



How to Transfer a Ticket Online in 5 Easy Steps

Transferring unused tickets to family and friends is now easier than ever. Eliminate the need to meet face-to-face or stand in will call lines before the game to drop off or pick up extra tickets. Simply access your account online and transfer your ticket to a friend. The recipient will get an email notifying them of the transfer. Tickets will be received immediately and are available to be printed on-demand. It's that easy!

BENEFITS

- Simplify the transfer of tickets to friends on short notice.
- Receive transferred tickets instantly by print-at-home delivery.
- Support the team by filling the venue.



Illinois State Athletics Ticket Office
 207 Redbird Arena
 Campus Box 2660
 Normal, IL 61790-2660
 (309) 438-8000
 tickets@ilstu.edu



1 Access your Ticket Account at www.goredbirds.com

2 Click "Transfer Tickets"



My Account

My Account

Edit My Account

Manage My Tickets/Items

Re-Issue Print-At Home Tickets/Items

Transfer Tickets/Items - Cancel Transfers

View My Promotions



3 Select the game to transfer

Return Tickets - Transfer Tickets - Cancel Ticket Transfer
 2012-13 Season - Hockey - Season Ticket Illinois State Redbirds

Facility: Redbird Arena

Date/Time: Wednesday, January 23, 2013 @ 7:05pm

Transfer

4 Fill in complete transfer details /credit card info



Ticket Transfer Details

Please Select the tickets that you would like to transfer.

Seating Information

Transfer	Level	Section	Row	Seat
✓	L	21BX	1	1

Recipient Information

*First Name: Joe

*Last Name: Fan

*Email: jfan@yahoo.com

*Confirm Email: jfan@yahoo.com



5 Select whether you or the recipient will be paying the \$3.00 charge. Click "Submit" and Sign out.

The recipient will be sent email notification of the transfer and instantly receives the tickets, which can be printed on-demand.



Ticket Transfer FAQ

What is Ticket Transfer?

This season ticket benefit allows Redbirds fans to electronically send their tickets to another fan of their choosing. The recipient will get an email notifying them of the transfer. Tickets will be received immediately and are available to be printed on-demand. It's that easy!

How Do I Transfer A Ticket?

- A**
- 1) Sign in to your online ticket account.
 - 2) Once signed in, click Manage My Account near the top of the screen.
 - 3) Select the Transfer Tickets option.
 - 4) Click the Transfer link below the game you wish to transfer.
 - 5) Check each box for each individual seat you wish to transfer and enter the recipient's contact information (case sensitive). You will be asked to confirm your request on the following page.
 - 6) Then select whether you or the recipient

will be paying the \$3.00 charge. If you will be paying the charge, add your credit card information. If the recipient will be paying the charge, simply select "Recipient" and then "Submit." Click the "Sign Out" button to complete the transfer.

7) Wait for the recipient to claim the tickets; they have 72 hours to accept the transfer. You will receive an email notice once the tickets are accepted, rejected, or unclaimed. Once the transfer is accepted, the season ticket holder should destroy the original tickets as their barcode has been deactivated.

How Do I Accept a Transferred Ticket?

- A**
- 1) Transfer recipients receive an email that includes a link to accept the transfer. The subject line of the email will read "Ticket Transfer Invitation." Open your email program, find the email and click on the link.
 - 2) Enter your email address in the appropriate field and click the "Accept" button.
 - 3) Sign in to your ticket account using your email address and password, or click the "register here" link if you have never used

the online ticketing system.

4) There is a \$3.00 fee associated with this transfer. If it is not paid by the sender, you will be required to pay this fee to proceed. If so, enter a valid credit card and click "Check Out"

5) You will then receive an email containing your transferred ticket attached to it in the form of a "Print-at-Home" PDF document. Open the email and print out the ticket.

When Can I Transfer A Ticket?

- A**
- Season ticket holders can transfer a ticket up to 24 hours prior to game time. The entire transfer (offer and

acceptance) must be completed 24 hours prior to game time.

Any Special Notes To Remember?

- A**
- 1) A ticket can only be transferred one time. Transferred tickets can not be transferred again.
 - 2) The free Adobe Reader version 4.0 or greater is required to open the transferred

ticket attachment.

3) The deadline to accept and complete a transfer is 3 hours prior to kickoff on game day.

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