

STUDENT TICKETING FAQ

ACCOUNT

Q: I am a new student, how do I access my student account?

A: New students will need to register their account. To register, click the “Sign In as Student” button. You will be prompted to log in with your Directory ID and your passphrase, which will allow you to access your account.

Q: When I try to sign-in, I get a “Login Failed due to missing user attributes”. How do I sign into my account?

A: If you are getting this error message, it means your account is not currently linked to a student account. Please call the ticket office at 301-314-7070 so that the ticket office can investigate and fix the issue.

Q: What do I do if my account is inactive for student tickets?

A: There are several reasons why your account could be inactive.

- You are a graduate student, and the activities fee is not included in your tuition.
- You are not a full time student taking 12 or more hours in a semester.
- You are a new student and you have not picked up your University ID card.
- It could be related to your tuition bill.

If you are inactive, you can contact the Registrar’s Office and they can see the reason why and help resolve the issue.

TICKETS

Q: Do student tickets cost anything?

A: Student tickets are complimentary, as the costs are part of tuition. Undergraduate students have the activities fee covered in their tuition, but only some of the graduate programs include the fee in their cost. If you are a graduate student, you can contact the Registrar’s Office to see if the activities fee is part of your tuition cost.

Q: What sports do I need a ticket for?

A: Students need a ticket for admission to football and men’s basketball games. For all other sports, students need to show their UID cards for admission.

Q: How do I get a ticket for football and men's/women's basketball games?

A: For football and men's basketball, you will need to request a ticket in the request period. Tickets are requested on a single game basis, and usually open 2-3 weeks prior to the game. Please see the distribution schedule for exact dates for request periods.

Request periods are open for 2 days. There is no advantage to being the first student request, nor is there a disadvantage to being the last student to request. When the number of students who request tickets is fewer than the number of tickets available, all students who requested will receive a ticket. If there are more requests than tickets available, then a lottery will be run to determine who receives a ticket.

For women's basketball, you can request tickets on demand through your student account.

Q: How does the student lottery work?

A: The student ticket lotteries are loyalty-based and initiated only when demand for tickets exceeds supply.

For request periods that occur prior to the first home game, lottery entries will be allocated to the following structure: Freshmen – 1, Sophomores – 2, Juniors – 3, Seniors – 4, and Graduate Students – 1.

For request periods that occur after the first home game, the number of entries in the lottery is equal to the number of Loyalty Points earned by attending previous games. Therefore, students can increase the opportunity to obtain tickets to future games by attending games throughout the football and men's basketball season.

For more information regarding student lotteries and loyalty points, please visit the Student Ticket Policy page.

Q: Do loyalty points carry over each year?

A: No, loyalty points are earned on a per year and per sport basis.

Q: What happens if I do not attend the game when I have a ticket?

A: If you claim a ticket and do not attend, you can lose loyalty points if you do not return the ticket. Students have until noon, one day prior to game day to return their ticket without losing points.

Q: How do I return my student ticket?

A: You can return your student ticket by logging into your student account and going to either the “Manage My Account” page or the “Reserve Student Tickets” page.

Q: Can I transfer my student ticket to another student?

A: No, student tickets are non-transferrable. You will need to return your ticket back to the system.

Q: Can I get a ticket for a friend who is not a student at UMCP?

A: Yes, we do offer discounted guest tickets to students, but their availability depends on the ticket supply after the request period. If the request does not exceed supply in the two day request period, student guest tickets will be offered at a discounted rate. The cost and amount of guest tickets you can acquire will vary by game.