NKU Athletics
Mobile Ticket Access Instructions

1. Go to the App Store on your phone. Download the Northern Kentucky Norse app.

2. Login to your account or create an account. Please note, your credentials to log into the Norse Up app are different than those tied to your Ticketmaster account. Your tickets will be accessed in a later step.

3. In order to sign in to your Ticketmaster account so that you can access your tickets, click on the Tickets button found in the navigation bar at the bottom of your screen.

4. Once you click on the Tickets button, you will be prompted to sign into the NKU Ticketmaster portal. This is where you will use your credentials tied to your My Norse Account. First, you will click Sign in to NKU Norse, then the login screen on the right will appear.
   a. For those that are new season ticket holders, or do not know your password, please click Forgot Password.
5. Once your logged in, your tickets will show up on your screen. In order to open the event you wish to view, simply tap it.

Your tickets for the event you chose will then appear on-screen. You will have the option to swipe to view each ticket, transfer them to friends or family, or access the barcodes. In order to have your ticket scanned for entry, you will need to select **View Barcode**.

**Please note:** For quicker and easier access to your tickets on gamedays, you are able to save your tickets to Apple Wallet or GPay. Once saved to either, you will be unable to transfer the tickets to someone else in Ticketmaster.
NKU Athletics
Mobile Ticket Transfer Instructions

While logged into Ticketmaster on the Norse Up app, you have the capability to transfer tickets to other guests. This is helpful when you cannot attend a game, or you are attending with a group of guests that may not arrive at the same time.

**Please Note:** Tickets that have been added to Apple Wallet or GPay **CANNOT** be transferred using the below process.

1. While logged into Ticketmaster on the app, select the event for which you would like to transfer tickets. In the bottom corner of the screen, select **Transfer Tickets**. This is noted by the green arrow below.

[Image of Ticketmaster app interface showing ticket transfer option]
2. When you click Transfer, you will then be asked to select the seats you would like to transfer. The seats you select will be denoted by a blue checkmark. Once you have selected all the seats you wish to transfer, click **Transfer To** at the bottom of the screen.
   a. You have the ability to select the recipient from your phone’s contacts, or you can manually enter a recipient, choosing to have the tickets sent to them either via email or text message.

3. When you click **Transfer To**, the below options will appear on-screen. Either select the recipient of the tickets from your contacts, or tap **Manually Enter a Recipient**. In both cases, enter the required information. Once finished, click the button labeled **Transfer (#) Tickets**.
   a. The number shown will be reflective of the number of tickets you are transferring.
4. Once you have completed the above steps, your transfer is completed. You will be notified via email to the address tied to your account when the tickets have been sent to the intended recipient, and again when they have been accepted by the recipient.
   a. We recommend that you check with the intended recipient to ensure that they received the tickets you sent. They are usually received instantly once you transfer them.

For any questions, please reach out to the Norse Athletics Ticket Office
(859) 572-7848
norsetickets@nku.edu