



## Print-At-Home Tickets: Instructional Guide

### What are Print-At-Home tickets?

Print-At-Home is an electronic delivery method by which your tickets or items are emailed directly to you immediately after your purchase. You will receive two emails after your purchase — one will be your Print-At-Home email with your tickets attached and the other will be your order confirmation (*does not include tickets*).

## Benefits

- 👉 Avoid waiting in “Will-Call” lines to pick up your tickets.
- 👉 Prevent your tickets from getting lost in the mail.
- 👉 You can print or reprint your tickets anytime prior to the game if they are misplaced.

### Special Notes

If you are using any spam filters and want to ensure that you receive the email containing your tickets, please add our email, [wvugame@mail.wvu.edu](mailto:wvugame@mail.wvu.edu), to your approved spam filter list. Each Print-At-Home ticket will arrive as an attachment in the email. Please set your email to accept attachments.

Adobe Acrobat Reader version 4 or higher is required to use the Print-At-Home feature. A free copy of the software can be downloaded at [www.adobe.com](http://www.adobe.com).



Order home game tickets online at [www.WVUGAME.com](http://www.WVUGAME.com)

Choose to print your tickets at home



You will receive an email to print your tickets at home *instead of receiving in the mail or picking up at will-call.*

Print your tickets in color or black and white on standard 8.5x11-inch plain white paper on your home printer. *Each ticket should be treated like any other valid ticket.*



Bring your ticket to the game! All tickets are scanned at the gates of the WVU Coliseum. 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.

**MOUNTAINEER TICKET OFFICE**  
PO Box 0877 Morgantown, WV 26507-0877  
1-800-WVU GAME or 800-988-4263  
[wvugame@mail.wvu.edu](mailto:wvugame@mail.wvu.edu)  
[www.WVUGAME.com](http://www.WVUGAME.com)





## Print-At-Home Tickets: FAQ

### What are Print-At-Home tickets?

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Q

Why use Print-At-Home tickets?

A

1) Avoid waiting in “will-call” lines to pick up your tickets.  
2) Prevent your tickets from getting lost in the mail.

3) You can print or reprint your tickets anytime prior to the game if they are misplaced.

Q

How do Print-At-Home tickets work?

A

The ticket that is emailed to you is a valid ticket. Make sure you protect it like you would any other ticket. Each ticket contains a unique barcode that is scanned at the event. If any cop-

ies are made of the ticket, only the first scan of the barcode will be allowed entry. If a unique barcode has already been scanned, the attendant will be alerted and entry will not be permitted.

Q

What software/hardware do I need?

A

1) You will need Adobe® Acrobat® Reader® version 4 or higher. A free copy of the software can be downloaded at [www.adobe.com](http://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?

A

1) Make sure you have used the correct email address.  
2) Check your junk mail folder.  
3) Make sure that your spam guard and junk mail settings allow you to receive emails with attachments.

4) Be sure to add our email address, [vvugame@mail.wvu.edu](mailto:vvugame@mail.wvu.edu), to your list of trusted email addresses.  
5) Please allow at least one hour for your emails to arrive.

Q

What if my tickets did not print correctly?

A

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 assistance?

A

Please contact the Mountaineer Ticket Office Monday through Friday from 9 a.m. – 5 p.m. at

1-800-WVU GAME or 1-800-988-4263 or by email at [vvugame@mail.wvu.edu](mailto:vvugame@mail.wvu.edu) for further assistance.

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PO Box 0877 Morgantown, WV 26507-0877  
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[vvugame@mail.wvu.edu](mailto:vvugame@mail.wvu.edu)  
[www.WVUGAME.com](http://www.WVUGAME.com)

