Overview

My Mercer Tickets is a self-service online account management system, enabling YOU to manage your ticket inventory! You can forward your tickets to friends or to the University, print your tickets, and renew your season tickets all in one location.

Login Page

To access your account in MyTickets, enter your login (account number or email) and password and click Log In.

*Note: You will normally be brought to the My Ticket Inventory page when logging in. If it is your first time logging in to MyTickets, or if any of the required account information is missing, you will be brought to the My Account screen. If you have pending renewals, you will be brought to the To Do List screen.
• If you do not have a MyTickets account, click **Create a New Account** on the *Login* page. This will take you to the *New Account* screen. Enter the required information and click **Save Changes**.

• If you have a MyTickets account but do not know your account number, click **Retrieve Account Number** on the *Login* page. Enter the email associated with your account and click **Submit**. Your account number will be emailed to you.
• If you have a MyTickets account but do not have your password, click **Reset Password** on the *Login* page. Enter the email associated with your account and click **Submit**. A new temporary password will be emailed to you.
My Account

My Account is the core of your MyTickets account. Use this area to manage your password, update your personal information, and personalize your preferences.

- To manage your account in MyTickets, click the “My Account” tab on the top of the page.

Account Info

- To review or update your contact information, select the “Account Info” tab. Note that some fields may be locked from editing via MyTickets. If locked account information needs to be updated, then you will need to contact Mercer Ticket Sales at 478-301-5470.

![My Account Information Form](image)
Friend List

- To review, add, or remove friends to whom you can forward tickets, select the “Friend List” tab.

- Click **Edit** to change a friend’s name or email. Note: A friend’s email address cannot be modified if there is a forward for that friend.
- Click the “X” icon to remove a friend.
- To add a new friend, click **Add New Friend**. Enter the friend’s name and email address, and click **Save Changes**. Note: New friends can also be added during the Forward Tickets process.

If you cannot attend a game, and would like to forward your tickets to Mercer University, please add us to your friends list!
First Name: Ticket
Last Name: Donation
Email: ticketdonation@mercer.edu
Payment Info

- To view and update your credit card information, select the “Payment Info” tab.

To update the expiration date or billing address of a credit card, click **Edit**. Modify the information as needed, and then click **Submit**. You can also set a credit card as your default.

- To add a new card, click **Add New Credit Card**. Enter the required information, and click **Submit**.

- To delete an existing credit card, click the “X” icon to remove a credit card from your digital wallet.

Change Password

- To change your password, select the “Change Password” tab. Enter your current password and a new password. The new password must be between 6 and 15 characters. Enter the new password again, and then click **Save Changes**.
My Ticket Inventory

My Ticket Inventory is the online database for managing the tickets in your account. From the My Ticket Inventory Tab, you can view, manage and act on your tickets in a variety of ways.

- To manage your inventory in MyTickets, click the “My Ticket Inventory” tab on the top of the page. The default view is by event. When viewing by event, you can filter your tickets by Month and Day/Time.
To view the inventory by order, select the “Order” tab, and then select an order from the dropdown list.
To add notes to a ticket, click the details link in the event header. Enter a note, such as “Took Bob and Molly” next to each seat you wish to track and click **Save Description**. Your personal notes will appear next to each seat in your inventory list for future records.
• When “Forward Tickets” is selected from the ‘Ticket Action’ dropdown, you can also view your inventory by seat.
• To see the expanded ticket inventory for an event, click the arrow to the left of the event title.

• To refresh your inventory, click the “Refresh” icon in the event header. This will update your inventory with its current ticketing system status.
Forwarding Tickets

With ticket forwarding, you can digitally send tickets to friends, family, colleagues and Mercer University!

- To forward tickets, first select “Forward Tickets” from the ‘Ticket Action’ dropdown menu. With an event, order, or seat expanded, use checkmarks to select the seats you want to forward.
- Select a friend to whom you want to forward the ticket(s). If you already have friends assigned to your account, they will appear in the “Your Friends” box. If you want to forward tickets to a new friend, click New Friend and fill out the required information. The number of tickets for your friend will change to the number of forwarded tickets, and the tickets in your inventory will change from “Active Tickets” to your friend’s name.
- If you are done, click Continue.
On the Review: Forward Tickets screen, add a message to your friend, review the ticket information for accuracy, and then click Forward Tickets.
• Once the forward is complete, you will receive a confirmation pop-up. Click My Ticket Inventory to return to your ticket inventory, or click My History to review your transaction history, which will now show the forward that you just completed. You will also receive a confirmation email letting you know that your tickets were forwarded. The recipient of the tickets will receive an email with the links and instructions for accessing the tickets.

Receiving Forwarded Tickets

When someone forwards tickets to you from their MyTickets account, you will receive an email notifying you that tickets have been forwarded to you. Beneath the ticket information will be links enabling you to access the tickets.

If you cannot attend a game, and would like to forward your tickets to Mercer University, please add us to your friends list!

First Name: Ticket  Last Name: Donation  Email: ticketdonation@mercer.edu