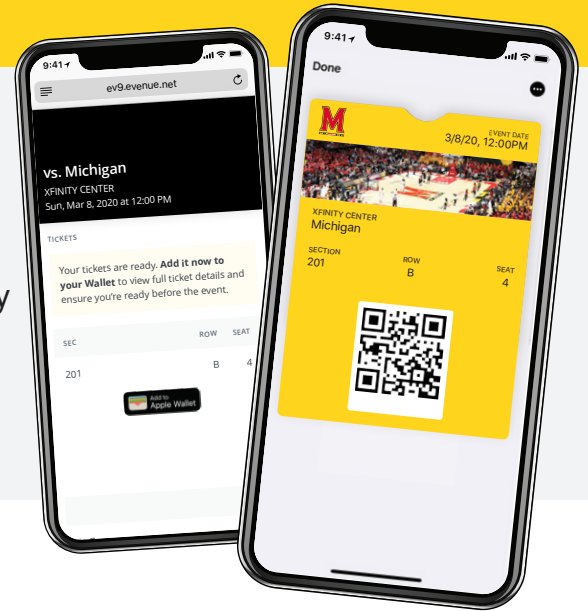




Maryland is pleased to offer an improved digital ticket that allows you to add and securely manage your game ticket from your smartphone. In an effort to reduce fraud, your barcode will be available 48-hours prior to the event.

+ BENEFITS

- » No paper tickets! Simply add to your digital wallet and present at the gate.
- » Securely manage, transfer, or resell your tickets directly from your smartphone.
- » Avoid waiting in line at Will Call to pick up your tickets.
- » Prevent tickets from getting lost in the mail.



? FREQUENTLY ASKED QUESTIONS

+ Why the transition to digital ticketing?

Adopting digital ticketing is all about improving the fan experience. Digital ticketing increases the security of the ticket management and event entry process. Digital ticketing also provides:

- Quick and convenient entry into the venue
- Reduced risk of lost, stolen or counterfeit tickets
- Manage, transfer or sell your tickets at any time directly from your smartphone

+ Why doesn't my barcode appear?

Your ticket has a valid barcode and it will appear 48-hours before the event start time.

+ Why haven't I received my mobile tickets?

- Make sure you have entered the correct email address
- Check your junk mail folder
- Be sure to add our email address, terptix@umd.edu, to your list of trusted email addresses
- Please allow at least one hour for your email to arrive

+ What if I lose/delete my ticket delivery email?

Simply log in to your Maryland Ticket Account to reissue your tickets and receive a new email.

+ What if my guest(s) and I are arriving to the venue at different times?

If arriving at different times, you will need to transfer a ticket to each member of your party. This will allow you and your guest(s) to arrive at the venue at your own convenience. Once the ticket transfer offer has been sent to your guest(s) they will receive an email instructing them to accept the tickets. If they do not already have an

Maryland Athletics account, they can easily create an account to accept the ticket offer. Once your guest(s) have accepted the transfer offer, they should download the tickets and add it to their digital wallet.

+ Can I have multiple tickets on the same mobile device?

Yes. You can view all of your tickets by swiping left or right on your smartphone. We highly encourage you to transfer a ticket to each member of your party to allow for the easiest entry and access throughout the venue.

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

You will need to visit the ticket office at the venue on game day. You will be required to show a valid photo ID for the name on the ticket account.

+ What are the device and software requirements for mobile only entry?

Digital tickets may only be used on devices with the Apple Wallet or Google Pay apps installed. For the best experience on an iPhone, we recommend that you update to the latest version of iOS. Apple Pay is supported on iOS 8.1 (and higher) on the iPhone 6 or higher.

Google Pay is supported on devices using Android 5.0 (and higher). Many popular Android phones support Google Pay, including: Samsung Galaxy (S6 Edge or higher), LG (Q8, Q7, G7 ThinQ, V35 ThinQ), and Google Pixel (Pixel 1 or higher)

+ Who do I contact if I still need assistance?

Please contact the Terrapin Ticket Office Monday - Friday between 8:30am - 5:00pm by calling 1-800-IM-A-TERP or 1-301-314-7070 or by emailing us at terptix@umd.edu for further assistance.

TERRAPIN TICKET OFFICE

☎ 301-314-7070 / 800-IM-A-TERP
✉ terptix@umd.edu

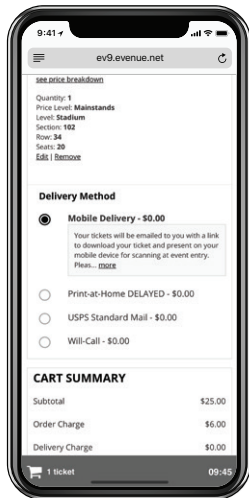
📍 2740 XFINITY Center
College Park, MD 20742

🕒 Hours: M - F, 8:30am - 5:00pm ET
🐦 @umterps



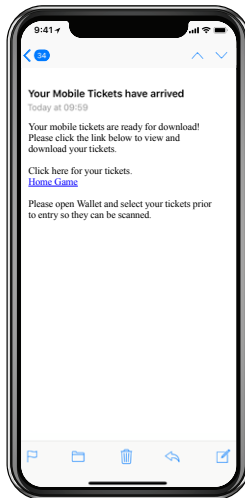
GET IN THE GAME WITH DIGITAL TICKETING

1 ORDER



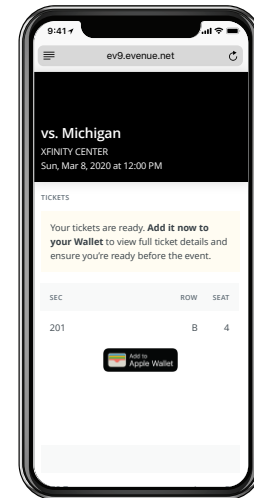
Order your tickets online and choose mobile delivery on the shopping cart page.

2 DELIVERY



You will receive an email or a text with a link to your tickets. Open the email on your phone and tap the link of the event name you wish to add to your digital wallet.

3 ADD



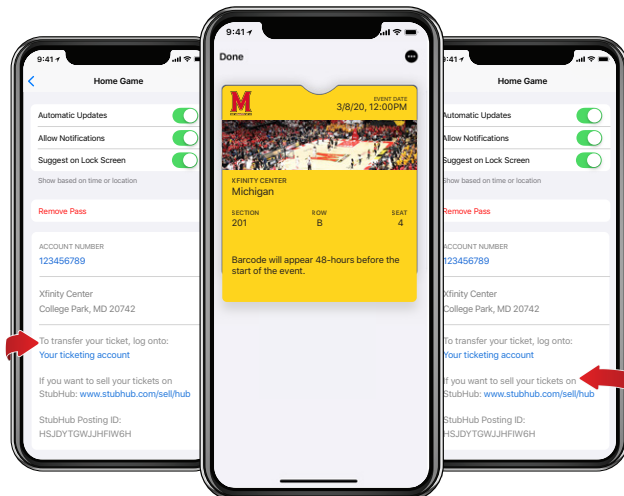
Click on button to add to your digital wallet. It is recommended that you save your tickets on your phone to ensure quick and easy access to your tickets when at the gates.

Note: Barcode will NOT appear.

4 MANAGE

TRANSFER

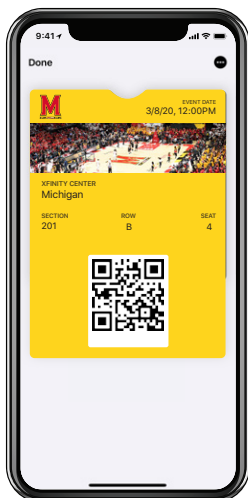
If you can't make it to the event, you can digitally transfer your tickets to friends and family. Access your ticket from your digital wallet, choose the more info option and click the link to transfer your tickets.



RESELL

Resell your tickets easily! Your account is integrated with our partner StubHub so you can simply place your unused tickets for sale directly from your phone using the **StubHub Posting ID**. Access your ticket from your digital wallet, view additional info and click the link to sell on Stubhub. Be sure to copy your Stubhub Posting ID for easy and integrated posting on Stubhub.

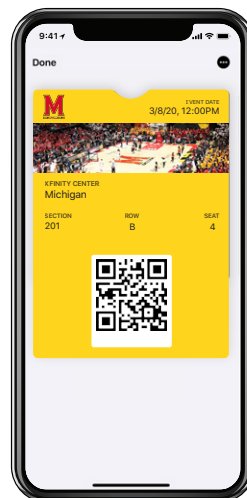
5 VIEW



Barcode will appear 48-hours before the start of the event.

Mobile tickets are individually barcoded allowing one entry per scan. Any attempts to duplicate, alter, or distribute any copies of the mobile ticket may result in refused admittance to the event. Mobile ticketing provides heightened security by identifying lost, stolen, or counterfeit tickets.

6 PRESENT



Present your mobile ticket on your phone at the gate. Gate attendants will scan the barcode directly from your phone.

Each mobile ticket should be kept secure and treated like any other valid ticket.