How to Reserve Your Mobile Guest Tickets

1. Click Unlock and then enter your UM ID, aka C#, in the Enter Offer Passcode pop-up screen to get started. (Click here to view your UM ID.)
2. Select up to six tickets, then click **Next**.
3. Sign into Ticketmaster.

4. If you do not already have a Ticketmaster account, please select Sign Up to create a new account.

5. If you are signing up, enter your personal information, then click Next.
Step-by-Step Guide: Ordering Commencement Tickets

6. Enter your phone number to receive a confirmation code, then click **Next**.

7. Verify your identity by entering the one-time code sent to your phone and click **Confirm**.
8. Enter your information in the payment section. Please note, there is no cost associated with reserving tickets. Once complete, confirm you have read the Terms of Use, and click Place Order.

9. Congratulations! Your ticket reservation is complete.
How to Transfer Your Guest Tickets

Optional: If you need to transfer tickets to another person, first click Manage My Tickets and then select Transfer Tickets.
How to Print or Download Your Guest Tickets

You can either print your tickets via the Ticketmaster site’s desktop computer version or download mobile tickets via your phone.

Desktop Computer Version

When logged into Ticketmaster, click **See Details** next to the event information.

Click **Print Tickets** to access your tickets.
Your printable tickets will display on screen.
Mobile Version

When logged into Ticketmaster on your mobile phone, click **See Details** next to the event information.

Click **View Tickets**. The next screen will display your mobile tickets.

To ensure you have your tickets available with or without a network connection, it is suggested to take screenshots of the QR code. If available, you can choose to add the tickets to your phone’s wallet.
Step-by-Step Guide: Ordering Commencement Tickets

Troubleshooting
If you do not receive your tickets confirmation via email, please search your inbox/spam folder for "Ticketmaster;" otherwise, contact Ticketmaster Fan Support* via email to have them resent.

If you cannot access Ticketmaster, please follow the steps below:
- 1) Ensure that your C# is correct (Click here to view your UM ID.)
- 2) Make sure that you are selecting your designated ceremony.
- 3) If you still do not have access, please email commencement@miami.edu with your first and last name, email (miami.edu), C#, and your designated ceremony date and time.

*For reference, see sample screengrab below on how to contact Ticketmaster Fan Support:

- When logged into Ticketmaster, click the Contact Us button located on the bottom right of the screen.
- A pop-up support window will appear. Click Email Us, then select a subject, type your support message, and click Send.

Watsco Center Box Office
The Watsco Center box office will open from 8:30 a.m. to 5 p.m. on Wednesday, May 11, 2022 and Thursday, May 12, 2022; and from 7 a.m. to 7 p.m. on Friday, May 13, 2022.

For more information, contact the Watsco Center: https://watscocenter.com/contact/