



HOW DO I...?

...Purchase a football Student Guest ticket?

For all games except Virginia Tech:

- 1.) Log in to your student account at uvashots.com.
- 2.) Click "Request/Claim Tickets".
- 3.) Scroll down to "Football UpComing Events".
- 4.) Click "Reserve Ticket" next to the game of your choice.
- 5.) Enter the number of tickets you would like to purchase and click "Continue".
- 6.) Select the credit card of your choice (Visa/MasterCard/American Express/Discover accepted), and enter the name on the credit card, card number expiration date and security number. Click "Confirm Ticket Purchase".
- 7.) You're done! You'll receive a confirmation e-mail at your virginia.edu e-mail address.

...Request a ticket for a men's basketball game?

- 1.) Log in to your student account at uvashots.com.
- 2.) Click "Request/Claim Tickets".
- 3.) Scroll down to "Men's Basketball UpComing Events".
- 4.) Click "Reserve Ticket" next to the game of your choice.
- 5.) Enter 1 in the number of tickets and click "Continue".
- 6.) If you enter your request before the On Demand period begins, you will receive a screen confirming your request. You will be e-mailed if you are selected to receive a ticket for this game.
- 7.) If you enter your request after the On Demand period begins *and tickets are still available*, please click the "Print Your Tickets" button to print your tickets.

You can click on the "2009-10 Men's Basketball Registration Schedule" link on uvashots.com to find the dates and times of ticket request and claim periods for each game this season.

...Find out if I have been awarded a men's basketball student ticket?

If you have requested a ticket during the request period and are awarded a ticket, you will receive an e-mail several days before the game with specific instructions on how to claim the ticket. If you are not awarded a ticket, you will receive an e-mail stating this fact. E-mails are sent to the address listed on your student account.

...Claim a ticket once I have received the e-mail notifying me that I have been awarded one?

- 1.) Log in to your SHOTS account at uvashots.com.
- 2.) Click "Request/Claim Tickets".
- 3.) Click the link next to the game of your choice. (Please note: when you have been selected in a lottery and no additional tickets are available to the public, the link will become "Claim Ticket" and only those selected will have the opportunity to click this link. If tickets still remain, the link will be "Reserve Ticket" and all students may click the link.)

- 4.) Enter 1 as the number of tickets desired and click "Continue".
- 5.) To print your tickets, click the "Print Your Tickets" button and then your browser's print button.

Once claimed, you may also print your tickets at any time by clicking "Your Tickets" and then the "Print Ticket" button next to each ticket you wish to print.

...Get a men's basketball student ticket if I did not request one before the Request period ended?

Be sure to check the SHOTS web site frequently once the On Demand period begins. If tickets are not claimed or are cancelled by other students, they will be made available automatically to other students through SHOTS on a first-come, first-served basis. To obtain tickets on demand, click the "Request/Claim Tickets" button and then the "Reserve Ticket" link next to the game of your choice. If the word "Unavailable" is displayed and the On Demand period has begun, no tickets are available for the event.

...Attend a men's basketball game once I have printed my ticket?

Bring your ticket and valid student ID to the Student Gate, located near the corner of Emmet Street and Massie Road. Your ticket will have a specific entry group and entry time printed on it, and you cannot enter the arena before this time. Once inside the arena, you may sit in any of the student sections (Sec. 101-105, 116-119 and 301-302), subject to availability. Seating is on a first-come, first-served basis within these sections.

Please be aware that you must bring both your ticket and student ID to the gate to be admitted to the game. If you do not bring both your ticket and ID, you will not be permitted to enter the arena. Your ID must match your name as printed on the ticket to be provided entry to the game.

...Re-print a men's basketball Student ticket or football Student Guest ticket?

- 1.) Log in to your student account at uvashots.com.
- 2.) Click "Your Tickets".
- 3.) Click the "Re-Print" button next to the event date for which you have purchased tickets.
- 4.) Print the ticket by clicking the print button in your browser.

Please note that multiple copies of a football or men's basketball Student Guest ticket will not be accepted. Only the first ticket to be presented at the gate will be scanned for admission. Once the first ticket is scanned, guests presenting copies of the ticket will be denied entry. We advise that you only print one copy of your ticket unless absolutely necessary.

...Sign in to my account for the first time?

If you have never logged in to your SHOTS account (including previous years), your User ID is your UVA computing ID (the 5-6 letter/number combination prior to the '@virginia.edu' portion). Your initial password is **Guest**. Please note that the User ID is in CAPS; both the login and password are case-sensitive.

Once you have logged in, you may change the password to one of your choice. Be sure to write down the password and keep it in a secure place.

...Find out my password if I have lost or forgotten it?

- 1.) Click "Log In".
- 2.) Click the "I forgot my username or password" link.

- 3.) Enter your User ID (in CAPS) and the e-mail address that is on your SHOTS account. Click “Find My User ID”.
- 4.) Enter the answer to the security question in the box provided and click “Continue”.
- 5.) Your user ID and password will be displayed.

...Go to a football game?

All full-time students who have paid their athletics fee in full are eligible to go to home football games. If you are eligible, bring your valid student ID to the North Gate at the corner of Alderman and Whitehead Road. Gates open 2 hours prior to kickoff.

To find out if you have paid your athletics fee in full, please call Student Financial Services at (434) 982-6000.

...Go to a football game when I have lost or forgotten my student ID card?

Visit the Student Tickets window at the black ticket booth next to the East Gate. You may purchase a student ticket for the regular price and fill out a student refund form. To receive a refund, you must bring your student ID, ticket stub, and refund form by the Friday following the game to the Virginia Athletics Ticket Office in Bryant Hall. Refunds will only be issued to full-time students who have paid the athletics fee in full. Once the paperwork is approved, the refund will be sent in 6-8 weeks.

...Go to a regular-season women’s basketball game?

Bring your student ID to the Student Gate, located near the corner of Emmet Street and Massie Road. Gates open 90 minutes prior to the game, and student seating is in the General Admission sections on a first-come, first-served basis. Seating is not guaranteed.

...Go to a regular-season soccer, lacrosse or baseball game?

Bring your student ID to the Klöckner Stadium/Davenport Field main gate, located on Copeley Road (across from University Hall). Gates open 60 minutes prior to the game for soccer and lacrosse, and 2 hours prior to the game for baseball. Student seating is in the General Admission sections on a first-come, first-served basis. Seating is not guaranteed.

...Go to a regular-season volleyball game?

Bring your student ID to the Memorial Gymnasium main gate, located on Emmet Street, directly across the street from Alumni Hall. Gates open 60 minutes prior to the game. Student seating is in the General Admission sections on a first-come, first-served basis. Seating is not guaranteed.

...Find out how many Sabre Points I have earned?

Information on the events you have attended and the Sabre Points you have earned can be found in two distinct places on the SHOTS system.

- 1.) Log in to your student account at uvashots.com.
- 2.) Click “View Your Men’s Basketball & Football Sabre Points” to view points earned by having men’s basketball student tickets and/or football student guest tickets scanned at games.
- 3.) Click “View Your Orange Passport Sabre Points” to view points earned by having your Hoo Crew Orange Passport card scanned.

Both groups of points are added together and used in the lottery process to determine which students will receive men’s basketball tickets (when there is a lottery held due to high demand).

...Choose to not receive e-mail updates from SHOTS?

Since athletic events are a significant part of the University community, students who sign up for SHOTS will automatically receive updates from the SHOTS system. All students have the opportunity to “opt out” of receiving SHOTS e-mail updates by following these steps:

- 1.) Log in to your student account at uvashots.com.
- 2.) Scroll down to “Student Status Information” on the screen you see when you have logged in.
- 3.) Check the box next to “Disable All Emails”.

Please be aware that by selecting this option, you will not receive any e-mails from the SHOTS system, including notifications that you have been awarded a ticket that you requested. If you plan to use the SHOTS system to request tickets in the future, it is highly recommended that you do not check this box.

If you have any questions not answered here, please e-mail the Virginia Athletics Ticket Office at studenttickets@virginia.edu.

THANKS FOR YOUR SUPPORT AND LET’S GO HOOS!