

Mobile Ticketing Guide

The Fisher Center at Belmont University



The Fisher Center at Belmont University

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Belmont University Ticket Office

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Mobile Tickets: Instructional Guide

What are mobile tickets?

Mobile ticket delivery is an electronic delivery method by which your tickets are emailed directly to you immediately after your purchase. These tickets are optimized for display on your smart device. You will receive two emails after your purchase - one will be your tickets that can be scanned on your smartphone and the other will be your order confirmation email (does not include tickets).

Add Tickets to Mobile Wallet

- Mobile tickets will arrive as a link in an email after purchase. If you are using any spam filters and want to ensure that you receive the email containing your ticket, please add our email address, tickets@belmont.edu, to your approved spam filter list.
- Click the link in the email to view and download tickets.
- For each ticket, you can tap **"Add to Apple Wallet"** or **"Add to Google Pay"**
- Tap **"ADD"** when presented with your ticket.
- Go to your wallet and your ticket should be there!
- Alternatively, you can download the PDF version of the tickets from the link in the email.
 - All tickets for the same event will be in one PDF. PDF attachments may be used on any type of smartphone with a PDF viewer (such as Apple, Android, Windows, etc.)

Benefits of Mobile Tickets

- Mobile tickets are individually barcoded allowing one scan per entry. Any attempts to duplicate, alter, or sell any copies of the mobile ticket may result in admittance being refused to the event. This provides heightened security by identifying counterfeit and stolen tickets.
- Avoid waiting in Will Call lines to pick up your tickets.
- Prevent your tickets from getting lost in the mail.
- No need to print your tickets! Simply present your smartphone with tickets at the gate.

Frequently Asked Questions

What software or hardware do I need?

- 1) PDF attachments may be used on any type of smartphone with a PDF viewer
- 2) Apple Wallet can be used on any iPhone and GPay on any Android or Google device. Microsoft Wallet can be used on any Windows phone.

Why haven't I received my mobile tickets?

- 1) Make sure you have used the correct email address
- 2) Check your junk folder
- 3) Be sure to add our email address, tickets@belmont.edu to your list of trusted addresses
- 4) Please allow at least one hour for your emails to arrive

Who do I contact if I still need assistance?

Please contact the Belmont Ticket Office Monday through Friday from 9 AM – 4:30 PM by phone at 615.460.2255 or by email at tickets@belmont.edu for further assistance