

# **NORTH DAKOTA**<sup>™</sup>

## **FIGHTING HAWKS**

### **DIGITAL TICKETING FAQ**

**Q: How do I access my tickets?**

**A:** Digital tickets can be accessed by using your smart phone web browser (Google, Safari, etc.) and going to [fightinghawks.com/tickets](http://fightinghawks.com/tickets) and choosing "My North Dakota Account" or by using the Fighting Hawks Mobile app on your smartphone.

**Q: Do I already have a "My North Dakota Account?"**

**A:** All Fighting Hawk season ticket holders have an existing My North Dakota Account. Visit <https://am.ticketmaster.com/und> to login with your primary email address, or click "Manage My Tickets" in the Fighting Hawks Mobile App. If you have never been on your My North Dakota Account, you will be asked to sign up for a Ticketmaster account, the process is very quick and straight-forward and will be unique to you based on your email address.

**Q: Is "My North Dakota Account" an app?**

**A:** No, it is an account that contains your tickets. It can be accessed in the UND Fighting Hawks Mobile App, but it is separate from the app itself. The app is not required to access your tickets, but it is more convenient to access the tickets through the app.

**Q: How do I get the App?**

**A:** In the app store, search for "UND Fighting Hawks". Download that app. The app is separate from your ticket account, so you will need to sign up for that. Once you are in the App, you may access your "Fighting Hawks Tickets" from the menu. When you click on that, you can choose to log into your "My North Dakota" account by selecting the option talking about Season Tickets. You can also access single game tickets in here that you have purchased online at Ticketmaster.com for UND Events. Once you have logged in once, you can choose to "Remember Me" and it will keep your ticket account logged in and accessing your tickets is quick. The Fighting Hawks app and the My North Dakota Account are separate, yet the app can talk to your ticket account.

**Q: Can I get a season ticket mailed to me?**

**A:** Season tickets are no longer going to be mailed out. All season tickets are now digital. If you do not have a smartphone or mobile device, please contact the Ticket Office for other arrangements.

**Q: Can I print my ticket from home?**

**A:** Print-at-home tickets are no longer available. All season tickets are now digital.

**Q: Can I bring a tablet to the game for my mobile tickets?**

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**A:** Mobile tickets can only be viewed on your smartphone at the gate for entry.

**Q: How do I get help with my mobile tickets on gameday?**

**A:** We will have staff at the gates for ingress to help answer your questions until the start of the game. They will be located by the ticket takers at that gate. After that, visit one of the Ticket Office locations (Main lobby and Student Entrance at the Ralph, Main lobby at the Betty, and the Main lobby at the Alerus) and whomever is at that window can assist you. Also, the REA ticket office is open M-F 10-6pm and Sat from 10-2pm and can answer any questions or walk you through the process prior to game day.

**Q: What should I do to be ready to scan my ticket when I get there?**

**A:** Make sure that you have initially accessed your “My North Dakota Account” prior to getting to the venue. The username is the email that you use for your season tickets or the email that you received transferred tickets too. If you don’t know the password, select “Forgot Password” and a new code will be sent to you. You can choose text or email.

Create a routine just as if you had hard tickets, when you would have normally gone to grab your tickets from the drawer or cupboard, grab your phone, log into your My North Dakota account or the UND Fighting Hawks Mobile app, and place your tickets for the event into your Apple “wallet” or Google Pay on your phone. This will eliminate the need to use the wi-fi when you get to the venue, helping to speed up the ingress process.

**Q: What happens if I forget my phone?**

**A:** Visit the Ticket Windows for assistance.

**Q: What if I don't have a computer?**

**A:** A computer is not needed. You can view and manage your tickets directly on your mobile phone.

**Q: What if I don't have a smart phone?**

**A:** Please contact the UND/REA Ticket Office at 701-777-4689 to make arrangements to have your tickets printed for you to pick up. You can also transfer your tickets to someone else in your party and enter with them.

**Q: What if I don't have an email address?**

**A:** A valid email address is required to access game tickets on your smartphone. Please call UND/REA Ticket Office at 701-777-4689 to make sure you have the correct email address on your account.

**Q: What if I don't remember what email my tickets were sent too?**

**A:** If you are unsure of what email address is tied to your tickets, please call, or stop by the UND/REA Ticket Office. Our phone number is 701-777-4689, we will be able to tell you what email address is necessary to sign into your My North Dakota Account.

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**Q: Can more than one ticket be on the same phone?**

**A:** We strongly encourage every ticket holder to have their own ticket on their smartphone, but yes, you can have more than one ticket on there. You would just swipe left to access multiple tickets at the gate, and you would all enter the venue at the same time.

**Q: What if part of my group is running late or arriving at a different gate?**

**A:** You can transfer them their tickets and they can use their own mobile device to enter. This is preferred so that each person has their own ticket to quickly show and scan to get in.

**Q: If I share my season tickets with another party, how do I get them their tickets?**

**A:** You can transfer tickets to other recipients to their email. You can transfer a portion of your seats for just one game, multiple games, or the entire season all at one time. If you are going to transfer more than a couple of tickets, it is easier to do that on a computer or tablet with a larger screen.

**Q: Can I transfer to someone who does not have a My North Dakota Account?**

**A:** If they do not have an account already tied to the email address that you transfer the tickets too, an account will be created and will take just a few minutes for them to enter in their information. They will then use their “My North Dakota” account to access the tickets for entry.

**Q: What if I forward tickets to the wrong person, can I recall the tickets?**

**A:** Yes. You can reclaim tickets as long as they have not yet been accepted by the recipient. Always a good reminder to double check the email just to be safe!

**Q: How do I know if my group members received their tickets?**

**A:** You will receive an email confirming the recipient has accepted their tickets. If you transferred the tickets and they never received the email, please double check the recipient's contact info entered when sending the tickets is accurate. Any typos or errors will prevent them from receiving the email notifying them to accept their tickets. If you made a mistake, simply cancel that transfer, and enter in the correct email address.

**Q: Can I add a note to the tickets that I am going to transfer?**

**A:** Yes, you may add a short message to any tickets that you transfer to out of your account. May a “Happy Birthday” or a “We are going to meet at XXXX for supper prior to the game if you would like to join us”, whatever you want to personalize the tickets to them.

**Q: Can the recipient transfer the ticket once they have received it?**

**A:** Yes, they may transfer it on in the same way you did originally.

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**Q: Can I transfer unused tickets after the game has started?**

**A:** Yes. You can transfer tickets that have not been used even after the game has started.

**Q: Can I still resell my tickets?**

**A:** You can still post your tickets for resell through your “My North Dakota” account, just as in the past. Nothing has changed with that option. You can do it right on your mobile device. Please note that does not get enabled until a date after single game tickets have gone on sale.

**Q: How do I help speed up the process at the gates?**

**A:** On game day, if you add your ticket to your Google Pay or Apple Wallet, it will be easy to pull up for quick scanning. This will also help in the event there are WIFI issues.

**Q: What if I don't see the “Add to Wallet” displayed on my ticket?**

**A:** Barcodes do not always display immediately when the event is entered into your account, in fact, many promoters or teams do not deliver the actual barcode until a day before the event or show. If you do not see your barcode or the option to add to your wallet and the event is only a day or less away, please call the Ticket Office as there may be a delivery error on our end.

**Q: What if my phone dies?**

**A:** Please remember to charge your phone prior to coming to the game. If it does die, or you are unable to access your account, please stop by the Ticket Office window and we are happy to assist you! We are also going to be adding charging stations to the lobbies at the main and student at the Ralph Engelstad Arena and in the main lobby of the Betty Engelstad Sioux Center.

**Q: Will screenshoted tickets work?**

**A:** Screenshots and videos of tickets will not be valid. Access your ticket prior to getting to the gate and put it in your wallet or access the ticket through the Fighting Hawks app.

**Q: Are all parking passes mobile?**

**A:** Parking passes are still physical hang tags.

**Q: If I am a UND Student, is this the process that I use as well?**

**A:** You do use digital ticketing just as described above, but you log into your “GREEN AND WHITE ACCOUNT”. This can be found at:

<https://am.ticketmaster.com/undstudent/#/>.

All of the student ticketing information can be found by clicking here:

<https://fightinghawks.com/sports/2018/6/7/37194971.aspx?id=1836>.

**Q: Is my personal information secure?**

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**A:** Yes! Our venue is PCI compliant, giving you the highest available security to ensure that your credit card and account password are all well-protected.

### **UND/REA Ticket Office Contact Information:**

Phone: 701-777-4689

Email: [tickets@theralph.com](mailto:tickets@theralph.com)

Please do not call the Alerus Center in regards to digital Football Season Tickets, please call the office at the Ralph and we will be happy to help you out.