Print-At-Home Tickets: Instructional Guide

What are Print-At-Home tickets?

Print-At-Home is a FREE electronic delivery method by which your tickets or items are e-mailed directly to you immediately after your purchase. You will not be charged a delivery fee! You will receive two e-mails after your purchase – one will be your order confirmation e-mail and the other will be your Print-At-Home e-mail with your tickets attached. Your confirmation e-mail will **NOT** include your tickets.

Benefits

- This is a free service. You will not be charged a delivery fee for your ticket purchase.

- Avoid waiting in "Will Call" lines to pick up your tickets.

- Prevent your tickets from getting lost in the mail.

- You can print or reprint your tickets anytime prior to the game if they are misplaced.

View PDF « Print-At-Home Tickets: FAQ

Special Notes

If you are using any spam filters and want to ensure that you receive the email containing your tickets, please add our email, **outickets@ou.edu**, to your approved spam filter list. Each Print-At-Home ticket will arrive as an attachment in the email. Please set your email to accept attachments.

Adobe Acrobat Reader version 4 or higher is required to use the Print-At-Home feature. A free copy of the software can be downloaded at **www.adobe.com**.

1 Order home game tickets online at **www. SoonerSports.com**. *Complete all billing information.*

2 Choose print-at-home as your preferred delivery method.

3 You will receive a confirmation e-mail to print your tickets at home *instead of receiving in the mail or picking up at will call. Tickets will be attached to second e-mail.*

4 Print your tickets in color or black and white on standard 8.5x11-inch plain white paper on your home printer. *Each ticket should be treated like any other valid ticket.*

5 Bring your ticket to the game! University of Oklahoma Athletics scans all tickets using the barcode on each ticket. Print-At-Home tickets are individually barcoded allowing one scan per entry so any attempts to duplicate, alter or sell any copies of the Print-At-Home ticket may result in admittance being refused to the event. This provides heightened security by identifying counterfeit and stolen tickets.

Print-At-Home Tickets: FAQ

What are Print-At-Home tickets?

Print-At-Home is a **FREE** electronic delivery method by which your tickets or items are e-mailed directly to you immediately after your purchase. You will not be charged a delivery fee! You will receive two e-mails after your purchase – one will be your order confirmation e-mail and the other will be your print-at-home e-mail with your tickets attached. Your confirmation e-mail will **NOT** include your tickets.

Q { Why use Print-At-Home tickets?

A
1) Avoid waiting in "Will Call" lines to pick up your tickets.
2) Prevent your tickets from getting lost in the mail.
3) You can print or reprint your tickets anytime prior to the game if they are misplaced.
4) It's free!

Q { How do Print-At-Home tickets work?

A Print at home is a free electronic delivery method. Tickets or items will be immediately delivered to your e-mail inbox. You will receive two e-mails, one is a confirmation and the other has your print-at-home tickets attached to it. The ticket that is emailed to you is a valid ticket. Make sure you protect it like you would any other ticket. Each ticket contains a unique barcode that is scanned at the event. If any copies are made of the ticket, only the first scan of the barcode will be allowed entry. If a unique barcode has already been scanned, the attendant will be alerted and entry will not be permitted.

Q { What software/ hardware do I need?

A
1) You will need Adobe® Acrobat® Reader® version 4 or higher. A free copy of the software can be downloaded at **www.adobe.com**.
2) Any ink-jet or laser printer (black & white or color) with a resolution of 300 dpi or greater. *Note: Please print your tickets on 8.5" x 11" size plain white paper.*

Q { Why haven't I received my Print-At-Home tickets?

A
1) Please allow at least one hour for your emails to arrive.
2) Make sure you have used the correct email address.
3) Make sure that your spam guard and junk mail settings allow you to receive emails with attachments.
4) Check your junk mail folder.
5) Be sure to add our email address, **outickets@ou.edu**, to your list of trusted email addresses.

Q { What if my tickets did not print correctly?

A
1) Open the attachment that came with your email.
2) Save the email attachment to your computer.
3) Try to print your tickets again.

Q { Who do I contact if I still need assistance?

A Please contact the University of Oklahoma Athletics Ticket Office Monday – Friday between the hours of 8:00am and 5:00pm CT at (800) 456-GoOU / (405) 325-2424 and by email at **outickets@ou.edu** for further assistance.