The University of Maryland online Student Ticketing System is a tool designed for students to obtain tickets to athletic events. The system is primarily used for football, men’s basketball and women’s basketball conference games. On occasion it is used for select men’s lacrosse games.

There are three phases to the Student Ticketing System: Request Phase, Claim Phase and On-Demand Phase.

**Loyalty Points & Cancellations**

- Students have entries in the lottery equal to the # of Loyalty Points earned from attending previous games.
- Students earn Loyalty Points by attending games, but lose Loyalty Points for failing to attend games for which they claim a ticket. “No Show”
- Students who accumulate too many “no-shows” will lose their eligibility to register for future tickets.
- To input and correct your student information. Click on “Student Information” to update your account.
- Student tickets are available for current, activity-fee paying UMCP students ONLY

**Student Tickets**

**Football:**
Capital One Field at Byrd Stadium—North Gate (Gate C) & Gate E. Across from Ellicott Hall

**Basketball:**
Comcast Center—Northwest Entrance (Gate F) across from the research Green House

**Terrapin Ticket Office**
2740 Comcast Center
College Park, MD 20742

- Phone: 301.314.7070
- Fax: 301.314.4920
- Studentgametickets@umd.edu

**FYI**

- To cancel your tickets, logon to www.tickets.umd.edu
- Select Cancellations
- Click on the event for the tickets you would like to cancel
- No penalty: cancelling your ticket by noon of the day prior to the event
- -1 point: cancelling your ticket before doors open to the event.

For further explanation of the Student Ticket Distribution Polity, please refer to “Online Student Ticket Distribution --At a Glance--” on www.tickets.umd.edu
Request Phase

Logon to www.tickets.umd.edu
- Click on Request/Claim Tickets
- Sign on with User ID & Password
- The Request Phase lasts for 2 days. To request a ticket, click on the yellow highlighted game. If no game is highlighted, the Request Phase has not begun. Please review the distribution schedule for that sport located on www.umd.edu.
- To request a ticket, click on the yellow highlighted game.
- Enter the # of tickets requested; the maximum # of tickets you can request will be posted.
- Enter the Security Validation code & click Validate.
- A message indicating you have requested a ticket will appear; verify you have requested a ticket properly by reviewing account information in “Your Tickets”.
- After the 2 day Request Phase, an email notification will be sent to you indicating if you have been selected for a ticket. To ensure you receive the email, please add Studentgametickets@umd.edu to your email address book as the university has spam controls in place.

Claim Phase

- Logon to www.tickets.umd.edu
- Click on Request/Claim Tickets
- Sign on with User ID & Password
- To claim a ticket, logon to www.tickets.umd.edu and select “Request/Claim” tickets. If you were selected from the lottery to receive a ticket, it will be in your account to claim and print.
- Students have 2 days to claim their ticket before it is allocated to another student.
- To check that you have claimed your ticket correctly, go online to tickets.umd.edu and select “Your Tickets”. The specific game will appear with a Print or Reprint box if you have claimed your ticket.

On-Demand Phase

- After the initial request period, if tickets are still available students may print their ticket directly by clicking on the “on-demand” option.
- Student guest tickets for football become available during “on-demand”
- Only specified games allot student guest tickets for men’s basketball.

How do I access the student ticket system?

1. Logon to www.tickets.umd.edu
2. To logon as an incoming freshman or first time user, you will need your User ID and password.
   - Your User ID is the last 9-digits of the barcode number on the back of your student ID card:
     ![](ticket_barcode.png)
   - The initial password is ‘Guest’ with a capital “G”. Once logged in, you may change and personalize your password.

To input and correct your student information click on the “Student Information” link, located in the column on the left.

Please Note: To receive email reminders to request and claim your tickets, you must check the email reminder box located on your “Student Information” page.