



STUDENT TICKETING PROCEDURES



ONLINE PICKUP

- Online pickup will begin approximately 2 weeks prior to a men's basketball home game. Pickup schedule is posted on GoXavier.com.
- To claim a ticket online, a student will log into his/her Student My Musketeers Account via the link from the student ticket page on GoXavier.com. The student's Xavier email address will function as a user ID, and passwords have been emailed.
- Once you log in to your account, the available games will be shown under the 'My Upcoming Events' tab. To request tickets for a game, click the 'Manage my Tickets' link next to the game you'd like to attend. From there, you can click the check box next to the seat held on your account for that particular game, and click the 'Group' button. Next, you will input the group name and password. Group names and passwords for each game will be posted on the student ticketing page of GoXavier.com, along with the pickup schedule prior to the season.
- You'll then click 'Continue' and the group information will be displayed, including the number of tickets remaining. As long as tickets remain, you can click the 'Join this Group' button, and that will reserve your ticket for that game. Please remember that for pickup windows for multiple games, you will have to join the group for each game separately.
- Students will have 2 DAYS to log on and claim a ticket for an upcoming game.
****CLAIMING A TICKET ONLINE DOES NOT GUARANTEE YOU ENTRY****
- If you do not claim a ticket online during the designated window, you will be placed in the 'Standby' group on gameday. If tickets remain unclaimed after tip-off, any Standby students will then have the same priority for entry as students who registered online.

GAMEDAY LINEUP

- Students may begin lining up for entry beginning on the day of the game. Line up will begin at the regular student entrance, at the far left doors of the main entrance to Cintas Center. Line up begins no earlier than 6 a.m. the day of the game.
- The first students in line will receive the best available tickets.
- Tickets will be reserved seating, so groups wanting to sit together must line up together.

TICKET DISTRIBUTION

- All students MUST have their Xavier AllCard for entry into the game.
- After claiming a ticket online, the student's ticket will be transferred onto their AllCard.
- Upon entry to the building, the student's AllCard will be scanned. Students claiming a ticket online have priority for entry until tip-off. After tip-off, any full-time undergrad student can enter, regardless of whether or not a ticket was claimed online.
- After verification, students will be given their seat location. Those students receiving lower level tickets will also be wristbanded to designate their lower level seating.
- If a student claimed a ticket, but cannot attend, and wants to transfer that ticket to another student, they must contact the ticket office by the day prior to the game to complete a transfer.

