



MOBILE TICKETING

THE 2020 SEC CHAMPIONSHIP GAME IS A MOBILE TICKETS ONLY EVENT. ALL FANS WILL NEED A MOBILE TICKET TO ENTER THE STADIUM. FANS ARE ENCOURAGED TO SAVE THEIR TICKET TO THEIR MOBILE WALLET PRIOR TO ARRIVING. SCREENSHOTS OR RECORDINGS OF TICKETS ARE NOT VALID FOR ENTRY. IF YOU ARE COMING TO THE GAME WITH FRIENDS OR FAMILY, TRANSFER THEIR TICKETS BEFORE THE DAY OF THE GAME.

HOW TO ACCESS TICKETS:

STEP ONE	STEP TWO	STEP THREE	STEP FOUR	STEP FIVE
<p>Enter your email that was used to purchase or accept the tickets on the sign-in page. If this is your first time logging in or you have forgotten your password, please select "Forgot Password?" and follow the provided instructions. You will need immediate access to your email inbox as the reset password link will expire within fifteen minutes. Once you have entered the proper credentials, click "Sign In".</p>	<p>These are your mobile tickets! Click on each ticket to view the ticket.</p>	<p>For easy access on game day, add your mobile tickets to your phone's digital wallet by clicking the black box that says "Add to wallet" for Apple users or "G PAY - Save to phone" for Android users.</p>	<p>Finish adding your mobile ticket to your phone's digital wallet by clicking "add", "next" or "save".</p>	<p>When you arrive at the gate on gameday, simply launch your phone's wallet app and select your game ticket. Heads up! Apple Wallet tickets will not have a barcode - just Tap and Go to enter stadium.</p>



MOBILE TICKETING FAQ

WHAT IS MOBILE TICKETING?

With Mobile Ticketing, you are able to enter the stadium without the need for a physical ticket. Via the SEC Ticketmaster webpage on the browser on your smartphone to access your ticket. You will scan your mobile ticket as if it was a physical ticket, and you're in!

CAN I PRINT MY TICKETS?

No. Tickets cannot be printed via PDF. On game day it works just like scanning your boarding pass at the airport – you'll scan your phone at the turnstiles. Screenshots or recordings of tickets are not valid for entry. A commemorative souvenir ticket can be purchased for delivery after the game. (<https://directfulfillment.wwlinc.com/SECConference>)

WHAT IF I LOSE CONNECTIVITY / CAN'T CONNECT MY ACCOUNT?

We encourage you to download your tickets to your smartphone before heading to the game and store them in the wallet on your smartphone. If your tickets are on the mobile web browser, avoid clearing out your browser history until after the event.

WHAT IS THE ALTERNATIVE OPTION IF I DON'T HAVE A SMART PHONE OR MY PHONE BREAKS, DIES, IS LOST OR STOLEN ON GAME DAY OR PRIOR TO ARRIVING?

If you do not have a smartphone for any reason, you'll need to visit the Box Office, located to the right of Gate 1 open at 6:30 p.m. on game day. Please have a valid ID for the name of the account.

WHAT IF WI-FI AND/OR CELLULAR SERVICE IS LIMITED AT THE VENUE? I CAN'T ACCESS MY TICKET AT THE STADIUM?

Locate one of the Mercedes-Benz Stadium Ticket Attendants holding iPads at every gate or visit the Box Office located to the right of Gate 1.

HOW DO I TRANSFER A TICKET?

Follow all "Accessing and Downloading Tickets" instructions above, instead of adding the ticket to your wallet, click "Transfer".

- Select the seat(s) you wish to transfer and click "Continue".
- Add a New Recipient" including name and email address and click "Transfer".
- Once you transfer, you will receive an email confirming the initiation of the electronic transfer of mobile tickets.
- Finally, once the recipient has claimed your mobile tickets as their own, you will receive further communication alerting you.

HOW DO I ACCEPT A TRANSFERRED TICKET(S)?

You will receive a link to accept your mobile ticket(s) by email. In the email, start by clicking the "Accept Tickets" button. Then follow the instructions listed in the email.

WHAT IF MY ENTIRE PARTY ISN'T WITH ME WHEN I ENTER THE STADIUM?

You'll need to transfer each member their ticket individually if they are not entering with you. Each person entering the stadium will need a ticket at the time of entry.

CAN I HAVE MULTIPLE TICKETS ON A SINGLE PHONE?

Yes. However, we encourage you to send a ticket to each person in your group so that they may easily travel throughout the stadium on game day.

WHAT IF I SEND THE TICKETS TO THE WRONG PERSON. CAN I RECALL THE TICKETS?

Yes. You can reclaim the tickets as long as they haven't already been accepted by the recipient.

WILL I HAVE TO DOWNLOAD AN APP SIMILAR TO THE COLLEGE FOOTBALL PLAYOFF TICKETING PROCESS?

No. You will not have to download an app to receive your tickets. It will be as simple as receiving an email, clicking a link, logging in and adding the tickets to your Apple Wallet or Google Pay Wallet for use on gameday. Heads up! Apple Wallet tickets will not have a barcode – just Tap and Go to enter stadium.

WHO CAN I CONTACT IF I NEED ASSISTANCE WITH MOBILE TICKET DELIVERY?

Please contact the SEC Ticket Office with any questions by chatting 24/7 with our virtual assistant (<https://chat.satis.fi/?pageID=8653>), via email at tickets@sec.org, by phone at 800-SEC-4TIX, Monday – Friday: 8 a.m. – 5 p.m. Central and on game day 11 a.m. – 7 p.m. Central. On game day, see one of the Mercedes-Benz Stadium Ticket Attendants (holding an iPad) at each gate, or visit the Box Office Ticket windows located to the right of Gate 1.