

# Frequently Asked Questions

Q: I heard there was there was a new way to do Student Ticketing for Athletic events. Is that true?

A: Yes, it's true. Elon University students will no longer go to the ticket office to secure a ticket, instead getting your ticket will be as simple as going online. Just go to [elonphoenix.com](http://elonphoenix.com) and click tickets to get started.

Q: Is there a charge for the student ticket?

A: No. Admission is still free to all athletic events for Elon University students, but in order to gain entry for a Football, Men's or Women's Basketball game or Baseball game, you will need a ticket. It's easy to do and you can print it off in your dorm room, your apartment, or any computer lab on campus.

Q: Why switch to a new system when the old one worked just fine?

A: Convenience is one of the main reasons. In years past, you had to come to the ticket office during the week in order to get a ticket for the game. Now, you can print off your ticket and have them in-hand in minutes without leaving your room. Additionally, it also provides a layer of security for us and for you, making sure that only currently registered Elon University students are receiving tickets.

Q: How do I log on to request, claim and print my ticket?

A: Go to [elonphoenix.com](http://elonphoenix.com) and click on the ticket button. Click on the student ticketing link and sign in using your Elon ID and password. This will redirect you to the TicketReturn student ticketing site so you can get your ticket for the available games. Decide whether or not you would like us to send out reminders about requesting tickets. You do not have to give us access to your email but it is one of the few avenues we can use to distribute information in a timely fashion. After you have completed the information page, click UPDATE. Next Select "Request/Claim Tickets" on the top of the right column. You may request 1 student ticket. After claiming your ticket, print it out and bring it along with your student ID to the game.

Q: Do I have to have my Elon ID even if I print out my ticket at home?

A: Yes, your Elon ID must accompany your ticket in order to gain admittance into the venue. You will not be allowed to use a student ticket if you do not have your student ID.

Q: What if my tickets don't print?

A: If you can not get your tickets to print at the computer you are working on, you may be able to print them at another location or you may come by the Athletic Ticket Office and we can print them out for you.

Q: What if I forget to get my ticket the week of the game? Can I still get one the day of the game?

A: Yes, but you will still need to get a ticket if any are available. You will have to go to the student entrance at the stadium or arena with your Elon ID and pick up a student ticket. Again, this is based upon availability.

Q: Where is the student entrance for football and where do I sit?

A: The student entrance is located behind the home bleachers. If facing the main entrance, take the walkway to the left until it ends at the gate opening. This is the student entrance for all home football game and the only entrance students may enter. Students can sit anywhere in sections 104, 105, 106, or on the hill. All the student seats are general admission and are first come first serve.

Q: How secure is the website?

A: TicketReturn.com is extremely secure. The Athletic Ticket Office uses the same system to handle season tickets holders and non-students ticketing needs everyday. Neither TicketReturn.com nor the Athletic Ticket Office store credit card numbers and all transactions are encrypted.

Q: Are other Universities using this student ticketing system?

A: Yes. Student ticketing is being adopted by most of the major universities in the country. To name a few that use the same system we use: Maryland, Pittsburgh, Charlotte, Georgia Tech, NC State, West Virginia, South Carolina, William & Mary, and others.