

Frequently Asked Questions

Student Ticketing

Q: Which sports do I need to register for a ticket?

A: You need to register online for a ticket to football and men's basketball games. (You will show your Student ID at the gate to get into all other sporting events)

Q: I cannot read the barcode number on my Unity ID? What should I do?

A: You can get the necessary information or a replacement I.D. at the West Dunn Building, 1st Floor, Monday through Friday.

Q: I input the unity ID number correctly, but the website says that I am ineligible?

A: Student tickets are available for current, athletics-fee paying NC State students ONLY. If you have a campus hold on your account for some reason, please check with the Cashiers Office to update your account.

Q: I got a new I.D. at the West Dunn Building, but I cannot log into the system?

A: It usually takes 24 - 48 hours for the Office of the Registrar to update your new I.D. number in the online student ticket distribution system.

Q: I registered for a ticket, but am not sure whether I was awarded a ticket?

A: You can login to www.gopack.com/tickets, scroll down to student tickets, click on Ticket Info, click on the "The Pack Online Student Tickets" and login to check your status. If you registered properly, you should receive an email notifying you whether you have been awarded a ticket. Be sure to check that you have provided your correct e-mail address under Student Information.

Q: I registered properly for a ticket. Is that all I need to do to go to the game?

A: **NO.** After registering for a ticket and being awarded a ticket, you must claim your ticket online to ensure your seat at the game. Bring your printed ticket and NC State ID to the student entrance for admission to the game.

Q: I printed my ticket, but I do not know where the student entrance is?

A: Football: the student and student guest entrance at Carter-Finley Stadium is Gate 10, 10A, 10B, 11 & 11A, across from the RBC Center.

Basketball: West Entrance of RBC Center.

Baseball: 3rd Base Entrance

Q: I seem to forget when to register for my ticket. Can you help me remember when each registration period is held?

A: You can request to be sent an email reminder at the beginning of each registration period. Just go to Student Information and check the email reminder box. You can also print out the complete Distribution Schedule from the left-hand menu and post it in your room as a reminder.

Q: The student ticketing website, TicketReturn, says that I am not eligible, what should I do?

A: If the student ticketing system states that you are not eligible, you should first contact the Registrar's Office. The Registrar's Office controls a student's eligibility for student ticketing. Once you have discussed the matter with the Registrar's Office, you may contact the NC State Ticket Office with any further questions.

Q: I did not receive an email reminding me to register / claim my ticket or I did not receive an email saying that I won a ticket to the event. What should I do?

A: **Never rely solely on the email.** You should first print out a distribution schedule. (These dates are not set in stone, but it gives you a timeline to go by.) There is an option you can select while filling out your student information regarding receiving emails. If you want to receive a reminder email you need to check the box while completing your information. In your email account you may also need to add the address of the Student Ticketing System to your safe sender list so that the email is not blocked as SPAM.

Q: When is the last opportunity for me to cancel a ticket before being penalized?

A: You must cancel your ticket no later than 12 PM on the day before the event. If you cancel after this deadline you will still be penalized because you are not providing us with enough time to re-distribute the seat. If for some reason you find you will be unable to use your ticket after the deadline, find another student (who has a valid NCSU Student ID) that did not receive a ticket to go to the game in your place.

Q: Is requesting a ticket the only action I need to take in order to receive a ticket to an event?

A: **NO.** First you must request a ticket. Once you request a ticket you are either selected in the lottery or denied. IF, you are selected in the lottery as receiving a ticket, you must then log into your account and actually claim that ticket. (There are deadlines that you must abide by for each step) Once you claim the ticket you can then print it out. If you are not selected for a ticket in the first lottery or second lottery, you may check back during the on demand period and possible receive a ticket then. **(A Wise Note: As soon as you claim your ticket, go ahead and print it out and that will ensure that you have the ticket)**

Q: In my account under My Tickets it says I have a ticket but I cannot print it out. What should I do?

A: It says you have a ticket because you requested one during the request period; however, you were not selected, as winning a ticket during the lottery or you may not have claimed your ticket in time.

Q: What can I do if I did not receive a ticket after the on-demand period has passed?

A: Football: There is a stand-by line held at the south entrance of the RBC Center. You may go there up to two hours prior to kick off and wait in line. After the first television timeout, we will then notify the line if there is room for admission into the game. (Waiting in the standby line does not guarantee you admittance into the game.)

Q: Admittance into game?

A: A student must show their **VALID STUDENT ID** as well as their student ticket to enter the game. The ticket will be scanned upon entrance into the stadium/arena. If a student does not have his or her student ID with their ticket, he or she will **NOT** be allowed into the game. (**Students must have both their Student ID and their student ticket to enter the game**)

Q: How do I receive parking?

A: Football: To receive a parking pass, a student must bring his or her ticket and student ID to Reynolds Coliseum on the Wednesday before Saturday's game or on Tuesday before a Thursday night game between 9am and 12pm. Please reference the parking distribution chart on the left hand side of the web page for the most accurate information of parking distribution. If there are extra parking passes remaining after 12 pm, they are available by bringing your ticket and student ID to the Athletic Ticket Office at 5400 Trinity Road, Suite 407. You may receive more than one parking pass by bring multiple tickets and the same number of student ID's. (To receive 2 parking passes, you must have 5-8 tickets and ID's; to receive 3 parking passes, you must have 9-12 tickets and ID's; to receive 4 parking passes, you must have 13-16 tickets and ID's, etc.)
Basketball: Students do not receive parking passes for basketball games. A student must show the parking attendant his or her student ID and they can park free in the general parking lot.

Q: How do I request group seating?

A: In order to sit with a group or friends at a football / basketball game, students must sign up to be a part of a group when requesting tickets. In order to do this, one student must set their unity ID to be a group leader. This can be done under the student information link. Once that person's ID is signed up as a leader, anyone who wishes to sit with that person may request a ticket as a member of that group. This option is directly below the individual ticket request field. During certain 'high demand' games aka UNC-Chapel Hill, your group-seating request may not be granted. If you are pushed into the On-Demand Period, group seating is no longer an option.

Q: Why was I penalized a point?

A: You were penalized for either not showing up to the event or either not canceling your ticket before the deadline. If you feel like you were penalized unfairly then you may go through the appeals process. A link to this site is available on the options bar on the left side of the Student Ticket Web-site. All appeals must be filed by 11pm four days after the event.

Q: What are Loyalty Points? How do they work?

A: The loyalty points system is used to rank students who attend the most athletic events. These points are used to reward students who come to all games and support the athletic teams. Based upon year in school, a student starts the school year with a specific number of points (Senior/Graduate Students – 5, Juniors – 4, Sophomores – 3, Freshman – 2) Each time a student receives a ticket and has it scanned at the game, he or she receives one point, however if the ticket is not scanned at the game, he or she will lose a point. The more points you accumulate, the better chance you have of receiving a ticket to the next game. For further information, please contact the student government office at 919-515-2797 or email at student_government@ncsu.edu or the Athletic Ticket Office at 919-865-1510.

Please visit students.ncsu.edu/tickets/ or www.gopack.com/tickets for the most up to date information