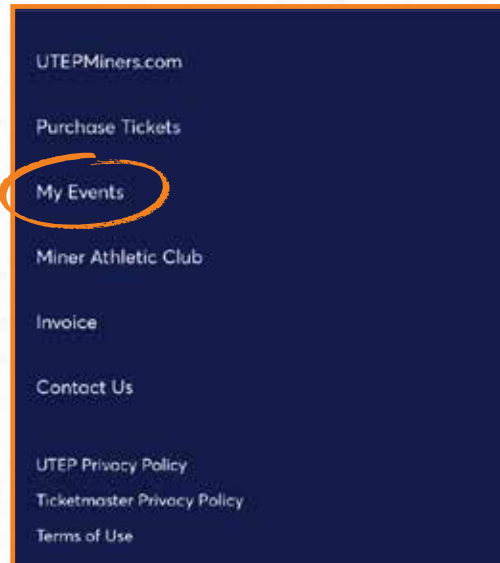
STEP 8:
Once the transfer is complete, the other person will receive an email asking them to accept the transferred tickets. They **MUST** accept the transfer no later than one hour after game time. Emails are not valid tickets.

TO EXCHANGE TICKETS FOR A FUTURE EVENT:



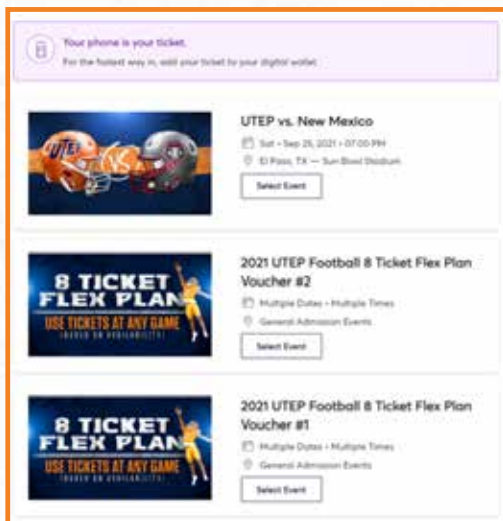
STEP 1:

Go to am.ticketmaster.com/UTEP on your mobile device and log into your account. If you have not signed in before, click on **“Sign Up”** and enter the email address used to purchase tickets.



STEP 2:

Once logged in, select the menu button (displayed as ☰ in the top left corner), then click on **“My Events.”**



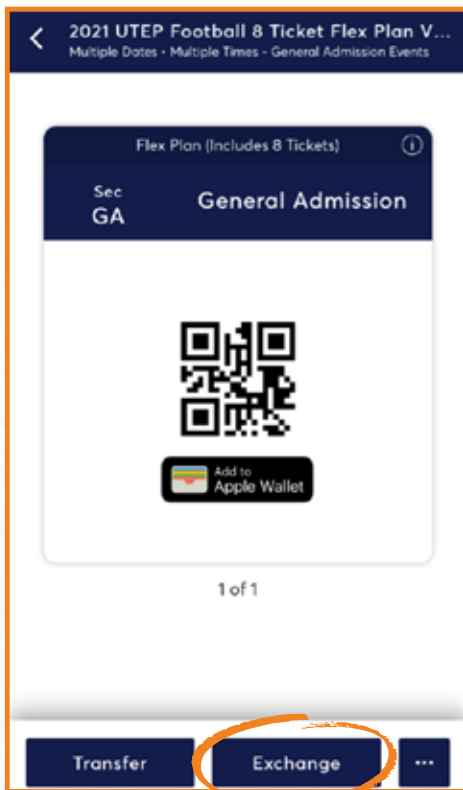
STEP 3:

Select the upcoming event you want to exchange.

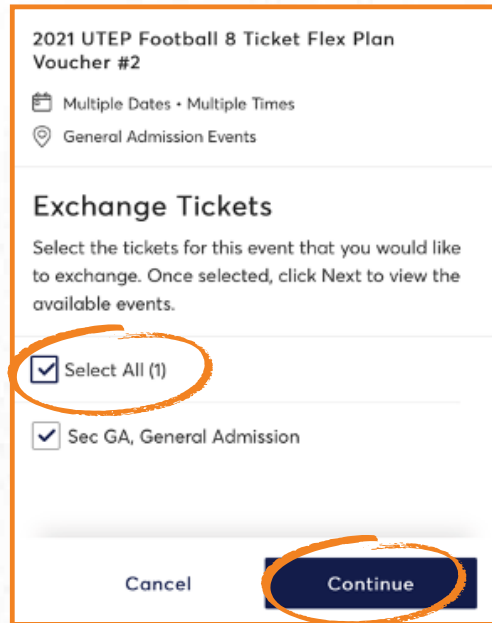


STEP 4:

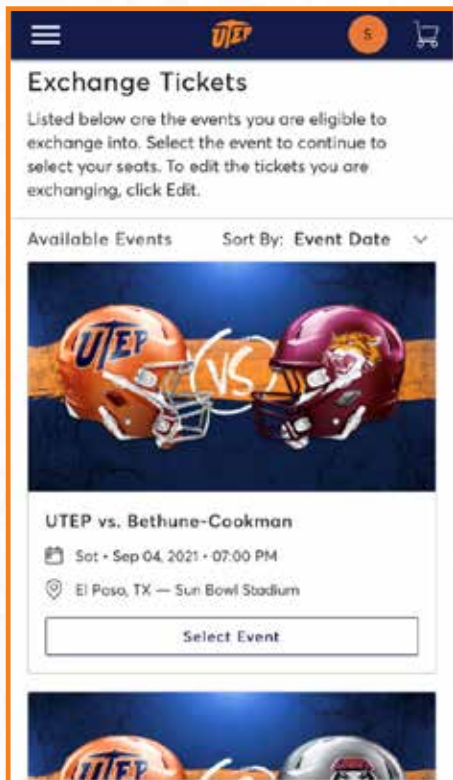
Select a ticket to exchange.



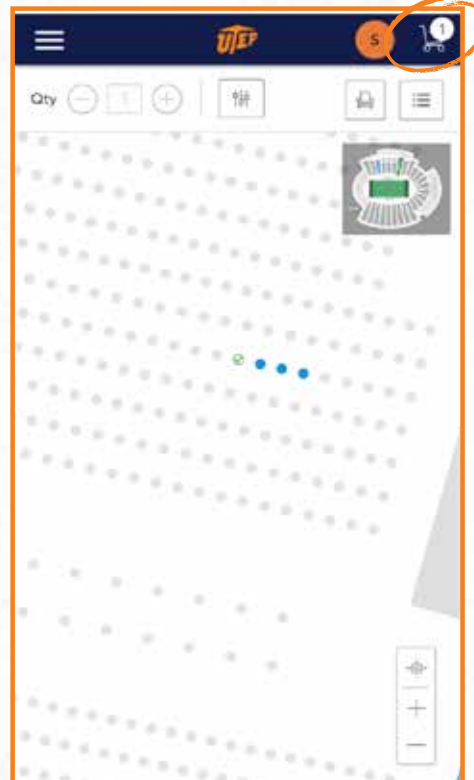
STEP 5:
Select **"Exchange."**



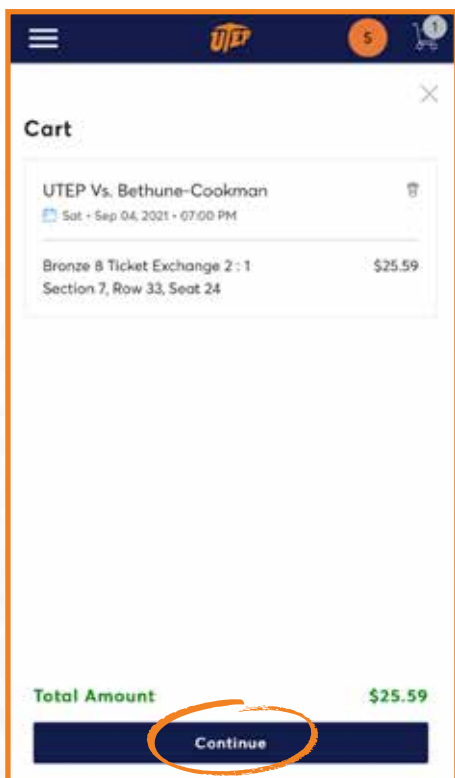
STEP 6:
Select only the tickets you want to exchange. If you want to exchange all tickets for the event, choose **"Select All."** Click **"Continue."**



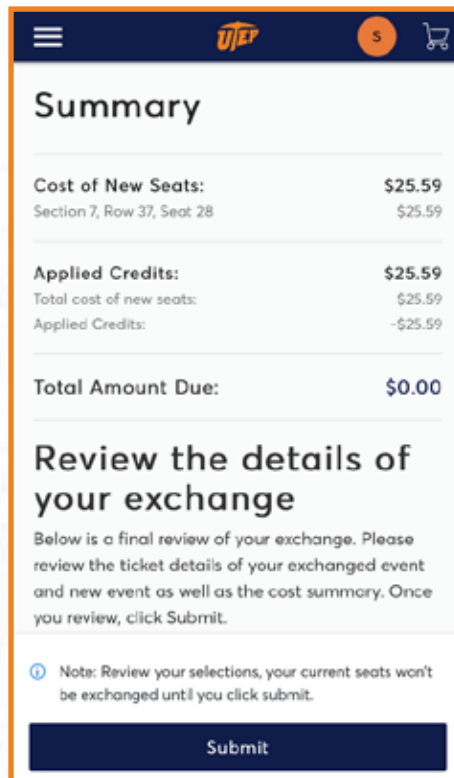
STEP 7:
Select the new event you want to exchange it for.



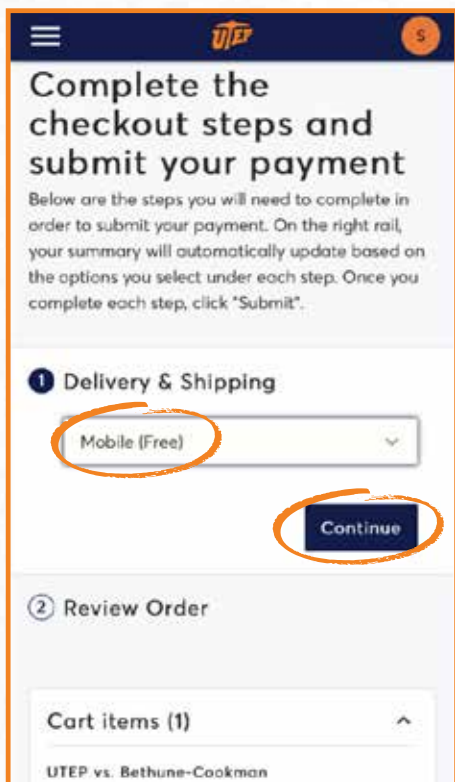
STEP 8:
Choose new seat(s) (seats must be the same price to be exchanged) for the new event and select **"Add to Cart,"** then select the cart icon in the top right corner.



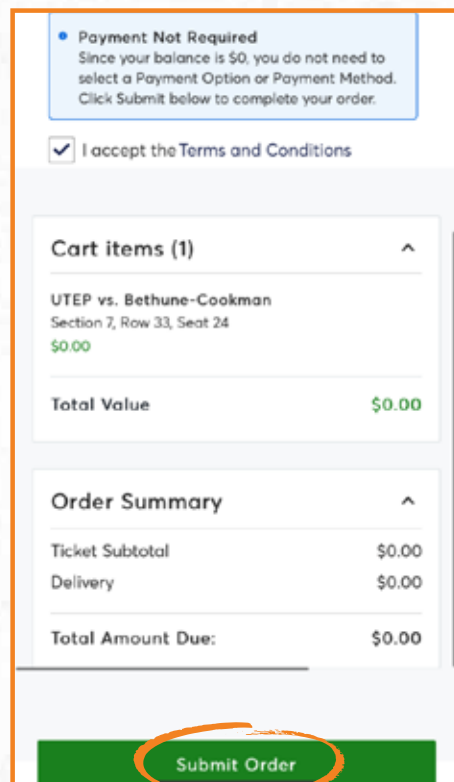
STEP 9:
Select **"Continue."**



STEP 10:
Review the seats to be exchanged.



STEP 11:
Select **"Mobile"** as your delivery option and click **"Continue."**



STEP 12:
Review the details and select **"Submit Order"** to complete the exchange!

MINERS Move To Mobile Ticketing

- FREQUENTLY ASKED QUESTIONS -

WHAT ARE THE BENEFITS OF MOBILE TICKETING?

Mobile ticketing allows Miner fans a more convenient and efficient means of entry into UTEP Athletics events. There are many benefits to mobile ticketing including:

- Increases flexibility and options for fans, including the ability to transfer tickets and parking to other fans in a convenient and easy to use manner.
- UTEP Athletics can provide real-time updates on changes to dates and times of events.
- Frequent issues associated with paper tickets are eliminated - shipping delays, forgotten tickets, and lost or stolen tickets.

HOW DO I MANAGE MY TICKETS?

You can manage your tickets by going to UTEPMiners.com/tickets and selecting "My Account." From there, you will enter in your credentials. Once you are logged in, you can view your tickets or transfer tickets to other fans.

HOW DO I TRANSFER TICKETS TO OTHER FANS?

When you are logged into your account and managing your events, you can transfer tickets by following the "transfer" prompt. This feature will allow you to send tickets to friends or family before the games and allows those individuals to manage the particular ticket(s) you transferred.

DO I NEED TO CREATE AN ACCOUNT TO ACCESS MY TICKETS?

If you have purchased tickets through the UTEP Athletics Ticket Office, you already have an account and would not need to create an account. You can log into your account by going to UTEPMiners.com/tickets and selecting "My Account." You can always contact the UTEP Athletics Ticket Office as well and they will be able to provide you with your credentials.

CAN I PRINT MY TICKET FROM HOME?

Unfortunately, you will not be able to print your ticket from home.

WHAT IF I DON'T HAVE A SMARTPHONE?

If you do not have a smartphone, please contact the UTEP Athletics Ticket Office by calling (915) 747-UTEP or emailing tickets@utep.edu for assistance.

WHAT IF MY PHONE IS LOST, DEAD OR STOLEN AND I NEED HELP ON GAME DAY?

If you are having trouble accessing your tickets on game day, you can simply go to a game day box office and a ticket office attendant will be able to assist you.

CAN I HAVE MULTIPLE TICKETS ON ONE PHONE?

Yes, if you have purchased multiple tickets, you can access these tickets on one mobile device. However, it is recommended you transfer each ticket to each attendee.

CAN I STILL PURCHASE TICKETS AT THE BOX OFFICE DAY OF GAME?

While we recommend purchasing tickets prior to events to avoid lines at the box office, fans can still purchase tickets day of game. Game tickets will be texted to your smart phone at the time of purchase.

CAN I USE A SCREENSHOT OF A TICKET FOR ENTRY?

No, the new SafeTix functionality ensures that fans are protected from fraud by creating a barcode that rotates every 15 seconds. Screenshots will no longer be valid for entry and tickets must be transferred using the "Transfer" function on Account Manager.



For More Information

Call: (915) 747-UTEP

Email: TICKETS@UTEP.EDU