

Georgia Southern University

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Eagle Insider

Athletics Newsletters

6-24-2020

Eagle Insider

Georgia Southern University

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STATESBORO - Improved health and safety measures, added convenience, contactless points of entry, security and ease of flow through the gates are just some of the benefits Eagle football fans will experience this fall as the Georgia Southern Athletics Department makes the move to mobile ticketing, starting with the 2020 football season. With the need for increased health and safety measures due to COVID-19, this is the appropriate time to upgrade and improve our ticket operations.

Georgia Southern Athletics has offered mobile ticketing for the past few years for several sports and during that time, the department has seen a dramatic increase in the number of fans utilizing mobile tickets. Mobile ticketing and contactless entry have become the norm in college athletics, and we are excited to exclusively use this technology.

In addition to eliminating the physical touching concerns that are prevalent at this time, mobile ticketing will reduce frequent issues related to paper tickets, including theft, shipping delays, tickets lost in transit and the need for an early confirmation of a shipping address. Other advantages include the ability for ticket purchasers to easily transfer tickets via mobile phone.

Mobile ticketing is the safest, quickest, most cost efficient and sanitary way for you to receive your season, mini-plan or single-game tickets. With this process, Eagle fans can download and store their tickets to their Apple Wallet or Android Google Play, transfer tickets to a friend via text at the push of a button using the recipient's cell phone number, and manage their account utilizing the "Manage My Account" page when logging into their account on GSEagles.com/tickets.

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EAGLES GO MOBILE

BENEFITS



Contactless entry; the most sanitary and efficient way to attend all Eagle events.



No need to print your tickets! Simply present your tickets on your smartphone at the gate!



Prevent your tickets from ever getting lost in the mail!

SPECIAL NOTES

Mobile tickets and print at home tickets will arrive via a link in the email you receive from Georgia Southern Athletics. If ordering multiple events, all tickets from the same event will be in that specific event's link. If you are currently using any spam filters in your inbox, you will want to ensure tickets@georgiasouthern.edu is on your approved spam filter list.

Mobile PDF tickets can be used on any type of smartphone with PDF readers such as Apple, Android, Window, etc. Passbook files may only be used on iPhones. Android phones can use Google Wallet.

Georgia Southern Ticket Office

Phone:

1 (800) GSU-WINS

Email:

Tickets@GeorgiaSouthern.edu

Address:

203 Lanier Drive
Statesboro, GA 30458

ORDER HOME GAME TICKETS AT:

GSEagles.com/FOOTBALLTICKETS

1

2

CHOOSE MOBILE TICKETS OR PRINT AT HOME AS YOUR PERFERED DELIVERY METHOD.

3

YOU WILL RECEIVE AN EMAIL WITH A LINK TO ACCESS YOUR MOBILE TICKETS OR PRINT AT HOME.

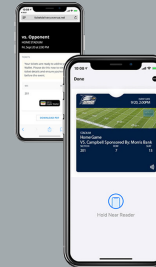
Be sure to save this email (all tickets for the same event will be in one link) or add the tickets to the Passbook or Google Wallet or print off each ticket as you need to present it for entry into the stadium or arena.

4

PRESENT YOUR MOBILE TICKET ON YOUR SMARTPHONE AT THE GATE. GEORGIA SOUTHERN ATHLETICS SCANS ALL TICKETS AT EACH FACILITY USING THE BARCODE ON EACH TICKET.

Each ticket should be treated like any other valid ticket.

Mobile tickets are individually barcoded allowing one scan per entry; so any attempts to duplicate, alter, or sell any copies of mobile tickets may result in admittance being refused to the event. This provides heightened security by identifying counterfeit and stolen tickets.



EAGLES GO MOBILE

EVERYTHING YOU NEED TO KNOW



FREQUENTLY ASKED QUESTIONS

WHAT ARE MOBILE TICKETS?

Mobile tickets are delivered in a Mobile PDF or Passbook format specifically designed for smartphones. Mobile tickets are emailed directly to you immediately after your purchase. One will be your tickets that can be scanned on your smartphone or added to Passbook and the second email will be your order confirmation email, which does not include actual tickets.



Why Use Mobile Tickets?

1. Allows for contactless entry; the most sanitary way to receive your tickets
2. No need to print your tickets! Simply present your tickets on your smartphone at the gate!
3. Prevent your tickets from ever getting lost in the mail!



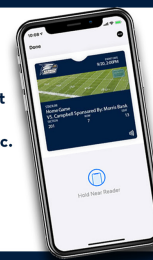
What if my phone is not compatible?

Any smartphone that can browse the internet can load a mobile ticket. Please note, iPads do not support Passbook regardless of iOS version.



What does a mobile ticket look like?

A mobile ticket contains a unique ticket verification QR code. It also contains the customary ticket information that you are familiar with seeing on a traditional hard stock paper ticket such as game date, time, section, row, seat, etc.



NEED ASSISTANCE CONTACT

Georgia Southern Ticket Office

Phone:
1 (800) GSU-WINS
Email:
Tickets@GeorgiaSouthern.edu
Address:
203 Lanier Drive
Statesboro, GA 30458

Why have I not received my tickets yet?

1. Make sure you have used the correct email address.
2. Check your junk or spam folder
3. Adjust your spam guard mail settings to receive emails with attachments.
4. Add our email address, tickets@georgiasouthern.edu to your list of trusted email addresses.
5. Please allow at least 1 hour for your emails to arrive.

2020 FOOTBALL
**SEASON
TICKETS**
ONLY WAY TO
GUARANTEE YOUR SEATS
FOR THIS SEASON!
STARTING AT JUST \$80

ONE MORE TIME

GSEagles.com/FinishStrong



Serving Middle & South Georgia Since 1954



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OFFICIALLY LICENSED EAGLE GEAR

★ **#WeAreEagleNation** ★



Rings, Diplomas & Leaders



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All sales are final. No refunds, no exchanges. Dates, times and locations are subject to change. Ticketed events adhere to a Clear Bag Policy. Ticket prices include sales tax but not processing/shipping fees. If events are changed or cancelled due to COVID-19 options will be made available to purchasers of the event or season

In the event of weather implications, Georgia Southern Athletics will make announcements on GSEagles.com and social media accounts (twitter and facebook).

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