






## Print-At-Home Tickets: Instructional Guide

### What are Print-At-Home tickets?

Print-At-Home is an electronic delivery method by which your tickets or items are emailed directly to you immediately after your purchase. You will receive two emails after your purchase — one will be your Print-At-Home email with your tickets attached and the other will be your order confirmation email (*does not include tickets*).

## Benefits

-  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.

### 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 address, [tuticketoffice@utulsa.edu](mailto:tuticketoffice@utulsa.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](http://www.adobe.com).



Order home game tickets online at [www.TulsaHurricane.com](http://www.TulsaHurricane.com)

Choose to print your tickets at home



You will receive an email to print your tickets at home *instead of receiving in the mail or picking up at will call*.

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.*



Bring your ticket to the game! Tulsa Athletics scans all tickets at the gates of H.A. Chapman Stadium 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.

**TU ATHLETIC TICKET OFFICE**  
800 S. Tucker Drive, Tulsa, OK 74104  
1-918-631-GoTU (4688)  
[www.tulсахurricane.com](http://www.tulсахurricane.com)





## Print-At-Home Tickets: FAQ

### What are Print-At-Home tickets?

Print-At-Home is an electronic delivery method by which your tickets or items are emailed directly to you immediately after your purchase. You will receive two emails after your purchase — one will be your Print-At-Home email with your tickets attached and the other will be your order confirmation email (*does not include 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.

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

- A**
- 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](http://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) Make sure you have used the correct email address.
  - 2) Check your junk mail folder.
  - 3) Make sure that your spam guard and junk mail settings allow you to receive emails with attachments.
  - 4) Be sure to add our email address, [tuticketoffice@utulsa.edu](mailto:tuticketoffice@utulsa.edu), to your list of trusted email addresses.
  - 5) Please allow at least one hour for your emails to arrive.

**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 TU Athletic Ticket Office Monday – Friday between the hours of 8:30am and 5:00pm at 1-918-631-GoTU (4688) or by email at [tuticketoffice@utulsa.edu](mailto:tuticketoffice@utulsa.edu) for further assistance.

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