

Your Instructional Guide

Avoid waiting in Will Call lines to pick up your tickets. Prevent your tickets from getting lost in the mail. You may print or reprint your tickets anytime prior to the performance if they are misplaced. If you've printed your airline boarding pass before, printing your DeBartolo Performing Arts Center event tickets is similar.

1. Order event tickets online at performingarts.nd.edu and complete all billing information.
2. Select Print at Home as your preferred delivery method.

Note: You will receive a confirmation e-mail to print your tickets at home. Tickets will be attached to a second e-mail.

3. Print your tickets in color or black and white on standard 8.5x11-inch plain white paper. Each ticket should be treated like any other valid ticket.
4. Bring your ticket to the event! The DeBartolo Performing Arts Center scans all tickets 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.

Special Notes:

- Add performingarts@nd.edu to your address book. Each Print at Home ticket will arrive as an attachment in the email. Please set your email to accept attachments.
- Free but ticketed events aren't eligible for Print at Home ticket delivery.

FREQUENTLY ASKED QUESTIONS

Q: What are Print at Home tickets?

Print at Home offers event ticket delivery via e-mail within minutes of your purchase. You'll receive two e-mails—your order confirmation and then an e-mail with your tickets. The confirmation e-mail doesn't include your tickets—please wait for the second email containing your tickets.

Q: Why use Print at Home tickets?

- 1) Avoid waiting in Will Call lines.
- 2) Tickets in your possession within minutes on your schedule.
- 3) You may reprint your tickets anytime prior to the performance if they become misplaced.
- 4) Ticket barcodes may also be scanned using your phone.

Q: How do Print at Home tickets work?

Print at Home is a free electronic delivery method. Tickets or items are quickly delivered to your inbox. You'll receive two e-mails, one is a confirmation and the other has your print-at-home tickets attached to it. Every ticket emailed to you is valid, so safeguard them as you would any other ticket. Each ticket contains a unique barcode that is scanned for entry to an event. If copies are made of a ticket, only the first scan of the barcode will allow entry. If a unique barcode has already been scanned, the usher is alerted and entry won't be permitted.

Q: What software/hardware do I need?

- 1) You'll need the current version of Adobe® Acrobat® Reader®. A free copy of the software may be downloaded at 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?

- 1) Allow at least one hour for your emails to arrive.
- 2) Be sure you're checking the email address for your DPAC account.
- 3) Check that your email mail settings allow you to receive attachments.
- 4) Look in your junk/spam folder.
- 5) Add performingarts@nd.edu to your address book and/or list of trusted email addresses.

Q: What if my tickets didn't print correctly?

- 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 help?

Call the DeBartolo Performing Arts Center Ticket Office Monday–Friday, noon–6:00pm at (574) 631-2800 or email us at performingarts@nd.edu. Please use "PAH Ticket Problem" in the subject line.